



HP ENVY 120 e-All-in-One series

Contents

1 HP ENVY 120 e-All-in-One series Help	3
2 Get to know the HP ENVY 120 series	
Printer parts	5
Control panel features	7
3 How do I?	9
4 Print	
Print photos	11
Print documents	12
Print labels and envelopes	13
Select Print Media	14
Load media	15
Tips for print success	17
5 Copy and scan	
Copy text or mixed documents	19
Scan to a computer, memory device, or email	21
Tips for copy and scan success	22
6 Use Web Services	
Print with HP ePrint	23
Use HP Print Apps	23
Visit the HP ePrintCenter website	24
Tips for using Web Services	24
7 Work with cartridges	
Check the estimated ink levels	25
Replace the cartridges	25
Order ink supplies	27
Clean cartridges	27
Align printer	27
Use single-cartridge mode	28
Clean back of page ink smearing	28
Clean paper feed	28
Cartridge warranty information	29
Tips for working with ink	29
8 Connectivity	
Add the HP ENVY 120 series to a network	31
Change from a USB connection to a wireless network	33
Connect a new printer	34
Change network settings	34
Wireless Direct	34
Tips for setting up and using a networked printer	35
9 Solve a problem	
Get more help	37
Unable to print	37
Resolve print quality issues	39
Resolve copy and scan issues	39
Solve networking problem	39
Clear a paper jam	40
Check cartridge access door	41
Troubleshooting print carriage jams	41

HP support.....	42
10 Technical information	
Notice.....	45
Specifications.....	45
Environmental product stewardship program.....	47
Regulatory notices.....	52
Regulatory wireless statements.....	55
Index.....	59

1 HP ENVY 120 e-All-in-One series Help

For information about the HP ENVY 120 series, see:

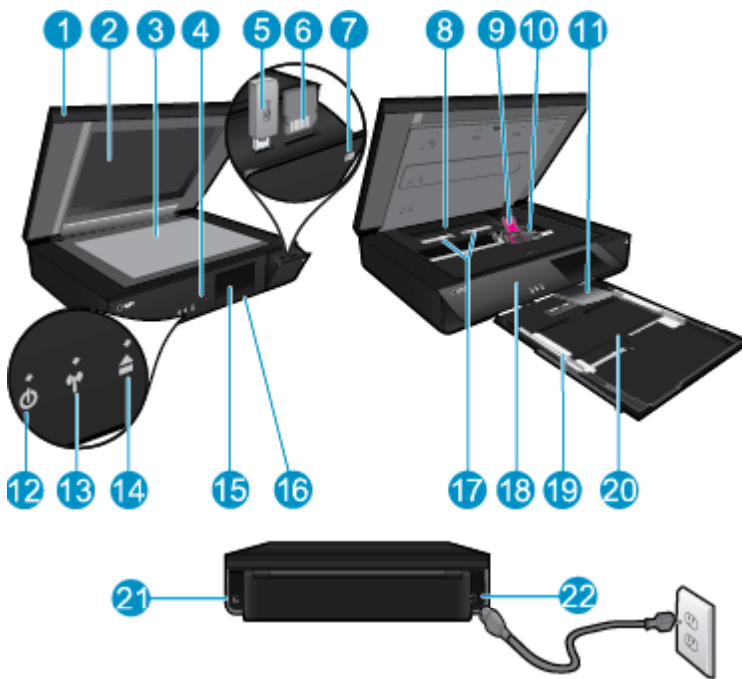
- [Get to know the HP ENVY 120 series on page 5](#)
- [How do I? on page 9](#)
- [Print on page 11](#)
- [Copy and scan on page 19](#)
- [Use Web Services on page 23](#)
- [Work with cartridges on page 25](#)
- [Connectivity on page 31](#)
- [Solve a problem on page 37](#)
- [Technical information on page 45](#)
- [HP support on page 42](#)

2 Get to know the HP ENVY 120 series

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

Printer parts

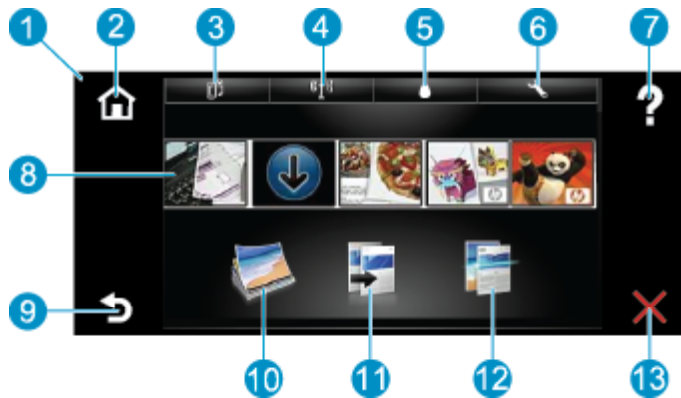
Front view of the printer



1	Transparent Lid
2	Scanner glass
3	Scanning surface
4	Access door (closed)
5	USB flash drive slot
6	Memory card slots
7	Camera icon. Indicates the location of the photo and memory device slots
8	Paper path cover
9	Print cartridge carriage
10	Print cartridges (installed)
11	Output tray extender. Comes out automatically when printing or copying, then stows automatically.
12	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. Printer access door (open)
13	Wireless LED
14	Paper tray button. Opens the paper tray. Touch the button to open or close the tray.
15	Color graphics display (also referred to as the display)
16	Paper tray (closed)
17	Squeeze buttons for removing paper path cover
18	Front panel
19	Paper-width guides
20	Paper tray (out)
21	Port for connecting the printer to a computer with a USB cable. Some features are only available with a wireless network connection.
22	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.



