



HP ENVY 110 e-All-in-One D411
series

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1 HP ENVY 110 e-All-in-One D411 series Help

For information about the HP ENVY 110 series, see:

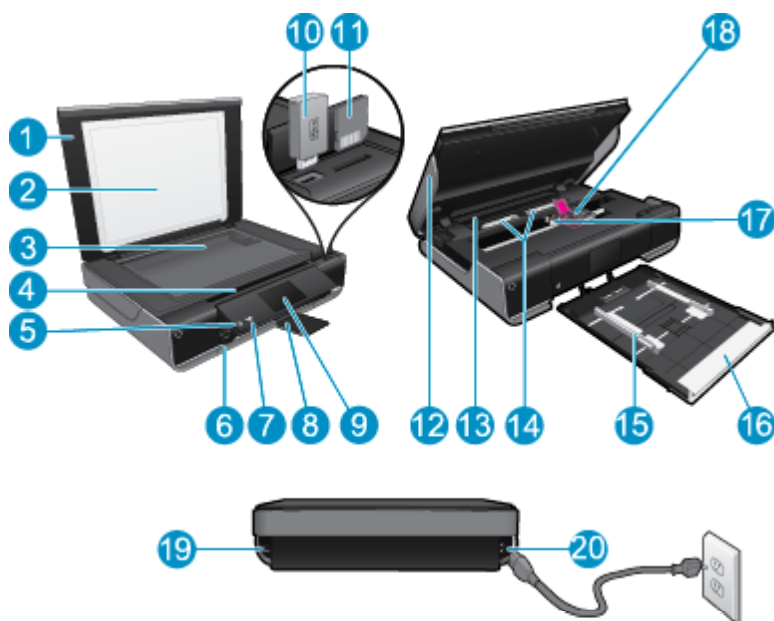
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2 Get to know the HP ENVY 110 series

- [Printer parts](#)
- [Control panel features](#)

Printer parts


- **Front view of the printer**

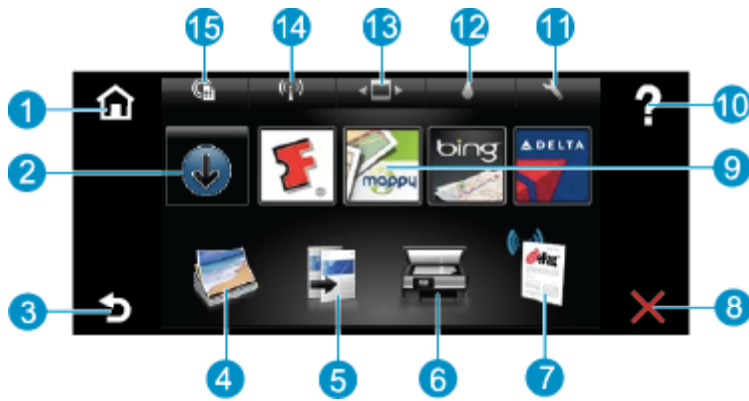


1	Lid
2	Lid backing
3	Glass
4	Access door (closed)
5	On button. Touch once to turn on or turn off your printer. When the printer is off, a small amount of power is still used. To completely remove power, turn off the printer, then unplug the power cord.
6	Paper tray (closed)
7	Wireless LED
8	Output tray extender. Comes out automatically when printing or copying, then stows automatically.
9	Color graphics display (also referred to as the display)
10	USB flash drive slot
11	Memory card slots
12	Printer access door (open)
13	Paper path cover
14	Squeeze buttons for removing paper path cover
15	Paper-width guides
16	Paper tray (out)
17	Print cartridge carriage
18	Print cartridges (installed)
19	Port for connecting with a USB cable to a computer, instead of wireless connection. Some features are available only with a wireless network connection.
20	Power connection. Use only the power cord supplied by HP.

Control panel features

The touch screen display shows menus, photos, and messages. You can touch and drag your finger horizontally to scroll through photos and vertically through list menus.

 **NOTE:** eFax may not be available in all countries/regions.



1	Home: Returns to the Home screen, the screen that is displayed when you first turn on the printer.
2	Get More: If Web Services are enabled, takes you to the Internet for downloading more Apps .
3	Back: Returns to the previous screen on the display.
4	Photo: Opens the Photo menu. From there, you can view and print photos, connect to Snapfish, reprint a printed photo, or save photos to a USB flash drive or a memory card.
5	Copy: Opens the Copy menu where you can preview your copy, edit for size and darkness, select black or color, and select the number of copies. You can also change settings to make 2-sided copies, or select size, quality, and paper type.
6	Scan: Opens the Scan menu, where you can select a destination for your scan.
7	eFax: Opens the eFax internet fax service. Send and receive faxes without fax hardware or a phone line. Internet connection and Web Services required.
8	Cancel: Stops the current operation.
9	Apps: Provide quick and easy access to pages to print from the Web, such as maps, coupons, coloring pages, puzzles, and more.
10	Help: Shows information on the display to assist in the current operation.
11	Setup: Opens the Setup menu with a list of other menus from which you can change product settings and perform maintenance functions. Setup menus include Network , Web , Tools , and Preferences .
12	Ink Status: Opens the Ink Status dashboard, showing estimated ink levels by cartridge.
13	Apps Manager: Opens the Apps Manager where you can manage settings or remove Apps.
14	Wireless: Opens the Wireless Menu with options for setting up a wireless connection, testing the connection, and turning wireless on and off.
15	Web Services: Opens the Web Services menu with options for enabling or turning off Web Services and ePrint, checking for product updates, and configuring other web settings.

3 How do I?

This section contains links to commonly performed tasks, such as printing photos, scanning, and making copies.

- [Load media on page 14](#)
- [Replace the cartridges on page 27](#)
- [Print Apps on page 24](#)
- [Print from anywhere with HP ePrint on page 23](#)
- [Send and receive faxes with eFax on page 25](#)
- [Clear a paper jam on page 37](#)
- [Copy text or mixed documents on page 19](#)
- [Scan to a computer, USB drive, or memory card on page 21](#)
- [Get more help on page 35](#)

4 Print



[Print documents on page 12](#)



[Print photos on page 11](#)



[Print labels and envelopes on page 13](#)



[Print from anywhere with HP ePrint on page 23](#)



[Print Apps on page 24](#)

Related topics

- [Load media on page 14](#)
[Tips for print success on page 16](#)

Print photos

- [Print photos from a memory card](#)
- [Print photos saved on your computer](#)

Print photos from a memory card

Print photos from a memory card

1. Load photo paper into the paper tray.
2. Insert a memory card into the slot.



3. On the Home screen, touch **Photo** to display the Photo Menu.
4. On the Photo Menu, touch **View & Print** to display the Photo Menu.
5. Touch **Select All** if you wish to print all the photos on the memory card. Or, touch and drag your finger to scroll through the photos. Tap those you wish to select.
6. Touch the up and down arrow to display the number of photos to print.
7. Touch **Edit** to select options to edit the selected photos. You can rotate a photo, crop, turn Photo Fix on and off, adjust brightness, or choose a color effect.


8. Touch **Print** to preview the selected photos for printing. Touch **Settings** to adjust layout, paper type, red eye removal, auto align, or date stamp. You can save any new settings as defaults. Touch **Settings** again to close menus without making any selections.
9. Touch **Print** to begin printing. The control panel will rise and the output tray extender will automatically come out. After you remove your prints, the extender will automatically stow out of view.

Print photos saved on your computer

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

To print a photo on photo paper


1. Make sure the output tray is open.
2. Remove all paper from the input tray, and then load the photo paper with side to be printed on facing down.

 **NOTE:** If the photo paper you are using has perforated tabs, load photo paper so that tabs are on top.




See [Load media on page 14](#) for more information.

3. On the **File** menu in your software application, click **Print**.
4. Make sure the product is the selected printer.
5. Click the button that opens the **Properties** dialog box.
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
6. Select the appropriate options.
 - On **Layout** tab select **Portrait** or **Landscape** orientation.
 - On **Paper/Quality** tab select the appropriate paper size and paper type from the **Paper Size** and **Media** drop-down lists.
 - Click **Advanced** to select the appropriate output quality from the **Printer Features** list.

