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You can read the recommendations in the user guide, the technical guide or the installation guide for HP ENVY 5530. You'll find the answers to all your questions on the HP ENVY 5530 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 5530
User guide HP ENVY 5530
Operating instructions HP ENVY 5530
Instructions for use HP ENVY 5530
Instruction manual HP ENVY 5530



HP ENVY 5530 e-All-in-One series



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Manual abstract:

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103 iv ENWW 1 HP ENVY 5530 e-All-in-One series Help Learn how to use your HP ENVY 5530 series □ □ □ □ □ □ □ □ Get to know the HP ENVY 5530 series on page 3 Print on page 9 Use Web Services on page 29 Copy and scan on page 35 Work with cartridges on page 43 Connectivity on page 53 Technical information on page 87 Solve a problem on page 63 ENWW 1 2 Chapter 1 HP ENVY 5530 e-All-in-One series Help ENWW 2 Get to know the HP ENVY 5530 series □ □ □ Printer parts Control panel and status lights Auto-Off ENWW 3 Printer parts Figure 2-1 Front and top views of HP ENVY 5530 e-All-in-One series Feature 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 Description Lid Lid-backing Glass Paper-width guide Cartridge access door Paper path cover Cartridge access area Ink cartridges On button Memory card light Memory card slot Control panel Color graphics display (also referred to as the display) Paper tray Paper tray extender (also referred to as the tray extender) Model number location Wireless status light and button ePrint status light and button 4 Chapter 2 Get to know the HP ENVY 5530 series ENWW Figure 2-2 Rear view of HP ENVY 5530 e-All-in-One series Feature 19 20 Description Power connection. Use only the power cord supplied by HP. Rear USB port ENWW Printer parts 5 Control panel and status lights Touch the directional buttons to navigate between two Home screens. Figure 2-3 Control panel features Feature 1 2 3 Description Home: Returns to the Home screen, the screen that is displayed when you first turn on the printer. ePrint icon: Opens the Web Services Summary menu, where you can check ePrint status details, change ePrint settings, or print an Info page. Wireless icon: Opens the Wireless Summary menu, where you can check wireless status and change wireless settings.

You can also print a wireless test report, helping diagnose network connection issues. Ink icon: Shows estimated ink levels by cartridge. Displays a warning symbol if the ink level is less than the minimum expected ink level. Settings icon: Opens the Settings menu where you can change preferences and use tools to perform maintenance functions.

wireless direct icon: From the wireless direct menu you will be able to turn wireless direct ON (with and without security), turn wireless direct OFF and display the wireless direct name and password if turned on with security. 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. Wireless status light: Indicates whether the printer has a wireless connection to the network. Wireless button: Opens the Wireless Summary menu. Directional buttons: Allow you to navigate through two home screens, photos, print previews, apps, and horizontal menu options. Back: Returns to the previous screen. Photo: Opens the Photo Menu where you can view and print photos, or reprint a printed photo. Apps: Provides a quick and easy way to access and print information from the web, such as coupons, coloring pages, puzzles, and more. Copy: Opens the Copy menu where you can select a copy type or change the copy settings.

Cancel: Stops the current operation. ePrint button: Opens the Web Services Summary menu, where you can check ePrint status details, change ePrint settings, or print an Info page. 4 5 6 7 8 9 10 11 12 13 14 15 16 6 Chapter 2 Get to know the HP ENVY 5530 series ENWW Feature 17 18 Description Scan: Opens the Scan menu where you can select a destination for your scan. Quick Forms: Using HP Quick Forms, you can print calendars, check lists, games, notebook paper, graph paper, and music paper. Figure 2-4 Wireless status light and button Number 1 Feature Wireless status light Description □ □ □ □
Solid blue light indicates that wireless connection has been established and you can print.

Slow blinking light indicates that wireless is on, but the printer is not connected to a network. Make sure your printer is within the range of wireless signal. Fast blinking light indicates wireless error. Refer to the message on the printer display. If wireless is turned off the wireless light is off, the display screen shows Wireless Off.

2 Wireless button Press the button to display wireless status, IP address, network name, hardware address (MAC), and wireless direct status. Figure 2-5 ePrint button dialog box. NOTE: Do not leave unused photo paper in the paper tray. The paper might start to curl, which could reduce the quality of your printout. Photo paper should be flat before printing. ENWW Print photos 11 Print documents Load paper 1. Load paper into the paper tray. □ □ Pull out the paper tray until it stops. Load paper print side down. □ □ 2.

