



HP Deskjet 3050A J611 series



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# Contents

<b>1</b>	<b>How Do I?</b>	<b>3</b>
<b>2</b>	<b>Get to know the HP All-in-One</b>	
	Printer parts	5
	Control panel features	6
	Wireless Settings	6
	Status Lights	7
	Auto Power-Off	8
<b>3</b>	<b>Print</b>	
	Print photos	9
	Print documents	10
	Print Quick Forms	11
	Print envelopes	11
	Tips for print success	11
<b>4</b>	<b>ePrint from anywhere</b>	
	ePrint from anywhere	15
<b>5</b>	<b>Paper basics</b>	
	Recommended papers for printing	17
	Load media	18
<b>6</b>	<b>Copy and scan</b>	
	Copy	23
	Scan to a computer	24
	Tips for copy success	26
	Tips for scan success	26
<b>7</b>	<b>Work with cartridges</b>	
	Check the estimated ink levels	27
	Order ink supplies	27
	Replace the cartridges	28
	Use single-cartridge mode	30
	Cartridge warranty information	30
<b>8</b>	<b>Connectivity</b>	
	Wi-Fi Protected Setup (WPS – requires WPS router)	31
	Traditional wireless connection (requires router)	32
	USB Connection (non-network connection)	32
	Change from a USB connection to a wireless network	32
	Connect a new printer	33
	Change wireless network settings	33
	Tips for setting up and using a networked printer	33
	Advanced printer management tools (for networked printers)	33
<b>9</b>	<b>Solve a problem</b>	
	Improve print quality	35
	Clear a paper jam	36
	Unable to print	38
	Networking	42
	HP support	42
<b>10</b>	<b>Technical information</b>	
	Notice	45
	Specifications	45
	Environmental product stewardship program	47

Regulatory notices.....	49
<b>Index.....</b>	<b>55</b>

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# 1 How Do I?

Learn how to use your HP All-in-One

- [Printer parts](#)
- [Load media](#)
- [Replace the cartridges](#)
- [Clear a paper jam](#)



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## 2 Get to know the HP All-in-One

- [Printer parts](#)
- [Control panel features](#)
- [Wireless Settings](#)
- [Status Lights](#)
- [Auto Power-Off](#)

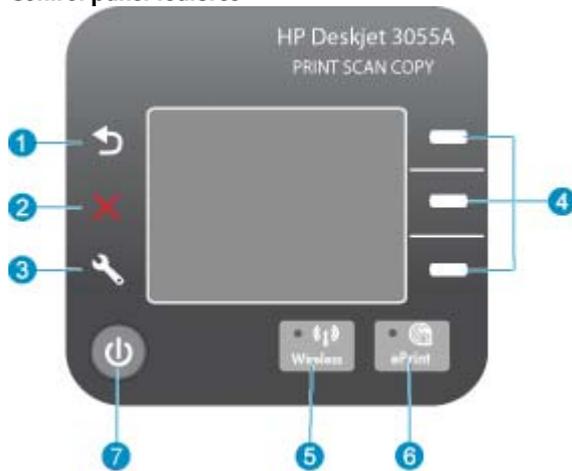
### Printer parts



1	Input tray
2	Paper-width guide for the input tray
3	Control panel
4	Cartridge door
5	Output tray
6	Output tray extender (also referred to as the tray extender)
7	Cartridges

## Control panel features

Control panel features



1	<b>Back:</b> Returns to the previous screen.
2	<b>Cancel:</b> Stops the current operation, restores default settings.
3	<b>Setup:</b> Opens the <b>Setup</b> menu where you can check ink levels, change Auto Power-Off setting, perform maintenance tasks, and set language and region settings.
4	Selection buttons: Use buttons to select menu items on the printer display.
5	<b>Wireless</b> status light and button: Blue light indicates wireless connection. Pressing button opens wireless menu.
6	<b>ePrint</b> light and button: White light indicates ePrint is connected. Pressing button displays printer's email address and ePrint menu options.
7	On button

## Wireless Settings

Press the **Wireless** button to view wireless status and menu options.

- If the printer has an active connection to a wireless network, the printer display will show **Connected** and the printer's IP address.
- If wireless is disabled (wireless radio off) and the wireless network is not available, the display screen shows **Wireless Off**.
- If wireless is enabled (wireless radio on) and you do not have a wireless connection, the display screen shows that it is either in the process of **Connecting** or **Not Connected**.

You can use the printer display to retrieve information about your wireless network, establish a wireless connection, and more.

How do I?	Instructions
Print network configuration page. The network configuration page will display the network status, hostname, network name, and more.	<ol style="list-style-type: none"> <li>1. Press the <b>Wireless</b> button to display the <b>Wireless Menu</b>.</li> <li>2. From the <b>Wireless Menu</b>, select <b>Print Reports</b>.</li> <li>3. From the <b>Print Reports</b> menu select <b>Configuration</b>.</li> </ol>
Print wireless network test report. The wireless network test report will display the diagnostics results for the status of the wireless network, wireless signal strength, detected networks, and more.	<ol style="list-style-type: none"> <li>1. Press the <b>Wireless</b> button to display the <b>Wireless Menu</b>.</li> <li>2. From the <b>Wireless Menu</b>, select <b>Print Reports</b>.</li> <li>3. From the <b>Print Reports</b> menu select <b>Wireless Test</b>.</li> </ol>

(continued)