 **NOTE:** For maximum dpi resolution, use **Print Quality** settings to select **Photo Paper** and **Best Quality**. Make sure you are printing in color. Then select the **Advanced** tab and select **Yes** in the **Enable Maximum dpi** setting.

7. Click **OK** to return to the **Properties** dialog box.
8. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.

 **NOTE:** Do not leave unused photo paper in the input tray. The paper might start to curl, which could reduce the quality of your printout. Photo paper should be flat before printing.

Print documents

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

To print from a software application

1. Make sure the output tray is open.
2. Make sure you have paper loaded in the input tray.



See [Load media on page 14](#) for more information.

3. From your software application, click the **Print** button.
4. Make sure the product is the selected printer.
5. Click the button that opens the **Properties** dialog box. Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
6. Select the appropriate options.
 - On **Layout** tab select **Portrait** or **Landscape** orientation.
 - On **Paper/Quality** tab select the appropriate paper size and paper type from the **Paper Size** and **Media** drop-down lists.
 - Click **Advanced** to select the appropriate output quality from the **Printer Features** list.
7. Click **OK** to close the **Properties** dialog box.
8. Click **Print** or **OK** to begin printing.

Related topics

- [Load media on page 14](#)
- [Tips for print success on page 16](#)

Print labels and envelopes

With the HP ENVY 110 series, you can print on a single envelope, a group of envelopes, or label sheets designed for inkjet printers.

To print a group of addresses on labels or envelopes

1. Print a test page on plain paper first.
2. Place the test page on top of the label sheet or envelope, and hold both up to the light. Check the spacing for each block of text. Make adjustments as needed.
3. Load the labels or envelopes into the paper tray.

CAUTION: Do not use envelopes with clasps or windows. They can get stuck in the rollers and cause paper jams.

4. Slide paper-width guides inward against the stack of labels or envelopes until the guides stop.
5. Select the appropriate options.
 - On **Paper/Quality** tab select a **Plain paper** type.
 - Click the **Advanced** button, and select the appropriate envelope size from the **Paper Size** drop down menu.
6. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.

Select Print Media

The HP ENVY 110 series printer is designed to work well with most types of office media. Use HP media for optimum print quality. Visit the HP Web site 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.

Load media

Do one of the following

- Load A4 or 8 1/2 x 11 inch paper
 - Pull out paper tray.
 - Slide paper-width guides outward. Remove any other media previously loaded.



Insert stack of paper into center of paper tray with short edge forward and print side down. Push stack forward inside tray until it stops.

Slide paper-width guides inward until they stop at edge of paper.

Close paper tray.

- Load 10 x 15 cm (4 x 6 inch) paper
 - Pull out paper tray.
 - Slide paper-width guides outward. Remove any other media previously loaded.



Insert stack of paper into center of paper tray with short edge forward and print side down. Push stack forward inside tray until it stops.

Slide paper-width guides inward until they stop at edge of paper.

- Close paper tray.
- Load envelopes
 - Pull out paper tray.
 - Slide paper-width guides outward. Remove any other media previously loaded.



Insert stack of envelopes into center of paper tray with short edge forward and print side down. Push stack forward inside tray until it stops.
 Slide paper-width guides inward until they stop at edge of paper.
 Close paper tray.

Related topics

- [Tips for print success on page 16](#)

Recommended papers for photo printing

For 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.

Paper	Description
HP Premium Plus Photo Paper	HP's best photo paper is heavyweight for producing professional-quality photos. Features an instant-dry finish for easy handling without smudging. It resists water, smears, fingerprints, and humidity. 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) and two finishes – high gloss or soft gloss (satin matte). It is acid-free for longer lasting documents.
HP Advanced Photo Paper	This thick photo paper features an instant-dry finish for easy handling without smudging. It resists water, smears, fingerprints, and humidity. Your prints have a look and feel comparable to a store processed photo. It is available in several sizes, including A4, 8.5 x 11 inch, 10 x 15 cm (4 x 6 inch), 13 x 18 cm (5 x 7 inch) and two finishes – glossy or soft gloss (satin matte). 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. Available in glossy finish in 8.5 x 11 inch, A4, 4 x 6 inch and 10 x 15 cm. It is acid-free for longer lasting documents.
HP Photo Value Packs	HP Photo Value Packs conveniently package Original HP ink cartridges and HP Advanced Photo Paper to save you time and take the guesswork out of printing affordable Lab-quality photos with your HP printer. Original HP inks and HP Advanced Photo Paper have been designed to work together so your photos are long lasting and vivid, print after print.

Paper	Description
	Great for printing out an entire vacation's worth of photos or multiple prints to share.

Recommended papers for printing and copying

Depending on your country/region, some of these papers might not be available.

Paper	Description
HP Brochure Paper and HP Professional Paper 180gsm	These papers are glossy-coated or matte-coated on both sides for two-sided use. They are the best choice for producing professional-quality marketing materials such as brochures and mailers as well as business graphics for report covers and calendars.
HP Premium Presentation 120gsm Paper and HP Professional Paper 120gsm	These papers are heavy two-sided matte papers perfect for presentation, proposals, reports and newsletters. They are a professional weight for an impressive look and feel.
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 showthrough, 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.
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.
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.
HP Iron-On Transfers	HP Iron-on Transfers (for color fabrics or for light or white fabrics) are the ideal solution for creating custom T-shirts from your digital photos.

Tips for print success

Use the following tips to print successfully.

- Use genuine HP cartridges. Genuine 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 Supplies** icon on the Home screen.
- 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 guide in the input tray to fit snugly against all paper. Make sure the paper-width guide does not bend the paper in the input tray.
- Set the paper size and type and print quality settings according to the type and size of paper loaded in the input tray. Your computer and printer usually choose these settings automatically, but you can adjust them to produce the print quality that best suits your needs.

Paper settings control the amount of ink laid down on the paper. Using the setting that matches your document and photo paper is essential to making good prints.

Select the quality of the print from the Print Quality setting in your application's Print command:

- Draft: prints faster and uses less ink for drafts and everyday printing, but print color will be lighter
- Normal: for high-quality documents.
- Best: for high-quality photos
- Maximum dpi: for the highest possible dpi resolution with supported types of HP photo paper.
- Learn how to share your photos online and order prints. [Click here to go online for more information.](#)
- Learn about **Apps Manager** for printing recipes, coupons, and other content from the web, simply and easily. [Click here to go online for more information.](#)
- Learn how to print from anywhere by sending an email and attachments to your printer. [Click here to go online for more information.](#)

5 Copy and scan

- [Copy text or mixed documents](#)
- [Scan to a computer, USB drive, or memory card](#)
- [Tips for copy and scan success](#)

Copy text or mixed documents

- ▲ Do one of the following:

1-sided copy

- a. Load paper.
 - Load full-size paper in the paper tray.



- b. Load original.
 - Lift lid on product.



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



- Close lid.
- c. Specify number of copies and settings
 - Touch **Copy** on Home screen.
The **Copy** preview appears.
 - Touch the screen to set the number of copies.
- d. Start copy.
 - Touch **B&W** or **Color**.

2-sided copy

- a. Load paper.
 - Load full-size paper in the main input tray.



- b. Load original.
 - Lift lid on product.



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



- Close lid.

- c. Specify 2-sided option.
 - Touch **Copy** on Home screen.
The **Copy** preview appears.
 - Touch **Settings**.
The **Copy Settings** menu appears.
 - Touch **2-Sided**.
 - Touch the 2-sided radio button to turn it on.
 - Touch **Settings** to close the menu.
- d. Specify number of copies.
 - Use the touch screen to set the number of copies.
- e. Start copy.
 - Touch **B&W** or **Color**.
- f. Copy the second original.
 - Load second page on the glass and touch **OK**.

Scan to a computer, USB drive, or memory card

To scan to a computer, USB drive, or memory card

1. Load original.
 - a. Lift lid on product.



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



- c. Close lid.
2. Start scan.
 - a. On the Home screen, touch **Scan**.
 - b. Select the destination by touching either **Computer**, **USB Flash Drive**, or **Memory Card**.

If you are scanning to a computer and the printer is network-connected, a list of available computers appears. Select the computer on which you want the scan saved.

