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You can read the recommendations in the user guide, the technical guide or the installation guide for HP ENVY 4502. You'll find the answers to all your questions on the HP ENVY 4502 in the user manual (information, specifications, safety advice, size, accessories, etc.). Detailed instructions for use are in the User's Guide.

User manual HP ENVY 4502
User guide HP ENVY 4502
Operating instructions HP ENVY 4502
Instructions for use HP ENVY 4502
Instruction manual HP ENVY 4502



HP ENVY 4500 e-All-in-One series



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Manual abstract:

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103 iv ENWW 1 HP ENVY 4500 e-All-in-One series Help Learn how to use your HP ENVY 4500 series □ □ □ □ □ □ □ □ Printer parts on page 4 Control panel and status lights on page 5 Load media on page 26 Print on page 9 Copy documents on page 34 Scan to a computer on page 36 Replace the cartridges on page 45 Clear a paper jam on page 66 Check the estimated ink levels on page 42 ENWW 1 2 Chapter 1 HP ENVY 4500 e-All-in-One series Help ENWW 2 Get to know the HP ENVY 4500 series □ □ □ □ Printer parts Control panel and status lights Wireless settings Auto-Off ENWW 3 Printer parts □ Front and top views of the HP ENVY 4500 series 1 2 3 4 5 6 7 8 9 10 11 Lid Lid-backing Scanner glass Cartridge access door Cleanout Cartridge access area Printer display Control panel Paper tray Paper tray extender (also referred to as the tray extender) Paper-width guides □ Rear view of the HP ENVY 4500 series 12 13 Power connection USB port 4 Chapter 2 Get to know the HP ENVY 4500 series ENWW Control panel and status lights Figure 2-1 Control panel features Feature 1 2 3 4 5 6 7 8 9 10 11 Description On button: Turns the printer on or off. home: Returns to the Home screen, the screen that is displayed when you first turn on the printer. Up button: Use this button to navigate menus and select number of copies.

Wireless status light: Blue light indicates wireless connection. Wireless button: Press the button to view wireless status and menu options. Press and hold down the button until light blinks to start Wi-Fi Protected Setup (WPS) push button mode. ePrint button: Press the button to display the Web Services Settings menu where you can view printer's email address and make ePrint settings. Back: Returns to the previous screen. Selection button: Contextual button that changes depending on what is displayed on the printer display. OK: Confirms the current selection. Down button: Use this button to navigate menus and select number of copies. Help: On the Home screen, shows all Help topics. On another screen, shows information or animation on the display to assist in the current operation.

Figure 2-2 On button light Light behavior Off Dimmed Fast blinking Pulsing On Solution The printer is powered off. Indicates the printer is in Sleep mode. The printer automatically enters Sleep mode after 5 minutes of inactivity. Error has occurred. Refer to the messages on the printer display. Indicates that the printer is initializing or is being shut down. The printer is printing, scanning, copying, or is on and ready to print. ENWW Control panel and status lights 5 Figure 2-3 Wireless status light Light behavior Off Slow blinking Fast blinking On Solution Wireless is off. Press the Wireless button to access wireless menu on the printer display. Use the wireless menu to enable wireless printing.

Wireless is connecting or is on but not connected to a network. If the connection cannot be established, make sure the printer is within the range of wireless signal. Wireless error has occurred. Refer to the messages on the printer display. Wireless connection has been established and you can print. 6 Chapter 2 Get to know the HP ENVY 4500 series ENWW Wireless settings Press the Wireless button to view wireless status and menu options. □ □ □ If the printer has an active connection to a wireless network, the wireless light will be on solid blue. In the mean time, the printer display will show Connected and the printer's IP address. If wireless is turned off the wireless light will be off, the display screen shows Wireless Off. If wireless is enabled (wireless radio on) and you do not have a wireless connection, the wireless light will be blinking.

In the mean time, the display screen shows that it is either in the process of Connecting or Not Connected. You can use the printer display to retrieve information about your wireless network, establish a wireless connection, and more. How do I? Print network configuration page. The network configuration page will display the network status, hostnout looks like. TIP: For more information about managing and configuring HP ePrint settings and to learn about the latest features, visit HP Connected (www.hpconnected.com) To print using HP ePrint 1. Enable Web Services. a. b.

c. 2. From the printer control panel, press the ePrint button. Accept the Terms of Use, and then follow the on-screen instructions to enable Web Services. Print the ePrint information page, and then follow the instructions on the page to sign up for an HP ePrint account. On your computer or mobile device, open your email application. NOTE: For information about using the email application on your computer or mobile device, see the documentation provided with

the application. 3. 4. Create a new email message, and then attach the file that you want to print.

Enter the printer's email address in the "To" line of the email message, and then select the option to send the email message. NOTE: Do not include any email address in the "Bcc" field; this field is required to be blank. If there is an email address or printer address in the "Bcc" field, the job will not be printed. 10

Chapter 3 Print ENWW To find the printer's email address 1. 2.

Press the ePrint button on the control panel. You will see the Web Services Settings menu on the printer display. Select Display Email Address from the printer display to view the printer's email address.



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TIP: To customize the email address, select Print Info Page from the Web Services Settings menu on the printer display. The printer prints an information page that contains the printer code and instructions on how to customize the email address.

To turn off ePrint 1. 2. Press the ePrint button on the control panel. You will see the Web Services Settings menu on the printer display. Select ePrint from the printer display, and then select Off. ENWW HP ePrint 11 Print documents Load paper 1. 2. 3. 4. 5.