How do I?	Instructions
View signal strength of wireless connection.	<ol style="list-style-type: none"><li>1. Press the <b>Wireless</b> button to display the Wireless Menu.</li><li>2. From the <b>Wireless Menu</b>, select <b>Connected IP XXX.XXX.XX.XX</b>.</li><li>3. Printer display will show wireless signal strength.</li></ol>
Restore network settings to default settings. The printer will disconnect from the network. To reconfigure the wireless printer settings, see <a href="#">Connect a new printer</a> .	<ol style="list-style-type: none"><li>1. Press the Wireless button to display the <b>Wireless Menu</b>.</li><li>2. From the <b>Wireless Menu</b>, select <b>Settings</b>.</li><li>3. From the Settings menu, select <b>Restore Defaults</b>.</li><li>4. Confirm selection to restore defaults.</li></ol>
Turn wireless on or off.	<ol style="list-style-type: none"><li>1. Press the Wireless button to display the <b>Wireless Menu</b>.</li><li>2. From the <b>Wireless Menu</b>, select <b>Wireless Settings</b>.</li><li>3. From the Settings menu, select <b>Wireless On/Off</b>.</li><li>4. From the <b>Wireless On/Off</b> menu select <b>On</b> or <b>Off</b>.</li></ol>
Establish a Wi-Fi Protected Setup (WPS) connection.	<a href="#">Wi-Fi Protected Setup (WPS – requires WPS router)</a>

## Status Lights

- [Wireless Status Light](#)
- [ePrint Status Light](#)
- [On Button Light](#)

### Wireless Status Light



Light behavior	Solution
Off	Wireless is off. Press <b>Wireless</b> button to access wireless menu on the printer display. Use wireless menu to enable wireless printing.
Slow blinking	Wireless is on but not connected to a network. If connection cannot be established, make sure printer is within range of wireless signal.
Fast blinking	Wireless error has occurred. Refer to messages on printer display.
On	Wireless connection has been established and you can print.

### ePrint Status Light



Light behavior	Solution
Off	ePrint is disabled. Press <b>ePrint</b> button to access ePrint menu on the printer display.
On	ePrint is on and connected.

## On Button Light

Light behavior	Solution
Off	The device is powered off.
Pulsing	Indicates the device is in sleep mode. The device automatically enters sleep mode after 5 minutes of inactivity.
Fast blinking	Error has occurred. Refer to messages on printer display.
On	Printer is on and ready to print.

## 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 automatically turns off after 2 hours of inactivity to help reduce energy use. Auto Power-Off is automatically disabled when the printer establishes a wireless or Ethernet (if supported) network connection. You can change the Auto Power-Off setting from the control panel. Once you change the setting, the printer maintains the setting. **Auto Power-Off turns the printer off completely, so you must use the power button to turn the printer back on.**

### To change Auto Power-Off setting

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

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

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2. From the **Setup** menu on the printer display, select **Auto Power-Off**.
3. From the **Auto Power-Off** menu select **Enabled** or **Disabled**, and then confirm the setting.

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 **TIP:** If you are printing over a wireless or Ethernet connected network, Auto Power-Off should be disabled to ensure that print jobs do not get lost. Even when Auto Power-Off is disabled, the printer enters Sleep mode after 5 minutes of inactivity to help reduce energy use.

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# 3 Print

Choose a print job to continue.



[Print photos](#)



[Print documents](#)



[Print envelopes](#)



[Print Quick Forms](#)

See [Tips for print success](#) for more information.

## Print photos

### To print a photo on photo paper

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



See [Load media](#) 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 type and print quality from the **Media** drop-down list and select the appropriate paper size from the **Paper Size** drop-down list.

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 **NOTE:** For maximum dpi resolution, go to the **Paper/Quality** tab and select **Photo Paper, Best Quality** from the **Media** drop-down list. Then go to the **Advanced** tab and select **Yes** from the **Print in Max DPI** drop-down list. If you want to print Max DPI in grayscale, select **High Quality Grayscale** from **Print in Grayscale** on the drop-down list, and then select **Max DPI**, after selecting **Photo Paper, Best Quality**.

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

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## Print documents

### To print a document

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



See [Load media](#) 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 type and print quality from the **Media** drop-down list and select the appropriate paper size from the **Paper Size** drop-down list.
  7. Click **OK** to close the **Properties** dialog box.
  8. Click **Print** or **OK** to begin printing.
- 

 **NOTE: 1** You can print your document on both sides of the paper, instead of just one side. Click on the **Advanced** button on the **Paper/Quality** or **Layout** tab. From the **Pages to Print** drop-down menu select **Print Odd Pages Only**. Click **OK** to print. After the odd numbered pages of the document have been printed, remove the document from the output tray. Reload the paper in the input tray with the blank side facing up. Return to the **Pages to Print** drop-down menu and then select **Print Even Pages Only**. Click **OK** to print.

**NOTE: 2** If your printed documents are not aligned within the margins of the paper, make sure that you have selected the correct language and region. On the printer display, select **Setup**, then select **Language/Region**. Select your language, and then region from the options provided. The correct **Language/Region** settings ensure that the printer will have the appropriate default paper size settings.

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# Print Quick Forms

Use **Quick Forms** to print Office Forms, Paper Types, and Games.

## Print Quick Forms

1. Select **Quick Forms** from the printer display menu.

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 **TIP:** If the **Quick Forms** option does not appear on the printer display menu, press the **Back** button until the Quick Forms option appears.

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2. Press the selection buttons to select **Office Forms**, **Paper Type**, or **Games**. Then select **OK**.
3. After you have selected the type of form that you want to print, select the number of copies, then press **OK**.