For scanning to a USB Flash Drive, insert a USB Flash Drive in the slot.

For scanning to a Memory Card, insert a Memory Card in the slot.

Tips for copy and scan success

Use the following tips to copy and scan successfully:

- 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 the document to be scanned has a complex layout, select framed text as the scan document setting in the software. With this setting, the text layout and formatting are retained.
- If the scanned image is incorrectly cropped, turn off the autocropping feature in the software and crop the scanned image manually.

6 Use Web Services

- [Print from anywhere with HP ePrint](#)
- [Print Apps](#)
- [Visit the HP ePrintCenter website](#)

Print from anywhere with HP ePrint

HP's free ePrint service provides an easy way to print from email, anywhere and anytime. Just send an email to your printer's email address from your computer or mobile device, and the email message prints with attachments.

- Your printer needs to have a wireless network connection to the Internet. You won't be able to use ePrint via a USB connection to a computer.
- Attachments might print differently from they 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 ePrint. Some updates may be required to enable certain functionality.

Related topics

- [Your printer is protected on page 23](#)
[How to get started with ePrint on page 23](#)
[Visit the HP ePrintCenter website on page 24](#)

Your printer is protected

To help prevent unauthorized email, HP assigns a random email address to your printer, never publicizes this address, and by default does not respond to any sender. ePrint also provides industry-standard spam filtering and transforms email and attachments to a print-only format to reduce the threat of a virus or other harmful content. However, the ePrint service does not filter emails based on content, so it cannot prevent objectionable or copyrighted material from being printed.

Go to the HP ePrintCenter website for more information and specific terms and conditions: www.hp.com/go/ePrintCenter.

How to get started with ePrint

To use ePrint, you first need to have your printer connected wirelessly to a network and Web Services enabled. You will also need to create an ePrintCenter account if you do not already have one.


To get started with ePrint

1. Turn on wireless connection
 - a. Touch the **Wireless** icon to display the Wireless status dashboard. If a wireless connection has already been set up, details like SSID and IP will be shown.
 - b. If the wireless network connection has not already been made, touch **Settings**, then run the **Wireless Setup Wizard**.
If wireless network connection details like SSID and IP are displayed but the connection is off, touch **Settings**, then touch **Wireless Connection** and **On** to turn on the wireless connection.
2. Enable **Web Services**
 - a. Touch **Web Services** to display the Web Services status dashboard.
Touch **Settings** to display the Web menu.
 - b. If Web Services is not already on, touch **Web Services**, then touch **On** to turn on Web Services.
Touch **Accept** to accept terms of use and connect to the Web Services Server.
3. Enable **ePrint**
 - a. Touch **Web Services** to display the Web Services status dashboard.
 - b. Touch **Settings** to display the Web menu.
 - c. If ePrint is not already on, touch **ePrint**, then touch **On** to turn on ePrint.

Print Apps

Print pages from the web without using a computer with **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.

You need to have web services enabled to use **Apps**.

 **NOTE:** Apps are offered on an availability basis to HP ENVY 110 e-All-in-One D411 series owners. HP and its third-party content providers may, from time to time, make additional apps available, enhance, modify and eliminate existing apps in accordance with our Terms of Use (www.hp.com/go/ePrintCenter).

Go to the HP ePrintCenter website for more information and specific terms and conditions: www.hp.com/go/ePrintCenter.

Use Apps

1. Select print apps from the Apps Favorites bar on the home screen.
2. Touch **Get More** on the Home screen to connect to the Internet and add apps.
3. Touch the **Apps Manager** icon on the Home screen to work with your **My Favorites** list, remove apps, and manage settings.

Manage Apps

1. Remove **Apps**.
 - ▲ Touch the **Apps Manager** icon in the top-center of the Home screen to open the Apps Manager menu.
2. Manage **Apps** Settings.
 - a. Touch **My App Settings**.
 - b. Touch **Postal Code** and follow the prompts to set the postal code to use with your **Apps**.
 - ▲ Touch **Time Zone** and follow the prompts to set the time zone to use with your **Apps**.

Visit the HP ePrintCenter website

Use HP's free ePrintCenter website to set up increased security for ePrint and specify the email addresses that are allowed to send email to your printer. You can also get Product Updates, more Print Apps, and other free services.

Go to the HP ePrintCenter website for more information and specific terms and conditions: www.hp.com/go/ePrintCenter.

7 Send and receive faxes with eFax

The HP ENVY 110 e-All-in-One D411 series printer faxes without a phone line. The printer sends and receives faxes using eFax®, a web-based faxing service. This service is free when you send up to 20 pages and receive up to 20 pages per month.


If you want to send or receive more pages per month, you can upgrade to the eFax Plus® service, and your account is charged a monthly fee.

When you use eFax®, your document is scanned by the printer, sent wirelessly to the eFax® server, and then on to the receiving fax number.

To use the eFax® brand service, the printer must have an Internet connection and Web Services must be enabled so the printer can communicate with eFax's® server.

Before you can use eFax® with your printer, you must perform the simple setup procedures described below. This one-time setup allows the printer to communicate with eFax's® server using your eFax® account information whenever you send and receive faxes.


[Click here for more information about eFax®.](#)

 **NOTE:** eFax may not be available in all countries/regions.

Set up the printer for faxing (required)


Register with eFax®

1. Touch **eFax** on the printer Home screen to display the eFax® home screen.
2. Touch **Register**, then touch the **Web Services** checkbox to enable Web Services.
3. Create an account by following the onscreen instructions.
4. Touch **Terms and Conditions** to read the eFax® brand services agreement, then touch the **I agree** checkbox and click **OK**.
5. After connecting with the eFax® server, you are assigned the eFax® number that appears on the screen.
6. Touch **Continue**, and the eFax® home screen displays your eFax® number and a number entry keypad for sending faxes.


 **NOTE:** Although the area code may not be local to you, you do not incur any long-distance charges when sending and receiving faxes with this number.

Set up your printer with an existing eFax® number

1. Touch **eFax** on the printer Home screen to display the eFax® home screen. Enter your existing eFax® number in the area indicated below **Already have an eFax® number?**
2. Enter the personal identification number (PIN) code for this account.

 **NOTE:** If you've forgotten your PIN, touch the indicated area to have it sent to the email address associated with your eFax® number.

3. Touch **Enable** to continue. Your eFax® number and PIN code is sent to eFax® for verification. After they are verified, your existing eFax® number is displayed on the eFax® home screen and you are ready for faxing.

 **NOTE:** If eFax® cannot verify the eFax® number and PIN you entered, log in to your eFax brand account at www.efax.com and review your account information. You cannot fax using this number until the eFax® account information is verified on the printer.

4. After connecting with the eFax® server, you are assigned the eFax® number that appears on the screen.
5. Touch **OK**, and the eFax® home screen displays your eFax® number and a number entry keypad for sending faxes.

Send a fax

Send a Fax

1. Touch **eFax** on the printer Home screen to display the eFax® home screen.
2. Lift the printer's lid and place the first page of your original document print side down on the scanner glass, aligning it with the right front corner.
3. If you are sending the fax inside your own country, proceed to the next step. If you are sending the fax outside of your country, touch this option on the screen. This ensures that the appropriate international dialing codes are used.
4. Enter the fax number on the keypad and touch **Start**. Your document is scanned. When scanning is complete, you are asked if you have more pages to fax.
5. If you have more pages to fax, touch **Yes**, remove your first original from the scanner glass and replace it with the next one.
OR
If you do not have more pages to fax, touch **No**. Your fax is sent. Once it has been successfully sent to eFax's® server, you are notified with a message. Touch **OK** to acknowledge the message and continue.
OR
To cancel your fax, touch **Back**.

Print a confirmation report of faxes you have sent

1. Touch **Sent Faxes** on the bottom of the screen.
2. Touch the checkbox next to the fax(es) you want included in the report.
3. Touch **Print Confirmation**.

Receive a fax

Provide your eFax® number to anyone who needs to send you a fax.

When a fax is received, it is printed automatically.

Fax Settings

Touch **Settings** at the bottom of the eFax® home screen to display the Fax Settings.

