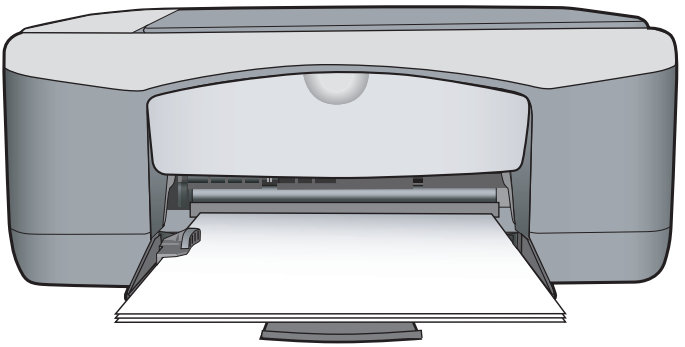
HP Deskjet F2100 All-in-One series

you + hp



基础知识手册

Basics Guide

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HP Deskjet F2100 All-in-One series

基础知识手册

简体中文

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简体中文

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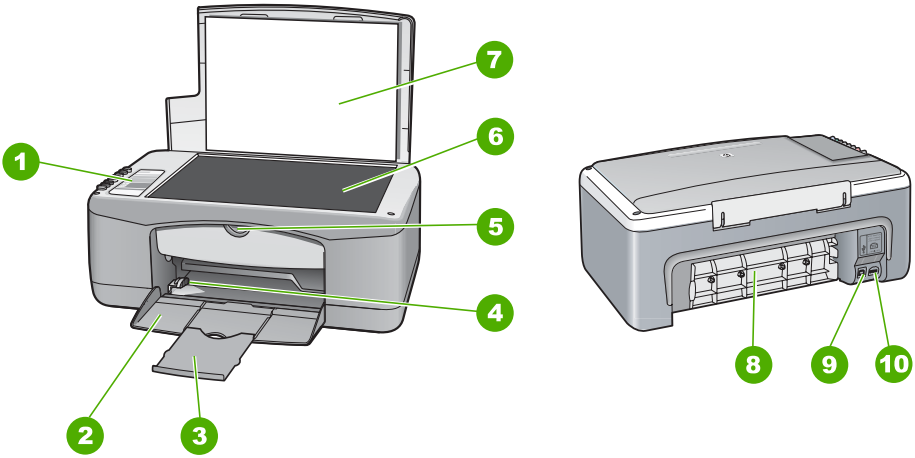
1 HP All-in-One 概述

HP Deskjet F2100 All-in-One series 是一种通用设备，它可以让您轻松进行复印、扫描和打印。有关其所有特征和功能的信息，请参见屏幕帮助。

HP All-in-One 总览

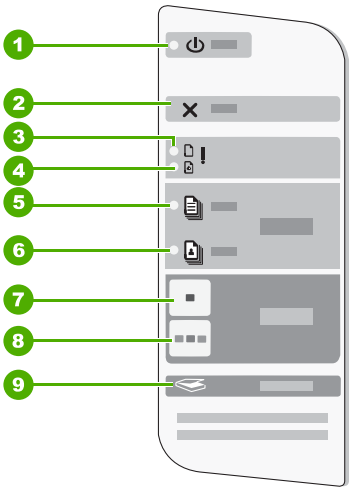


标签	说明
1	控制面板
2	进纸盒
3	纸盒延长板
4	纸张宽度导轨
5	墨盒盖
6	玻璃板
7	盖子衬板
8	后门
9	后置 USB 端口
10	电源接口*

* 只用于 HP 提供的电源适配器

简体中文

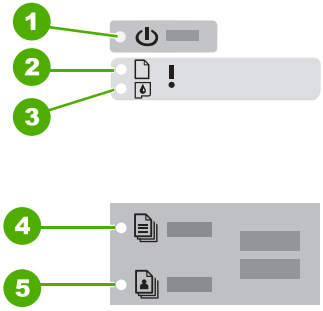
控制面板按钮



编号	图标	名称和描述
1		**开/关机**：打开或关闭 HP All-in-One。打开 HP All-in-One 时，**开/关机**按钮点亮。
2		**取消**：停止打印、复印或扫描作业。
3		“检查纸张”指示灯：指示需要放入纸张或取出卡住的纸张。 此灯旁边的按钮是“重新开始”按钮。在特定情况下（如清除卡纸后），使用该按钮可以重新开始作业。
4		“检查墨盒”指示灯：指示需要重新装入墨盒、更换墨盒或关闭墨盒盖。 此灯旁边的按钮是“重新开始”按钮。在特定情况下（如清除卡纸后），使用该按钮可以重新开始作业。
5		**普通纸张类型**：更改普通纸张的纸张类型设置。这是 HP All-in-One 的默认设置。
6		**照片纸张类型**：更改照片纸的纸张类型设置。确保在进纸盒中已装入照片纸。
7		**开始复印/黑白**：开始进行黑白复印作业。
8		**开始复印/彩色**：开始进行彩色复印作业。
9		**扫描**：开始扫描当前在玻璃板上的原件。 “扫描”命令仅当计算机处于开启状态时才起作用。

状态指示灯概述

指示灯可以表示 HP All-in-One 的状态。



标签	说明
1	**开/关机**按钮
2	“检查纸张”指示灯
3	“检查墨盒”指示灯
4	**普通纸张类型**指示灯
5	**照片纸张类型**指示灯

下表介绍了一些常见情况并解释了指示灯的含义。

指示灯状态	含义
所有指示灯均不亮。	HP All-in-One 关机。按下**开/关机**按钮打开设备。
开/关机指示灯以及其中一个“纸张类型”指示灯打开。	HP All-in-One 已为执行打印、扫描或复印作业准备就绪。
开/关机指示灯闪烁。	HP All-in-One 忙于打印、扫描、复印或校准墨盒。
开/关机指示灯快速闪烁 3 秒钟，然后趋于稳定。	在 HP All-in-One 忙于打印、扫描、复印或校准墨盒时按下按钮。
开/关机指示灯闪烁 20 秒钟，然后趋于稳定。	按下**扫描**按钮，计算机没有任何响应。
“检查纸张”指示灯闪烁。	• HP All-in-One 缺纸。 • HP All-in-One 卡纸。 • 纸张尺寸设置与进纸盒中检测到的纸张尺寸不匹配。
“检查墨盒”指示灯闪烁。	• 墨盒盖打开。 • 没有墨盒或墨盒放置不正确。 • 没有撕下墨盒上的胶带。 • 墨盒与 HP All-in-One 不兼容。 • 墨盒可能有问题。