# Print envelopes

You can load one or more envelopes into the input tray of the HP All-in-One. Do not use shiny or embossed envelopes or envelopes that have clasps or windows.

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 **NOTE:** For specific details on how to format text for printing on envelopes, consult the help files in your word processing software. For best results, consider using a label for the return address on envelopes.

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## To print envelopes

1. Make sure the output tray is open.
2. Slide the paper guide all the way to the left.
3. Place the envelopes in the right side of the tray. The side to be printed on should face up. The flap should be on the left side.  
See [Load media](#) for more information.
4. Push the envelopes into the printer until they stop.
5. Slide the paper guide firmly against the edge of the envelopes.



6. 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**.
7. Select the appropriate options.
  - On **Paper/Quality** tab select the appropriate paper type and print quality from the **Media** drop-down list and select the appropriate paper size from the **Paper Size** drop-down list.
8. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.

# Tips for print success

To successfully print, the HP cartridges should be functioning properly with sufficient ink, the paper should be loaded correctly, and the product should have the appropriate settings.

### Ink tips

- Use genuine HP ink cartridges.
- Install both the black and tri-color cartridges correctly.  
For more information, see [Replace the cartridges](#).
- Check the estimated ink levels in the cartridges to make sure there is sufficient ink.  
For more information, see [Check the estimated ink levels](#).
- For more information, see [Improve print quality](#).
- If you are seeing ink smears on the back of the pages that you printed, use the Tools menu on the printer display to clean.
  - From the home screen, which displays **Copy**, **Scan**, and **Quick Forms**, press the **Setup** button.

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

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- Scroll through the **Tools** menu until you see **Clean Ink Smear**, then select **OK**.
- Follow the onscreen instructions.

### Paper loading tips

- Load a stack of paper (not just one page). All of the paper in the stack should be the same size and type to avoid a paper jam.
- Load paper with side to be printed on facing up.
- Ensure that paper loaded in the paper tray lays flat and the edges are not bent or torn.
- Adjust the paper-width guides in the paper tray to fit snugly against all paper. Make sure the paper-width guide does not bend the paper in the paper tray.
- For more information, see [Load media](#).

### Printer settings tips

- On the **Paper/Quality** tab of the print driver, select the appropriate paper type and print quality from the **Media** drop-down list.
- Select the appropriate size from the **Paper Size** drop-down list on the **Paper/Quality** tab.
- Click the HP All-in-One desktop icon to open the Printer Software. In the Printer Software, click **Printer Actions** and then click **Set Preferences** to access the print driver.

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 **NOTE:** You can also access the Printer Software by clicking **Start > Programs > HP > HP Deskjet 3050A J611 series > HP Deskjet 3050A J611 series**

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### Notes

- Genuine HP ink cartridges are designed and tested with HP printers and papers to help you easily produce great results, time after time.
 

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 **NOTE:** HP cannot guarantee the quality or reliability of non-HP supplies. Product service or repairs required as a result of using a non-HP supply will not be covered under warranty.

If you believe you purchased genuine HP ink cartridges, go to:  
[www.hp.com/go/anticounterfeit](http://www.hp.com/go/anticounterfeit)

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- Ink level warnings and indicators provide estimates for planning purposes only.
 

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 **NOTE:** When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace the cartridges until print quality becomes unacceptable.

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- Software settings selected in the print driver only apply to printing, they do not apply to copying or scanning.

- You can print your document on both sides of the paper, instead of just one side.

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 **NOTE:** Click the **Advanced** button on the **Paper/Quality** or **Layout** tab. From the **Pages to Print** drop-down list select **Print Odd Pages Only**. Click **OK** to print. After the odd numbered pages of the document have been printed, remove the document from the output tray. Reload the paper in the input tray with the blank side facing up. Return to the **Pages to Print** drop-down list and then select **Print Even Pages Only**. Click **OK** to print.

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- Print using black ink only

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 **NOTE:** If you want to print a black and white document using black ink only, click the **Advanced** button. From the **Print in Grayscale** drop-down menu select **Black Ink Only**, then click the **OK** button.

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## Print using the maximum dpi

Use maximum dots per inch (dpi) mode to print high-quality, sharp images on photo paper.

See technical specifications for the print resolution of the maximum dpi mode.

Printing in maximum dpi takes longer than printing with other settings and requires a large amount of disk space.

### To print in Maximum dpi mode

1. Make sure you have photo paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. 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**.
5. Click the **Paper/Quality** tab.
6. In the **Media** drop-down list, click **Photo Paper, Best Quality**.

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 **NOTE:** **Photo Paper, Best Quality** must be selected from the **Media** drop-down list on the **Paper/Quality** tab to enable printing in maximum DPI.

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7. Click the **Advanced** button.
8. In the **Printer Features** area, select **Yes** from the **Print in Max DPI** drop-down list.
9. Select **Paper Size** from **Paper/Output** drop-down list.
10. Click **OK** to close the advanced options.
11. Confirm **Orientation** on **Layout** tab, then click **OK** to print.



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# 4 ePrint from anywhere

The **ePrint** feature on your product provides convenience printing that allows you to print from anywhere. Once enabled, **ePrint** assigns an email address to your product. To print, simply send an email containing your document to that address. You can print images, Word, PowerPoint, and PDF documents. It's easy!

- [ePrint from anywhere](#)

## ePrint from anywhere

### To ePrint a document from anywhere

1. Find your **ePrint** email address.
  - a. Press the **ePrint** button on the control panel. You will see the web services **Settings** menu on the printer display.
  - b. Select **Display Email Address** from the printer display to view the printer's email address.