Move the paper-width guides inward against the edge of the paper. Push the paper tray in until it stops. Open the paper tray extender. 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.



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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. NOTE: If your printed documents are not aligned within the margins of the paper, make sure that you have selected the correct language and region. On the printer display, select *Settings*, and then select *Preferences*.

Select your language, and then region from the options provided. The correct language and country/region settings ensure that the printer will have the appropriate default paper size settings. ENWW Print documents 13 Print envelopes You can load one or more envelopes into the paper tray of the HP ENVY 5530 series. Do not use shiny or embossed envelopes or envelopes that have clasps or windows. NOTE: For specific details on how to format text for printing on envelopes, consult the help files in your word processing software.

For best results, consider using a label for the return address on envelopes. 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. 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. 14 Chapter 3 Print ENWW Print Quick Forms Use HP Quick Forms to print fun and useful pages. You can print calendars, check lists, games, notebook paper, graph paper, and music paper To print Quick Forms 1. 2.

3. 4. 5. On the *Home* screen from your printer display, touch the right directional button, and then touch *Quick Forms*. Touch *Quick Forms*.

If you cannot find it, touch the right directional button to scroll through all the apps. Select one of the HP Quick Form options: *Calendar*, *Check List*, *Games*, *Notebook Paper*, *Graph Paper*, and *Music Paper*. Touch one of the subcategories from your selection. Use the right directional button to scroll through the subcategories. Touch the left or right arrow button to specify the number of copies you want to print, and then touch *Done*. ENWW Print Quick Forms 15

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.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 57. 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 57. 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 16 Chapter 3 Print ENWW of wireless networks shown such as *HP-Print-**-ENVY-5530* (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 57 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-5530* (where ** are the unique characters to identify your printer).



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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 5530 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 5530 series from the list of detected printers. d. 5. Follow the on-screen instructions. Print your document. ENWW Print with HP wireless direct 17 Tips for print success Use the following tips to print successfully. Tips for printing from a computer For more information on printing documents, photos, or envelopes from a computer, use the following links to operating-system specific instructions. Learn how to print photos saved on your computer. Learn how to enable maximum dpi resolution. Click here to go online for more information.

Learn how to print envelopes from your computer. Click here to go online for more information. Tips for ink and paper Use original HP cartridges.

Original HP cartridges are designed for and tested with HP printers to help you produce great results, time after time. Make sure the cartridges have sufficient ink. To view the estimated ink levels, touch the Ink icon from the Home screen. To learn more tips about working with cartridges, see Tips for working with cartridges on page 51 for more information. Load a stack of paper, not just one page. Use clean and flat paper of the same size. Make sure only one type of paper is loaded at a time.

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. Set the print quality and paper size settings according to the type and size of paper loaded in the paper tray. To clear paper jam, see Clear paper jam on page 64 for more information. 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 5530 series, and then click HP ENVY 5530 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. ENWW 18 Chapter 3 Print 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/antcounterfeit 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 19 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 disk space. 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. From the Media drop-down list, select the appropriate paper type and print quality. 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. 20 Chapter 3 Print ENWW 4 Paper basics Recommended papers for printing Load media Order HP Paper Supplies ENWW 21 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.



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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 22 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 23 Load media Do one of the following: Load small-size paper 1. Pull out the paper tray, slide the paper-width guides outward, and then remove any previously loaded media. 2. Load paper. Insert a stack of photo paper into the paper tray with the short edge forward and the print side down.

Slide the photo paper forward until it stops. 24 Chapter 4 Paper basics ENWW Slide the paper-width guides inward until they stop at the edges of the paper. Push the paper tray back in, and then open the paper tray extender. Load full-size paper 1. Pull out the paper tray, slide the paper-width guides outward, and then remove any previously loaded media.

2. Load paper. Insert a stack of paper into the paper tray with the short edge forward and the print side down. ENWW Load media 25 Slide the paper forward until it stops. Slide the paper-width guides inward until they stop at the edges of the paper.

Push the paper tray back in, and then open the paper tray extender. Load envelopes 1. Pull out the paper tray, slide the paper-width guides outward, and then remove any previously loaded media. 26 Chapter 4 Paper basics ENWW 2. Load envelopes Insert one or more envelopes in the center of the paper tray. The print side should face down. The flap should be on the left side and facing up. Slide a stack of envelopes inward until it stops. Slide the paper-width guides inward against the stack of envelopes until they stop. Push the paper tray back in, and then open the paper tray extender.