（续）

简体中文

指示灯状态	含义
	注意 您的打印机包装中可能只有一个三色墨盒。
开/关机指示灯、“检查纸张”指示灯和“检查墨盒”指示灯闪烁。	扫描仪故障。 关闭 HP All-in-One，然后重新打开。如果问题仍然存在，请与 HP 支持联系。
所有指示灯均闪烁。	HP All-in-One 发生致命错误。 1. 关闭 HP All-in-One。 2. 拔掉电源线。 3. 等待一分钟，然后再插上电源线。 4. 重新启动 HP All-in-One。 如果问题仍然存在，请与 HP 支持联系。

放入准备扫描和复印的原件

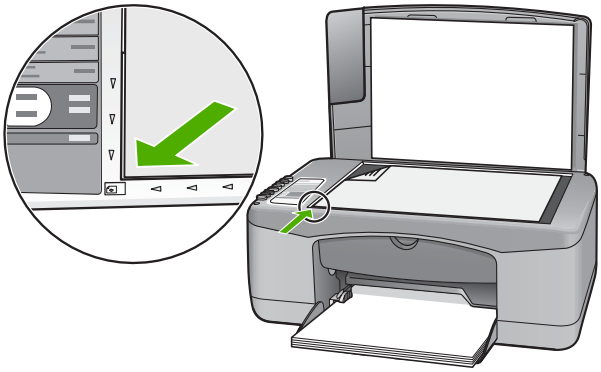
可以在 HP All-in-One 中放入多种类型和尺寸的纸张，包括 letter 或 A4 纸、照片纸、投影胶片和信封。

有关放入标准尺寸纸张的信息，请参见《安装手册》。有关放入其他尺寸纸张的信息，请参见屏幕帮助。

将原件放到玻璃板上

1. 拿起 HP All-in-One 上的盖子。
2. 将原件打印面或扫描面朝下，放在玻璃板的左前角上。

提示 要使复印的大小正确，请确保玻璃板上没有磁带或其他异物。



3. 合上盖子。

复印

可以从控制面板进行高质量复印。

从控制面板复印

1. 确保进纸盒中有纸。
2. 将原件打印面朝下放在玻璃板的左下角。
3. 按**开始复印/黑白**或**开始复印/彩色**。

扫描原件

对于玻璃板上的原始文档或图像，可以从您的计算机或 HP All-in-One 开始扫描。要使用扫描功能，HP All-in-One 必须已经与计算机连接并已打开。同时，扫描前，HP Photosmart 软件必须已经安装并在计算机上运行。

扫描到计算机

1. 将原件打印面或扫描面朝下，放在玻璃板的左前角上。

   提示 为了保证复印质量，请确保扫描仪的玻璃板清洁且没有异物粘在上面。

2. 按下**扫描**。
   如果原件是照片，则扫描结果的预览图像将出现在计算机上，您可以对其进行编辑。您所作的任何编辑仅应用于当前扫描会话。
3. 对预览图像进行任何编辑，然后在完成时单击“接受”。

简体中文

2 疑难排解和支持

本章包括有关安装和配置问题的疑难排解信息，以及一些可操作的主题。有关疑难排解的更多信息，请参阅屏幕帮助。

如果在计算机上安装 HP All-in-One 软件之前，已经用 USB 电缆将 HP All-in-One 连接到计算机上，这会引起许多问题。如果在软件安装屏幕提示连接前已经将 HP All-in-One 连接到计算机上，则必须执行下列操作：

疑难排解常见安装问题

1. 从计算机上拔下 USB 电缆。
2. 卸载软件（如果软件已安装）。
3. 重新启动计算机。
4. 关闭 HP All-in-One，等候一分钟，然后在重新打开设备。
5. 重新安装 HP All-in-One 软件。

△ **小心** 在软件安装屏幕提示您连接 USB 电缆之前，不要将电缆连接到计算机上。

有关支持联系信息，请参阅本手册封底内页。

卸载并重新安装软件

如果安装不完全，或者在软件安装屏幕出现提示之前就将 USB 电缆连接到了计算机，则可能需要卸载然后重新安装软件。不要只是简单地从计算机中删除 HP All-in-One 应用程序文件。一定要使用安装 HP All-in-One 随附的软件时提供的卸载工具进行正确卸载。

从 Windows 计算机上卸载然后重新安装

1. 在 Windows 任务栏中，单击“开始”，然后单击“控制面板”。
2. 双击“添加/删除程序”。
3. 选择 “HP Deskjet All-in-One 驱动程序软件”，然后单击“更改/删除”。
   按照屏幕上的说明执行操作。
4. 断开 HP All-in-One 与计算机的连接。
5. 重新启动计算机。

   注意 重新启动计算机前，一定要断开 HP All-in-One 的连接。重新安装完软件后，才能将 HP All-in-One 连接到计算机上。

6. 将 HP All-in-One 的 CD-ROM 插入计算机的 CD-ROM 驱动器，然后启动“安装”程序。
7. 遵循屏幕说明和 HP All-in-One 随附的《安装手册》中提供的说明进行操作。

软件安装完成后，“HP 数码成像监视器”图标将出现在 Windows 系统任务栏中。

要确认软件已正确安装，请双击桌面上的 HP 解决方案中心图标。如果 HP 解决方案中心显示基本图标（“扫描图片”和“扫描文档”），则说明软件已正确安装。

从 Mac 计算机上卸载然后重新安装

1. 断开 HP All-in-One 与 Mac 的连接。
2. 打开“应用程序”：“Hewlett-Packard”文件夹。
3. 连按“HP Uninstaller”。
   根据屏幕上的说明执行操作。

4. 软件卸载后，断开 HP All-in-One 的连接，然后重新启动计算机。

注意 重新启动计算机前，一定要断开 HP All-in-One 的连接。重新安装完软件后，才能将 HP All-in-One 连接到计算机上。

5. 要重新安装软件，请将 HP All-in-One 的 CD-ROM 放入计算机的 CD-ROM 驱动器中。
6. 在桌面上打开 CD-ROM，然后双击“HP All-in-One Installer”。
7. 遵循屏幕说明和 HP All-in-One 随附的《安装手册》中提供的说明进行操作。

