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HP OfficeJet Pro 6978

HP OfficeJet Pro 6978 All-in-One Wireless Color Printer

Instruction Manual

Model: OfficeJet Pro 6978 | Brand: HP

1. INTRODUCTION

The HP OfficeJet Pro 6978 is a versatile all-in-one wireless color printer designed for home offices and small workgroups. It offers printing, scanning, copying, and faxing capabilities with a focus on professional-quality color output and efficient operation. Key features include automatic two-sided printing and scanning, a color touchscreen, and mobile printing options.



Figure 1.1: HP OfficeJet Pro 6978 All-in-One Wireless Color Printer. This image shows the printer from a front-right angle, with a document being printed from the paper tray and the control panel displaying options.

2. WHAT'S IN THE BOX

Verify that all components are present in the packaging before proceeding with setup.

- HP OfficeJet Pro 6978 All-In-One Printer
- HP 902 Setup Black Instant Ink Ready OfficeJet Ink Cartridge
- HP 902 Setup Cyan Instant Ink Ready OfficeJet Ink Cartridge
- HP 902 Setup Magenta Instant Ink Ready OfficeJet Ink Cartridge
- HP 902 Setup Yellow Instant Ink Ready OfficeJet Ink Cartridge

Note: An Ethernet cable and a USB cable are not included and must be acquired separately if needed for wired connections.

3. SETUP GUIDE

3.1 Initial Hardware Setup

1. **Unpack the Printer:** Carefully remove the printer from its packaging. Remove all protective foam, plastic, and tape from the exterior and interior of the printer.
2. **Connect Power:** Plug the power cord into the printer and then into a wall outlet. Press the power button to turn on the printer.
3. **Install Ink Cartridges:** Open the ink cartridge access door. Insert the HP 902 setup ink cartridges into their corresponding slots. Follow the on-screen instructions on the printer's color touchscreen for proper installation and alignment.



Figure 3.1: The printer features a responsive color touchscreen for easy navigation and control of functions. This image shows a finger interacting with the touchscreen display, which shows options like Copy Document, Scan, and Photo.

3.2 Software and Network Setup

For optimal performance and to ensure all features are available, it is recommended to update the printer's firmware during the initial setup.

1. **Connect via Ethernet (Recommended for Initial Setup):** Temporarily connect the printer to your router using an Ethernet cable. This helps ensure a stable connection for firmware updates.
2. **Access HP Web Server:** Once connected, the printer will obtain an IP address. You can find this on the printer's display or by printing a network configuration page. Enter this IP address into a web browser on a computer connected to the same network.
3. **Update Firmware:** Navigate to the firmware update section within the HP Web Server interface. Download and install any available updates. This step is crucial to prevent potential Wi-Fi connectivity issues.
4. **Install Drivers:** On your computer, visit hp.com/setup. Follow the on-screen instructions to download and install the necessary drivers and software for your operating system. You can choose to install basic drivers or a full software suite.

5. **Configure Wireless Connection:** After the firmware update, you can configure the wireless connection. On the printer's touchscreen, navigate to the wireless setup menu. Select your Wi-Fi network and enter the password. Once connected, you may disconnect the Ethernet cable.



Figure 3.2: The printer supports wireless connectivity, allowing printing from various devices on the same network. This image shows the printer wirelessly connected to a laptop, with Wi-Fi symbols indicating the connection.

3.3 Mobile Device Setup

To print from your smartphone or tablet, download the HP ePrint app from your device's app store. The app will automatically detect and connect to your printer once both devices are on the same network. This enables printing from photos, web pages, email, and cloud services.



Figure 3.3: Print directly from your mobile devices such as smartphones and tablets. This image illustrates a smartphone and a tablet displaying documents, with Wi-Fi symbols connecting them to the printer.

4. OPERATING INSTRUCTIONS

The HP OfficeJet Pro 6978 offers a range of functions accessible via its color touchscreen and connected devices.



Print



Copy



Scan



Fax

Print, scan, copy & more

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Figure 4.1: The HP OfficeJet Pro 6978 is an all-in-one device capable of printing, copying, scanning, and faxing. This image shows the printer with icons representing its core functions: Print, Copy, Scan, and Fax.

4.1 Printing

- **Wireless Printing:** Print documents and photos wirelessly from your computer or mobile device connected to the same network.
- **Automatic Two-Sided (Duplex) Printing:** The printer supports automatic duplex printing, allowing you to save paper by printing on both sides of a page without manual intervention. This feature can be enabled in your printer settings on your computer.
- **Supported Media:** The printer handles various media types including plain paper, card stock, envelopes, glossy photo paper, high-resolution paper, and labels.
- **Supported Sizes:** Common paper sizes include A4, Letter, Legal, 4x6 in, 5x7 in, 10x15 cm, and 13x18 cm.
- **Print Quality:** Achieve professional-quality color prints with resolutions up to 1200 dpi for color and 4800 dpi for black and white.



Auto 2-sided printing

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Figure 4.2: The printer supports automatic two-sided printing, reducing paper consumption. This image shows a hand turning over a document that has been printed on both sides, highlighting the duplex feature.