Make sure the paper tray is open. Slide the paper-width guides all the open. Place the paper in the paper tray. The side to be printed on should face down. Push the paper into the printer until they stop. Slide the paper-width guides firmly against the edge of the paper. To print a document 1. 2. 3. From your software, click the Print button.

Make sure your printer is selected. Click the button that opens the Properties dialog box. Depending on your software application, this button might be called Properties, Options, Printer Setup, Printer Properties, Printer, or Preferences. 4. Select the appropriate options.

On the Layout tab, select Portrait or Landscape orientation. On the Paper/Quality tab, select the appropriate paper type from the Media drop-down list in the Tray Selection area, and then select the appropriate print quality in the Quality Settings area. Click Advanced to select the appropriate paper size from the Paper Size drop-down list. 5. 6.

Click OK to close the Properties dialog box. Click Print or OK to begin printing. To print on both sides of the page 1. 2. From your software, click the Print button. Make sure your printer is selected. 12 Chapter 3 Print ENWW 3. Click the button that opens the Properties dialog box. Depending on your software application, this button might be called Properties, Options, Printer Setup, Printer Properties, Printer, or Preferences. 4.

Select the appropriate options. On the Layout tab, select Portrait or Landscape orientation. On the Paper/Quality tab, select the appropriate paper type and print quality from the Media drop-down list. Click Advanced to select the appropriate paper size from the Paper Size drop-down list. 5. 6. On the Layout tab, select Flip on Long Edge or Flip on Short Edge from the Print on Both Sides drop-down list. Click OK to print. NOTE: After one page of the document has been printed, you will be prompted to wait for a few seconds. Then the printer will automatically load the paper back to print on the other side.

You do not need to manually reload the paper or make any operations. ENWW Print documents 13 Print photos Load photo paper 1. 2. 3. 4.

5. Make sure the paper tray is open. Slide the paper-width guides all the open. Remove all paper from the paper tray, and then load the photo paper with side to be printed on facing down. Push the photo papers into the printer until they stop.

Slide the paper-width guides firmly against the edge of the photo papers. To print a photo on photo paper 1. 2. 3. On the File menu in your software, click Print. Make sure your printer is selected. Click the button that opens the Properties dialog box. Depending on your software application, this button might be called Properties, Options, Printer Setup, Printer Properties, Printer, or Preferences. 4. Select the appropriate options.

On the Layout tab, select Portrait or Landscape orientation. On the Paper/Quality tab, select the appropriate paper type from the Media drop-down list in the Tray Selection area, and then select the appropriate print quality in the Quality Settings area. Click Advanced to select the appropriate paper size from the Paper Size drop-down list. NOTE: For maximum dpi resolution, go to Paper/Quality tab, select Photo Paper from the Media drop-down list, and then select Best in the Quality Settings area. Then click the Advanced button and select Yes from the Print in Max DPI drop-down list. If you want to print max DPI in grayscale, select High Quality Grayscale from the Print in Grayscale drop-down list. 5. 6. Click OK to return to the Properties dialog box. Click OK, and then click Print or OK in the Print dialog box.

NOTE: After the printing is finished, remove unused photo paper from the paper tray. Store the photo paper so it does not start to curl, which could reduce the quality of your printout. 14 Chapter 3 Print ENWW Print Quick Forms Use Quick Forms to print calendars, check lists, games, notebook paper, graph paper, music paper, and games. Print Quick Forms 1. Select Quick Forms from the Home screen on the printer display.

TIP: If the Quick Forms option does not appear on the printer display, press the Home button, and then press the Up and Down buttons until you see Quick Forms. 2. 3. Press the Up and Down buttons to select one of the Quick Forms options. Then press OK.

After you have selected the type of form that you want to print, select the number of copies, then press OK. ENWW Print Quick Forms 15 Print envelopes You can load one or more envelopes into the paper tray of the HP ENVY 4500 series. Do not use shiny or embossed envelopes or envelopes that have clasps or windows. NOTE: Load envelopes 1. 2. 3. 4. 5. Make sure the paper tray is open. Slide the paper-width guides all the open.

Place the envelopes in the center of the paper tray. The side to be printed on should face down. The flap should be on the left side. Push the envelopes into the printer until they stop. Slide the paper-width guides firmly against the edge of the envelopes. For details on how to format text on envelopes, see the help files in your word application. To print an envelope 1. 2. 3. On the File menu in your software, click Print.

Make sure your printer is selected. Click the button that opens the Properties dialog box. Depending on your software application, this button might be called Properties, Options, Printer Setup, Printer Properties, Printer, or Preferences. 4. Select the appropriate options.

On the Layout tab, select Portrait or Landscape orientation. On the Paper/Quality tab, select the appropriate paper type from the Media drop-down list in the Tray Selection area, and then select the appropriate print quality in the Quality Settings area. Click Advanced to select the appropriate paper size from the Paper Size drop-down list. 5. Click OK, and then click Print or OK in the Print dialog box.

16 Chapter 3 Print ENWW Print with HP wireless direct With HP wireless direct, you can print wirelessly from a computer, smart phone, tablet, or other wireless-capable device—without connecting to an existing wireless network. When using HP wireless direct, note the following guidelines: Make sure your computer or mobile device has the necessary software: If you are using a computer, make sure you have installed the printer software provided with the printer. If you are using a mobile device, make sure you have installed a compatible printing app. For more information about mobile printing, visit www.hp.com/global/us/en/eprint/mobile_printing_apps.



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html. Make sure HP wireless direct is turned on in the printer and, if necessary, security is enabled. For more information, see *Connect wirelessly to the printer without a router* on page 56. Up to five computers and mobile devices can use the same HP wireless direct connection.