硬件安装问题疑难排解

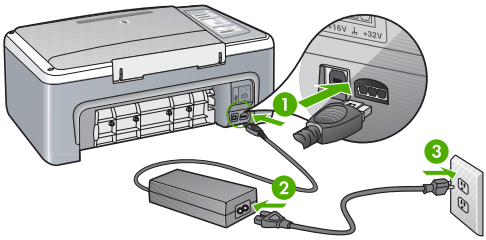
本节包含 HP All-in-One 的硬件疑难排解信息。

HP All-in-One 无法启动

原因: HP All-in-One 没有正确连接到电源上。

解决方法

- 确保电源线牢固地连接到 HP All-in-One 和电源适配器上。将电源线插到电源插座、电涌保护器或电源板上。



1	电源接头
2	电源线和适配器
3	电源插座

- 如果使用电源板，则请确保电源板的开关已打开。或者，试着将 HP All-in-One 的电源线直接插到电源插座上。
- 测试电源插座，确保其工作正常。插上一台可正常工作的设备，看设备是否有电。如果没电，则电源插座可能有问题。
- 如果将 HP All-in-One 插入到开关插座中，则请确保开关插座的开关已打开。如果将开关转到打开，仍然未工作，则可能是电源插座出了问题。

原因: 您按**开/关机**按钮的速度太快了。

解决方法: 如果将**开/关机**按钮按得太快，HP All-in-One 可能会没有响应。按下**开/关机**按钮一次。开启 HP All-in-One 可能需要几秒钟。如果此时再次按**开/关机**按钮，可能会将设备关闭。

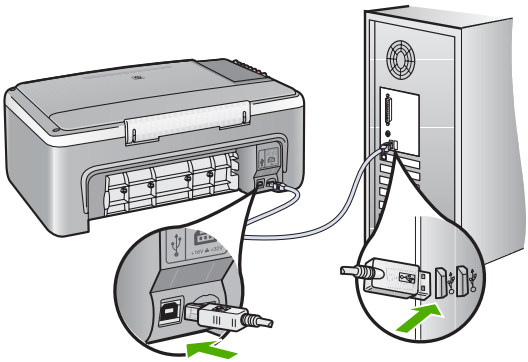
小心 如果仍然无法打开 HP All-in-One，可能是因为出现机械故障。请从电源插座中拔出 HP All-in-One 电源线并联系 HP：www.hp.com/support。如出现提示，请选择您所在国家 / 地区，然后单击“联系 HP”，以了解如何致电技术支持。

简体中文

连接了 USB 电缆，但是无法从计算机使用 HP All-in-One

解决方法： 连接 USB 电缆之前，必须首先安装 HP All-in-One 随附的软件。在安装过程中，除非屏幕说明提示您插入 USB 电缆，否则请不要将其插入。在看到提示之前就插入 USB 电缆会导致错误。

安装完软件之后，即可使用 USB 电缆将计算机连接到 HP All-in-One。只需将 USB 电缆的一端插入到计算机的背面，将另一端插入到 HP All-in-One 的背面。可以连接到计算机背面的任何一个 USB 端口中。



有关安装软件和连接 USB 电缆的详细信息，请参阅 HP All-in-One 随附的《安装手册》。

HP All-in-One 不打印

解决方法： 如果 HP All-in-One 和计算机无法进行相互通信，请尝试执行以下操作：

- 查看位于 HP All-in-One 前面的**开/关机**指示灯。如果该指示灯未点亮，则表示 HP All-in-One 已关机。请确保电源线已牢固地连接到 HP All-in-One 上，并且已插入电源插座中。按下**开/关机**按钮打开 HP All-in-One。
- 确保墨盒已安装。
- 确保进纸盒中有纸。
- 检查 HP All-in-One 是否卡纸。
- 检查墨盒托架是否卡纸。打开墨盒盖，以便对墨盒托架区域进行维修。取出卡住墨盒托架的所有物体，包括任何包装材料。关闭 HP All-in-One，然后重新打开设备。
- 请检查 HP All-in-One 打印队列没有被暂停或脱机 (Windows) 或停止 (Mac)。如果被暂停或脱机了，请选择正确的设置来恢复打印。有关访问打印队列的详细信息，请参阅安装在计算机上的操作系统的附带文档。
- 检查 USB 电缆。如果使用的电缆太旧，该电缆本身可能已经损坏。试着将 USB 电缆连接到其他产品上，看它是否完好。如果有问题，则可能需要更换 USB 电缆。另外，请确认电缆的长度不超过 3 米 。
- 检查 HP All-in-One 和计算机之间的连接。确认 USB 电缆已牢固地插入到 HP All-in-One 后面的 USB 端口中。确保 USB 电缆的另一端插入到计算机的 USB 端口。正确连接电缆后，请关闭 HP All-in-One，然后重新打开。
- 如果通过 USB 集线器连接 HP All-in-One，请确保集线器的电源已打开。如果集线器的电源已打开，请尝试直接连接到计算机。
- 检查其他打印机或扫描仪。可能需要从计算机上拔掉旧产品。

- 试着将 USB 电缆连接到计算机的另一个 USB 端口上。检查完连接之后，请尝试重新启动计算机。关闭 HP All-in-One，然后重新打开设备。
- 如果 HP All-in-One 脱机，请关闭 HP All-in-One，然后重新打开该设备。开始打印作业。
- 如有必要，请卸载然后安装与 HP All-in-One 一同安装的软件。

有关安装 HP All-in-One 并将其与计算机相连的详细信息，请参阅 HP All-in-One 随附的《安装手册》。

清除卡纸

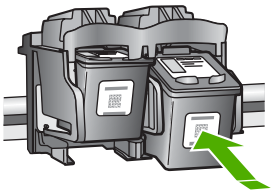
有关清除卡纸的更多信息，请参见屏幕帮助。

墨盒疑难排解

如果出现打印问题，则其中一个墨盒可能有问题。

墨盒问题疑难排解

1. 从右侧的插槽中取下黑色墨盒。请勿触摸墨嘴或铜色触点。检查铜色触点或墨嘴是否损坏。
   确保已经撕下塑料胶带。如果墨嘴处仍有塑料胶带，请捏住粉红标签，轻轻地撕下胶带。
2. 重新放入墨盒，将墨盒向前滑入槽中。向前推墨盒，直到其卡住。



3. 对于左侧的三色墨盒，重复第 1 步和第 2 步。
4. 如果问题仍然存在，则可能需要打印一份自检报告或清洁墨盒。详细信息，请参阅屏幕帮助。

查找更多信息

在很多印刷和屏幕资源中都提供了 HP All-in-One 的安装和使用信息。

安装手册

《安装手册》提供了 HP All-in-One 和软件的安装说明。请务必依次执行《安装手册》中的步骤。

如果在安装过程中遇到问题，请参阅《安装手册》最后一节中的“疑难排解”，或者参阅本手册中位于第 10 页的“疑难排解和支持”。

屏幕帮助

屏幕帮助详细介绍了本手册中没有描述的 HP All-in-One 功能，包括那些只有在使用 HP All-in-One 随附的软件时才可用的功能。

在 Windows 计算机上访问“HP Photosmart 软件帮助”**软件**

1. 在 HP 解决方案中心中，单击 HP All-in-One 的选项卡。
2. 在“设备支持”区域中，单击“屏幕指南”或“疑难排解”。

HP 网站

如果能访问 Internet，可以从 HP 网站 www.hp.com/support 获得帮助和支持。该网站提供技术支持、驱动程序、耗材和订购信息。

墨水使用量

在多种情况下，都会在打印过程中使用墨盒中的墨水，这类情况包括准备打印用的设备和墨盒的初始化过程，以及保持打印喷嘴清洁和出墨顺畅的打印头维护。此外，墨水使用后会在墨盒中留下余墨。有关详细信息，请参见 www.hp.com/go/inkusage。