Fax Issues and Questions


- For questions and answers about the eFax® brand service, touch Settings/FAQs on the eFax® home screen
- For other information about the eFax® brand service go to www.efax.com.
- eFax® is a registered trademark of j2 Global Communications, Inc. in the U.S. and internationally.

8 Work with cartridges

- [Check the estimated ink levels](#)
- [Replace the cartridges](#)
- [Order ink supplies](#)
- [Clean cartridges](#)
- [Clean for back of page ink smearing](#)
- [Clean paper feed](#)
- [Cartridge warranty information](#)
- [Tips for working with ink](#)

Check the estimated ink levels

Touch the Ink Status icon at the top of the Home screen to display the estimated ink levels.

 **NOTE: 1** If you have installed a refilled or remanufactured cartridge, or a cartridge that has been used in another printer, the ink level indicator might be inaccurate or unavailable.

NOTE: 2 Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not have to replace the cartridges until the print quality is unacceptable.

NOTE: 3 Ink from the cartridges is used in the printing process in a number of different ways, including in the initialization process, which prepares the product and cartridges for printing, and in printhead servicing, which keeps print nozzles clear and ink flowing smoothly. In addition, some residual ink is left in the cartridge after it is used. For more information, see www.hp.com/go/inkusage.

Related topics

- [Order ink supplies on page 29](#)
[Tips for working with ink on page 30](#)

Replace the cartridges

To replace the cartridges

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

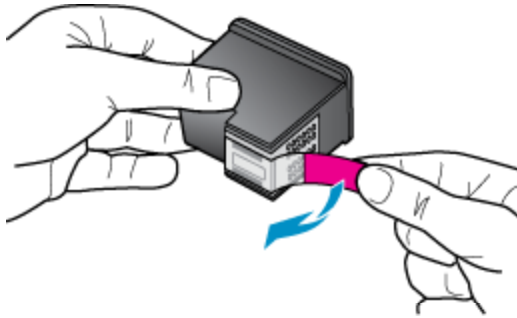


Wait for print carriage to move to center of product.

- b. Lift up lid on print cartridge, then remove it from slot.



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



- b. Place new cartridge in slot at an angle under the opened lid.



- c. Squeeze the lid closed as the cartridge slides into place.



- d. Close access door.




Related topics

- [Order ink supplies on page 29](#)
[Tips for working with ink on page 30](#)

Order ink supplies

To find out the correct number for replacement cartridges, open the printer access door and check the label.

Cartridge information and links to online shopping appear on ink alert messages. In addition, you can find cartridge information and order online by visiting www.hp.com/buy/supplies.

 **NOTE:** Ordering cartridges online is not supported in all countries/regions. If it is not supported in your country/region, contact a local HP reseller for information about purchasing cartridges.

Clean cartridges

If print quality is unacceptable, and the problem is not low ink levels or non-HP ink, try cleaning the cartridges.

To clean the cartridges

1. From the **Home** screen, touch **Settings** to display the Setup menu.
2. In the **Setup** menu, touch **Tools**.
3. In the **Tools Menu**, touch **Clean Cartridges**.
4. If the print quality looks acceptable, touch **Done**. Otherwise, touch **Second-level Clean** to do a more thorough cleaning.

Related topics

- [Order ink supplies on page 29](#)
[Tips for working with ink on page 30](#)

Clean for back of page ink smearing

If the backs of printouts show smeared ink, try cleaning areas of the printer where ink can build up. This process takes several minutes to complete. Full-size paper needs to be loaded and will be moved automatically during the cleaning. A blank page is ejected when the process is complete.

To clean for back of page smearing

1. From the **Home** screen, touch **Settings** to display the Setup menu.
2. In the **Setup** menu, touch **Tools**.
3. In the **Tools** menu, touch **Back of Page Smear Cleaning**.
4. Load full-size plain paper in the paper tray and touch **OK**.

Related topics

- [Order ink supplies on page 29](#)
[Tips for working with ink on page 30](#)

Clean paper feed

If false 'Out of paper' messages appears, or you have other paper feeding problems, try cleaning the paper feed. The process takes several minutes to complete. You need to empty the paper tray before starting the cleaning.

To clean the paper feed

1. From the **Home** screen, touch **Settings** to display the Setup menu. In the Setup menu, touch **Tools**.
2. In the **Tools** menu, touch **Paper Feed Cleaning**.
3. Remove all the paper from the paper tray. Touch **OK**.

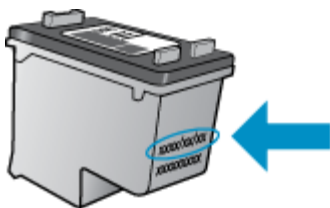
Related topics

- [Order ink supplies on page 29](#)
[Tips for working with ink on page 30](#)

Cartridge warranty information

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

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



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

Tips for working with ink

Use the following tips to work with ink cartridges:

- To check the estimated ink levels, touch the Ink Status icon on the Home screen.
- Use the correct print cartridges for your printer. For a list of compatible cartridges, open the access door and check the label.
- Insert the ink cartridges into the correct slots. Match the color and icon of each cartridge to the color and icon for each slot. Make sure the cartridge lid is closed on each cartridge.
- Use genuine HP ink cartridges. Genuine HP ink cartridges are designed for and tested with HP printers to help you produce great results, time after time.
- Consider getting replacement ink cartridges when you receive an ink alert message. This avoids possible printing delays. You do not need to replace the ink cartridges until print quality becomes unacceptable.

9 Connectivity

- [Add the HP ENVY 110 series to a network](#)
- [Tips for setting up and using a networked printer](#)

Add the HP ENVY 110 series to a network

- [WiFi Protected Setup \(WPS\)](#)
- [Wireless with a router \(infrastructure network\)](#)
- [Install the software for a network connection](#)

WiFi Protected Setup (WPS)

To connect the HP ENVY 110 series to a wireless network using WiFi Protected Setup (WPS), you will need the following:


- A wireless 802.11 network that includes a WPS-enabled wireless router or access point.
- 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 110 series on.

To connect the HP ENVY 110 series using WiFi Protected Setup (WPS)

- ▲ Do one of the following:

Use Push Button (PBC) method

- Select setup method.
 - Touch **Setup**.
 - Touch **Network**.
 - Touch **WiFi Protected Setup**.
 - Touch **Push Button**.
- Set up wireless connection.
 - Touch **Start**.
 - Press and hold the button on WPS-enabled router or other networking device to activate WPS.


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

- Touch **OK**.
- c. Install software.

Use PIN method

- Select setup method.
 - Touch **Setup**.
 - Touch **Network**.

- Touch **WiFi Protected Setup**.
- Touch **PIN**.
- b. Set up wireless connection.
 - Touch **Start**.
The device displays a PIN.
 - Enter PIN on WPS-enabled router or other networking device.

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

- Touch **OK**.
- c. Install software.

Wireless with a router (infrastructure network)

To connect the HP ENVY 110 series to an integrated wireless WLAN 802.11 network, you will need the following:

- A wireless 802.11 network that includes a wireless router or access point.
- 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 110 series on.
- Broadband Internet access (recommended) such as cable or DSL.
If you connect the HP ENVY 110 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 printer with the Wireless Setup Wizard


1. Write down your network name (SSID) and WEP key or WPA passphrase.
2. Start Wireless Setup Wizard.
 - ▲ Touch **Wireless Setup Wizard**.
3. Connect to wireless network.
 - ▲ Select your network from the list of detected networks.
4. Follow prompts.
5. Install software.

Related topics

- [Install the software for a network connection on page 32](#)


Install the software for a network connection

Use this section to install the HP ENVY software on a computer connected to a network. Before you install the software, make sure you have connected the HP ENVY 110 series to a network. If the HP ENVY 110 series has not been connected to a network, follow the onscreen instructions during the software installation to connect the product to the network.

 **NOTE:** Installation time can vary depending on your operating system, the amount of available space, and the processor speed of your computer.

To install the Windows HP ENVY Software on a networked computer

1. Quit all applications running on your computer.
2. Insert the installation CD that came with the product into the CD-ROM drive on your computer and follow the onscreen instructions.

 **NOTE:** If the HP ENVY 110 series is not connected to a network, run the **Wireless Setup Wizard** from the **Network** menu on the HP ENVY 110 series.