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 **NOTE:** To use ePrint, web services must first be enabled. If web services have not been enabled, you will see a message directing you to the Printer Software. Open the Printer Software, select **ePrint**, then follow the onscreen instruction to enable.

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 **TIP:** To print the email address or registration url, select **Print Info Sheet** from the Settings menu on the printer display.

2. Compose and send email.
  - a. Create a new email and type the product email address in the **To** box.
  - b. Type text in the body of the email and attach the documents or images that you want to print.
  - c. Send the email.  
The product prints your email.

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 **NOTE:** To receive email, your product must be connected to the Internet. Your email will print as soon as it is received. As with any email, there is no guarantee when or if it will be received. When you register online with **ePrint**, you can check the status of your jobs.

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 **TIP:** If you have enabled **Auto Power-Off**, you should disable it before using ePrint. For more information, see [Auto Power-Off](#)

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 **NOTE: 1** Device must be connected wirelessly and on an active network with internet access.

**NOTE: 2** Documents printed with **ePrint** may appear different from the original. Style, formatting, and text flow may differ from the original document. For documents that need to be printed with a higher quality (such as legal documents), we recommend that you print from the software application on your computer, where you will have more control over what your printout looks like.



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



# 5 Paper basics

- [Recommended papers for printing](#)
- [Load media](#)

## Recommended papers for printing

If you want the best print quality, HP recommends using HP papers that are specifically designed for the type of project you are printing.

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

### ColorLok

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



### 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) (with or without tabs), 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. It is available in semi-gloss finish in several sizes, including A4, 8.5 x 11 inch, and 10 x 15 cm (4 x 6 inch) (with or without tabs). For longer-lasting photos, it is acid-free.

### HP Brochure Paper or HP Superior Inkjet Paper

- These papers are glossy-coated or matte-coated on both sides for two-sided use. They are the perfect choice for near-photographic reproductions and business graphics for report covers, special presentations, brochures, mailers, and calendars.

### HP Premium Presentation Paper or HP Professional Paper

- These papers are heavy two-sided matte papers perfect for presentation, proposals, reports, and newsletters. They are heavyweight for an impressive look and feel.

### HP Bright White Inkjet Paper

- HP Bright White Inkjet Paper delivers high-contrast colors and sharp text. It is opaque enough for two-sided color usage with no show-through, which makes it ideal for newsletters, reports, and flyers. It features ColorLok Technology for less smearing, bolder blacks, and vivid colors.

### HP Printing Paper

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

### HP Office Paper

- HP Office Paper is a high-quality multifunction paper. It is suitable for copies, drafts, memos, and other everyday documents. It features ColorLok Technology for less smearing, bolder blacks, and vivid colors. It is acid-free for longer lasting documents.

### HP 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.

### HP Premium Inkjet Transparency Film

- HP Premium Inkjet Transparency Film make your color presentations vivid and even more impressive. This film is easy to use and handle and dries quickly without smudging.

### HP Photo Value Pack

- HP Photo Value Packs conveniently package original HP cartridges and HP Advanced Photo Paper to save you time and take the guesswork out of printing affordable professional photos with your HP All-in-One. 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. Great for printing out an entire vacation's worth of photos or multiple prints to share.

## Load media

- ▲ Select a paper size to continue.

### Load full-size paper

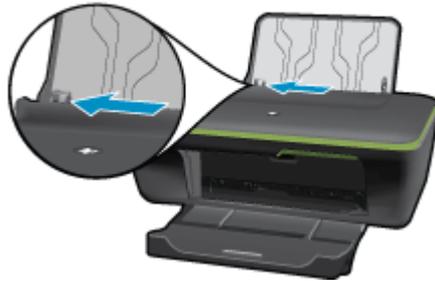
- a. Raise the input tray
  - Raise the input tray.



- b. Lower the output tray
  - Lower the output tray and pull out the tray extender.



- c. Slide paper-width guide to the left
- Slide paper-width guide to the left.



- d. Load paper.
- Insert stack of paper into input tray with short edge forward and print side up.



- Slide stack of paper down until it stops.
- Slide paper-width guide to the right until it stops at edge of paper.



### **Load small-size paper**

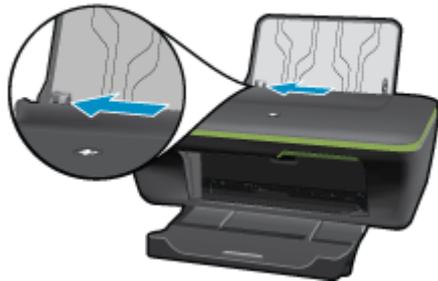
- a. Raise the input tray
- Raise the input tray.



- b. Lower the output tray
  - Lower the output tray and pull out the tray extender.



- c. Slide paper-width guide to the left.
  - Slide paper-width guide to the left.



- d. Load paper.
  - Insert stack of photo paper with short edge down and print side up.
  - Slide stack of paper forward until it stops.

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

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- Slide paper-width guide to the right until it stops at edge of paper.



### Load envelopes

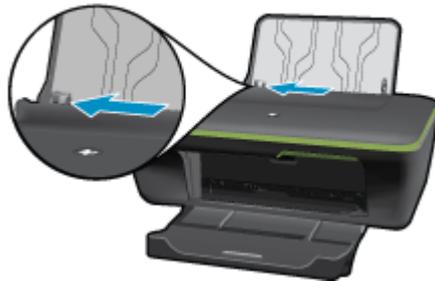
- a. Raise the input tray
  - Raise the input tray.



- b.** Lower the output tray
- Lower the output tray and pull out the tray extender.