HP 支持

可以通过电话或互联网联系 HP 支持。支持的选项和可用性随产品、国家 / 地区和语言的不同而不同。

HP 电话支持

有关支持的电话号码列表，请参阅本指南封面内页的内容。

支持的选项和可用性随产品、国家 / 地区和语言的不同而不同。

电话支持期

亚太地区和拉丁美洲（包括墨西哥）可享有一年电话支持服务。要确定北美、东欧、中东和非洲的电话支持期，请访问 www.hp.com/support。

您需要支付电话公司的标准电话费。

电话支持期过后

电话支持期过后，仍可获得 HP 的支持，但需要支付一定的费用。

请与 HP 经销商联系或拨打所在国家 / 地区的支持电话号码，以了解更多支持选项。

致电 HP 支持之前

1. 确保：
   a. HP All-in-One 已插上电源且已打开。
   b. 指定的墨盒安装正确。
   c. 已经将推荐的纸张正确放入进纸盒中。
2. 重置 HP All-in-One：
   a. 按下**开/关机**按钮关闭 HP All-in-One。
   b. 拔掉 HP All-in-One 后面的电源线。
   c. 重新插上 HP All-in-One 的电源线。
   d. 按下**开/关机**按钮打开 HP All-in-One。
3. 可获得下列信息：
   a. HP All-in-One 的具体名称，即控制面板上显示的名称。
   b. 打印自检报告。（有关更多信息，请参见“使用手册”。）
   c. 准备详细的问题描述。
   d. 准备好您的序列号和服务 ID（这些信息可从自检报告中获得）。
   e. 应在 HP All-in-One 打印机旁边给 HP 支持打电话。

3 技术信息

本节提供了有关 HP All-in-One 的技术规格以及国际规范信息。

系统要求

可以在自述文件中找到软件的系统要求。

纸张规格

- 进纸盒容量：普通纸最多 100 张（20 磅纸）
- 出纸盘容量：普通纸最多 50 张（20 磅纸）

注意 有关支持的介质尺寸的完整列表，请参阅打印机软件。有关纸张重量的完整列表，请参阅屏幕帮助。

物理规格

- 高度：16.97 厘米
- 宽度：42.57 厘米
- 厚度：25.97 厘米
- 重量：4.045 公斤

电源规格

- 功耗：打印时平均 20 W
- 输入电压：AC 100 至 240 V ~ 1 A 50 - 60 Hz
- 输出电压：DC 32 V===375 mA, 16 V===500mA
- 电源：0957-2231, AC 100 至 240 V ~ 1 A 50 – 60 Hz

注意 只使用 HP 提供的电源适配器。

环境规格

- 推荐的工作温度范围：15º 至 30º C（59º 至 86º F）
- 允许的工作温度范围：10º 至 35º C（50º 至 95º F）
- 湿度：15% 至 80% RH 无冷凝
- 非工作（存储）温度范围：-20º 至 50º C（-4º 至 122º F）
- 在电磁场强的区域，HP All-in-One 的打印结果可能会稍微变形
- HP 建议使用长度小于或等于 3 米（10 英尺）的 USB 电缆，以便将电磁场的干扰降至最低程度

规范声明

HP All-in-One 符合您所在的国家（地区）的产品规范要求。有关规范声明的完整列表，请参阅屏幕帮助。

标准型号

为了便于识别，为产品指定了一个“标准型号”。本产品的标准型号为 VCVRA-0706。不要将此标准型号与产品的市场名称（如 HP Deskjet F2100 All-in-One series 等）或产品编号（如 CB595A 等）相混淆。

简体中文

保修

HP 产品	有限保修期限
软件媒体	90 天
打印机	1 年
打印或墨盒	直到 HP 墨水用完，或到达印在墨盒上的“保修结束”日期，视何者为先。本保修不涵盖重新灌注、再加工、整修、误用，或被擅改的 HP 墨水产品。
附件	90 天

A. 有限保修的范围

1. 惠普 (HP) 向最终用户保证，在上述指定的保修期内，上述指定的 HP 产品自购买之日起无材料及工艺上的缺陷。
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   b. 使用非 HP 提供或支持的软件、介质、部件或耗材；
   c. 在产品技术规格以外的条件下操作；
   d. 未经授权的调整或误用。
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5. 如果 HP 在适用的保修期内收到符合 HP 保修条件的任何产品的缺陷的通知，HP 将自行决定对有缺陷的产品进行维修或更换。
6. 如果 HP 无法适时维修或更换符合 HP 保修条件的有缺陷产品，HP 将在接到缺陷通知后的合理时间内，退回该产品的全额货款。
7. 在客户将有缺陷的产品退回 HP 之前，HP 不承担维修、更换或退款的义务。
8. 更换的产品可能为全新产品或相当于全新产品，前提是它的功能至少与被更换的产品相当。
9. HP 产品可能包含性能等同于新部件的再加工部件、组件或材料。
10. HP 的有限保修在任何销售保修范围内的 HP 产品的国家或地区均有效。可与授权的 HP 服务机构签订其他保修服务（如现场服务）合同，这些机构分布在由 HP 或授权进口商销售 HP 产品的国家/地区。

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   b. 限制制造商实施这种责任免除或限制的能力；或者
   c. 赋予客户附加的保修权利，指定默示保修的期限（对这种默示保修制造商不得拒绝），或者不允许制造商对默示保修的期限加以限制。
3. 除非另有法律许可，本声明中的保修条款不得排除、限制或修改适用于此产品销售的强制性法律权利，而是对该权利的补充。