1	Display: The touch screen display shows menus, photos, and messages. You can flick horizontally through photos and vertically through list menus.
2	Home: Returns to the Home screen (the default screen when you turn on the product).
3	Web Services: Opens the Web Services menu, which displays status details. You can also change settings and, if Web Services is enabled, print out a report..
4	Wireless Settings: Opens the Wireless menu where you can see wireless properties and change wireless settings.
5	Ink Levels: Opens the Ink Levels menu showing estimated ink levels.
6	Settings: Opens the Settings menu where you can change product settings and perform maintenance functions.
7	Help: From the Help screen, lists the topics for which help is available. From other screens, provides help applicable to the current screen.
8	Apps: Provide quick and easy way to access and print information from the Apps, such as maps, coupons, coloring pages, and puzzles.
9	Back: Returns to the previous screen on the display.
10	Photo: Opens the Photo menu where you can view, edit, print, and save your photos.
11	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.
12	Scan: Opens the Choose Scan Destination menu, where you can select a destination for your scan.
13	Cancel: Stops the current operation.

3 How do I?

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

- [Load media on page 15](#)
- [Replace the cartridges on page 25](#)
- [Get more help on page 37](#)
- [Print with HP ePrint on page 23](#)
- [Clear a paper jam on page 40](#)
- [Copy text or mixed documents on page 19](#)
- [Scan to a computer, memory device, or email on page 21](#)

4 Print



[Print documents on page 12](#)



[Print photos on page 11](#)



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



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

Related topics

- [Load media on page 15](#)
[Tips for print success on page 17](#)

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. 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 15](#) for more information.

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. 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.

6. Click **OK** to return to the **Properties** dialog box.
7. 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 15](#) 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 15](#)
- [Tips for print success on page 17](#)

Print labels and envelopes

With the HP ENVY 120 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 120 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.

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

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.



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.

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 17](#)

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 check the estimated ink levels, touch the Ink Levels icon on the printer display.
- 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 print quality and paper size settings according to the type and size of paper loaded in the input tray.
- If you want to print a black and white document using black ink only, do one of the following according to your operating system.
 - **On Windows:** Open your printer software, click **Set Preferences**. On the **Paper/Quality** tab, click **Advanced**. Select **Black Ink Only** from the **Print in Grayscale** drop-down list under **Printer Features**.
 - **On Mac:** From the Print dialog box, choose the **Paper Type/Quality** pane, click **Color Options**, and then choose **Grayscale** from the Color pop-up menu.
If the Print dialog does not show printer options, click the blue disclosure triangle next to the printer name (Mac OS X v10.6) or **Show Details** (Mac OS X v10.7). Use the pop-up menu toward the bottom of the dialog to choose the **Paper Type/Quality** pane.
- When copying or scanning a multipage document with staples or paper clips, press down on the translucent lid or rotate the original 180 degrees to place the staples near the front edge of the scanner
- Learn how to print documents from computer. [Click here to go online for more information.](#)
- Learn how to print photos saved on your computer. Learn about print resolution and how to set the maximum DPI. [Click here to go online for more information.](#)
- Learn how to print envelopes from computer. [Click here to go online for more information.](#)
- 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, memory device, or email](#)
- [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 the original.
 - Lift the lid on the product.



- Load the original print side up on the left front corner of the glass.



- Close the lid.

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

2-sided copy

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



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



- Load the original print side up on the left front corner of the 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 the copy.
 - Touch **B&W** or **Color**.
- f. Copy the second original.
 - Load the second page print side up on the glass and touch **OK**.

Scan to a computer, memory device, or email

To scan to a computer, network folder, memory device, or email.

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



- b. Load an original print side up on the left front corner of the glass.



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

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 scanner and lid clean. The scanner interprets anything it detects as part of the image.
- Load your original(s), **print side up**, on the left front of the scanner.
- 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 with HP ePrint](#)
- [Use HP Print Apps](#)
- [Visit the HP ePrintCenter website](#)
- [Tips for using Web Services](#)

Print with HP ePrint

HP's free ePrint service provides an easy way to print from email. Just email a document or photo to the email address assigned to your printer when you enable Web Services, and both the email message and recognized attachments will print.

- 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 the way they appear in the software program that created them, depending on the original fonts and layout options used.
- Free product updates are provided with ePrint. Some updates might be required to enable certain functionality.

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 virus or other harmful content. However, the ePrint service does not filter email 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, connect your printer to an active wireless network with Internet access, set up an account on HP ePrintCenter, and add your printer to the account.

To get started with ePrint

1. Enable Web services.
 - a. Touch the **ePrint** button on the control panel.
 - b. Accept the terms of use, and then follow the onscreen instructions to enable Web Services. The ePrint information sheet prints, containing a printer code.
 - c. Go to www.hp.com/go/ePrintCenter, click the **Sign In** button, and then click the **Sign Up** link at the top of the window that appears.
 - d. When prompted, enter the printer code to add your printer.
2. Touch **ePrint** on the control panel. From the **Web Services Summary** screen, get your printer's email address.
3. Compose and send email to your printer's email address from your computer or mobile device, anywhere and anytime. Both the email message and recognized attachments will print.

Use HP Print Apps

Print pages from the web, without using a computer, by setting up **Apps**, a free service from HP. You can print coloring pages, calendars, puzzles, recipes, maps, and more, depending on the apps available in your country/region.

Touch the **Get More** icon on the **Apps** screen to connect to the Internet and add more apps. You need to have Web Services enabled in order to use apps.

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

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.

Tips for using Web Services

Use the following tips to print apps and use ePrint.

Tips for printing apps and using ePrint


- Learn how to share your photos online and order prints. [Click here to go online for more information.](#)
- Learn about apps for printing recipes, coupons, and other content from the web, simply and easily. [Click here to go online for more information.](#)
- Learn how to print from anywhere by sending an email and attachments to your printer. [Click here to go online for more information.](#)
- If you have enabled **Auto Power-Off**, you should disable **Auto Power-Off** to use ePrint. See [Auto Power-Off on page 49](#) for more information.