- c.** Slide paper-width guide to the left.
- Slide paper-width guide to the left.



- Remove all paper from the main input tray.
- d.** Load envelopes.
- Insert one or more envelopes into far-right side of the input tray. The side to be printed on should face up. The flap should be on the left side and facing down.
  - Slide stack of envelopes down until it stops.
  - Slide paper-width guide to the right against stack of envelopes until it stops.





# 6 Copy and scan

- [Copy](#)
- [Scan to a computer](#)
- [Tips for copy success](#)
- [Tips for scan success](#)

## Copy

- ▲ The copy menu on the printer display allows you to easily select number of copies and color or black and white for copying on plain paper. For more advanced settings, such as changing the paper type and size, adjusting the darkness of the copy, and resizing the copy, select **Settings** from the **Copy Menu**.

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

### More copy features

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

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

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## Scan to a computer

You can initiate a scan from the control panel of the printer or from your computer. Scan from the control panel if you want to quickly scan one page to an image file. Scan from your computer if you want to scan multiple pages into one file, define the file format of the scan, or make adjustments to the scanned image.

### Prepare the scan

- ▲ To prepare the scan:
  - a. Load original.
    - Lift lid on product.



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



- Close lid.



- b. Start scan.

### Scan from the printer control panel

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

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

 **NOTE:** You can also access the Printer Software by clicking **Start > Programs > HP > HP Deskjet 3050A J611 series > HP Deskjet 3050A J611 series**

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

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

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

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

### Scan from your computer

1. Open the **HP Scan** application. Click **Start > Programs > HP > HP Deskjet 3050A J611 series > HP Scan**
2. Select the type of scan that you want from the shortcut menu and then click **Scan**.

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

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

## Tips for copy success

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



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



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

## Tips for scan success

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



- Clean the scanner glass and make sure that there are no foreign materials adhering to it.
- After you select **Scan** from the printer display, choose the computer that you want to scan to from the list of printers on the printer display.
- If you have a wireless connection from your printer to your computer, and you want to always be able to quickly scan to your connected computer, choose to have **Scan to Computer** always active. See [Scan to a computer](#) for more information.
- If you want to scan a document with several pages into one file instead of multiple files, start the scan with the Printer Software instead of selecting **Scan** from the control panel.



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

# 7 Work with cartridges

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

## Check the estimated ink levels

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

### To check the ink levels from the control panel

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

---

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

---

2. Select **Ink Status**

### To check the ink levels from the Printer Software

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

---

 **NOTE:** You can also access the Printer Software by clicking **Start > Programs > HP > HP Deskjet 3050A J611 series > HP Deskjet 3050A J611 series**

---

2. In the Printer Software, click **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](http://www.hp.com/go/inkusage).

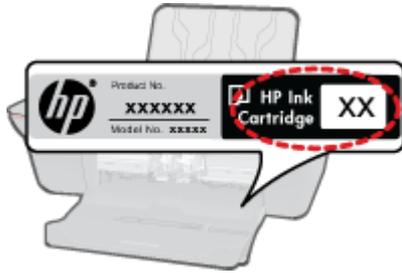
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## Order ink supplies

Before ordering cartridges, locate the correct cartridge number.

### Locate the cartridge number on the printer

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



### Locate the cartridge number in the Printer Software

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

 **NOTE:** You can also access the Printer Software by clicking **Start > Programs > HP > HP Deskjet 3050A J611 series > HP Deskjet 3050A J611 series**

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

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

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

### Related topics

- [Choose the right cartridges](#)

## Choose the right cartridges

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

### Related topics

- [Order ink supplies](#)

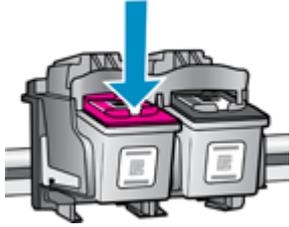
## Replace the cartridges

### To replace the cartridges

1. Check power.
2. Load paper.
3. Remove cartridge.
  - a. Open cartridge door.



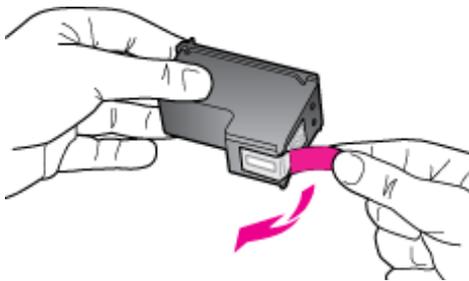
- Wait for print carriage to move to center of the product.
- b.** Press down to release cartridge, then remove it from slot.



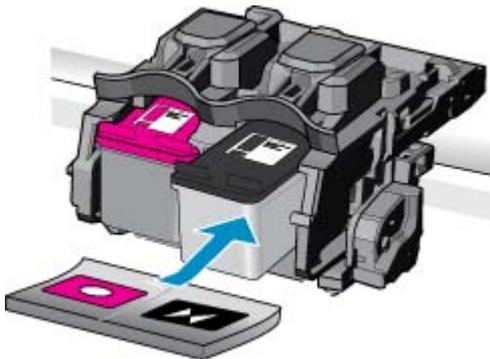
- 4.** Insert new cartridge.
  - a.** Remove cartridge from packaging.



- b.** Remove plastic tape using pink pull tab.



- c.** Slide cartridge into slot until it clicks into place.



- d. Close cartridge door.