4.2 Scanning

- **Scanner Type:** Features both a flatbed scanner for single pages and an Automatic Document Feeder (ADF) for multi-page documents.
- **Automatic Two-Sided (Duplex) Scanning:** The ADF supports two-sided scanning, allowing you to scan both sides of a document in a single pass, significantly speeding up document digitization.
- **Scan to Email:** Utilize the scan to email function for convenient sharing of scanned documents directly from the printer.
- **Scan Quality:** Produces high-quality scans suitable for various purposes.

4.3 Copying

- **Two-Sided Copying:** The printer supports two-sided copying using the ADF, enabling efficient duplication of double-sided originals.
- **Copy Speed:** Capable of copying up to 30 pages per minute (ppm) for black and white documents.
- **Max Copies:** Up to 99 copies can be made per run.

4.4 Faxing

- The HP OfficeJet Pro 6978 includes full fax functionality.
- It can be configured to work on a dedicated fax line or shared with a regular telephone line.
- Sending faxes is a straightforward process managed through the printer's control panel.

5. MAINTENANCE

5.1 Ink Cartridge Management

- The printer uses four separate ink cartridges: Black, Cyan, Magenta, and Yellow (HP 902 series). This allows for replacement of individual colors as they run out.
- Only use original HP ink cartridges with original HP chips or circuitry. The printer is designed to block cartridges using non-HP chips.
- Consider enrolling in HP Instant Ink for automatic ink delivery to ensure you never run out.

HP Instant Ink
Never run out and save up to 50%
Get ink, plus hassle-free delivery and recycling—all starting at \$0.99 a month.

The image shows a smartphone displaying the HP Instant Ink app interface. The app shows a 'Summary' section with a printer icon and 'Estimated Supply Levels'. Below that is a 'Status' section for an 'HP Printer' which is 'Online'. It includes a 'Monthly Summary' for June 1 - June 30, showing a '100 Page Plan' with '75 Total' pages used, leaving '75 out of 100' pages remaining. A circular progress indicator shows '75 out of 100'. There are also buttons for 'Printer Details', 'Replace Printer', and 'View F...'. In the foreground, there are two ink cartridges: a pink 'Tri-color Ink Cartridge' and a black 'Black Ink Cartridge'. To the left is a cardboard box with the HP logo and the text 'instant ink NEVER RUN OUT'.

Figure 5.1: HP Instant Ink ensures you receive new cartridges before you run out, with hassle-free delivery and recycling. This image shows HP Instant Ink cartridges and packaging, alongside a smartphone displaying an ink supply level summary.

5.2 Paper Loading

- Load paper into the main input tray. Ensure the paper guides are adjusted to fit the paper size snugly to prevent jams.
- The maximum input sheet capacity is 225 sheets.

6. TROUBLESHOOTING

6.1 Printer Goes Offline

If your printer frequently goes offline or loses its wireless connection, the issue may be related to your network router rather than the printer itself. Consider the following steps:

- **Router Check:** Ensure your router is up-to-date and functioning correctly. Older or less powerful routers may struggle with maintaining stable connections for multiple devices.
- **Firmware Update:** As mentioned in the setup guide, ensure the printer's firmware is updated to the latest version. This can resolve known connectivity bugs.
- **Network Interference:** Reduce potential interference by placing the printer closer to the router or away from other electronic devices that emit radio frequencies.
- **Restart Devices:** Power cycle your printer, router, and computer. Turn them off, wait a minute, and then turn them back on in sequence (router first, then printer, then computer).

6.2 Print Quality Issues (e.g., No Black Ink)

If the printer is not printing certain colors or producing poor quality output:

- **Check Ink Levels:** Verify ink levels through the printer's touchscreen or the HP software on your computer. Replace any empty or low cartridges.
- **Use Original HP Ink:** Ensure you are using genuine HP ink cartridges. Non-HP cartridges or those with non-HP chips may be blocked by the printer's firmware.
- **Clean Printheads:** Perform a printhead cleaning cycle through the printer's maintenance menu.
- **Align Printheads:** Run a printhead alignment process if print quality issues persist after cleaning.

7. SPECIFICATIONS

Feature	Detail
Product Dimensions	15.35"D x 18.26"W x 9"H
Item Weight	17.9 pounds
Connectivity Technology	Ethernet, USB, Wi-Fi
Printing Technology	Inkjet
Printer Output	Color
Max Print Speed (Monochrome)	20 ppm
Max Print Speed (Color)	11 ppm
Maximum Color Print Resolution	1200 dpi
Maximum Black and White Print Resolution	4800 dpi
Dual-sided printing	Yes (Automatic)
Scanner Type	Flatbed, ADF
Max Input Sheet Capacity	225
Max Copy Speed (Black & White)	30 ppm
Maximum copies per run	99
Ink Color	Magenta, Yellow, Black, Cyan
Power Consumption (On-mode)	220 watts
Control Method	Voice, Color Touchscreen
Compatible Devices	Laptops, PC, Smartphones

8. WARRANTY AND SUPPORT

8.1 Warranty Information

The HP OfficeJet Pro 6978 All-in-One Wireless Color Printer comes with **one-year limited hardware warranty**. This warranty covers defects in materials and workmanship under normal use.

8.2 Customer Support

For technical assistance, troubleshooting, or warranty claims, HP provides **24-hour, 7 days a week Web support**. Please visit the official HP support website for detailed information and contact options.

For additional resources and support, you can visit the official HP website: www.hp.com