7 Work with cartridges

- [Check the estimated ink levels](#)
- [Replace the cartridges](#)
- [Order ink supplies](#)
- [Clean cartridges](#)
- [Align printer](#)
- [Use single-cartridge mode](#)
- [Clean 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 27](#)
- [Tips for working with ink on page 29](#)

Replace the cartridges

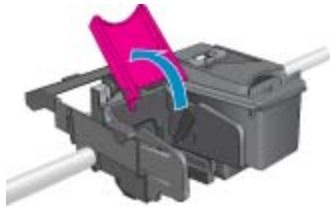
To replace the cartridges

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

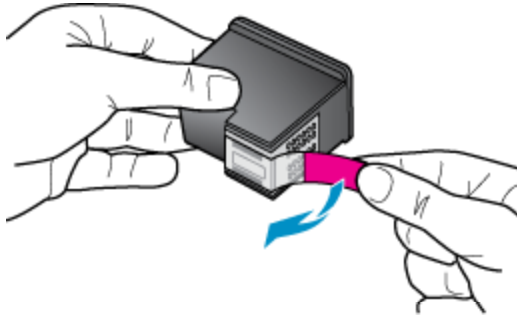


Wait for print carriage to move to center of product.

- 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 27](#)
[Tips for working with ink on page 29](#)

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 27](#)
[Tips for working with ink on page 29](#)

Align printer

After you insert new cartridges, align the printer for best print quality. You can align printer either from the printer display or from the printer software.

To align printer from the printer display

1. From the Home screen, touch the **Setup** icon, and then touch **Tools**.
2. On the **Tools** menu, touch and drag your finger vertically to scroll through the options, and then touch **Align Printer**.
3. Follow the instruction on the screen.

To align printer from the printer software

- ▲ Do one of the following according to the operating system you are using.

On Windows:

- a. From the **Start** menu on your computer, click **All Programs**, click **HP**.
- b. Click the **HP ENVY 120 e-All-in-One series** folder, click **HP ENVY 120 e-All-in-One series**.
- c. Under **Print**, double-click **Maintain Your Printer**.
- d. Under the **Device Services** tab, double-click **Align Printheads**.

On Mac:


- ▲ Open **HP Utility**, click **Align**, and then click **Align** again.

Related topics

- [Order ink supplies on page 27](#)
[Tips for working with ink on page 29](#)

Use single-cartridge mode

Use the single-cartridge mode to operate the HP ENVY 120 series 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 copy documents, copy photos, and print jobs from the computer.

 **NOTE:** When the HP ENVY 120 series 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 ENVY 120 series to exit single-cartridge mode.

Related topics

- [Replace the cartridges on page 25](#)

Clean 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 27](#)
[Tips for working with ink on page 29](#)

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**.

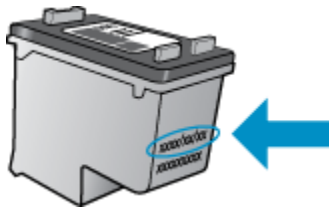
Related topics

- [Order ink supplies on page 27](#)
[Tips for working with ink on page 29](#)

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.

8 Connectivity

- [Add the HP ENVY 120 series to a network](#)
- [Change from a USB connection to a wireless network](#)
- [Connect a new printer](#)
- [Change network settings](#)
- [Wireless Direct](#)
- [Tips for setting up and using a networked printer](#)

Add the HP ENVY 120 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 120 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 120 series on.

To connect the HP ENVY 120 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**.
- 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 120 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 120 series on.
- Broadband Internet access (recommended) such as cable or DSL.
If you connect the HP ENVY 120 series on a wireless network that has Internet access, HP recommends that you use a wireless router (access point or base station) that uses Dynamic Host Configuration Protocol (DHCP).
- Network name (SSID).
- WEP key or WPA Passphrase (if needed).

To connect the product with the Wireless Setup Wizard


1. Write down your network name (SSID) and WEP key or WPA passphrase.
2. Start Wireless Setup Wizard.
 - a. From the Home screen on the printer display, touch the **Wireless** icon.
 - b. On the Wireless summary screen, touch **Settings** and then touch **Wireless Setup Wizard**.
3. Connect to wireless network.
 - ▲ Select your network from the list of detected networks.
Enter the password and touch **Done**.
4. Follow prompts.

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 120 series to a network. If the HP ENVY 120 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 120 series is not connected to a network, run the **Wireless Setup Wizard** from the **Wireless** menu on the HP ENVY 120 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.

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. Make sure your printer is connected to the same network to which you plan to connect the printer.



NOTE: This product will only support 2.4Ghz

To change from a USB connection to a wireless network

Do one of the following according to your operating system.

1. On Windows:
 - a. From the **Start** menu on your computer, click **All Programs**, and then click **HP**.
 - b. Click **HP ENVY 120 e-All-in-One series**, click **Printer Setup & Software Selection**, and then click **Convert a USB connected printer to wireless**.
 - c. Follow the instructions on the screen.
2. On Mac:
 - a. Touch the **Wireless** icon, and then touch **Wireless Setup Wizard**.
 - b. Follow the instructions on the screen to connect the printer.
 - c. Use **HP Setup Assistant** in Applications/Hewlett-Packard/Device Utilities to change the software connection to this printer to wireless.

Connect a new printer

To connect a new printer from the printer software

If you have not finished connecting the printer to your computer using WPS, you need to connect it from the printer software. If you want to connect another new printer of the same model to your computer, you don't need to install the printer software once again. Do one of following according to your operating system:

1. On Windows:
 - a. From the **Start** menu on your computer, click **All Programs**, and then click **HP**.
 - b. Click **HP ENVY 120 e-All-in-One series**, click **Printer Setup and Software**, and then click **Connect a new printer**
 - c. Follow the instructions on the screen.
2. On Mac:
 - ▲ Use **HP Setup Assistant** in Applications/Hewlett-Packard/Device Utilities to change the software connection to this printer to wireless.

Change network settings

If you want to change the wireless settings that you previously configured to a network, you need to run the Wireless Setup Wizard from the printer display.

To run Wireless Setup Wizard to change network settings

1. From the Home screen on the printer display, touch the **Wireless** icon.
2. On the Wireless menu, touch **Settings** and then touch **Wireless Setup Wizard**.
3. Follow the instructions on the screen to change the network settings.

Wireless Direct

You can print directly to the printer wirelessly, without a wireless router, from your wireless-enabled computers and mobile devices with Wireless Direct.