ENWW Load media 27 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. 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. 28 Chapter 4 Paper basics ENWW 5 Use Web Services ePrint from anywhere Use HP Print Apps Use the HP Connected website Tips for using Web Services ENWW 29 ePrint from anywhere HP ePrint is a free service from HP that allows you to print to your HP ePrint-enabled printer anywhere you can send an email.

Just send your documents and photos to the email address assigned to your printer when you enable Web Services. No additional drivers or software are needed. Your printer needs to have a wireless network connection to the Internet. You won't be able to use HP ePrint via a USB connection to a computer. Attachments might print differently from the way they appear in the software program that created them, depending on the original fonts and layout options used.

Free product updates are provided with HP ePrint. Some updates might be required to enable certain functionality. Once you have signed up for an account on HP Connected(www.hpconnected.com), you can sign in to view your ePrint job status, manage your ePrint printer queue, control who can use your printer's ePrint email address to print, and get help for ePrint.

Before you can use ePrint, make sure that: The printer is connected to an active network providing Internet access. Web Services is turned on. If not, you will be prompted to turn it on. To ePrint a document from anywhere 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 onscreen instructions to enable Web Services. Print the ePrint information page, and then follow the instructions on the page to sign up for an ePrint account. Find your ePrint email address. a. b. Press the ePrint button on the control panel. You will see the Web Services Settings menu on the printer display. The printer's email address appears in the Web Services Settings menu. TIP: To print the email address or registration url, select Print Info Page from the Settings menu on the printer display. 3.

Email your document to the printer for printing. a. b. Create a new email and attach the document to print. Send the email to the printer email address.



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The printer prints the attached document. NOTE: The ePrint server does not accept email print jobs if there are multiple email addresses included in the "To" or "Cc" fields. Only enter the HP ePrint email address in the "To" field. Do not enter any additional email addresses in the other fields. 30 Chapter 5 Use Web Services ENWW NOTE: The email will be printed once it is received.

As with any email, there is no guarantee when or whether it will be received. You can check the print status on HP Connected(www.hpconnected.com). NOTE: Documents printed with ePrint may appear different from the original. Style, formatting, and text flow may differ from the original document. For documents that need to be printed with a higher quality (such as legal documents), we recommend that you print from the software application on your computer, where you will have more control over what your printout looks like. Click here to go online for more information. ENWW ePrint from anywhere 31 Use HP Print Apps Print pages from the web, without using a computer, by setting up Apps, a free service from HP. You can print coloring pages, calendars, puzzles, recipes, maps, and more, depending on the apps available in your country/region.

Touch the Get More icon on the Apps screen to connect to the Internet and add more apps. You need to have Web Services enabled in order to use apps. Go to the HP Connected website for more information and specific terms and conditions: www.hpconnected.com. 32 Chapter 5 Use Web Services ENWW Use the HP Connected website Use HP's free HP Connected website to set up increased security for HP ePrint, and specify the email addresses that are allowed to send email to your printer. You can also get product updates, more apps, and other free services. Go to the HP Connected website for more information and specific terms and conditions: www.hpconnected.com.

ENWW Use the HP Connected website 33 Tips for using Web Services Use the following tips to print apps and use HP ePrint. Tips for printing apps and using HP ePrint □ □ □ Learn how to share your photos online and order prints. Click here to go online for more information. Learn about apps for printing recipes, coupons, and other content from the web, simply and easily. Click here to go online for more information.

If you have enabled Auto-Off, you should disable Auto-Off to use ePrint. See Auto-Off on page 8 for more information. 34 Chapter 5 Use Web Services ENWW 6 Copy and scan □ □ □ Copy documents Scan to a computer or memory card Tips for copy and scan success ENWW 35 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. Make a 1-sided copy 1. Load full-size paper in the paper tray. □ 2. Make sure the paper tray is pushed back in and the paper tray extender is open. Lift the lid on the product. TIP: To make copies of thick originals, such as books, you can remove the lid. 3. Load the original print side down on the right front corner of the glass. 4. Close the lid. 36 Chapter 6 Copy and scan ENWW 5.

Specify number of copies and settings. □ □ □ From the Home screen, touch Copy.Touch arrow buttons to change the number of copies. If the 2-Sided option is selected, touch it to clear the selection. Touch Settings to specify paper size, paper type, quality, or other settings. 6. Start copy. □ Touch Black or Color.

Make a 2-sided copy 1. Load full-size paper in the paper tray.