3. If a dialog box about firewalls appears, follow the instructions. If you see firewall pop-up messages, you must always accept or allow the pop-up messages.
4. On the **Connection Type** screen, select an appropriate option, and then click **Next**.
The **Searching** screen appears as the Setup program searches for the product on the network.
5. On the **Printer Found** screen, verify that the printer description is correct.
If more than one printer is found on the network, the **Printers Found** screen appears. Select the product you want to connect.
6. Follow the prompts to install the software.
When you have finished installing the software, the product is ready for use.
7. To test your network connection, go to your computer and print a self-test report to the product.

Tips for setting up and using a networked printer

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

- When setting up the wireless networked printer, make sure your wireless router or access point is powered on. The printer searches for wireless routers, then lists the detected network names on the display.
- To verify the wireless connection, check the wireless icon at the top of the Home screen. If the icon is colored, the wireless connection is on. Touch the icon to display the Wireless status dashboard. Touch **Settings** to display the Network menu, with options for setting up a wireless connection or turning on the wireless connection, if already set up.
- If your computer is connected to a Virtual Private Network (VPN), you need to disconnect from the VPN before you can access any other device on your network., including the printer.
- Learn how to find your network security settings. [Click here to go online for more information.](#)
- Learn about the Network Diagnostic Utility and other troubleshooting tips. [Click here to go online for more information.](#)
- Learn how to change from a USB to wireless connection. [Click here to go online for more information.](#)
- Learn how to work with your firewall and anti-virus programs during printer setup. [Click here to go online for more information.](#)

10 Solve a problem

This section contains the following topics:

- [Get more help](#)
- [Unable to print](#)
- [Resolve print quality issues](#)
- [Resolve copy and scan issues](#)
- [Clear a paper jam](#)
- [Troubleshooting print carriage jams](#)
- [HP support](#)

Get more help

You can find more information and help about your HP ENVY 110 series by entering a keyword in the **Search** field in the top left of the help viewer. Titles of related topics for both local and online topics will be listed.




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

Unable to print

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

1. Check for error messages and resolve.
2. Turn printer off, then back on again.
3. Verify that the product is not paused or offline.

To verify that the product is not paused or offline


 **NOTE:** HP provides a Printer Diagnostic Utility that can automatically fix this issue.



[Click here to go online for more information.](#) Otherwise, follow the steps below.

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

To verify that the product is set as the default printer


 **NOTE:** HP provides a Printer Diagnostic Utility that can automatically fix this issue.



[Click here to go online for more information.](#) Otherwise, follow the steps below.

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

To restart the print spooler

 **NOTE:** HP provides a Printer Diagnostic Utility that can automatically fix this issue.



[Click here to go online for more information.](#) Otherwise, follow the steps below.

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

Windows 7

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


Windows Vista

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

Windows XP

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

To clear the print queue

 **NOTE:** HP provides a Printer Diagnostic Utility that can automatically fix this issue.



[Click here to go online for more information.](#) Otherwise, follow the steps below.

- a. Depending upon your operating system, do one of the following:
 - **Windows 7:** From the Windows **Start** menu, click **Devices and Printers**.
 - **Windows Vista:** From the Windows **Start** menu, click **Control Panel**, and then click **Printers**.
 - **Windows XP:** From the Windows **Start** menu, click **Control Panel**, and then click **Printers and Faxes**.
- b. Double-click the icon for your product to open the print queue.
- c. On the **Printer** menu, click **Cancel all documents** or **Purge Print Document**, and then click **Yes** to confirm.
- d. If there are still documents in the queue, restart the computer and try printing again after the computer has restarted.
- e. Check the print queue again to make sure it is clear, and then try to print again.

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

Resolve print quality issues

Find the latest information and help for print quality problems with your HP ENVY 110 series, online:



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

Resolve copy and scan issues

Find the latest information and help for copying and scanning problems with your HP ENVY 110 series, online:

- Learn how to troubleshoot copy failures. [Click here to go online for more information.](#)
- Learn how to troubleshoot scan failures. [Click here to go online for more information.](#)

Clear a paper jam

Clear a paper jam.

To clear a paper jam

1. Press the **Cancel** button on the control panel to try to clear the jam automatically. If this does not work, clear the paper jam manually.
2. Locate the paper jam by lifting open the printer access door.



Clear jam from input/output area

- Gently pull the paper out. Close the access door.



Clear jam from paper path

- Squeeze together the two buttons on the paper path cover and remove the cover. Gently pull out the jammed paper. Replace the paper path cover. Close the access door.

**Clear jam from duplexer path**

- Squeeze together the two buttons on the paper path cover and remove the cover. Gently pull out the jammed paper. Replace the paper path cover. Close the access door.



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



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

Troubleshooting print carriage jams

The cartridge access door must be closed to begin printing. Check the printer and try printing again. If you are still having a problem, an object may be blocking the print carriage and preventing it from moving.

If your printer is new, make sure you remove all of the packing material inside the carriage area. If your printer is not new, check the carriage area for foreign objects that may have fallen into the printer, such as pet hair or paper clips.

Try the following solutions to resolve the issue.

Solution 1: Make sure that the printer is turned on

1. Look at the **Power** button located on the printer. If it is not lit, the printer is turned off. Make sure the power cord is firmly connected to the printer and plugged into a power outlet. Press the **Power** button to turn on the printer.
2. Try using your printer again.

Solution 2: Unblock the print carriage


1. Make sure the printer is on.

⚠ CAUTION: Make sure the printer is on before disconnecting the power cord as described in step 2. Failure to disconnect the power cord from the rear of the unit can cause damage when removing jammed paper.

2. Disconnect the power cord from the back of the printer.
3. If you're using a USB connection, disconnect the USB cable from the back of the printer.
4. Open the cartridge access door.



5. Remove any paper or object that might be restricting the print carriage. If the printer is new, remove any packing material.
6. Reconnect only the power cord. If the printer does not turn on automatically, press the **Power** button.

 **NOTE:** The printer might need to warm up for two minutes or less. Lights might flash, and the print carriage might move during this time.

7. Use your hand to gently move the carriage all the way to the left and right to ensure the carriage moves freely. If it does not move freely, paper or other objects may still be blocking the carriage movement. Continue to clear the carriage area until the print carriage moves freely.

 **NOTE:** Moving the print carriage will cause a **Carriage Jam** error to appear on the display. Press **OK** to continue.

8. If you're using a USB connection, reconnect the USB cable.
9. Close the cartridge access door.

 **NOTE:** You may have to press the **Power** button again to reset the printer.

10. Try using your printer again.



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

HP support

- [Register your printer](#)
- [HP support by phone](#)
- [Additional warranty options](#)

Register your printer

By taking just a few quick minutes to register, you can enjoy quicker service, more efficient support, and product support alerts. If you did not register your printer while installing the software, you can register now at <http://www.register.hp.com>.

HP support by phone

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

This section contains the following topics:

- [Phone support period](#)
- [Placing a call](#)
- [After the phone support period](#)

Phone support period

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

Placing a call

Call HP support while you are in front of the computer and the product. Be prepared to provide the following information:

- Product name (HP ENVY 110 e-All-in-One D411 series)
- Serial number (located on the back or bottom of the product)
- Messages that appear when the situation occurs
- Answers to these questions:
 - Has this situation happened before?
 - Can you re-create it?
 - Did you add any new hardware or software to your computer at about the time that this situation began?
 - Did anything else occur prior to this situation (such as a thunderstorm, product was moved, etc.)?

For the most current HP list of telephone support numbers and call costs information, see www.hp.com/support.

After the phone support period

After the phone support period, help is available from HP at an additional cost. Help may also be available at the HP online support Web site: www.hp.com/support. Contact your HP dealer or call the support phone number for your country/region to learn more about support options.

Additional warranty options

Extended service plans are available for the HP ENVY 110 series at additional costs. Go to www.hp.com/support, select your country/region and language, then explore the services and warranty area for information about the extended service plans.

11 Technical information

The technical specifications and international regulatory information for the HP ENVY 110 series are provided in this section.

For additional specifications, see the printed documentation that came with the HP ENVY 110 series.