HP wireless direct can be used while the printer is also connected to a computer using USB cable or to a network using a wireless connection. HP wireless direct cannot be used to connect a computer, mobile device, or printer to the Internet. Click here to go online for more information. NOTE: At this time, these websites might not be available in all languages. □ □ □ □ This section contains the following topics: □ □ Print from a wireless-capable mobile device Print from a wireless-capable computer Print from a wireless-capable mobile device Make sure you have installed a compatible printing app on your mobile device. For more information, visit www.hp.com/global/us/en/eprint/mobile_printing_apps.html. 1.

2. Make sure you have turned on HP wireless direct on the printer. For more information, see *Connect wirelessly to the printer without a router* on page 56. Turn on the Wi-Fi connection on your mobile device. For more information, see the documentation provided with the mobile device.

NOTE: If your mobile device does not support Wi-Fi, you are not able to use HP wireless direct. 3. From the mobile device, connect to a new network. Use the process you normally use to connect to a new wireless network or hotspot. Choose the HP wireless direct name from the list ENWW Print with HP wireless direct 17 of wireless networks shown such as HP-Print-**-Envy 4500 series (where ** are the unique characters to identify your printer).

If HP wireless direct is turned on with security, enter the password when prompted. 4. Print your document. Print from a wireless-capable computer 1. 2. Make sure you have turned on HP wireless direct on the printer. For more information, see *Connect wirelessly to the printer without a router* on page 56 for more information. Turn on the computer's Wi-Fi connection. For more information, see the documentation provided with the computer. NOTE: If your computer does not support Wi-Fi, you are not able to use HP wireless direct.

3. From the computer, connect to a new network. Use the process you normally use to connect to a new wireless network or hotspot. Choose the HP wireless direct name from the list of wireless networks shown such as HP-Print-**-Envy 4500 series (where ** are the unique characters to identify your printer). If HP wireless direct is turned on with security, enter the password when prompted. 4. Proceed to step 5 if the printer has been installed and connected to the computer over a wireless network. If the printer has been installed and connected to your computer with a USB cable, follow the steps below to install the printer software using the HP wireless direct connection. a. Depending on your operating system, do one of the following: □ □ Windows 8: On the Start screen, right-click an empty area on the screen, click All Apps on the app bar, and then click Printer Setup & Software.

Windows 7, Windows Vista, and Windows XP: From the computer desktop, click Start, select All Programs, click HP, click HP ENVY 4500 series, and then click Printer Setup & Software. b. c. Select Connect New Printer. When the Connection Options software screen appears, select Wireless.

Select HP ENVY 4500 series from the list of detected printers. d. 5. Follow the on-screen instructions. Print your document.

18 Chapter 3 Print ENWW Print using the maximum dpi Use maximum dots per inch (dpi) mode to print high-quality, sharp images on photo paper. Printing in maximum dpi takes longer than printing with other settings and requires a large amount of memory. To print in Maximum dpi mode 1. 2. 3. On the File menu in your software, click Print. Make sure your printer is selected. Click the button that opens the Properties dialog box. Depending on your software application, this button might be called Properties, Options, Printer Setup, Printer Properties, Printer, or Preferences. 4.

5. 6. 7. 8. 9. Click the Paper/Quality tab. On the Paper/Quality tab, select the appropriate paper type from the Media drop-down list in the Tray Selection area, and then select Best in the Quality Settings area. Click the Advanced button. In the Printer Features area, select Yes from the Print in Max DPI drop-down list. Select the appropriate paper size from the Paper Size drop-down list.

Click OK to close the advanced options. 10. Confirm Orientation on the Layout tab, and then click OK to print. ENWW Print using the maximum dpi 19 Tips for print success To print successfully, the HP cartridges should be functioning properly with sufficient ink, the paper should be loaded correctly, and the printer should have the appropriate settings. Print settings do not apply to copying or scanning.

Ink tips □ □ Use original HP ink cartridges. Install both the black and tri-color cartridges correctly. For more information, see *Replace the cartridges* on page 45. □ Check the estimated ink levels in the cartridges to make sure there is sufficient ink. For more information, see *Check the estimated ink levels* on page 42.

□ If the print quality is not acceptable, see *Improve print quality* on page 62 for more information. Paper loading tips □ □ □ □ Load a stack of paper (not just one page). All of the paper in the stack should be the same size and type to avoid a paper jam. Load paper with side to be printed on facing down. Ensure that paper loaded in the paper tray lays flat and the edges are not bent or torn. Adjust the paper-width guides in the paper tray to fit snugly against all paper.

Make sure the paper-width guides do not bend the paper in the paper tray. For more information, see *Load media* on page 26. Printer settings tips □ □ On the Paper/Quality tab, select the appropriate paper type from the Media drop-down list in the Tray Selection area, and then select the appropriate print quality in the Quality Settings area. Select the appropriate paper size from the Paper Size drop-down list in the Advanced Options dialog box.

Access the Advanced Options dialog box by clicking the Advanced button on the Layout or Paper/Quality tab. To change default print settings, click Print & Scan, and then click Set Preferences in the printer software. Depending on your operating system, do one of the following to open the printer software: □ □

Windows 8: On the Start screen, right-click an empty area on the screen, click All Apps on the app bar, and then click the icon with the printer's name. Windows 7, Windows Vista, and Windows XP: From the computer desktop, click Start, select All Programs, click HP, click HP ENVY 4500 series, and then click HP ENVY 4500 series. □ □ If you want to print a black and white document using black ink only, click the Advanced button. From the Print in Grayscale drop-down menu, select Black Ink Only, then click the OK button.