□ 2. Make sure the paper tray is pushed back in and the paper tray extender is open. Lift the lid on the product. TIP: To make copies of thick originals, such as books, you can remove the lid. ENWW Copy documents 37 3.

Load the original print side down on the right front corner of the glass. 4. 5. Close the lid. Select Copy.

□ □ □ From the Home screen, touch Copy.Touch arrow buttons to change the number of copies. If the 2-Sided option is not selected, touch to select the option. Touch Settings to specify paper size, paper type, quality, or other settings. 6. Start copy. □ □ Touch Black or Color. When prompted on the printer display, load the second original onto glass and touch OK. 38 Chapter 6 Copy and scan ENWW Scan to a computer or memory card You can scan to a computer either from the printer display or from the printer software on your computer. Scanning from the printer display is quick.

Scanning from the software gives you more options. Before you can scan to a computer from the printer display, make sure the printer is connected to your computer either on a wireless network or through a USB cable. Prepare the scan 1. Lift the lid on the product. 2. Load the original print side down on the right front corner of the glass. 3. Close the lid. Scan to a computer or memory card from the printer display 1. 2.

Load the original. To scan to a memory card, insert a memory card in the memory card slot. If you want to scan to a computer, make sure the printer is connected to your computer on a wireless network or through a USB cable. 3. Start scan.

ENWW Scan to a computer or memory card 39 a. b. From the Home screen, touch the right directional button, and then touch Scan. Select the destination by touching either Computer or Memory Card. Touch Touch here to preview to preview the scan.

Touch Settings to select a scan type or change resolution. c. Touch Scan. 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 5530 series, and then click HP ENVY 5530 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. 40 Chapter 6 Copy and scan ENWW Tips for copy and scan success Use the following tips to copy and scan successfully: □ □ □ □ □ □ □ □ Learn how to scan to email from the printer display. Click here to go online for more information.



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Keep the glass and the back of the lid clean. The scanner interprets anything it detects on the glass as part of the image. Load your original, print side down, on the right front corner of the glass. To make a large copy of a small original, scan the original into the computer, resize the image in the scanning software, and then print a copy of the enlarged image. If you want to adjust scan size, output type, scan resolution, or file type, and so on, start scan from the printer software.

To avoid incorrect or missing scanned text, make sure the brightness is set appropriately in the software. 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. 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 printer display.

□ □ ENWW Tips for copy and scan success 41 42 Chapter 6 Copy and scan ENWW 7 Work with cartridges □ □ □ □ □ Check the estimated ink levels Order ink supplies Replace the cartridges Use single-cartridge mode Cartridge warranty information Tips for working with cartridges ENWW 43 Check the estimated ink levels To check the ink levels from the control panel □ From the Home screen, touch the Ink icon to display the estimated ink levels. To check the ink levels from the printer software 1. Double-click the HP ENVY 5530 series desktop icon to open the printer software.

@@@2. Check that power is on. Remove the old cartridge. a. @@b. @@a.

@@@@@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 two ink cartridges in the HP ENVY 5530 series to exit single-cartridge mode. ENWW Use single-cartridge mode 49 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 format, may be found on the cartridge as indicated: For a copy of the HP Limited Warranty Statement for the printer, see the printed documentation that came with the product. 50 Chapter 7 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. After you insert new cartridges, align the printer for best print quality. See Improve print quality on page 70 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 46 for more information. If you receive a carriage stalled error, try clearing carriage jam. See Clear carriage jam on page 68 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 51 52 Chapter 7 Work with cartridges ENWW 8 Connectivity □ □ □ □ □ Wi-Fi Protected Setup (WPS – requires WPS router) Traditional wireless connection (requires router) Connect wirelessly to the printer without a router Change from a USB connection to a wireless network Tips for setting up and using a networked printer Advanced printer management tools (for networked printers) ENWW 53 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 5530 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 5530 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 5530 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 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. 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. 54 Chapter 8 Connectivity ENWW Traditional wireless connection (requires router) To connect the HP ENVY 5530 series to an integrated wireless WLAN 802.



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If 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 ENVY 5530 series on. Broadband Internet access (recommended) such as cable or DSL. If you connect the HP ENVY 5530 series on a wireless network that has Internet access, HP recommends that you use a wireless router (access point or base station) that uses Dynamic Host Configuration Protocol (DHCP). □ □ Network name (SSID). WEP key or WPA Passphrase (if needed). □ To connect the product with the Wireless Setup Wizard 1.