This section contains the following topics:

- [Notice](#)
- [Specifications](#)
- [Environmental product stewardship program](#)
- [Regulatory notices](#)
- [Regulatory wireless statements](#)

Notice

Hewlett-Packard Company notices

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Specifications

Technical specifications for the HP ENVY 110 series are provided in this section. For complete product specifications, see the Product Data Sheet at www.hp.com/support.

System requirements

Software and system requirements are located in the Readme file.

For information about future operating system releases and support, visit the HP online support Web site at www.hp.com/support.

Environmental specifications

- Allowable operating temperature range: Main printer: 5 to 40 degrees C (41 to 104 degrees F) Removable display: -10 to 40 degrees C (14 to 104 degrees F)
- Allowable operating temperature range: 5 °C to 40 °C (41 °F to 104 °F)
- Humidity: 15% to 80% RH non-condensing; 28 °C maximum dewpoint
- Non-operating (Storage) temperature range: -20 to 60 degrees C (-4 to 140 degrees F)
- In the presence of high electromagnetic fields, it is possible the output from the HP ENVY 110 series 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

Print resolution**Draft mode**

- Color Input/Black Render: 300x300dpi
- Output (Black/Color): Automatic

Normal mode

- Color Input/Black Render: 600x300dpi
- Output (Black/Color): Automatic

Plain-Best mode

- Color Input/Black Render: 600x600dpi
- Output: 600x1200dpi (Black), Automatic (Color)

Photo-Best mode

- Color Input/Black Render: 600x600dpi
- Output (Black/Color): Automatic

Max DPI mode (with supported types of HP photo paper)

- Color Input/Black Render: 1200x1200dpi
- Output: Automatic (Black), 4800x1200 optimized dpi (Color)

To learn more about the printer resolution, see the printer software.


Paper specifications

Type	Paper weight	Input tray*	Output tray†	Photo tray*
Plain paper	16 to 24 lb. (60 to 90 gsm)	Up to 125 (20 lb. paper)	50 (20 lb. paper)	n/a
Legal paper	16 to 24 lb. (60 to 90 gsm)	Up to 125 (20 lb. paper)	10 (20 lb. paper)	n/a
Cards	Up to 75 lb. (281 gsm)	Up to 60	25	Up to 20
Envelopes	20 to 24 lb. (75 to 90 gsm)	Up to 15	15	n/a
Transparency film	n/a	Up to 40	25	n/a
Labels	n/a	Up to 40	25	n/a
5 x 7 inch (13 x 18 cm) Photo paper	Up to 75 lb (281 gsm) (236 gsm)	Up to 40	25	Up to 20
4 x 6 inch (10 x 15 cm) Photo paper	Up to 75 lb. (281 gsm) (236 gsm)	Up to 40	25	Up to 20
8.5 x 11 inch (216 x 279 mm) Photo paper	Up to 75 lb. (281 gsm)	Up to 40	25	n/a

* Maximum capacity.

† Output tray capacity is affected by the type of paper and the amount of ink you are using. HP recommends emptying the output tray frequently. FAST DRAFT print quality mode requires the extender tray to be extended and the end tray rotated up. Without the end tray rotated up, both letter and legal-sized paper will fall on the first sheet.

*

 **NOTE:** For a complete list of supported media sizes, see the printer driver.

Two-sided printing accessory paper specifications - all regions except Japan

Type	Size	Weight
Paper	Letter: 8.5 x 11 inches Executive: 7.25 x 10.5 inches	16 to 24 lb. (60 to 90 gsm)

(continued)


Type	Size	Weight
	A4: 210 x 297 mm B5 (ISO): 176 x 250 mm B5 (JIS): 182 x 257 mm	
Brochure paper	Letter: 8.5 x 11 inches A4: 210 x 297 mm	Up to 48 lb. (180 gsm)

Two-sided printing accessory paper specifications - Japan only

Type	Size	Weight
Paper	Letter: 8.5 x 11 inches Executive: 7.25 x 10.5 inches A4: 210 x 297 mm A5: 148 x 210 mm B5 (ISO): 176 x 250 mm B5 (JIS): 182 x 257 mm	60 to 90 g/m ² (16 to 24 lb.)
Brochure paper	Letter: 8.5 x 11 inches A4: 210 x 297 mm	Up to 180 g/m ² (48 lb. bond)
Cards and photos	4 x 6 inches 5 x 8 inches 10 x 15 cm A6: 105 x 148.5 mm Hagaki: 100 x 148 mm	Up to 200 g/m ² (110 lb. index)

Alignment skew

- .006 mm/mm on plain paper (2nd side)

 **NOTE:** Media type availability varies by country/region.

Print specifications

- Print speeds vary according to the complexity of the document
- Panorama-size printing
- Method: drop-on-demand thermal inkjet
- Language: PCL3 GUI

Copy specifications

- Digital image processing
- Maximum number of copies varies by model
- Copy speeds vary according to the complexity of the document and model
- Maximum copy enlargement ranging from 200-400% (depends on model)
- Maximum copy reduction ranging from 25-50% (depends on model)

Ink cartridge yield

Visit www.hp.com/go/learnaboutsupplies for more information on estimated cartridge yields.

Scan specifications

- Image editor included
- Twain-compliant software interface
- Resolution: up to 1200 x 2400 ppi optical (depends on model); 19200 ppi enhanced (software)
For more information about ppi resolution, see the scanner software.
- Color: 48-bit color, 8-bit grayscale (256 levels of gray)
- Maximum scan size from glass: 21.6 x 29.7 cm (8.5 x 11.7 inches)

Environmental product stewardship program

Hewlett-Packard is committed to providing quality products in an environmentally sound manner. Design for recycling has been incorporated into this product. The number of materials has been kept to a minimum while ensuring proper functionality and reliability. Dissimilar materials have been designed to separate easily. Fasteners and other connections are easy to locate, access, and remove using common tools. High priority parts have been designed to access quickly for efficient disassembly and repair.

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

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

This section contains the following topics:

- [Eco-Tips](#)
- [Paper use](#)
- [Plastics](#)
- [Material safety data sheets](#)
- [Recycling program](#)
- [HP inkjet supplies recycling program](#)
- [Power consumption](#)
- [Auto Power-Off](#)
- [Set the Energy Save Mode](#)
- [Disposal of waste equipment by users in private households in the European Union](#)
- [Chemical Substances](#)
- [Battery disposal in the Netherlands](#)
- [Battery disposal in Taiwan](#)
- [Attention California users](#)
- [EU battery directive](#)

Eco-Tips

HP is committed to helping customers reduce their environmental footprint. HP has provided the Eco-Tips below to help you focus on ways to assess and reduce the impact of your printing choices. In addition to specific features in this product, please visit the HP Eco Solutions web site for more information on HP's environmental initiatives.

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

Your product's Eco features

- **Duplex printing:** Use **Paper-saving Printing** to print two-sided documents with multiple pages on same sheet to reduce paper usage.
- **Smart Web printing:** The HP Smart Web Printing interface includes a **Clip Book** and **Edit Clips** window where you can store, organize, or print clips you have gathered from the Web.
- **Energy Savings information:** To determine the ENERGY STAR® qualification status for this product, see [Power consumption on page 45](#).
- **Recycled Materials:** For more information regarding recycling of HP products, please visit: www.hp.com/hpinfo/globalcitizenship/environment/recycle/

Paper use

This product is suited for the use of recycled paper according to DIN 19309 and EN 12281:2002.