HP Deskjet F2100 All-in-One series

Basics Guide

English

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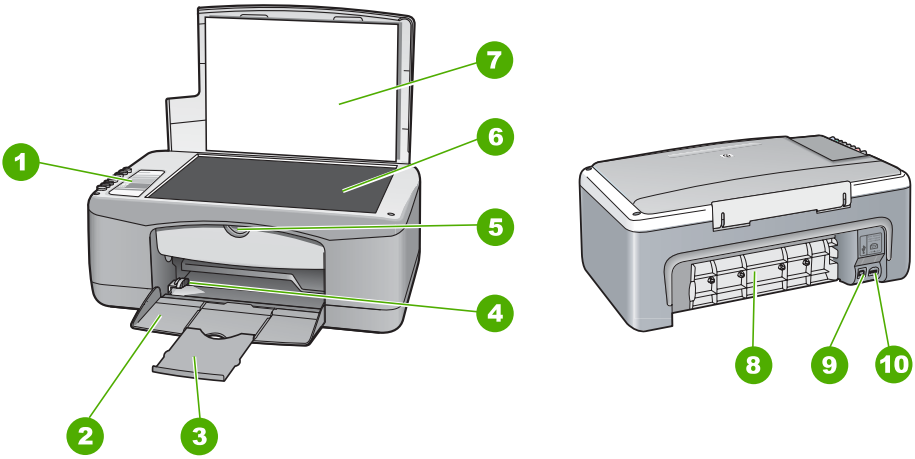
English

1 HP All-in-One overview

The HP Deskjet F2100 All-in-One series is a versatile device that gives you easy-to-use copying, scanning, and printing. For information about the full range of features and functions, see the onscreen Help.

The HP All-in-One at a glance

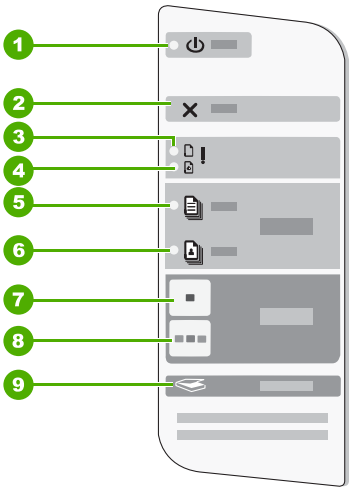


Label	Description
1	Control panel
2	Input tray
3	Tray extender
4	Paper-width guide
5	Print cartridge door
6	Glass
7	Lid backing
8	Rear door
9	Rear USB port
10	Power connection*

* Use only with the power adapter supplied by HP.

English

Control panel buttons

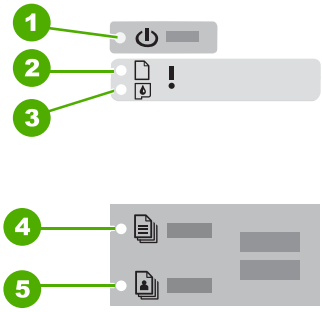


Label	Icon	Name and Description
1		**On**: Turns the HP All-in-One on or off. The **On** button is lit when the HP All-in-One is powered on.
2		**Cancel**: Stops a print, copy, or scan job.
3		Check Paper light: Indicates the need to load paper or remove a paper jam. The button next to this light is the Resume button. In certain situations (for example, after clearing a paper jam), this button resumes the job.
4		Check Print Cartridge light: Indicates the need to reinsert the print cartridge, replace the print cartridge, or close the print cartridge door. The button next to this light is the Resume button. In certain situations (for example, after clearing a paper jam), this button resumes the job.
5		**Plain Paper Type**: Changes the paper type setting to plain paper. This is the default setting for the HP All-in-One.
6		**Photo Paper Type**: Changes the paper type setting to photo paper. Make sure photo paper is loaded in the input tray.
7		**Start Copy Black**: Starts a black-and-white copy job.
8		**Start Copy Color**: Starts a color copy job.
9		**Scan**: Starts scanning the original currently on the glass. The Scan command functions only when the computer is on.

English

Status light overview

Several indicator lights inform you of the status of the HP All-in-One.



Label	Description
1	**On** button
2	Check Paper light
3	Check Print Cartridge light
4	**Plain Paper Type** light
5	**Photo Paper Type** light

The following table describes common situations and explains what the lights mean.

Light status	What it means
All lights are off.	The HP All-in-One is turned off. Press the **On** button to turn on the device.
The **On** light and one of the Paper Type lights are on.	The HP All-in-One is ready for printing, scanning, or copying.
The **On** light is blinking.	The HP All-in-One is busy printing, scanning, copying, or aligning the print cartridges.
The **On** light blinks quickly for 3 seconds and then is on steady.	You pressed a button while the HP All-in-One is already busy printing, scanning, copying, or aligning the print cartridges.
The **On** light blinks for 20 seconds and then is on steady.	You pressed the **Scan** button and there was no response from the computer.
The Check Paper light is blinking.	• The HP All-in-One is out of paper. • The HP All-in-One has a paper jam. • The paper size setting does not match the paper size detected in the input tray.
The Check Print Cartridge light is blinking.	• The print cartridge door is open. • The print cartridges are missing or not seated correctly. • The tape was not removed from the print cartridge. • The print cartridge is not intended for use in this HP All-in-One. • The print cartridge might be defective.

English

(continued)

Light status	What it means
	NOTE: Your printer might be packaged with only a tri-color print cartridge.
The **On**, Check Paper, and Check Print Cartridge lights are blinking.	Scanner failure. Turn off the HP All-in-One, then on again. If the problem persists, contact HP Support.
All lights are blinking.	The HP All-in-One has a fatal error. 1. Turn the HP All-in-One off. 2. Unplug the power cord. 3. Wait a minute, then plug the power cord back in. 4. Turn the HP All-in-One back on. If the problem persists, contact HP Support.

English

Load originals for scanning and copying

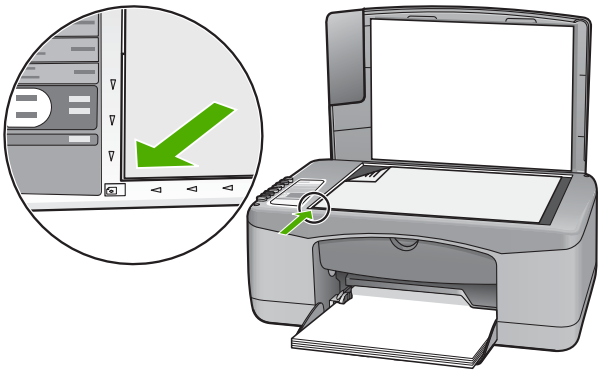
You can load many different types and sizes of paper in the HP All-in-One, including letter or A4 paper, photo paper, transparencies, and envelopes.

For information about loading full-size paper, see the Setup Guide. For information about loading other paper sizes, see the onscreen Help.

To load an original on the glass

1. Lift the lid on the HP All-in-One.
2. Place your original with the side you want to copy or scan face down on the left front corner of the glass.