5. Align cartridges.

**Related topics**

- [Choose the right cartridges](#)
- [Order ink supplies](#)

## Use single-cartridge mode

Use the single-cartridge mode to operate the HP All-in-One with only one print cartridge. The single-cartridge mode is initiated when a print cartridge is removed from the print cartridge carriage. During single-cartridge mode, the product can only print jobs from the computer.

---

 **NOTE:** When the HP All-in-One operates in single-cartridge mode, a message is displayed on screen. If the message is displayed and two print cartridges are installed in the product, verify that the protective piece of plastic tape has been removed from each print cartridge. When plastic tape covers the print cartridge contacts, the product cannot detect that the print cartridge is installed.

---

## Exit single-cartridge mode

Install two print cartridges in the HP All-in-One to exit single-cartridge mode.

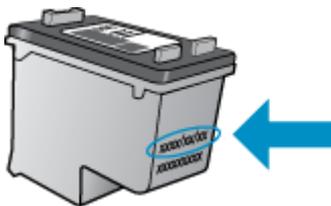
**Related topics**

- [Replace the cartridges](#)

## 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/DD format, may be found on the product as indicated:



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

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# 8 Connectivity

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

## Wi-Fi Protected Setup (WPS – requires WPS router)

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

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

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

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

---

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

---

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

---

### Push Button (PBC) method

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

---

 **NOTE:** The product begins a timer for approximately two minutes while a wireless connection is established.

---

### Wireless Settings Menu method

1. Press the **Wireless** button on the printer to display the Wireless menu. If the printer is printing, in an error state, or performing a critical task, wait until the task has been completed or the error cleared before pressing the **Wireless** button.
2. Select **Wireless Settings** from the printer display.
3. Select **Wi-Fi Protected Setup** from the printer display.
4. If you have a Wi-Fi Protected Setup (WPS) router with a WPS push button, select **Push Button**, and then follow the onscreen instructions. If your router does not have a push button or you are not certain if your router has a push button, select **PIN**, and then follow the onscreen instructions.

---

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

---

## Traditional wireless connection (requires router)

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

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

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

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

### To connect the product

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

## USB Connection (non-network connection)

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

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

---

### To connect the product with the USB cable

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

---

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

---

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

## Change from a USB connection to a wireless network

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

---

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

---

### Change from a USB connection to a wireless network

1. From the computer's start menu select **All Programs** or **Programs**, and then select **HP**.
2. Select **HP Deskjet 3050A J611 series**
3. Select **Printer Setup and Software Selection**.
4. Select **Convert a USB connected printer to wireless**. Follow the onscreen instructions.

## Connect a new printer

---

 **NOTE:** This method is available if you have already installed the printer software.

---

### Connect a new printer

1. From the computer's start menu select **All Programs** or **Programs**, and then select **HP**.
2. Select **HP Deskjet 3050A J611 series**
3. Select **Printer Setup and Software Selection**.
4. Select **Connect a new printer**. Follow the onscreen instructions.

## Change wireless network settings

---

 **NOTE: 1** This method is available if you have already installed the printer software.

**NOTE: 2** This method requires a USB cable. Do not connect the USB cable until prompted to do so.

---

### Change network settings

1. From the computer's start menu select **All Programs** or **Programs**, and then select **HP**.
2. Select **HP Deskjet 3050A J611 series**
3. Select **Printer Setup and Software Selection**.
4. Select **Connect a new printer**. Follow the onscreen instructions.

## Tips for setting up and using a networked printer

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

- When setting up the wireless networked printer, make sure your wireless router or access point is powered on. The printer searches for wireless routers, then lists the detected network names on the computer.
- If your computer is connected to a Virtual Private Network (VPN), you need to disconnect from the VPN before you can access any other device on your network, including the printer.
- Learn how to find your network security settings. [Click here to go online for more information.](#)
- Learn about the Network Diagnostic Utility and other troubleshooting tips. [Click here to go online for more information.](#)
- Learn how to change from a USB to wireless connection. [Click here to go online for more information.](#)
- Learn how to work with your firewall and antivirus programs during printer setup. [Click here to go online for more information.](#)

## Advanced printer management tools (for networked printers)

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

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

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

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

## To open the embedded Web server

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

---

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

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

## About cookies

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

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

---

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

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

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

# 9 Solve a problem

This section contains the following topics:

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

## Improve print quality

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

### To align the cartridges from the Printer Software

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

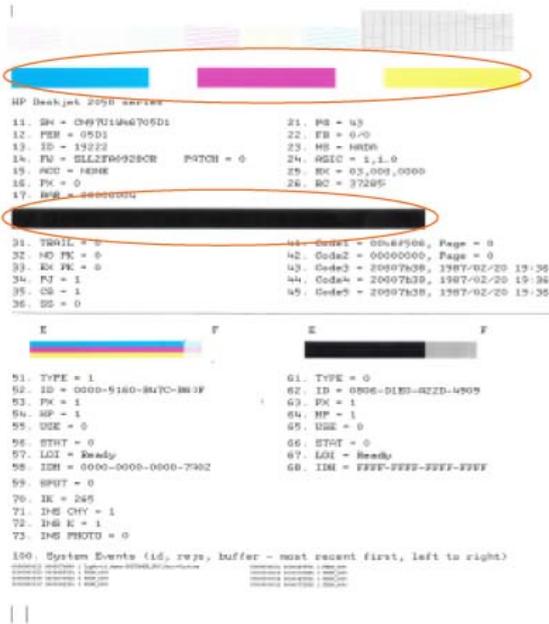
- a. Load letter or A4 unused plain white paper into the input tray.
  - b. In the Printer Software, click **Printer Actions** and then click **Maintenance Tasks** to access the **Printer Toolbox**.
  - c. The **Printer Toolbox** appears.
  - d. Click **Align Ink Cartridges** on the **Device Services**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

### To print a diagnostics page

- a. Load letter or A4 unused plain white paper into the input tray.
- b. Click the HP All-in-One desktop icon to open the Printer Software.