Plastics

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

Material safety data sheets

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

www.hp.com/go/msds

Recycling program

HP offers an increasing number of product return and recycling programs in many countries/regions, and partners with some of the largest electronic recycling centers throughout the world. HP conserves resources by reselling some of its most popular products. For more information regarding recycling of HP products, please visit:

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

HP inkjet supplies recycling program

HP is committed to protecting the environment. The HP Inkjet Supplies Recycling Program is available in many countries/regions, and lets you recycle used print cartridges and ink cartridges free of charge. For more information, go to the following Web site:

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

Power consumption

Hewlett-Packard printing and imaging equipment marked with the ENERGY STAR® logo is qualified to the U.S. Environmental Protection Agency's ENERGY STAR specifications for imaging equipment. The following mark will appear on ENERGY STAR qualified imaging products:



Additional ENERGY STAR qualified imaging product model information is listed at: www.hp.com/go/energystar

Auto Power-Off


Auto Power-Off is automatically enabled by default when you turn on the printer. When Auto Power-Off is enabled, the printer will automatically turn off after two hours of inactivity to help reduce energy use. Auto Power-Off is automatically disabled when the printer establishes a wireless connection with a network router or when you enable alarms or calendar reminders. You can change the Auto Power-Off setting from the control panel. Once you change the setting, the printer will maintain the setting that you choose. **Auto Power-Off turns the printer off completely, so you must use the power button to turn the printer back on.**

To enable or disable Auto Power-Off

1. From the Home screen, touch **Setup**.




2. Touch **Preferences**.
3. Scroll through the options, and then touch **Set Auto-off**.
4. Touch **On** or **Off**.
5. Touch **Yes** to confirm your selection or **No** to keep your current setting.

 **TIP:** If you are printing through a wireless connection over a network, Auto Power-Off should be disabled to ensure that print jobs do not get lost. Even when Auto Power-Off is disabled, the user-adjustable Energy Saver Mode helps reduce energy use.

Set the Energy Save Mode

The HP ENVY 110 series Energy Save Mode reduces energy use by entering a sleep mode after 5 minutes of inactivity. The time to sleep mode can be extended to 10 or 15 minutes.

 **NOTE:** This feature is on by default and cannot be turned off.

To set Energy Save Mode

1. Touch the Setup icon.



2. Touch **Preferences**.
3. Scroll through the options and touch **Energy Save Mode**.
4. Touch the desired time interval (5, 10 or 15 minutes).

Chemical Substances

HP is committed to providing our customers with information about the chemical substances in our products as needed to comply with legal requirements such as REACH (*Regulation EC No 1907/2006 of the European Parliament and the Council*). A chemical information report for this product can be found at: www.hp.com/go/reach.

Battery disposal in the Netherlands



Dit HP Product bevat een lithium-mangane-dioxide batterij. Deze bevindt zich op de hoofdprintplaat. Wanneer deze batterij leeg is, moet deze volgens de geldende regels worden afgevoerd.

Battery disposal in Taiwan



廢電池請回收

Please recycle waste batteries.

Attention California users

The battery supplied with this product may contain perchlorate material. Special handling may apply. For more information, go to the following Web site:

www.dtsc.ca.gov/hazardouswaste/perchlorate

EU battery directive



English	European Union Battery Directive This product contains a battery that is used to maintain data integrity of real time clock or product settings and is designed to last the life of the product. Any attempt to service or replace this battery should be performed by a qualified service technician.
French	Directive sur les batteries de l'Union Européenne Ce produit contient une batterie qui permet de maintenir l'intégrité des données pour les paramètres du produit ou l'horloge en temps réel et qui a été conçue pour durer aussi longtemps que le produit. Toute tentative de réparation ou de remplacement de cette batterie doit être effectuée par un technicien qualifié.
German	Batterie-Richtlinie der Europäischen Union Dieses Produkt enthält eine Batterie, die dazu dient, die Datenintegrität der Echtzeituhr sowie der Produkteinstellungen zu erhalten, und die für die Lebensdauer des Produkts ausreicht. Im Bedarfsfall sollte das Instandhalten bzw. Austauschen der Batterie von einem qualifizierten Servicetechniker durchgeführt werden.
Italian	Direttiva dell'Unione Europea relativa alla raccolta, al trattamento e allo smaltimento di batterie e accumulatori Questo prodotto contiene una batteria utilizzata per preservare l'integrità dei dati dell'orologio in tempo reale o delle impostazioni del prodotto e la sua durata si intende pari a quella del prodotto. Eventuali interventi di riparazione o sostituzione della batteria devono essere eseguiti da un tecnico dell'assistenza qualificato.
Spanish	Directiva sobre baterías de la Unión Europea Este producto contiene una batería que se utiliza para conservar la integridad de los datos del reloj de tiempo real o la configuración del producto y está diseñada para durar toda la vida útil del producto. El mantenimiento o la sustitución de dicha batería deberá realizarla un técnico de mantenimiento cualificado.
Czech	Směrnice Evropské unie pro nakládání s bateriemi Tento výrobek obsahuje baterii, která slouží k uchování správných dat hodin reálného času nebo nastavení výrobku. Baterie je navržena tak, aby vydržela celou životnost výrobku. Jakýkoliv pokus o opravu nebo výměnu baterie by měl provést kvalifikovaný servisní technik.
Danish	EU's batteridirektiv Produktet indeholder et batteri, som bruges til at vedligeholde dataintegriteten for realtidur- eller produktindstillinger og er beregnet til at holde i hele produktets levetid. Service på batteriet eller udskiftning bør foretages af en uddannet servicetekniker.
Netherlands	Richtlijn batterijen voor de Europese Unie Dit product bevat een batterij die wordt gebruikt voor een juiste tijdsaanduiding van de klok en het behoud van de productinstellingen. Bovendien is deze ontworpen om gedurende de levensduur van het product mee te gaan. Het onderhoud of de vervanging van deze batterij moet door een gekwalificeerde onderhoudstechnicus worden uitgevoerd.
Estonian	Euroopa Liidu aku direktiiv Toode sisaldab akut, mida kasutatakse reaajaja kella andmeühitsuse või toote sätete säilitamiseks. Aku on valmistatud kestma terve toote kasutusaja. Akut tohib hooldada või vahetada ainult kvalifitseeritud hooldustehnik.
Finnish	Euroopan unionin paristodirektiivi Tämä laite sisältää pariston, jota käytetään reaaliaikaisen kellon tietojen ja laitteen asetusten säilyttämiseen. Pariston on suunniteltu kestävän laitteen koko käyttöiän ajan. Pariston mahdollinen korjaus tai vaihto on jätettävä pätevän huoltohenkilön tehtäväksi.
Greek	Οδηγία της Ευρωπαϊκής Ένωσης για τις ηλεκτρικές στήλες Αυτό το προϊόν περιλαμβάνει μια μπαταρία, η οποία χρησιμοποιείται για τη διατήρηση της ακριβείας των δεδομένων ρολογιού πραγματικού χρόνου ή των ρυθμίσεων προϊόντος και έχει σχεδιαστεί έτσι ώστε να διαρκέσει όσο και το προϊόν. Τυχόν απόμερες επιδιορθώσεις ή αντικατάστασης αυτής της μπαταρίας θα πρέπει να πραγματοποιούνται από κατάλληλα εκπαιδευμένο τεχνικό.
Hungarian	Az Európai unió telepek és akkumulátorok direktívája A termék tartalmaz egy elemet, melynek feladata az, hogy biztosítsa a valós idejű óra vagy a termék beállításainak adatintegritását. Az elem úgy van tervezve, hogy végig kitartson a termék használatá során. Az elem bármilyen javítását vagy cseréjét csak képzett szakember végezheti el.
Latvian	Eiropas Savienības Bateriju direktīva Produktam ir baterija, ko izmanto reālā laikā pulksteņa vai produkta iestatījumu datu integritātes saglabāšanai, un tā ir paredzēta visam produkta dzīves ciklam. Jebkura apkope vai baterijas nomaiņa ir jāveic atbilstoši kvalificētam darbiniekam.
Lithuanian	Europos Sąjungos baterijų ir akumuliatorių direktiva Šiame gaminyje yra baterija, kuri naudojama, kad būtų galima prižiūrėti realaus laiko laikrodžio veikimą arba gaminio nuostatas; ji skirta veikti visą gaminio eksploatavimo laiką. Bet kokius šios baterijos aptarnavimo arba keitimo darbus turi atlikti kvalifikuotas aptarnavimo technikas.
Polish	Dyrektywa Unii Europejskiej w sprawie baterii i akumulatorów Produkt zawiera baterię wykorzystywaną do zachowania integralności danych zegara czasu rzeczywistego lub ustawień produktu, która podtrzymuje działanie produktu. Przegląd lub wymiana baterii powinny być wykonywane wyłącznie przez uprawnionego technika serwisu.
Portuguese	Directiva sobre baterias da União Europeia Este produto contém uma bateria que é usada para manter a integridade dos dados do relógio em tempo real ou das configurações do produto e é projetada para ter a mesma duração que este. Qualquer tentativa de consertar ou substituir essa bateria deve ser realizada por um técnico qualificado.
Romanian	Smernica Európskej únie pre zaobchádzanie s batériami Tento výrobok obsahuje batériu, ktorá slúži na uchovanie správnych údajov hodin reálneho času alebo nastavení výrobku. Batéria je skonštruovaná tak, aby vydržala celú životnosť výrobku. Akýkoľvek pokus o opravu alebo výmenu batérie by mal vykonať kvalifikovaný servisný technik.
Slovak	Directiva Európskej unie o bateriách in akumulátoroch V tem izdelku je baterija, ki zagotavlja natančnost podatkov ure v realnem času ali nastavitev izdelka v celotni življenjski dobi izdelka. Kakršno koli popravilo ali zamenjava te baterije lahko izvede le pooblaščen tehnik.
Slovenian	EU's batteridirektiv Produkten innehåller ett batteri som används för att upprätthålla data i realtidsklockan och produktinställningarna. Batteriet ska räkna produktens hela livslängd. Endast kvalificerade servicetekniker får utföra service på batteriet och byta ut det.
Bulgarian	Директива за батерии на Европейския съюз Този продукт съдържа батерия, която се използва за поддържане на целостта на данните на часовника в реално време или настройките за продукта, създадена на издръжливост през целия живот на продукта. Сервизът или замната на батерията трябва да се извършва от квалифициран техник.
Croatian	Directiva Unii Europene referitoare la baterii Acest produs conține o baterie care este utilizată pentru a menține integritatea datelor ceasului de timp real sau setărilor produsului și care este proiectată să funcționeze pe întreaga durată de viață a produsului. Orice lucrare de service sau de înlocuire a acestei baterii trebuie efectuată de un tehnician de service calificat.