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20 Chapter 3 Print ENWW Notes □ Original HP ink cartridges are designed and tested with HP printers and papers to help you easily produce great results, time after time. NOTE: HP cannot guarantee the quality or reliability of non-HP supplies. Product service or repairs required as a result of using a non-HP supply will not be covered under warranty. If you believe you purchased original HP ink cartridges, go to: www.hp.com/go/anticounterfeit

□ Ink level warnings and indicators provide estimates for planning purposes only. NOTE: @ @ You do not need to replace the cartridges until print quality becomes unacceptable. □ □ Software settings selected in the print driver only apply to printing, they do not apply to copying or scanning. You can print your document on both sides of the paper.

ENWW Tips for print success 21 22 Chapter 3 Print ENWW 4 Paper basics □ □ □ Recommended papers for printing Load media Order HP Paper Supplies ENWW 23 Recommended papers for printing If you want the best print quality, HP recommends using HP papers that are specifically designed for the type of project you are printing. Depending on your country/region, some of these papers might not be available. ColorLok □ HP recommends plain papers with the

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

Photo printing □ HP Premium Plus Photo Paper HP Premium Plus Photo Paper is HP's highest-quality photo paper for your best photos. With HP Premium Plus Photo Paper, you can print beautiful photos that are instant-dry so you can share them right off the printer. It is available in several sizes, including A4, 8.5 x 11 inch, 4 x 6 inch (10 x 15 cm), 5 x 7 inch (13 x 18 cm), and 11 x 17 inch (A3), and in two finishes - glossy or soft gloss (semi-gloss). Ideal for framing, displaying, or gifting your best photos and special photo projects. HP Premium Plus Photo Paper delivers exceptional results with professional quality and durability. □ HP Advanced Photo Paper This thick photo paper features an instant-dry finish for easy handling without smudging. It resists water, smears, fingerprints, and humidity. Your prints have a look and feel comparable to a store-processed photo. It is available in several sizes, including A4, 8.

5 x 11 inch, 10 x 15 cm (4 x 6 inch), 13 x 18 cm (5 x 7 inch). It is acid-free for longer lasting documents. □ HP Everyday Photo Paper Print colorful, everyday snapshots at a low cost, using paper designed for casual photo printing. This affordable photo paper dries quickly for easy handling. Get sharp, crisp images when you use this paper with any inkjet printer. It is available in glossy finish in several sizes, including A4, 8.5 x 11 inch, and 10 x 15 cm (4 x 6 inch). For longer-lasting photos, it is acid-free. Business documents □ HP Premium Presentation Paper or HP Professional Paper 120 These papers are heavy two-sided matte papers perfect for presentation, proposals, reports, and newsletters. They are heavyweight for an impressive look and feel.

□ HP Brochure Paper or HP Professional Paper 180 24 Chapter 4 Paper basics ENWW These papers are glossy-coated or matte-coated on both sides for two-sided use. They are the perfect choice for near-photographic reproductions and business graphics for report covers, special presentations, brochures, mailers, and calendars. Everyday printing □ HP Bright White Inkjet Paper HP Bright White Inkjet Paper delivers high-contrast colors and sharp text. It is opaque enough for two-sided color usage with no show-through, which makes it ideal for newsletters, reports, and flyers. It features ColorLok Technology for less smearing, bolder blacks, and vivid colors.

□ HP Printing Paper HP Printing Paper is a high-quality multifunction paper. It produces documents that look and feel more substantial than documents printed on standard multipurpose or copy paper. It features ColorLok Technology for less smearing, bolder blacks, and vivid colors. It is acid-free for longer lasting documents. □ HP Office Paper HP Office Paper is a high-quality multifunction paper.

It is suitable for copies, drafts, memos, and other everyday documents. It features ColorLok Technology for less smearing, bolder blacks, and vivid colors. It is acid-free for longer lasting documents. □ HP Office Recycled Paper HP Office Recycled Paper is a high-quality multifunction paper made with 30% recycled fiber. It features ColorLok Technology for less smearing, bolder blacks and vivid colors. Special projects □ HP Iron-On Transfers HP Iron-on Transfers (for light or white fabrics) are the ideal solution for creating custom T-shirts from your digital photos. ENWW Recommended papers for printing 25 Load media Select a paper size to continue. Load full-size paper 1. Lower the paper tray, and then pull out the paper tray and tray extender. 2.

Slide the paper-width guides outward. 3. Load the paper. □ Insert a stack of paper into the paper tray with the short edge forward and the print side down. □ Slide the stack of paper forward until it stops. 26 Chapter 4 Paper basics ENWW □ Adjust the paper-width guides so they fit against both sides of the stack of paper. □ Slide the paper tray in. Load small-size paper 1. Lower the paper tray, and then pull out the paper tray and tray extender. ENWW Load media 27 2. Slide the paper-width guides outward. 3. Load the photo paper. □ Insert a stack of photo paper into the paper tray with the short edge forward and the print side down. □ □ □ Slide the stack of photo paper forward until it stops.

Adjust the paper-width guides so they fit against both sides of the stack of photo paper. Slide the paper tray in. 28 Chapter 4 Paper basics ENWW Load envelopes 1. Lower the paper tray, and then pull out the paper tray and tray extender. 2.