 **NOTE:** You can also access the Printer Software by clicking **Start > Programs > HP > HP Deskjet 3050A J611 series > HP Deskjet 3050A J611 series**

- c. In the Printer Software, click **Printer Actions** and then click **Maintenance Tasks** to access the **Printer Toolbox**.
- d. Click **Print Diagnostic Information** on the **Device Reports** tab to print a diagnostics page. Review the blue, magenta, yellow, and black boxes on the diagnostics page. If you are seeing streaks in the color and black boxes, or no ink in portions of the boxes, then automatically clean the cartridges.



6. Clean the print cartridges automatically, if the diagnostic page shows streaks or missing portions of the color and black boxes.

**To clean the cartridges automatically**

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

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

## Clear a paper jam

Clear a paper jam.

**To clear a paper jam**

1. Press the cancel button to try to clear the jam automatically. If this does not work, the paper jam will need to be cleared manually.
2. Locate the paper jam

**Input tray**

- If the paper jam is located near the back input tray, pull the paper gently out of the input tray.



## Output tray

- If the paper jam is located near the front output tray, pull the paper gently out of the output tray.

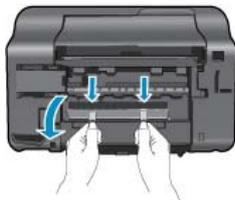


- You may need to open the carriage door and slide the print carriage to the right to access the paper jam.

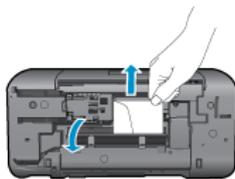


## Inside of printer

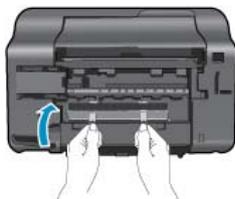
- If the paper jam is located inside the printer, open the cleanout door located on the bottom of the printer. Press tabs on both sides of the cleanout door.



- Remove jammed paper.



- Close the cleanout door. Gently push the door towards the printer until both latches snap into place.



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

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

### Prevent paper jams

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

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

## Unable to print

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

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

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

[Take me to the HP Printing Diagnostic Utility download page \(64-bit Windows\).](#)

### Resolve print issues

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

---

1. Check for error messages and resolve.
2. If your computer is connected to the printer with a USB cable, disconnect and reconnect the USB cable. If your computer is connected to the printer with a wireless connection, confirm that the connection is working.
3. Verify that the product is not paused or offline.

#### To verify that the product is not paused or offline

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

#### To verify that the product is set as the default printer

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

- Restart the print spooler.

### To restart the print spooler

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

#### Windows 7

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

#### Windows Vista

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

#### Windows XP

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

### To clear the print queue

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

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

## Clear the print carriage

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

See [Clear a paper jam](#) for more information.

---

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

---

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

## Prepare the trays

### Open output tray

▲ Output tray must be open to begin printing.



### Close cartridge door

▲ Cartridge door must be closed to begin printing.



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

## Printer failure

### Resolve printer failure.

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

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

## Ink cartridge problem

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

### Clean the ink cartridge contacts

---

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

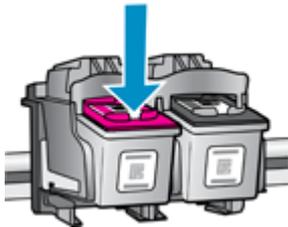
---

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

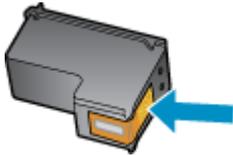


Wait for the print carriage to move to the center of the product.

3. Remove the cartridge indicated in the error message.



4. Hold the ink cartridge by its sides with the bottom pointing up and locate the electrical contacts on the ink cartridge. The electrical contacts are four small rectangles of copper or gold-colored metal on the bottom of the ink cartridge.



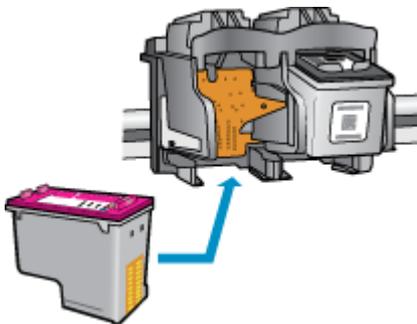
5. Wipe only the contacts with a dry swab or lint-free cloth.

---

△ **CAUTION:** Be careful to touch only the contacts, and do not smear any of the ink or other debris elsewhere on the cartridge.

---

6. On the inside of the product, locate the contacts in the printhead. The contacts look like a set of four copper or gold-colored pins positioned to meet the contacts on the ink cartridge.



7. Use a dry swab or lint-free cloth to wipe the contacts.
8. Reinstall the ink cartridge.

9. Close the access door, and check if the error message has gone away.
10. If you still receive the error message, turn the product off, and then on again.



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

## Networking

- 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 antivirus programs during printer setup. [Click here to go online for more information.](#)

## HP support

- [Register the product](#)
- [Support process](#)
- [HP support by phone](#)
- [Additional warranty options](#)

### Register the product

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>.