   TIP: To get the correct copy size, make sure that there is no tape or other foreign object on the glass.



3. Close the lid.

Make a copy

You can make quality copies from the control panel.

To make a copy from the control panel

1. Make sure you have paper loaded in the input tray.
2. Place your original print side down on the left front corner of the glass.
3. Press **Start Copy Black** or **Start Copy Color**.

Scan an original

For original documents or images placed on the glass, you can start a scan from your computer or from the HP All-in-One. To use the scan features, the HP All-in-One and computer must be connected and turned on. The HP Photosmart Software must also be installed and running on your computer prior to scanning.

To scan to a computer

1. Place your original with the side you want to copy or scan face down on the left front corner of the glass.

   TIP: For quality copies, ensure that the scanner glass is clean and that there are no foreign materials adhering to it.

2. Press **Scan**.
   If the original is a photo, a preview image of the scan appears on your computer, where you can edit it. Any edits that you make apply to the current scan session only.
3. Make any edits to the preview image, and then click **Accept** when you are finished.

English

2 Troubleshooting and support

This chapter contains troubleshooting information for installation and configuration issues and some operational topics. For more troubleshooting information, see the onscreen Help.

Many issues are caused when the HP All-in-One is connected to the computer using a USB cable before the HP All-in-One software is installed on the computer. If you connected the HP All-in-One to your computer before the software installation screen prompts you to do so, you must follow these steps:

Troubleshooting common setup issues

1. Disconnect the USB cable from the computer.
2. Uninstall the software (if you have already installed it).
3. Restart your computer.
4. Turn off the HP All-in-One, wait one minute, then restart it.
5. Reinstall the HP All-in-One software.

CAUTION: Do not connect the USB cable to the computer until prompted by the software installation screen.

For support contact information, see the inside back cover of this guide.

Uninstall and reinstall the software

If your installation is incomplete, or if you connected the USB cable to the computer before prompted by the software installation screen, you might need to uninstall and then reinstall the software. Do not simply delete the HP All-in-One application files from your computer. Make sure to remove them properly using the uninstall utility provided when you installed the software that came with the HP All-in-One.

To uninstall from a Windows computer and then reinstall

1. On the Windows taskbar, click **Start**, and then click **Control Panel**.
2. Double-click **Add/Remove Programs**.
3. Select **HP Deskjet All-In-One Driver Software**, and then click **Change/Remove**. Follow the onscreen instructions.
4. Disconnect the HP All-in-One from your computer.
5. Restart your computer.

   NOTE: It is important that you disconnect the HP All-in-One before restarting your computer. Do not connect the HP All-in-One to your computer until after you have reinstalled the software.

6. Insert the HP All-in-One CD-ROM into your computer's CD-ROM drive and then start the Setup program.
7. Follow the onscreen instructions and the instructions provided in the Setup Guide that came with the HP All-in-One.

When the software installation is complete, the **HP Digital Imaging Monitor** icon appears in the Windows system tray.

To verify that the software is properly installed, double-click the HP Solution Center icon on the desktop. If the HP Solution Center shows the essential icons (**Scan Picture** and **Scan Document**), the software has been properly installed.

To uninstall from a Mac and then reinstall

1. Disconnect the HP All-in-One from your Mac.
2. Open the **Applications**:**Hewlett-Packard** folder.

3. Double-click **HP Uninstaller**.
   Follow the onscreen instructions.
4. After the software is uninstalled, disconnect the HP All-in-One, and then restart your computer.

   NOTE: It is important that you disconnect the HP All-in-One before restarting your computer. Do not connect the HP All-in-One to your computer until after you have reinstalled the software.

5. To reinstall the software, insert the HP All-in-One CD-ROM into your computer's CD-ROM drive.
6. On the desktop, open the CD-ROM and then double-click **HP All-in-One Installer**.
7. Follow the onscreen instructions and the instructions provided in the Setup Guide that came with the HP All-in-One.

Hardware setup troubleshooting

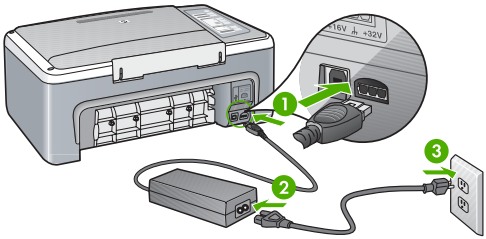
This section contains hardware troubleshooting information for the HP All-in-One.

The HP All-in-One will not turn on

Cause: The HP All-in-One is not properly connected to a power supply.

Solution

- Make sure the power cord is firmly connected to both the HP All-in-One and the power adapter. Plug the power cord into a power outlet, surge protector, or power strip.



1	Power connection
2	Power cord and adapter
3	Power outlet

- If you are using a power strip, make sure the power strip is on. Or, try plugging the HP All-in-One directly into a power outlet.
- Test the power outlet to make sure it is working. Plug in an appliance that you know works, and see if the appliance has power. If not, then there might be a problem with the power outlet.
- If you plugged the HP All-in-One into a switched outlet, make sure the switch is on. If it is switched to on but still does not work, then there might be a problem with the power outlet.

Cause: You pressed the **On** button too quickly.

Solution: The HP All-in-One might not respond if you press the **On** button too quickly. Press the **On** button once. It might take a few seconds for the HP All-in-One to turn on. If you press the **On** button again during this time, you might turn the device off.

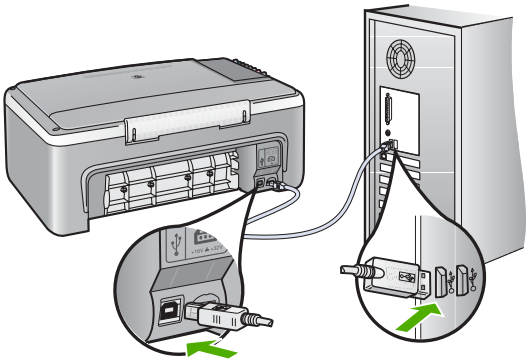
CAUTION: If the HP All-in-One still does not turn on, it might have a mechanical failure. Unplug the HP All-in-One from the power outlet and contact HP. Go to: www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

English

I connected the USB cable, but I am having problems using the HP All-in-One with my computer

Solution: You must first install the software that came with the HP All-in-One before connecting the USB cable. During installation, do not plug in the USB cable until prompted by the onscreen instructions. Connecting the USB cable before prompted can cause errors.

Once you have installed the software, connecting your computer to the HP All-in-One with a USB cable is straightforward. Simply plug one end of the USB cable into the back of your computer and the other into the back of the HP All-in-One. You can connect to any USB port on the back of your computer.