Slide the paper-width guides outward. 3. Load the envelopes. □ Insert one or more envelopes in the center of the paper tray. The side to be printed on should face down. The flap should be on the left side and facing up. □ □ Slide the stack of envelopes forward until it stops. Adjust the paper-width guides so they fit against both sides of the stack of envelopes. ENWW Load media 29 □ Slide the paper tray in. 30 Chapter 4 Paper basics ENWW Order HP Paper Supplies The printer is designed to work well with most types of office media.

Use HP media for optimum print quality. Visit the HP website at www.hp.com for more information about HP media. HP recommends plain papers with the ColorLok logo for printing and copying of everyday documents. All papers with the ColorLok logo are independently tested to meet high standards of reliability and print quality, and produce documents with crisp, vivid color, bolder blacks and dry faster than ordinary plain papers.



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Look for papers with the ColorLok logo in a variety of weights and sizes from major paper manufacturers. To purchase HP papers, go to Shop for Products and Services and select ink, toner and paper. ENWW Order HP Paper Supplies 31 32 Chapter 4 Paper basics ENWW 5 Copy and scan □ □ □ □ Copy documents Scan to a computer Tips for copy success Tips for scan success ENWW 33 Copy documents The Copy menu on the printer display allows you to easily select number of copies and color or black and white for copying on plain paper. You can also easily access advanced settings, such as changing the paper type and size, adjusting the darkness of the copy, and resizing the copy.

Easy Copy 1. Load full-size paper in the paper tray. 2. Load the original. □ Lift the lid on the printer.

□ Load the original print side down on the right front corner of the scanner glass. 34 Chapter 5 Copy and scan ENWW □ Close lid. 3. Select Copy from the Home screen on the printer display to access the copy menu. □ □ □ If you do not see Copy on the printer display, press the Home button, and then press the Up and Down buttons until you see Copy.

From the Copy menu, select Copies to increase or decrease the number of copies. Then press OK to confirm. Press the button next to Start Black Copy or Start Color Copy to copy onto A4 or 8.5" x 11" plain paper. More copy features While in the Copy menu, press the Up and Down buttons to select among settings. □ □ Paper Type: Selects 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%. ID Copy: Allows you to copy both sides of ID card and print in the plain paper. 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). ENWW Copy documents 35 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 1.

Load original. □ Lift the lid on the printer. □ Load the original print side down on the right front corner of the scanner glass. 36 Chapter 5 Copy and scan ENWW □ Close the lid. 2.

Start the scan. Scan from the printer control panel 1. 2. 3. Select Scan from the Home screen on the printer display.

If you do not see Scan on the printer display, press the Home button, and then press the Up and Down buttons until you see Scan. Select Scan to Computer.

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. Scan from your computer 1. Depending on your operating system, do one of the following to open the printer software. □ □ Windows 8: On the Start screen, right-click an empty area on the screen, click All Apps on the app bar, and then click the icon with the printer's name. Windows 7, Windows Vista, and Windows XP: From the computer desktop, click Start, select All Programs, click HP, click HP ENVY 4500 series, and then click HP ENVY 4500 series. 2.

3. In the printer software, click the Print & Scan icon, and then select Scan a Document or Photo. 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. 4. 5. Select Save if you want to keep the application open for another scan, or select Done to exit the application. 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. Select Scan on the printer display and you will see the computers that are currently available for scanning.

ENWW Scan to a computer 37 Tips for copy success □ Load your original print side down on the right front corner of the scanner glass. □ □ □ Clean the scanner glass and make sure that there are no foreign materials adhering to it. To increase or decrease the contrast of your printed output, select Copy from the printer display and then 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. From the Copy menu select Paper Type to choose plain or photo paper and photo paper size.

To resize the image, select Copy from the printer display and then select Resize. □ 38 Chapter 5 Copy and scan ENWW Tips for scan success □ Load your original print side down on the right front corner of the scanner 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 Print & Scan 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.

@@@ Then the printer displays the current ink levels. NOTE: If you do not see the Home screen, press the Home button. To check the ink levels from the printer software 1. @@@@ 2. 3. Check that power is on. Load paper. Remove cartridge. a.

@@b. @@a. Remove cartridge from packaging. ENWW Replace the cartridges 45 b. Remove plastic tape using pink pull tab. c. Place new cartridge in slot at an angle under the opened tab, and then squeeze the tab closed as the cartridge slides into place. d. Close the cartridge access door. 5.

Align the cartridges. For more information about the printer alignment, see Improve print quality on page 62. 46 Chapter 6 Work with cartridges ENWW Use single-cartridge mode Use the single-cartridge mode to operate the HP ENVY 4500 series with only one ink cartridge.



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The single-cartridge mode is initiated when an ink cartridge is removed from the ink cartridge carriage. NOTE: When the HP ENVY 4500 series operates in single-cartridge mode, a message is displayed on the printer display.

If the message is displayed and two ink cartridges are installed in the printer, verify that the protective piece of plastic tape has been removed from each ink cartridge. When plastic tape covers the ink cartridge contacts, the printer cannot detect that the ink cartridge is installed. Exit single-cartridge mode □ Install both the black and tri-color cartridges in the HP ENVY 4500 series to exit single-cartridge mode. ENWW Use single-cartridge mode 47 Cartridge warranty information The HP cartridge warranty is applicable when the cartridge is used in its designated HP printing device. This warranty does not cover HP ink cartridges that have been refilled, remanufactured, refurbished, misused, or tampered with.