### Support process

#### **If you have a problem, follow these steps:**

1. Check the documentation that came with the product.
2. Visit the HP online support Web site at [www.hp.com/support](http://www.hp.com/support). HP online support is available to all HP customers. It is the fastest source for up-to-date product information and expert assistance and includes the following features:
  - Fast access to qualified online support specialists
  - Software and driver updates for the product
  - Valuable product and troubleshooting information for common problems
  - Proactive product updates, support alerts, and HP newsgrams that are available when you register the product
3. Call HP support. Support options and availability vary by product, country/region, and language.

### 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](#)
- [Support phone numbers](#)
- [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](http://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 Deskjet 3050A J611 series)
- Model number (located inside the cartridge door)



- 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.)?

## Support phone numbers

For the most current HP list of telephone support numbers and call costs information, see [www.hp.com/support](http://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](http://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 All-in-One at additional costs. Go to [www.hp.com/support](http://www.hp.com/support), select your country/region and language, then explore the services and warranty area for information about the extended service plans.



# 10 Technical information

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

For additional specifications, see the printed documentation that came with the HP All-in-One.

This section contains the following topics:

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

## Notice

### Hewlett-Packard Company notices

The information contained in this document is subject to change without notice.

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Intel and Pentium are trademarks or registered trademarks of Intel Corporation or its subsidiaries in the United States and other countries.

Adobe® is a trademark of Adobe Systems Incorporated.

## Specifications

Technical specifications for the HP All-in-One are provided in this section. For complete product specifications, see the Product Data Sheet at [www.hp.com/support](http://www.hp.com/support).

### System requirements

For information about future operating system releases and support, visit the HP online support Web site at [www.hp.com/support](http://www.hp.com/support).

### Environmental specifications

- Recommended operating temperature range: 15 °C to 32 °C (59 °F to 90 °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: -40 °C to 60 °C (-40 °F to 140 °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

### Input tray capacity

Plain paper sheets (80 g/m<sup>2</sup> [20lb]): Up to 50

Envelopes: Up to 5

Index cards: Up to 20

Photo paper sheets: Up to 20

### Output tray capacity

Plain paper sheets (80 g/m<sup>2</sup> [20lb]): Up to 30

Envelopes: Up to 5

Index cards: Up to 10

Photo paper sheets: Up to 10

### **Paper size**

For a complete list of supported media sizes, see the printer software.

### **Paper weights**

Plain Paper: 64 to 90 g/m<sup>2</sup> (16 to 24 lb)

Envelopes: 75 to 90 g/m<sup>2</sup> (20 to 24 lb)

Cards: Up to 200 g/m<sup>2</sup> (110-lb index maximum)

Photo Paper: Up to 280 g/m<sup>2</sup> (75 lb)

### **Print specifications**

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

### **Copy specifications**

- Digital image processing
- Copy speeds vary according to the complexity of the document and model

### **Scan specifications**

- Resolution: up to 1200 x 1200 ppi optical  
For more information about ppi resolution, see the scanner software.
- Color: 24-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)

### **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**

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

### **Power specifications**

#### **0957-2286**

- Input voltage: 100-240Vac (+/- 10%)
- Input frequency: 50/60 Hz (+/- 3Hz)

## 0957-2290

- Input voltage: 200-240Vac (+/- 10%)
- Input frequency: 50/60 Hz (+/- 3Hz)

---

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

---

### Cartridge yield

Visit [www.hp.com/go/learnaboutsupplies](http://www.hp.com/go/learnaboutsupplies) for more information on estimated cartridge yields.

### Acoustic information

If you have Internet access, you can get acoustic information from the HP Web site. Go to: [www.hp.com/support](http://www.hp.com/support).

## 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](http://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](#)
- [Sleep mode](#)
- [Disposal of waste equipment by users in private households in the European Union](#)
- [Chemical Substances](#)

### 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/](http://www.hp.com/hpinfo/globalcitizenship/environment/)

### Your product's Eco features

- **Energy Savings information:** To determine the ENERGY STAR® qualification status for this product, see [www.hp.com/go/energystar](http://www.hp.com/go/energystar).
- **Recycled Materials:** For more information regarding recycling of HP products, please visit: [www.hp.com/hpinfo/globalcitizenship/environment/recycle/](http://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](http://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/](http://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/](http://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](http://www.hp.com/go/energystar)

### **Sleep mode**

- Power usage is reduced while in Sleep mode.
- After initial setup of printer, the printer will enter Sleep mode after 5 minutes of inactivity.
- The time to Sleep mode cannot be changed.



- [VCCI \(Class B\) compliance statement for users in Japan](#)
- [Notice to users in Japan about the power cord](#)
- [European Union Regulatory Notice](#)
- [Regulatory wireless statements](#)

## 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-1002. This regulatory number should not be confused with the marketing name (HP Deskjet 3050A J611 series, etc.) or product numbers (CB730A, 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.

## 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.
------------------------	--

## 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。

## 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](http://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:

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

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](http://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](#)

### 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.

### 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。



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# Index

## A

after the support period 43

## B

buttons, control panel 6

## C

control panel

buttons 6

features 6

copy

specifications 46

customer support

warranty 43

## E

environment

Environmental product stewardship  
program 47

environmental specifications 45

## I

interface card 31, 32

## N

network

interface card 31, 32

## P

paper

recommended types 17

phone support 42

phone support period

period for support 42

print

specifications 46

## R

recycle

ink cartridges 48

regulatory notices

regulatory model identification  
number 50

wireless statements 52

## S

scan

scan specifications 46

support process 42

system requirements 45

## T

technical information

copy specifications 46

environmental specifications 45

print specifications 46

scan specifications 46

system requirements 45

## W

warranty 43