To get started with Wireless Direct printing

- ▲ Turn on Wireless Direct from the control panel.
 - From the Home screen, touch the Wireless icon.
 - If Wireless Direct is turned off, touch Settings.
 - Touch Wireless Direct, touch On (No Security) or On (With Security).
 - If you turn on security, only users with the password can print wirelessly to the printer. If you turn off security, anyone with a Wi-Fi device within Wi-Fi range of the printer can connect to the printer.
 - If you chose On (With Security), touch Display Password to display the Wireless Direct password.
 - Touch Display Name to display the Wireless Direct name.

From your wireless computer or mobile device, search for and connect to the Wireless Direct name, for example: HP-Print-xx-ENVY-120.

After you connect to Wireless Direct, you can use the installed printer software or a printing app for mobile devices to print to the printer.

Your printer can have a wireless connection to a wireless network and provide a Wireless Direct connection at the same time.

A maximum of five clients (computers or mobile devices) can connect to the wireless direct signal at a time.

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. When the Wireless Setup Wizard is used to set up a networked printer, the printer searches for wireless routers and lists the detected network names on the display.
- To verify the wireless connection, check the Wireless LED on the front panel. If the LED blue light is on, the printer is connected to a wireless network. Touch the Wireless icon on the Home screen to display the Wireless status dashboard. Touch **Settings** to display the Wireless menu, with options for setting up a wireless connection or turning on wireless for the printer if the printer has already been configured for a wireless connection.
- If your computer is connected to a Virtual Private Network (VPN), you need to disconnect from the VPN before you can access any other device on your home 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.](#)

9 Solve a problem

This section contains the following topics:

- [Get more help](#)
- [Unable to print](#)
- [Resolve print quality issues](#)
- [Resolve copy and scan issues](#)
- [Solve networking problem](#)
- [Clear a paper jam](#)
- [Check cartridge access door](#)
- [Troubleshooting print carriage jams](#)
- [HP support](#)

Get more help

You can find more information and help about your HP ENVY 120 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 120 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 120 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.](#)

Solve networking problem

Check network configuration or print wireless test report to assist in diagnosing network connection issues.

To check network configuration or print wireless test report

1. From the Home screen, touch the **Wireless** icon, and then touch **Setup**.
2. Touch and drag your finger vertically to scroll through the options. Touch **Display Network Summary** or **Print Network Configuration Page**.

Click the links below to find more online information to solve networking issues.

- Learn more about wireless printing. [Click here to go online for more information.](#)
- Learn how to find your network security settings. [Click here to go online for more information.](#)

- Learn about the Network Diagnostic Utility (Windows only) and other troubleshooting tips. [Click here to go online for more information.](#)
- Learn how to work with your firewall and anti-virus programs during printer setup. [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.

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

Check cartridge access door

The cartridge access door should be closed for printing.



[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 120 e-All-in-One 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 120 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.

10 Technical information

The technical specifications and international regulatory information for the HP ENVY 120 series are provided in this section.

For additional specifications, see the printed documentation that came with the HP ENVY 120 series.

This section contains the following topics:

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

Notice

Hewlett-Packard Company notices

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

All rights reserved. Reproduction, adaptation, or translation of this material is prohibited without prior written permission of Hewlett-Packard, except as allowed under copyright laws. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

© 2012 Hewlett-Packard Development Company, L.P.

Microsoft, Windows, Windows XP, and Windows Vista are U.S. registered trademarks of Microsoft Corporation.

Windows 7 is either a registered trademark or trademark of Microsoft Corporation in the United States and/or other countries.

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 ENVY 120 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: 5 °C to 40 °C (41 °F to 104 °F)
- Humidity: 15% to 80% RH non-condensing; 28 °C maximum dew point
- Non-operating (Storage) temperature range: -40 to 60 degrees C (-40 to 140 degrees F)
- In the presence of high electromagnetic fields, it is possible the output from the HP ENVY 120 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†
Plain paper	16 to 24 lb. (60 to 90 gsm)	Up to 80 (20 lb. paper)	25 (20 lb. paper)
Cards	Up to 75 lb. (281 gsm)	Up to 40	10
Envelopes	20 to 24 lb. (75 to 90 gsm)	Up to 10	5
5 x 7 inch (13 x 18 cm) Photo paper	Up to 75 lb (281 gsm) (236 gsm)	Up to 25	10
4 x 6 inch (10 x 15 cm) Photo paper	Up to 75 lb. (281 gsm) (236 gsm)	Up to 25	10
8.5 x 11 inch (216 x 279 mm) Photo paper	Up to 75 lb. (281 gsm)	Up to 25	10

* 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.


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

Two-sided printing paper specifications

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 in/in 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
- 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 400%
- Maximum copy reduction 50%

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 1200 ppi optical; 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](#)
- [Restriction of hazardous substance \(Ukraine\)](#)
- [Toxic and hazardous substance table \(China\)](#)
- [Battery disposal in the Netherlands](#)
- [Battery disposal in Taiwan](#)
- [California Perchlorate Material Notice](#)

- [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 48](#).
- **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 120 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).

Disposal of waste equipment by users in private households in the European Union



Disposal of Waste Equipment by Users in Private Households in the European Union
 This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

Évacuation des équipements usagés par les utilisateurs dans les foyers privés au sein de l'Union européenne
 La présence de ce symbole sur le produit ou sur son emballage indique que vous ne pouvez pas vous débarrasser de ce produit de la même façon que vos déchets courants. Au contraire, vous êtes responsable de l'évacuation de vos équipements usagés et, à cet effet, vous êtes tenu de les remettre à un point de collecte agréé pour le recyclage des équipements électriques et électroniques usagés. Le tri, l'évacuation et le recyclage séparés de vos équipements usagés permettent de préserver les ressources naturelles et de s'assurer que ces équipements sont recyclés dans le respect de la santé humaine et de l'environnement. Pour plus d'informations sur les lieux de collecte des équipements usagés, veuillez contacter votre mairie, votre service de traitement des déchets ménagers ou le magasin où vous avez acheté le produit.