During the warranty period the cartridge 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/DD format, may be found on the cartridge as indicated: For a copy of the HP Limited Warranty Statement, see the printed documentation that came with the printer. 48 Chapter 6 Work with cartridges ENWW Tips for working with cartridges Use the following tips to work with cartridges: □ □ □ □ □ To protect the cartridges from drying out, always turn the printer off using the On button, and wait until the On button light goes out. Do not open or untape cartridges until you are ready to install them. Leaving tape on the cartridges reduces ink evaporation. Insert the cartridges into the correct slots. Match the color and icon of each cartridge to the color and icon for each slot. Make sure the cartridges snap into place. Align the printer for best print quality. See Improve print quality on page 62 for more information.

When the Estimated Ink Levels screen shows one or both cartridges in a low state, consider getting replacement cartridges to avoid possible printing delays.

You do not need to replace the cartridges until print quality becomes unacceptable. See Replace the cartridges on page 45 for more information. If you remove a cartridge from the printer for any reason, try to replace it again as soon as possible. Outside of the printer, if unprotected, cartridges begin to dry out. □ ENWW Tips for working with cartridges 49 50 Chapter 6 Work with cartridges ENWW 7 Connectivity □ □ □ □ □ □ Wi-Fi 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 wirelessly to the printer without a router Tips for setting up and using a networked printer Advanced printer management tools (for networked printers) ENWW 51 Wi-Fi 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 ENVY 4500 series to a wireless network using Wi-Fi 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: The HP ENVY 4500 series only supports connections using 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 ENVY 4500 series 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. 2. Press and hold the Wireless button on the printer until the wireless light starts blinking, approximately three seconds to start WPS push button mode. Press the Wi-Fi Protected Setup (WPS) button on your router. NOTE: The printer begins a timer for approximately two minutes while a wireless connection is established.

PIN method 1. Press the Wireless button on the printer control panel 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. Select Settings from the printer display. Select Wi-Fi Protected Setup from the printer display. If you have a Wi-Fi Protected Setup (WPS) router with a WPS push button, select Push Button, and then follow the on-screen 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 on-screen instructions. 2. 3. 4.

NOTE: The printer begins a timer for approximately four 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. 52 Chapter 7 Connectivity ENWW Traditional wireless connection (requires router) To connect the HP ENVY 4500 series 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: The HP ENVY 4500 series only supports connections using 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 ENVY 4500 series on. Network name (SSID). WEP key or WPA Passphrase (if needed).

□ □ To connect the printer 1. 2. 3. 4. 5.

Press the Wireless button from the printer control panel, and then select Settings. Scroll to select Wireless Setup Wizard, and then press OK. Follow the on-screen instructions to set up the wireless connection. Insert the printer software CD in the computer CD-ROM drive. Follow the on-screen instructions to install the printer software.

Connect a new printer If you have not connected the printer to your computer, or you want to connect another new printer of the same model to your computer, you can use the Connect a new printer function to set up the connection. NOTE: 1. Use this method if you have already installed the printer software. Depending on your operating system, do one of the following. □ □ Windows 8: On the Start screen, right-click an empty area on the screen, click All Apps on the app bar. Windows 7, Windows Vista, and Windows XP: From the computer desktop, click Start, select All Programs, click HP, and then click HP ENVY 4500 series. 2. 3. Select Printer Setup & Software. Select Connect a new printer.

Follow the on-screen instructions. Change network settings 1. 2. 3. 4. Press the Wireless button from the printer control panel, and then select Settings. Scroll to select Advanced Settings. Select the item to be changed from the Advanced Settings menu.



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Follow the on-screen instructions. ENWW Traditional wireless connection (requires router) 53 USB connection (non-network connection) The HP ENVY 4500 series 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 printer with the USB cable 1. Insert the printer software CD in the computer CD-ROM drive. NOTE: Do not connect the USB cable to the printer until you are prompted to do so.

2. 3. Follow the on-screen instructions. When you are prompted, connect the printer to the computer by selecting USB on the Connection Options screen.

Follow the on-screen instructions.

If the printer software has been installed, the printer will operate as a plug-and-play printer. If the software has not been installed, insert the CD that came with the printer and follow the on-screen instructions. 54 Chapter 7 Connectivity ENWW 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: The HP ENVY 4500 series only supports connections using 2.4GHz. Before changing from a USB connection to a wireless network, make sure that: The printer is connected to your computer with the USB cable until you are prompted to disconnect the cable. The computer is connected to the wireless network that you intend to install the printer on.

Change from a USB connection to a wireless network 1.

Depending on your operating system, do one of the following. 2. 3. Windows 8: On the Start screen, right-click an empty area on the screen, click All Apps on the app bar. Windows 7, Windows Vista, and Windows XP: From the computer desktop, click Start, select All Programs, click HP, and then click HP ENVY 4500 series. Select Printer Setup & Software. Select Convert a USB connected printer to wireless. Follow the on-screen instructions. ENWW Change from a USB connection to a wireless network 55 Connect wirelessly to the printer without a router HP wireless direct allows your Wi-Fi devices such as computers, smart phones, and tablets, to connect to your printer directly through Wi-Fi, using the process you currently use to connect your Wi-Fi device to new wireless networks and hotspots. With wireless direct, you can print directly to the printer wirelessly, without a wireless router, from your Wi-Fi enabled devices.

To connect wirelessly to the printer without a router 1. 2. 3. From the Home screen on the printer display, select Wireless Direct. In the Wireless Direct menu, select Wireless Direct, and then press OK.

Using the buttons to the right, select On without Security, and then press OK. TIP: If you would like to use HP wireless direct with greater security and if the computer or mobile device supports WPA2 encryption, select the option that will enable security. With security enabled, only users with the password can connect wirelessly to the printer. Without enabling security, anyone with a wireless device within the wireless range of the printer can connect to the printer.

4.