For more information on installing the software and connecting the USB cable, see the Setup Guide that came with the HP All-in-One.

The HP All-in-One does not print

Solution: If the HP All-in-One and computer are not communicating with each other, try the following:

- Look at the **On** light located on the front of the HP All-in-One. If it is not lit, the HP All-in-One is turned off. Make sure the power cord is firmly connected to the HP All-in-One and plugged into a power outlet. Press the **On** button to turn on the HP All-in-One.
- Make sure the print cartridges are installed.
- Make sure you have paper loaded in the input tray.
- Check that the HP All-in-One does not have a paper jam.
- Check that the print carriage is not jammed. Open the print cartridge door to access the print carriage area. Remove any objects that are blocking the print carriage, including any packing materials. Turn the HP All-in-One off and then turn it on again.
- Check that the HP All-in-One print queue is not paused or offline (Windows) or stopped (Mac). If it is, choose the appropriate setting to resume printing. For more information about accessing the print queue, see the documentation that came with the operating system installed on your computer.
- Check the USB cable. If you are using an older cable, it might not be working properly. Try connecting it to another product to see if the USB cable works. If you experience problems, the USB cable might need to be replaced. Also verify that the cable does not exceed 3 meters (9.8 feet) in length.
- Check the connection from the HP All-in-One to your computer. Verify that the USB cable is securely plugged into the USB port on the back of the HP All-in-One. Make sure the other end of the USB cable is plugged into a USB port on your computer. After the cable is connected properly, turn the HP All-in-One off and then on again.

- If you are connecting the HP All-in-One through a USB hub, make sure the hub is turned on. If the hub is on, try connecting directly to your computer.
- Check other printers or scanners. You might need to disconnect older products from your computer.
- Try connecting the USB cable to another USB port on your computer. After you check the connections, try restarting your computer. Turn the HP All-in-One off and then on again.
- If the HP All-in-One is offline, turn the HP All-in-One off and on again. Start a print job.
- If necessary, remove and then install the software you installed with the HP All-in-One again.

For more information on setting up the HP All-in-One and connecting it to your computer, see the Setup Guide that came with the HP All-in-One.

Clear paper jams

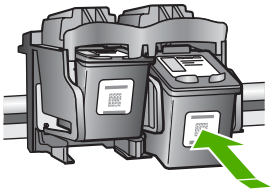
For more information about clearing a paper jam, see the onscreen Help.

Print cartridge troubleshooting

If you are experiencing problems with printing, you might have a problem with one of the print cartridges.

To troubleshoot print cartridges

1. Remove the black print cartridge from the slot on the right. Do not touch the ink nozzles or the copper-colored contacts. Check for possible damage to the copper-colored contacts or ink nozzles.
   Make sure the plastic tape has been removed. If it is still covering the ink nozzles, gently remove the plastic tape by using the pink pull tab.
2. Reinsert the print cartridge by sliding it forward into the slot. Then push the print cartridge forward until it clicks into the socket.



3. Repeat steps 1 and 2 for the tri-color print cartridge on the left side.
4. If the problem persists, you may need to print a self-test report or clean the print cartridges. For more information, see the onscreen Help.

Find more information

A variety of resources, both printed and onscreen, provide information about setting up and using the HP All-in-One.

Setup Guide

The Setup Guide provides instructions for setting up your HP All-in-One and installing software. Make sure you follow the steps in the Setup Guide in order.

If you have problems during setup, see Troubleshooting in the last section of the Setup Guide, or see “Troubleshooting and support” on page 8 in this guide.

English

Onscreen Help

The onscreen Help provides detailed instructions on features of your HP All-in-One that are not described in this guide, including features that are only available using the software you installed with your HP All-in-One.

To access the HP Photosmart Software Help on a Windows computer

1. In the HP Solution Center, click the tab for the HP All-in-One.
2. In the **Device Support** area, click **Onscreen Guide** or **Troubleshooting**.

HP Web site

If you have Internet access, you can get help and support from the HP Web site at www.hp.com/support. This Web site offers technical support, drivers, supplies, and ordering information.

Ink usage

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

HP support

You can contact HP Support by phone and online. Support options and availability vary by product, country/region, and language.

HP support by phone

For a list of support phone numbers, see the inside front cover of this guide.

Support options and availability vary by product, country/region, and language.

Phone support period

One year of phone support is available in Asia Pacific and Latin America (including Mexico). To determine the duration of phone support in North America, Eastern Europe, the Middle East, and Africa, go to www.hp.com/support.

Standard phone company charges apply.

After the phone support period

After the phone support period, help is available from HP at an additional cost.

Contact your HP dealer or call the support phone number for your country/region to learn more about support options.

Before calling HP Support

1. Make sure that:
   a. The HP All-in-One is plugged in and turned on.
   b. The specified print cartridges are installed correctly.
   c. The recommended paper is properly loaded in the input tray.
2. Reset the HP All-in-One:
   a. Turn off the HP All-in-One by pressing the **On** button.
   b. Unplug the power cord from the back of the HP All-in-One.
   c. Plug the power cord back into the HP All-in-One.
   d. Turn on the HP All-in-One by pressing the **On** button.
3. Have the following information available:
   a. Specific name of the HP All-in-One, as it appears on the control panel.
   b. Print a self-test report. (For more information, see the *User Guide*.)
   c. Be prepared to describe your problem in detail.
   d. Have your serial number and service ID ready, found on the self-test report.
   e. Be near the HP All-in-One printer when you call HP Support.

English

3 Technical information

The technical specifications and international regulatory information for the HP All-in-One are provided in this section.

System requirements

Software system requirements are located in the Readme file.

Paper specifications

- Input tray capacity: Plain paper sheets: Up to 100 (20 lb. paper)
- Output tray capacity: Plain paper sheets: Up to 50 (20 lb. paper)

NOTE: For a complete list of supported media sizes, see the printer software. For a complete list of paper weights, see the onscreen Help.

Physical specifications

- Height: 16.97 cm (6.68 inches)
- Width: 42.57 cm (16.76 inches)
- Depth: 25.97 cm (10.22 inches)
- Weight: 4.045 kg (8.92 pounds)

Power specifications

- Power consumption: 20 watts (average printing)
- Input voltage: AC 100 to 240 V ~ 1 A 50–60 Hz
- Output voltage: DC 32 V===375 mA, 16 V===500mA
- Power supply: 0957-2231, AC 100 to 240 V ~ 1 A 50–60 Hz

NOTE: Use only with the power adapter supplied by HP.