Entsorgung von Elektrogeräten durch Benutzer in privaten Haushalten in der EU
 Dieses Symbol auf dem Produkt oder dessen Verpackung gibt an, dass das Produkt nicht zusammen mit dem Restmüll entsorgt werden darf. Es obliegt daher Ihrer Verantwortung, das Gerät an einer entsprechenden Stelle für die Entsorgung oder Wiederverwertung von Elektrogeräten oder Art abzugeben (z.B. am Wertstoffhof). Die separate Sammlung und das Recycling Ihrer alten Elektrogeräte zum Zeitpunkt Ihrer Entsorgung trägt zum Schutz der Umwelt bei und gewährleistet, dass sie auf eine Art und Weise recycelt werden, die keine Gefährdung für die Gesundheit der Menschen und der Umwelt darstellt. Weitere Informationen darüber, wo Sie alte Elektrogeräte zum Recyceln abgeben können, erhalten Sie bei den örtlichen Behörden, Wertstoffhöfen oder dort, wo Sie das Gerät erworben haben.

Smaltimento di apparecchiature da rottamare da parte di privati nell'Unione Europea
 Questo simbolo che appare sul prodotto o sulla confezione indica che il prodotto non deve essere smaltito assieme agli altri rifiuti domestici. Gli utenti devono provvedere allo smaltimento delle apparecchiature da rottamare portandole al luogo di raccolta indicato per il riciclaggio delle apparecchiature elettriche ed elettroniche. La raccolta e il riciclaggio separati delle apparecchiature da rottamare in fase di smaltimento favoriscono la conservazione delle risorse naturali e garantiscono che tali apparecchiature vengano smaltite nel rispetto dell'ambiente e della salute della valle. Per ulteriori informazioni sul punto di raccolta delle apparecchiature da rottamare, contattare il proprio comune di residenza, il servizio di smaltimento dei rifiuti locali o il negozio presso il quale è stato acquistato il prodotto.

Eliminación de residuos de aparatos eléctricos y electrónicos por parte de usuarios domésticos en la Unión Europea
 Este símbolo en el producto o en el embalaje indica que no se puede desechar el producto junto con los residuos domésticos. Por el contrario, si debe eliminar este tipo de residuos, es responsabilidad del usuario entregarlo en un punto de recogida designado de residuos de aparatos eléctricos y electrónicos. El reciclaje y la recogida por separado de estos residuos en el momento de la eliminación ayudará a preservar recursos naturales y a garantizar que el reciclaje proteja la salud y el medio ambiente. Si desea información adicional sobre los lugares donde puede dejar estos residuos para su reciclado, póngase en contacto con las autoridades locales de su ciudad, con el servicio de gestión de residuos domésticos o con la tienda donde adquirió el producto.

Likvidace vyzhodotých zařízení uživatelů v domácnostech v rámci EU
 Toto značka na produktu nebo na jeho obalu označuje, že tento produkt nemůžete likvidovat společně s ostatním domácnostním odpadem. Odpovědné za to, že vyzhodotíte své zařízení bezpoškozeně a ekologicky, leží na vás. Likvidaci a recyklaci použitých elektrických a elektronických zařízení provádějte odděleně od ostatního domácího odpadu. Oddělená sbírka a recyklace těchto zařízení pomůže zachránit přírodní zdroje a zajistí, aby recyklace probíhala způsobem chránícím zdraví a životní prostředí. Další informace o tom, kam můžete vyzhodotit zařízení předtím než recyklaci, můžete získat od úřední místní samosprávy, od specializované provozovny evaz a likvidaci domácnostního odpadu nebo v obchodě, kde jste produkt získali.

Bortskaffelse af affaldsudyret for brugere i private husholdninger i EU
 Dette symbol på produktet eller på dets emballage indikerer, at produktet ikke må bortskaffes sammen med andet husholdningsaffald. I stedet er det dit ansvar at bortskaffe affaldsudyret ved at aflevere det på et af de anerkendte steder til indsamling af elektrisk og elektronisk affaldsudyret. Den separate indsamling og genbrug af dit affaldsudyret vil hjælpe på miljøet og sikre, at genbrug af elektrisk og elektronisk affald sker på en måde, der beskytter menneskers helbreds og miljøet. Hvis du vil vide mere om, hvor du kan aflevere dit affaldsudyret iflg genbrug, kan du kontakte kommunen, det lokale naturforvaltningscenter eller den forening, hvor du købte produktet.

Afvoer van afgedankte apparatuur door gebruikers in particuliere huishoudens in de Europese Unie
 Dit symbool op het product of op de verpakking geeft aan dat dit product niet mag worden afgedankt met het huishoudelijk afval. Het is uw verantwoordelijkheid om afgedankte apparatuur of te leveren op een aangewezen inzamelpunt voor de verwerking van afgedankte elektrische en elektronische apparatuur. De gescheiden inzameling en verwerking van uw afgedankte apparatuur draagt bij tot het sparen van natuurlijke bronnen en tot het hergebruik van materiaal op een wijze die de volkgezondheid en het milieu bescherm. Voor meer informatie over waar u uw afgedankte apparatuur kunt afleveren voor recycling kunt u contact opnemen met het gemeentehuis in uw woonplaats, de recyclingdienst of de winkel waar u het product hebt aangekocht.

Erattapildarotus kasutusel kõrvaldatavate seadmete käitlemine Lühidalt
 Kui tootel või selle pakendil on see sümbol, ei tohi seda toodet viosta ülejäänud hülja. Isepea lohu viia tootetu müüruud seade sellesse ettenähtud elektrilise ja elektroonikaseadmete ülevõetuspunkti. Ülevõetavate seadmete eraldi kogumine ja käitlemine aitab säästa loodusressursid ning tagada, et käitlemine toimiks keskkonda ja inimeste tervist kahjustamata. Lisateave selle kohta, kuhu saate ülevõetava seadme läbi viia, saate küsida kohalikele omavalitsustel, ettevõtjatele ülevõetuspunktid või kauplustel, kust le seadme ostite.