2. Write down your network name (SSID) and WEP key or WPA passphrase. Start Wireless Setup Wizard. a. b. 3. From the Home screen, touch the Wireless icon, and then touch Settings. Touch Wireless Setup Wizard. Connect to wireless network. □ Select your network from the list of detected networks.

4. 5. Follow prompts. Install 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: This method is available if you have already installed the printer software. It can be used if your printer had to be replaced as part of a service unit exchange. 1. Depending on your operating system, do one of the following to open the printer software. ENWW Traditional wireless connection (requires router) 55 □ □ 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 5530 series, and then click HP ENVY 5530 series. 2. 3. Select Printer Setup & Software. Select Connect a new printer. Follow the on-screen instructions. Change network settings 1. 2. 3. 4.

From the Home screen, touch the Wireless icon, and then touch Settings. Touch Advanced Settings. Select the item to be changed from the Advanced Settings menu. Follow the onscreen instructions. 56 Chapter 8 Connectivity ENWW Connect wirelessly to the printer without a router wireless direct allows your Wi-Fi devices (for example: computers or smartphones) 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. You can print directly to the printer wirelessly with the wireless direct connection. To connect wirelessly to the printer without a router 1. Turn on wireless direct from the control panel: a. b. c.

From the Home screen, touch the Wireless Direct icon. If Wireless Direct displays Off, touch Settings. Touch Wireless Direct, touch On (No Security) or On (With Security). NOTE: If you turn on security, only users with the password will be able to print wirelessly to the printer. If you turn off security, anyone with a Wi-Fi device within Wi-Fi range of the printer will be able to connect to the printer.

2. Locate the wireless direct name and password if you have wireless direct security on: a. b. c. 3.

From the Home screen, touch the wireless direct icon. Touch Display Name to display the wireless direct name. Touch Display Password to display the wireless direct password. From your wireless computer or mobile device, turn on the Wi-Fi connection, search for and connect to the wireless direct name, such as HP-Print-**-ENVY-5530 (where ** are the unique characters to identify your printer) If you have wireless direct security on, enter the wireless direct password when prompted. 4. Print a photo or a document as you normally do from your computer or mobile device. Click here to go online for more information. ENWW Connect wirelessly to the printer without a router 57 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 5530 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 to open the printer software. □ □ 2. 3. 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, and then click HP ENVY 5530 series.

Select Printer Setup & Software. Select Convert a USB connected printer to wireless. Follow the on-screen instructions. 58 Chapter 8 Connectivity ENWW 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 is powered on. The printer searches for wireless routers, then lists the detected network names on the display.

NOTE: If your printer has not been setup with a wireless connection, press the Wireless button on the printer to start the Wireless Setup Wizard. □ To check the wireless connection on the printer, touch the Wireless button on the control panel to open the Wireless Summary menu. If it shows Wireless Off or Not Connected, touch Settings and select Wireless Setup Wizard. Follow the on-screen instructions to set up your printer wireless connection. 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 more about configuring your network and the printer for wireless printing. Click here to go online for more information. Learn how to find your network security settings. Click here to go online for more information. Learn about the Network Diagnostic Utility (Windows only) 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.

□ □ □ □ □ ENWW Tips for setting up and using a networked printer 59 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.



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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 via either the network or Wireless Direct. Open the embedded Web server via 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>.

Open the embedded Web server via Wireless Direct 1. 2. 3. From the home screen, press the Wireless button 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-**-ENVY-5530 (where ** are the unique characters to identify your printer). 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://192.168.223.1>. 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. You can also use your browser to remove unwanted cookies. 60 Chapter 8 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) 61 62 Chapter 8 Connectivity ENWW 9 Solve a problem □ □ □ □ □ □ □ □ □ □ Clear paper jam Clear carriage jam Clean ink smear Improve print quality Ink cartridge problem Unable to print Solve print problem Solve copy and scan problem Solve networking problem Cartridge errors (Windows software) HP support ENWW 63 Clear paper jam Clear a paper jam from the paper path. To clear a paper jam from the paper path 1. Open the cartridge access door. 2. Open the paper path cover. 3. Remove the jammed paper from the rear roller. 4. Close the paper path cover. 64 Chapter 9 Solve a problem ENWW 5. Close the cartridge access door.

6. Try printing again. Clear a paper jam from the duplexer. To clear a paper jam from the duplexer 1. Open the cartridge access door. 2. Open the paper path cover. 3. Press on the hole of the duplexer path cover to lift it up. Remove the jammed paper. ENWW Clear paper jam 65 4. Close the paper path cover. 5. Close the cartridge access door. 6.