5. Press the button next to Display Name to display the wireless direct name. If you have enabled security, press the button next to Display Password to display the wireless direct password. TIP: You can also turn on HP wireless direct from the embedded web server (EWS). For more information about using the EWS, see To open the embedded Web server on page 58. 56 Chapter 7 Connectivity ENWW Tips for setting up and using a networked printer Use the following tips to set up and use a networked printer: When the Wireless Setup Wizard on the printer is launched, the printer searches for wireless routers, and then lists the detected network names on the printer display. 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 HP Print and Scan Doctor.

Click here to go online for more information. Learn about the network 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 antivirus programs during printer setup. Click here to go online for more information. ENWW Tips for setting up and using a networked printer 57 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 You can access the embedded Web server through either the network or Wireless Direct. Open the embedded Web server through network 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: <http://192.168.0.12>.

0.12. Open the embedded Web server through Wireless Direct 1. 2. 3. Press the Wireless button from the printer control panel, and then select Settings. If the display shows that wireless direct is Off, select Wireless Direct and then select On (No Security) or On (With Security). From your wireless computer, turn wireless on, search for and connect to the wireless direct name, for example: HP-Print-XX-Deskjet 3510 series. If you have wireless direct security on, enter the wireless direct password when prompted. In a supported Web browser on your computer, type the following address: <http://192.168.0.12>.

168.223.1. 4. 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.



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58 Chapter 7 Connectivity ENWW 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. ENWW Advanced printer management tools (for networked printers) 59 60 Chapter 7 Connectivity ENWW 8 Solve a problem This section contains the following topics: □ □ □ □ □ □ □ □ □ □ Improve print quality Clear a paper jam Unable to print Clear the print carriage Prepare paper trays Resolve copy and scan issues Printer failure Resolve ink cartridge problem Ink cartridge problem Older generation cartridges Networking HP support ENWW 61 Improve print quality NOTE: To protect the cartridges from drying out, always turn the printer off using the On button, and wait until the On button light goes out. 1. 2. Make sure you are using original HP ink cartridges.

Check the printer software to make sure you have selected the appropriate paper type from the Media drop-down list and print quality from the Quality Settings drop-down list. In the printer software, click Print & Scan and then click Set Preferences to access the print properties. 3. Check the estimated ink levels to determine if the cartridges are low on ink. For more information, see Check the estimated ink levels on page 42.

If the ink cartridges are low on ink consider replacing them. For more information, see Check the estimated ink levels on page 42. If the ink cartridges are low on ink consider replacing them. 4. Align the cartridges. To align the cartridges from the printer software NOTE: Aligning the cartridges ensures the high-quality output. The printer prompts you to align the cartridges every time you install a new cartridge. If you remove and reinstall the same ink cartridge, the HP All-in-One will not prompt you to align the ink cartridges. The HP All-in-One remembers the alignment values for that ink cartridge, so you do not need to realign the ink cartridges. a.

b. Load letter or A4 unused plain white paper into the paper tray. @@Windows 7, Windows Vista, and Windows XP: From the computer desktop, click Start, select All Programs, click HP, click HP ENVY 4500 series, and then click HP ENVY 4500 series. c. d. e. In the printer software, click Print & Scan, and then click Maintain Your Printer to access the Printer Toolbox. The Printer Toolbox appears. Click Align Ink Cartridges on the Device Services tab. The printer prints an alignment sheet.

62 Chapter 8 Solve a problem ENWW f. Load the cartridge alignment sheet print side down on the right front corner of the scanner glass. g. Follow the instructions on the printer display to align the cartridges. Recycle or discard the cartridge alignment sheet.

To align the cartridges from the printer display a. From the Home screen on the printer display, select Tools. NOTE: If you do not see the Home screen, press the Home button. b. 5.

From the Tools menu on the printer display, select Align Printer. Follow the on-screen instructions. Print a diagnostics page if the cartridges are not low on ink. To print a diagnostics page from the printer software a. b. Load letter or A4 unused plain white paper into the paper tray. @@Windows 7, Windows Vista, and Windows XP: From the computer desktop, click Start, select All Programs, click HP, click HP ENVY 4500 series, and then click HP ENVY 4500 series. c. In the printer software, click Print & Scan, and then click Maintain Your Printer to access the printer toolbox. ENWW Improve print quality 63 d.

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. To print a diagnostics page from the printer display a. From the Home screen on the printer display, select Tools. NOTE: If you do not see the Home screen, press the Home button. b. 6. From the Tools menu on the printer display, select Print Quality Report. Follow the onscreen instructions.

Clean the ink cartridges automatically, if the diagnostic page shows streaks or missing portions of the color and black boxes. 64 Chapter 8 Solve a problem ENWW To clean the cartridges from the printer software a. b. Load letter or A4 unused plain white paper into the paper tray. @@Windows 7, Windows Vista, and Windows XP: From the computer desktop, click Start, select All Programs, click HP, click HP ENVY 4500 series, and then click HP ENVY 4500 series. c. d. In the printer software, click Print & Scan and then click Maintain Your Printer to access the Printer Toolbox. Click Clean Ink Cartridges on the Device Services tab. Follow the on-screen instructions.

To clean the cartridges from the printer display a. From the Home screen on the printer display, select Tools. NOTE: If you do not see the Home screen, press the Home button. b. From the Tools menu on the printer display, select Clean Printhead. Follow the on-screen instructions. If the above solutions do not resolve the problem, click here for more online troubleshooting. ENWW Improve print quality 65 Clear a paper jam Clear a paper jam from the paper path. To clear a paper jam from paper path 1. Open the cartridge access door.