Hävitettävien laitteiden käsittely kotitalouksissa Euroopan unionin alueella
 Tämä kuvaus on sinun pakkausasiassa oleva merkintä osoittaa, että tuotetta ei saa hävittää kotitalouksien jätteen kanssa. Käyttäjän velvollisuus on huolehtia siitä, että hävitettävät laitteet toimittetaan erikseen sähkö- ja elektronikalaitteiden keräyspisteeseen. Hävitettävien laitteiden erillinen keräys ja käsittely säästää luonnonvaroja. Näin toimimalla varmistetaan myös, että laitteiden hävitys tapahtuu tavalla, joka suojaa ihmisten terveyttä ja ympäristöä. Saat lisätietoja laitteiden jätteen keräyspisteistä paikallisista viranomaisista, jätteenkäsittelystä tai huoltajien yhteisyydestä.

Απόρριψη χρησιμοποιημένων συσκευών στην Ευρωπαϊκή Ένωση
 Το παρόν σύμβολο στον εξοπλισμό ή στη συσκευασία του υποδηλώνει ότι το προϊόν αυτό δεν πρέπει να πεταχτεί μαζί με άλλα οικιακά απόβλητα. Αντίθετα, ευθύνη σας είναι να απορρίψετε τις χρησιμοποιημένες συσκευές σε ειδικά σημεία συλλογής για την επεξεργασία ηλεκτρικών και ηλεκτρονικών συσκευών. Η χωριστή συλλογή και επεξεργασία των χρησιμοποιημένων συσκευών θα συμβάλει στη προστασία των φυσικών πόρων και στη διασφάλιση ότι τα αποβλήτων είναι να επεξεργαστούν με τρόπο που προστατεύει τη υγεία του ανθρώπου και το περιβάλλον. Για περισσότερες πληροφορίες σχετικά με το πού μπορείτε να απορρίψετε τις χρησιμοποιημένες συσκευές, επικοινωνήστε με τις κατά τόπους αρχές, ή με τον κατασκευαστή ή το κατάστημα προέλευσης του προϊόντος.

A hulladékokanyagok kezelése a magánháztartásokban az Európai Unióban
 Ez a szimbólum, amely a termék vagy annak csomagolásán van feltüntetve, azt jelzi, hogy a terméket nem kezelhetjük együtt az egyéb háztartási hulladékkal. Az Ön felelőssége, hogy a leendő hulladékgyűjtéskor eljuttassa a hulladékgyűjtőhelyre, amely az elektronikus hulladékanyagoké és az elektrikusoké. Különleges gyűjtéshelyekről helyi hatóságok értesítenek. A hulladékanyagok elválasztott gyűjtése és a hulladékanyagok elválasztott kezelése hozzájárul a természeti erőforrások megőrzéséhez, egyrészt az a hulladék elválasztása az egészséges és a környezetet nem ártalmas módon történik. Ha további információkat szeretne kapni azokról a helyekről, ahol leadhatja a (használt) terméket a hulladékanyagokat, forduljon a helyi önkormányzatához, a területi hulladék begyűjtőhelyre vagy a termék gyártójához.

Listietāju atbrīvošana no nedrīgtām lietām Eiropas Savienības privātajās mājāsniecībās
 Šis simbols uz ierīci vai tā iepakojuma norāda, ka šo ierīci nedrīkst izmet kopā ar pārējiem mājtasniecības atkritumiem. Jūs esat atbildīgi par atbrīvošanu no nedrīgtām lietām, no nodotām nedrīgtām lietām vienai, lai tīru veidu nedrīgtām elektriskām un elektroniskām atkritumiem pārņemtu. Speciāli nedrīgtām lietām savācības un atbrīvošanas punktiņus parādīs tāpat kā atbrīvošanas punktiņus, kur saņemta informācija par to, kur atbrīvošanas punktiņus var nogādāt nedrīgtām lietām, šādos, sazinoties ar vietējo pašvaldību, mājtasniecības atkritumu savācības dienestu vai veikali, kurū iegādājāties šo ierīci.

Europejs Savienības ierīču un privāto namu cilvē atlikuma izņemšana
 Šis simbols uz produktu vai tā iepakojuma norāda, ka šis produkts nevar tikt izmests kopā ar citiem atkritumiem. Jūs privāto ierīču esat atlikuma izņemšana jā nodrošina elektroniskās un elektriskās ierīču atlikuma izņemšanu. Jūs atlikuma izņemšana jā nodrošina, lai ierīču izņemšana notiktu īpaši paredzētajos punktos, kur ir pieejama informācija par to, kur atbrīvošanas punktiņus var nogādāt nedrīgtām lietām, šādos, sazinoties ar vietējo pašvaldību, mājtasniecības atkritumu savācības dienestu vai veikali, kurū iegādājāties šo ierīci.

Użytkowanie zużytego sprzętu przez użytkowników domowych w Unii Europejskiej
 Symbol ten umieszczony na produkcie lub opakowaniu oznacza, że tego produktu nie należy wyrzucić razem z innymi odpadami domowymi. Użytkownik jest odpowiedzialny za oddanie zużytego sprzętu do wyznaczonego punktu gromadzenia zużytych urządzeń elektrycznych i elektronicznych. Oddawanie osobno i recykling tego typu odpadów przyczynia się do oszczędności naturalnych zasobów i ochrony środowiska naturalnego. Dodatkowe informacje na temat sposobu użytkowania zużytych urządzeń można uzyskać w odpowiednich władz lokalnych, w przedsiębiorstwach zajmujących się usuwaniem odpadów lub w miejscu zakupu produktu.

Descarte de echipamente por usuarios em residências da União Europeia
 Este símbolo no produto ou no embalagem indica que o produto não pode ser descartado junto com o lixo doméstico. No entanto, é sua responsabilidade levar os equipamentos a serem descartados a um ponto de coleta de equipamentos elétricos e eletrônicos. A coleta de equipamentos elétricos e eletrônicos em pontos de coleta separados ajuda a preservar recursos naturais e a garantir que os equipamentos serão reciclados de forma a proteger o saúde das pessoas e o meio ambiente. Para obter mais informações sobre onde descartar equipamentos para reciclagem, entre em contato com o escritório local de sua cidade, o serviço de limpeza pública de seu bairro ou a loja em que adquiriu o produto.