Try printing again. Clear a paper jam from the paper tray. To clear a paper jam from the paper tray 1. 2. 3. Remove all paper or media from the paper tray. Rotate printer until it rests on its left side. Slide out the paper tray, and then remove jammed paper from inside the printer. 4. 5.

Slide the paper tray back into place. Rotate the printer so it stands on its base, and then load the paper. Clear a paper jam from the print zone. To clear a paper jam from print zone 1. Open the cartridge access door.

66 Chapter 9 Solve a problem ENWW 2. Remove the jammed paper from inside the printer. 3. Close the cartridge access door. 4. Press the OK button on the control panel to continue the current job. 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. 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. If the above solutions do not resolve the problem, click here for more online troubleshooting. ENWW Clear paper jam 67 Clear carriage jam Remove any objects, such as paper, that are blocking the print carriage.

NOTE: Do not use any tools or other devices to remove jammed paper. Always use caution when removing jammed paper from inside the printer. To get help from the print display, touch Help from the Home screen. Touch the directional button to navigate through help topics, touch Troubleshoot and Support, and then touch Clear Carriage Jam. Click here to go online for more information. 68 Chapter 9 Solve a problem ENWW Clean ink smear If a printout shows smears of ink, for subsequent prints, try using the Clean Ink Smear function from the printer display. This process takes several minutes to complete. Full-size plain paper needs to be loaded and will be moved back and forth during the cleaning. Mechanical noises are normal at this time. To clean ink smear from the printer display 1.

2. From the Home screen, touch the Settings icon, and then touch Tools. On the Tools menu, touch the down arrow to scroll through the options, and then touch Clean Ink Smear. ENWW Clean ink smear 69 Improve print quality **NOTE:** To avoid print quality problems, always turn the printer off using the On button, and wait until the On button light goes out before you pull the plug or turn off a power strip. This allows the printer to move the cartridges to a capped position, where they are protected from drying out.

To improve print quality 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. □ 3. In the printer software, click Print & Scan and then click Set Preferences to access the print properties.



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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 44*. If the ink cartridges are low on ink consider replacing them. For more information, see *Check the estimated ink levels on page 44*. 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 HP All-in-One 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 5530 series, and then click HP ENVY 5530 series. c. d. In the printer software, click Print & Scan, and then click Maintain Your Printer to access the Printer Toolbox. In Printer Toolbox, click Align Ink Cartridges on the Device Services tab.

The printer prints an alignment sheet. 70 Chapter 9 Solve a problem ENWW e. Load the cartridge alignment sheet print side down on the right front corner of the scanner glass. f. 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, touch 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 5530 series, and then click HP ENVY 5530 series. c. d.

In the printer software, click Print & Scan, and then click Maintain Your Printer to access the printer toolbox. 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. ENWW Improve print quality 71 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 Back button until you can see it. 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. 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 5530 series, and then click HP ENVY 5530 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 Back button until you can see it. 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. 72 Chapter 9 Solve a problem ENWW Ink cartridge problem First try removing and reinserting the ink cartridges. Make sure the cartridges are in the correct slots.

If this does not work, clean the cartridge contacts. If your problem is still not resolved, see *Replace the cartridges on page 46* for more information. To clean cartridge contacts 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 the ink cartridges.

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

Wait for the print carriage to move to the ink label part of the product. 3. Remove the cartridge indicated in the error message. 4. Hold the ink cartridge by its sides with the bottom pointing up and locate the electrical contacts on the ink cartridge.

The electrical contacts are the small gold-colored dots on the ink cartridge. Feature 1 Description Electrical contacts ENWW Ink cartridge problem 73 5.

Wipe only the contacts with a damp lint-free cloth. CAUTION: Be careful to touch only the contacts, and do not smear any of the ink or other debris elsewhere on the cartridge. 6.

On the inside of the printer, locate the contacts in the print carriage. The contacts look like a set of gold-colored bumps positioned to meet the contacts on the ink cartridge. 7. 8. 9. Use a dry swab or lint-free cloth to wipe the contacts. Reinstall the ink cartridge. Close the access door, and check if the error message has gone away. 10. If you still receive the error message, turn the product off, and then on again.

NOTE: If one ink cartridge is causing problems, you can remove it and use the single-cartridge mode to operate the HP ENVY 5530 series with only one cartridge. Click here to go online for more information. 74 Chapter 9 Solve a problem ENWW Unable to print If you are 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 onscreen 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.



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