2. Remove the cleanout. 3. Remove the jammed paper from the rear roller. 4. Place the cleanout back. 66 Chapter 8 Solve a problem ENWW 5. Close the cartridge access door. 6. Press the OK button on the control panel to continue the current job.

Clear a paper jam from the duplexer. To clear a paper jam from duplexer 1. Open the cartridge access door. 2. Remove the cleanout.

3. Press on the hole of the duplexer path cover to lift it up. Remove the jammed paper. ENWW Clear a paper jam 67 4. Place the cleanout back.

5. Close the cartridge access door. 6. Press the OK button on the control panel to continue the current job. Clear a paper jam from the print zone. To clear a paper jam from print zone 1. Open the cartridge access door. 2. Remove the jammed paper from inside the printer. 68 Chapter 8 Solve a problem ENWW 3.

Close the cartridge access door. 4. Press the OK 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 paper tray. Remove printed papers from the paper tray frequently. Ensure that paper loaded in the paper tray lays flat and the edges are not bent or torn. Do not combine different paper types and paper sizes in the paper tray; the entire stack of paper in the paper tray must be the same size and type.



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Adjust the paper-width guides in the paper tray to fit snugly against all paper. Make sure the paper-width guides do not bend the paper in the paper tray. Do not force the paper too far forward in the paper tray. Do not add paper while the printer is printing. If the printer is about to run out of paper, wait until the out of paper message appears before adding paper. If the above solutions do not resolve the problem, click here for more online troubleshooting. ENWW Clear a paper jam 69 Unable to print If you're having trouble printing, you can download the HP Print and Scan Doctor, which can troubleshoot this issue for you automatically.

To get the utility, click the appropriate link: NOTE: The HP Print and Scan Doctor may not be available in all languages. Take me to the HP Print and Scan Doctor download page. 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. 2.

Check for error messages from the printer display and resolve them by following the on-screen instructions. If your computer is connected to the printer with a USB cable, disconnect and reconnect the USB cable. If your computer is connected to the printer with a wireless connection, confirm that the connection is working. Verify that the printer is not paused or offline. 3. To verify that the printer is not paused or offline a. Depending on your operating system, do one of the following. □ Windows 8: Point to or tap the upper-right corner of the screen to open the Charms bar, click the Settings icon, click or tap Control Panel, and then click or tap View devices and printers. Windows 7: From the Windows Start menu, click Devices and Printers. Windows Vista: From the Windows Start menu, click Control Panel, and then click Printers.

Windows XP: From the Windows Start menu, click Control Panel, and then click Printers and Faxes. □ □ □ b. c. d. 4. Either double-click the icon for your printer or right-click the icon for your printer and select See what's printing to open the print queue. On the Printer menu, make sure there are no check marks next to Pause Printing or Use Printer Offline. If you make any changes, try to print again. Verify that the printer is set as the default printer. To verify that the printer is set as the default printer a.

Depending upon your operating system, do one of the following: □ Windows 8: Point to or tap the upper-right corner of the screen to open the Charms bar, click the Settings icon, click or tap Control Panel, and then click or tap View devices and printers. Windows 7: From the Windows Start menu, click Devices and Printers. □ 70 Chapter 8 Solve a problem ENWW □ □ b. 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.

Make sure the correct printer is set as the default printer. The default printer has a check mark in a black or green circle next to it. c. d. 5.

If the wrong printer is set as the default printer, right-click the correct printer and select Set as Default Printer. Try using your printer again. Restart the print spooler. To restart the print spooler a. Windows 8 i. ii. iii. iv. v. vi.

Windows 7 i. ii. iii. iv. v. Windows Vista i. ii. iii. 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. 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. Point to or tap the upper-right corner of the screen to open the Charms bar, and then click the Settings icon. Click or tap Control Panel, and then click or tap System and Security. Click or tap Administrative Tools, and then double-click or double-tap Services. Right-click or touch and hold 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 or tap Start, and then click or tap OK. Depending upon your operating system, do one of the following: ENWW Unable to print 71 iv. v. Windows XP i. ii. iii. iv. b. 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. 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 printer is set as the default printer. The default printer has a check mark in a black or green circle next to it. c. d. 6.

7. If the wrong printer is set as the default printer, right-click the correct printer and select Set as Default Printer. Try using your printer again. Restart the computer. Clear the print queue.

To clear the print queue a. Depending upon your operating system, do one of the following: □ Windows 8: Point to or tap the upper-right corner of the screen to open the Charms bar, click the Settings icon, click or tap Control Panel, and then click or tap View devices and printers. Windows 7: From the Windows Start menu, click Devices and Printers. Windows Vista: From the Windows Start menu, click Control Panel, and then click Printers. Windows XP: From the Windows Start menu, click Control Panel, and then click Printers and Faxes.

□ □ □ b. c. d. e. Double-click the icon for your printer 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. 72 Chapter 8 Solve a problem ENWW To check the power connection and reset the printer 1. Make sure the power cord is firmly connected to the printer.

1 2 Power connection to the printer Connection to a power outlet 2. Look inside the printer and check for a green light indicating the printer is receiving electrical power. If it is not lit, make sure the cord is fully plugged into the printer, or connect to another power outlet. Look at the On button located on the printer. If it is not lit, the printer is turned off. Press the On button to turn on the printer. NOTE: If the printer is not receiving electrical power, connect it to another power outlet. 3. 4. 5.

6. 7. 8. 9. With the printer turned on, disconnect the power cord from the side of the printer under the cartridge access door.

Unplug the power cord from the wall outlet.



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