Postup používateľov v krajinách Európskej únie pri vyhodzovaní zariadenia v domácom používaní odpadu
 Tento symbol na produkte alebo na jeho obale znamená, že nemáte vyhodniť zariadenie s iným komunálnym odpadom. Namiesto toho máte povinnosť odovzdať toto zariadenie na zbernom mieste, kde sa zabezpečuje recyklácia elektrických a elektronických zariadení. Separovaný zber a recyklácia zariadenia elektrického a elektronického charakteru prispievajú k ochrane životného prostredia a k zachovaniu prírodných zdrojov. Ďalšie informácie o spôsoboch odovzdávania zariadení môžete získať v miestnych úradoch, v miestach zberu odpadov, vo firmach, kde ste zariadenie kúpili.

Revonnetje z odpadno opremo v gospodinjstvih znotraj Evropske unije
 To znak na izdelku ali embalaži kaže, da izdelka ne smete odložiti skupaj z drugimi gospodinjstvenimi odpadki. Odpadno opremo ste dolžni oddati na obdoločeno zbiranje mesta za recikliranje odpadov električnih in elektronskih opreme. Z ločenim zbiranjem in recikliranjem odpadne opreme ob odložitvi boste pomagali ohraniti naravno vire in zagotoviti, da bo odpadna oprema reciklirana tako, da se varuje zdravje ljudi in okolje. Več informacij o mestih, kjer lahko oddate odpadno opremo za recikliranje, lahko dobite na občini, v komunalnem podjetju ali trgovini, kjer ste izdelka kupili.

Kassering av förbrukningsmaterial, för hem- och privatvårdare i EU
 Produkt eller produktförpackning med det här symbolen får inte kasseras med vanligt hushållsaffall. I stället har du ansvar för att produkten lämnas till en behörig återvinningstjänst för hantering av ett elektrisk/elektronisk. Genom att lämna kasserade produkter till återvinning hjälper du till att bevara våra gemensamma naturresurser. Dessutom skyddas både människor och miljö när produkter återvinns på rätt sätt. Kontakta myndigheterna, återvinningstjänst eller butik där du har köpt den mer information om var du lämnat kasserade produkter för återvinning.

Изабрание на оборудване за отпадък от потребители в частни домакинства в Европейския съюз
 Този символ върху продукта или опаковката му показва, че продуктът не трябва да се изхвърля заедно с домашните отпадъци. Вие имате отговорност за изхвърляне оборудването за отпадък на отпадък, като по предпочитане на определено място за рециклиране на електрически или електронски оборудване за отпадък. Отделното събиране и рециклиране на оборудването за отпадък при използването му помага за запазването на природни ресурси и гарантира рециклирането, извършено така, че да не застрашава човешкото здраве и околната среда. За повече информация за къде можете да оставите оборудването за отпадък за рециклиране си свържете със съответния офис в града си, фирмата за събиране на отпадък или с магазин, от който сте закупили продукта.

Införutgående avskräpning av utrustning av användare i den privata sektorn i den Europeiska unionen
 Annet symbol på produkt eller på produktförpackning indikerar att produkt inte ska kasseras tillsammans med övrigt hushållsaffall. I stället ska produkten lämnas till en behörig återvinningstjänst för hantering av ett elektrisk/elektronisk. Genom att lämna kasserade produkter till återvinning hjälper du till att bevara våra gemensamma naturresurser. Dessutom skyddas både människor och miljö när produkter återvinns på rätt sätt. Kontakta myndigheterna, återvinningstjänst eller butik där du har köpt den mer information om var du lämnat kasserade produkter för återvinning.

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.

Restriction of hazardous substance (Ukraine)

Технічний регламент щодо обмеження використання небезпечних речовин (Україна)

Обладнання відповідає вимогам Технічного регламенту щодо обмеження використання деяких небезпечних речовин в електричному та електронному обладнанні, затвердженого постановою Кабінету Міністрів України від 3 грудня 2008 № 1057

Toxic and hazardous substance table (China)

有毒有害物质表						
根据中国《电子信息产品污染控制管理办法》						
零件描述	有毒有害物质和元素					
	铅	汞	镉	六价铬	多溴联苯	多溴联苯醚
外壳和托盘*	0	0	0	0	0	0
电线*	0	0	0	0	0	0
印刷电路板*	X	0	0	0	0	0
打印系统*	X	0	0	0	0	0
显示器*	X	0	0	0	0	0
喷墨打印机墨盒*	0	0	0	0	0	0
驱动光盘*	X	0	0	0	0	0
扫描仪*	X	X	0	0	0	0
网络配件*	X	0	0	0	0	0
电池板*	X	0	0	0	0	0
自动双面打印系统*	0	0	0	0	0	0
外部电源*	X	0	0	0	0	0

0: 指此部件的所有均一材质中包含的这种有毒有害物质, 含量低于SJ/T11363-2006 的限制
X: 指此部件使用的均一材质中至少有一种包含的这种有毒有害物质, 含量高于SJ/T11363-2006 的限制
注: 环保使用期限的参考标识取决于产品正常工作的温度和湿度等条件
*以上只适用于使用这些部件的产品

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.

California Perchlorate Material Notice

California Perchlorate Material Notice

Perchlorate material - special handling may apply. See: <http://www.dtsc.ca.gov/hazardouswaste/perchlorate/>

This product's real-time clock battery or coin cell battery may contain perchlorate and may require special handling when recycled or disposed of in California.