Regulatory notices

The HP ENVY 110 series meets product requirements from regulatory agencies in your country/region.

This section contains the following topics:

- [Regulatory model identification number](#)
- [FCC statement](#)
- [VCCI \(Class B\) compliance statement for users in Japan](#)
- [Notice to users in Japan about the power cord](#)
- [Notice to users in Korea](#)
- [Noise emission statement for Germany](#)
- [European Union Regulatory Notice](#)

Regulatory model identification number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SNPRH-1101. This regulatory number should not be confused with the marketing name (HP ENVY 110 e-All-in-One D411 series, etc.) or product numbers (CN517, etc.).

FCC statement

FCC statement

The United States Federal Communications Commission (in 47 CFR 15.105) has specified that the following notice be brought to the attention of users of this product.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

For further information, contact:

Manager of Corporate Product Regulations
Hewlett-Packard Company
3000 Hanover Street
Palo Alto, Ca 94304
(650) 857-1501

Modifications (part 15.21)

The FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by HP may void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

VCCI (Class B) compliance statement for users in Japan

この装置は、クラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。取扱説明書に従って正しい取り扱いをして下さい。

VCCI-B

Notice to users in Japan about the power cord

製品には、同梱された電源コードをお使い下さい。
同梱された電源コードは、他の製品では使用出来ません。

Notice to users in Korea

B 급 기기 (가정용 방송통신기기)	이 기기는 가정용(B급)으로 전자파적합등록을 한 기기로서 주로 가정에서 사용하는 것을 목적으로 하며, 모든 지역에서 사용할 수 있습니다.
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Noise emission statement for Germany

Geräuschemission

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

European Union Regulatory Notice

Products bearing the CE marking comply with the following EU Directives:

- Low Voltage Directive 2006/95/EC
- EMC Directive 2004/108/EC
- Ecodesign Directive 2009/125/EC, where applicable



CE compliance of this product is valid only if powered with the correct CE-marked AC adapter provided by HP.

If this product has telecommunications functionality, it also complies with the essential requirements of the following EU Directive:

- R&TTE Directive 1999/5/EC

Compliance with these directives implies conformity to applicable harmonized European standards (European Norms) that are listed in the EU Declaration of Conformity issued by HP for this product or product family and available (in English only) either within the product documentation or at the following web site: www.hp.com/go/certificates (type the product number in the search field).

The compliance is indicated by one of the following conformity markings placed on the product:

	<p>For non-telecommunications products and for EU harmonized telecommunications products, such as Bluetooth® within power class below 10mW.</p>
	<p>For EU non-harmonized telecommunications products (If applicable, a 4-digit notified body number is inserted between CE and !).</p>

Please refer to the regulatory label provided on the product.

The telecommunications functionality of this product may be used in the following EU and EFTA countries: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, and United Kingdom.

The telephone connector (not available for all products) is intended for connection to analogue telephone networks.

Products with wireless LAN devices

- Some countries may have specific obligations or special requirements about the operation of Wireless LAN networks such as indoor use only or restrictions of the channels available. Please make sure that the country settings of the wireless network are correct.

France

- For 2.4-GHz Wireless LAN operation of this product, certain restrictions apply: This product may be used indoors for the entire 2400-MHz to 2483.5-MHz frequency band (channels 1 to 13). For outdoor use, only the 2400-MHz to 2454-MHz frequency band (channels 1 to 7) may be used. For the latest requirements, see www.arcep.fr.

The point of contact for regulatory matters is:

Hewlett-Packard GmbH, Dept./MS: HQ-TRE, Herrenberger Strasse 140, 71034 Boeblingen, GERMANY

Regulatory wireless statements

This section contains the following regulatory information pertaining to wireless products:

- [Exposure to radio frequency radiation](#)
- [Notice to users in Brazil](#)
- [Notice to users in Canada](#)
- [Notice to users in Taiwan](#)
- [European Union Notice](#)

Exposure to radio frequency radiation

Exposure to radio frequency radiation



Caution The radiated output power of this device is far below the FCC radio frequency exposure limits. Nevertheless, the device shall be used in such a manner that the potential for human contact during normal operation is minimized. This product and any attached external antenna, if supported, shall be placed in such a manner to minimize the potential for human contact during normal operation. In order to avoid the possibility of exceeding the FCC radio frequency exposure limits, human proximity to the antenna shall not be less than 20 cm (8 inches) during normal operation.

Notice to users in Brazil

Aviso aos usuários no Brasil

Este equipamento opera em caráter secundário, isto é, não tem direito à proteção contra interferência prejudicial, mesmo de estações do mesmo tipo, e não pode causar interferência a sistemas operando em caráter primário. (Res. ANATEL 282/2001).

Notice to users in Canada

Notice to users in Canada/Note à l'attention des utilisateurs canadiens

For Indoor Use. This digital apparatus does not exceed the Class B limits for radio noise emissions from the digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications. The internal wireless radio complies with RSS 210 and RSS GEN of Industry Canada.

Utiliser à l'intérieur. Le présent appareil numérique n'émet pas de bruit radioélectrique dépassant les limites applicables aux appareils numériques de la classe B prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada. Le composant RF interne est conforme à la norme RSS-210 and RSS GEN d'Industrie Canada.

Notice to users in Taiwan

低功率電波輻射性電機管理辦法

第十二條

經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更設計之特性及功能。

第十四條

低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。

前項合法通信，指依電信法規定作業之無線電通信。低功率射頻電機須忍受合法通信或工業、科學及醫藥用電波輻射性電機設備之干擾。

European Union Notice

Products with 2.4-GHz wireless LAN devices

France

L'utilisation de cet équipement (2.4 GHz Wireless LAN) est soumise a certaines restrictions: Cet équipement peut être utilisé à l'intérieur d'un bâtiment en utilisant toutes les fréquences de 2400 à 2483.5 MHz (Chaîne 1-13). Pour une utilisation en environnement extérieur, vous devez utiliser les fréquences comprises entre 2400-2454 MHz (Chaîne 1-9). Pour les dernières restrictions, voir <http://www.arcep.fr>

Italia

E' necessaria una concessione ministeriale anche per l'uso del prodotto. Verifici per favore con il proprio distributore o direttamente presso la Direzione Generale Pianificazione e Gestione Frequenze.

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