Environmental specifications

- Recommended operating temperature range: 15º to 30º C (59º to 86º F)
- Allowable operating temperature range: 10º to 35º C (50º to 95º F)
- Humidity: 15% to 80% RH non-condensing
- Non-operating (Storage) temperature range: –20º to 50º C (–4º to 122º F)
- In the presence of high electromagnetic fields, it is possible the output from the HP All-in-One may be slightly distorted
- HP recommends using a USB cable less than or equal to 3 m (10 feet) in length to minimize injected noise due to potential high electromagnetic fields

Regulatory notices

The HP All-in-One meets product requirements from regulatory agencies in your country/region. For a complete listing of regulatory notices, see the onscreen Help.

Regulatory model identification number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is VCVRA-0706. This regulatory number should not be confused with the marketing name (HP Deskjet F2100 All-in-One series, etc.) or product numbers (CB595A, etc.).

English

Warranty

HP product	Duration of limited warranty
Software Media	90 days
Printer	1 year
Print or Ink cartridges	Until the HP ink is depleted or the “end of warranty” date printed on the cartridge has been reached, whichever occurs first. This warranty does not cover HP ink products that have been refilled, remanufactured, refurbished, misused, or tampered with.
Accessories	1 year unless otherwise stated

A. Extent of limited warranty
1. Hewlett-Packard (HP) warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer.
2. For software products, HP’s limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be interrupted or error free.
3. HP's limited warranty covers only those defects that arise as a result of normal use of the product, and does not cover any other problems, including those that arise as a result of:
   a. Improper maintenance or modification;
   b. Software, media, parts, or supplies not provided or supported by HP;
   c. Operation outside the product's specifications;
   d. Unauthorized modification or misuse.
4. For HP printer products, the use of a non-HP cartridge or a refilled cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled cartridge or an expired ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.
5. If HP receives, during the applicable warranty period, notice of a defect in any product which is covered by HP's warranty, HP shall either repair or replace the product, at HP's option.
6. If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.
7. HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
8. Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the product being replaced.
9. HP products may contain remanufactured parts, components, or materials equivalent to new in performance.
10. HP's Limited Warranty Statement is valid in any country where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, may be available from any authorized HP service facility in countries where the product is distributed by HP or by an authorized importer.

B. Limitations of warranty
TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

C. Limitations of liability
1. To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.
2. TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

D. Local law
1. This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.
2. To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
   a. Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., the United Kingdom);
   b. Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
   c. Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or allow limitations on the duration of implied warranties.
3. THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THE HP PRODUCTS TO SUCH CUSTOMERS.

HP Limited Warranty

Dear Customer,

You will find below the name and address of the HP entity responsible for the performance of the HP Limited Warranty in your country.

You may have additional statutory rights against the seller based on your purchase agreement. Those rights are not in any way affected by this HP Limited Warranty.

Ireland: Hewlett-Packard Ireland Ltd. 30 Herbert Street IRL-Dublin 2
United Kingdom: Hewlett-Packard Ltd, Cain Road, Bracknell, GB-Berks RG12 1HN

English

www.hp.com/support

Africa (English speaking)	+27 11 2345872
Afrique (francophone)	+33 1 4993 9230
021 67 22 80	الجزائر
Argentina (Buenos Aires)	54-11-4708-1600
Argentina	0-800-555-5000
Australia	1300 721 147
Australia (out-of-warranty)	1902 910 910
Österreich	www.hp.com/support
17212049	البحرين
België	www.hp.com/support
Belgique	www.hp.com/support
Brasil (Sao Paulo)	55-11-4004-7751
Brasil	0-800-709-7751
Canada	1-(800)-474-6836 (1-800 hp invent)
Central America & The Caribbean	www.hp.com/support
Chile	800-360-999
中国	10-68687980
中国	800-810-3888
Colombia (Bogotá)	571-606-9191
Colombia	01-8000-51-4746-8368
Costa Rica	0-800-011-1046
Česká republika	810 222 222
Danmark	www.hp.com/support
Ecuador (Andinatel)	1-999-119 ☏ 800-711-2884
Ecuador (Pacifitel)	1-800-225-528 ☏ 800-711-2884
(02) 6910602	مصر
El Salvador	800-6160
España	www.hp.com/support
France	www.hp.com/support
Deutschland	www.hp.com/support
Ελλάδα (από το εξωτερικό)	+ 30 210 6073603
Ελλάδα (εντός Ελλάδας)	801 11 75400
Ελλάδα (από Κύπρο)	800 9 2654
Guatemala	1-800-711-2884
香港特別行政區	(852) 2802 4098
Magyarország	06 40 200 629
India	1-800-425-7737
India	91-80-28526900
Indonesia	+62 (21) 350 3408
+971 4 224 9189	العراق
+971 4 224 9189	الكويت
+971 4 224 9189	لبنان
+971 4 224 9189	قطر
+971 4 224 9189	اليمن
Ireland	www.hp.com/support
1-700-503-048	ישראל
Italia	www.hp.com/support

Jamaica	1-800-711-2884
日本	0570-000-511
日本(携帯電話の場合)	03-3335-9800
0800 222 47	الأردن
한국	1588-3003
Luxembourg	www.hp.com/support
Malaysia	1800 88 8588
Mauritius	(262) 262 210 404
México (Ciudad de México)	55-5258-9922
México	01-800-472-68368
081 005 010	المغرب
Nederland	www.hp.com/support
New Zealand	0800 441 147
Nigeria	(01) 271 2320
Norge	www.hp.com/support
24791773	عُمان
Panamá	1-800-711-2884
Paraguay	009 800 54 1 0006
Perú	0-800-10111
Philippines	(2) 867 3551
Philippines	1800 144 10094
Polska	0801 800 235
Portugal	www.hp.com/support
Puerto Rico	1-877-232-0589
República Dominicana	1-800-711-2884
Reunion	0820 890 323
România	0801 033 390
Россия (Москва)	+7 495 7773284
Россия (Санкт-Петербург)	+7 812 3324240
800 897 1415	السعودية
Singapore	6272 5300
Slovensko	0850 111 256
South Africa (RSA)	0860 104 771
Suomi	www.hp.com/support
Sverige	www.hp.com/support
Switzerland	www.hp.com/support
臺灣	(02) 8722 8000
ไทย	+66 (2) 353 9000
071 891 391	تونس
Trinidad & Tobago	1-800-711-2884
Türkiye	+90 (212)291 38 65
Україна	(044) 230-51-06
600 54 47 47	الإمارات العربية المتحدة
United Kingdom	www.hp.com/support
United States	1-(800)-474-6836 (1-800 hp invent)
Uruguay	0004-054-177
Venezuela (Caracas)	58-212-278-8666
Venezuela	0-800-474-68368
Viêt Nam	+84 (8) 823 4530