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 realizarse por 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 realtidsur- eller produktindstillinger og er beregnet til at holde i hele produktets levetid. Service på batteriet eller udforskning bør foretages af en uddannet servicetekniker.
Netherlands	Richtlijn batterijen voor de Europese Unie Dit product bevat een batterij die wordt gebruikt voor een juiste tijdsaanwijzing 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 reaalaja kella andmeühitsuse või toote sätete säilitamiseks. Aku on valmistatud kestma terve toote kasutusaja. Akut tohib hooldada või vahetada ainult kvalifitseeritud hooldustehnik.
Slovak	Euroopan unionin paristodirektiivi Tämä laite sisältää pariston, jota käytetään reaaliaikaisen kellon tietojen ja laitteen asetusten säilyttämiseen. Pariston on suunniteltu kestävänsä laitteen koko käyttöajan 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 ακεραιότητας των δεδομένων ρολογιού πραγματικού χρόνου ή των ρυθμίσεων προϊόντος και έχει σχεδιαστεί έτσι ώστε να διαρκέσει όσο και το προϊόν. Τυχόν απόπειρες επισκευής 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 kitartsa 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 laika pulksteņa vai produkta iestatījumu datu integritātes saglabāšanai, un tā ir paredzēta visam produkta dzīves ciklam. Jebkura apkošana 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. Przejąd 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 conservar ou substituir essa bateria deve ser realizada por um técnico qualificado.
Russian	Смeрница Еврoпeйскoй униoнe прo зaбoдчeдaниe с батeриями Тeнтo прoдyкт oбсaжyвae батeрию, кoтoрa слoжyт нa yчoвaниe спрaвныч yдaчoв чoдин рeднoгo чaсy aлeбo нaстaвeни вoрoбкy. Батeрия je oкoнчyвaнa тaк, aбы выдржaлa ceлy жeзнoтoт вoрoбкy. Aкoлoвeк пoкyс o oпрaвy aлeбo вoзмeнy батeрии бy мoл выкoнaт квaлификoвaнy сeрvisнy тeхник.
Slovenian	Directiva Evropske unije o baterijah in akumulatorjih 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 zamenjavo te baterije lahko izvede le pooblaščen tehnik.
Swedish	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 батeрии на Еврoпeйският съюз Този прoдyкт съдeржaвa батeрия, кoятo сe изпoлзвa зa пoддeржкa нa цeлoстa нa дaннитe нa чaсoвникa в рeалнo врeмe или нaстрoйкитe зa прoдyктa, създaнa нa издeлкa прeз цeлoтa жeзнoтa нa прoдyктa. Сeрвисът или зaмeнaтa нa батeриятa трeбa дa сe изпoрyчa oт квaлифицирaн тeхник.
Romanian	Directiva Uniunii 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 120 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](#)
- [Notice to users in Germany](#)
- [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 SDGOB-1201. This regulatory number should not be confused with the marketing name (HP ENVY 120 e-All-in-One series, etc.) or product numbers (CZ022A, 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.
------------------------	--

Notice to users in Germany

GS-Erklärung (Deutschland)

Das Gerät ist nicht für die Benutzung im unmittelbaren Gesichtsfeld am Bildschirmarbeitsplatz vorgesehen. Um störende Reflexionen am Bildschirmarbeitsplatz zu vermeiden, darf dieses Produkt nicht im unmittelbaren Gesichtsfeld platziert werden.

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:



For non-telecommunications products and for EU harmonized telecommunications products, such as Bluetooth® within power class below 10mW.

(continued)



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.

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 Mexico](#)
- [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

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

WARNING! Exposure to Radio Frequency Radiation The radiated output power of this device is below the Industry Canada radio frequency exposure limits. Nevertheless, the device should be used in such a manner that the potential for human contact is minimized during normal operation.

To avoid the possibility of exceeding the Industry Canada radio frequency exposure limits, human proximity to the antennas should not be less than 20 cm (8 inches).

Conformément au Règlement d'Industrie Canada, cet émetteur radioélectrique ne peut fonctionner qu'avec une antenne d'un type et d'un gain maximum (ou moindre) approuvé par Industrie Canada. Afin de réduire le brouillage radioélectrique potentiel pour d'autres utilisateurs, le type d'antenne et son gain doivent être choisis de manière à ce que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas celle nécessaire à une communication réussie.

Cet appareil est conforme aux normes RSS exemptes de licence d'Industrie Canada. Son fonctionnement dépend des deux conditions suivantes : (1) cet appareil ne doit pas provoquer d'interférences nuisibles et (2) doit accepter toutes interférences reçues, y compris des interférences pouvant provoquer un fonctionnement non souhaité de l'appareil.

AVERTISSEMENT relatif à l'exposition aux radiofréquences. La puissance de rayonnement de cet appareil se trouve sous les limites d'exposition de radiofréquences d'Industrie Canada. Néanmoins, cet appareil doit être utilisé de telle sorte qu'il soit mis en contact le moins possible avec le corps humain.

Afin d'éviter le dépassement éventuel des limites d'exposition aux radiofréquences d'Industrie Canada, il est recommandé de maintenir une distance de plus de 20 cm entre les antennes et l'utilisateur.

Notice to users in Mexico

Aviso para los usuarios de México

La operación de este equipo está sujeta a las siguientes dos condiciones: (1) es posible que este equipo o dispositivo no cause interferencia perjudicial y (2) este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

Para saber el modelo de la tarjeta inalámbrica utilizada, revise la etiqueta regulatoria de la impresora.

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。

Index

Symbols/Numerics

10 x 15 cm photo paper
specifications 46

A

after the support period 43

B

buttons, control panel 7

C

control panel

buttons 7

features 7

copy

specifications 47

customer support

warranty 43

E

envelopes

specifications 46

environment

Environmental product stewardship
program 47

environmental specifications 45

I

interface card 31, 32

L

labels

specifications 46

legal paper

specifications 46

letter paper

specifications 46

N

network

interface card 31, 32

P

paper

specifications 46

phone support 42

phone support period

period for support 43

photo paper

specifications 46

print

specifications 47

printer found screen, Windows 33

R

recycle

ink cartridges 48

regulatory notices

regulatory model identification

number 53

wireless statements 55

S

scan

scan specifications 47

security

network, WEP key 32

system requirements 45

T

technical information

copy specifications 47

environmental specifications 45

paper specifications 46

print specifications 47

scan specifications 47

system requirements 45

transparencies

specifications 46

W

warranty 43

