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HP 5000

HP Smart-Tank 5000 Wireless All-in-One Printer

User Manual

Model: 5000 | Brand: HP

1. Product Overview

The HP Smart-Tank 5000 is a versatile All-in-One Ink-Tank Printer designed for home and home office use, offering print, copy, and scan functionalities. It features a high-capacity ink tank system for cost-effective, high-volume printing and wireless connectivity for convenient operation.



Image: Front view of the HP Smart-Tank 5000 printer, showcasing its compact design and the included ink bottles for refilling.

Key Components

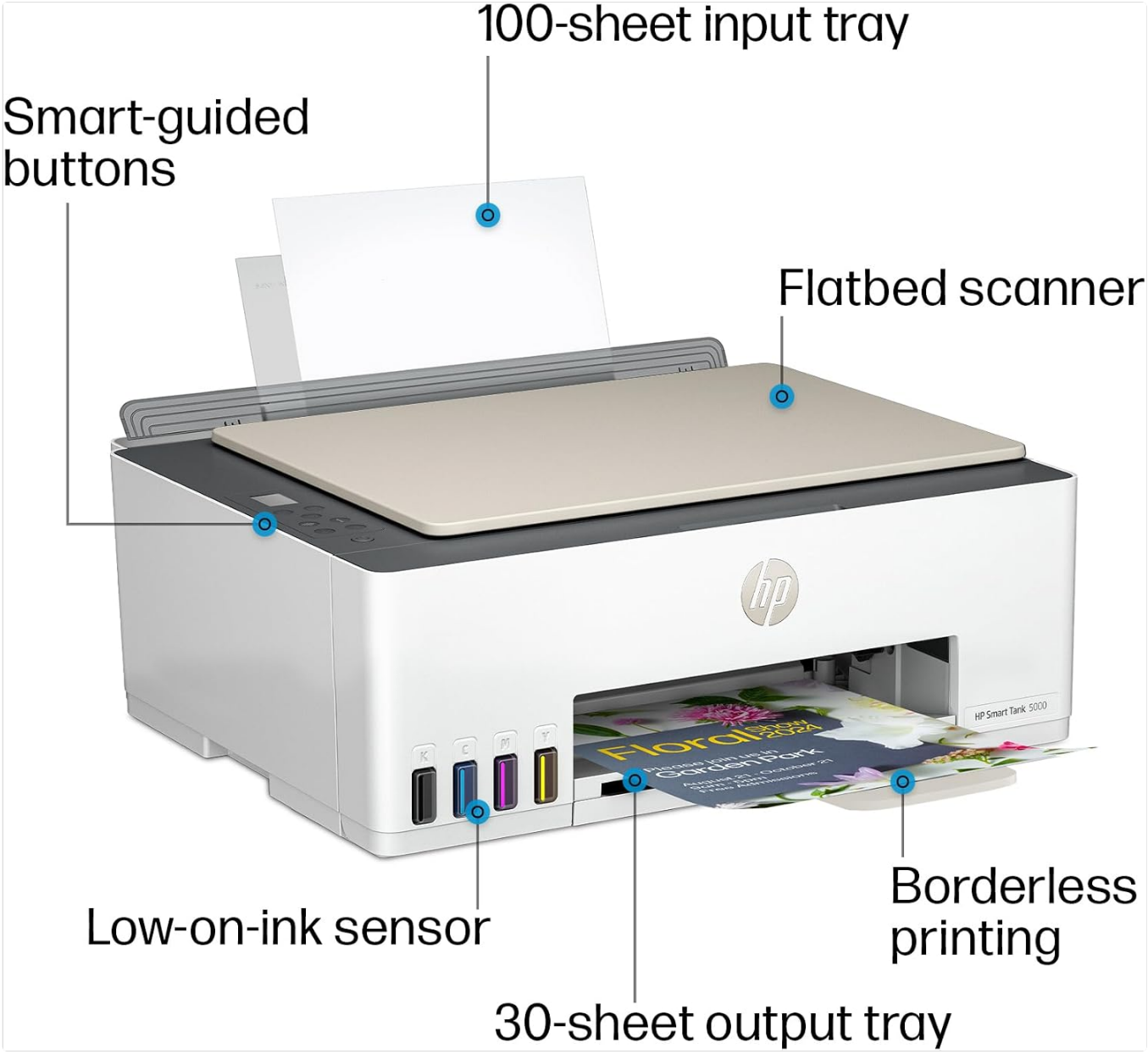


Image: Labeled diagram highlighting key components of the HP Smart-Tank 5000, including the 100-sheet input tray, flatbed scanner, smart-guided buttons, low-on-ink sensor, 30-sheet output tray, and borderless printing capability.

- **Input Tray:** Holds up to 100 sheets of paper.
- **Output Tray:** Holds up to 30 sheets of printed paper.
- **Flatbed Scanner:** For scanning and copying documents.
- **Ink Tanks:** Visible tanks for Black, Cyan, Magenta, and Yellow ink.
- **Smart-Guided Buttons:** Intuitive control panel for various functions.
- **Low-on-Ink Sensor:** Provides visual indication of ink levels.

2. Setup Guide

2.1 Unboxing and Initial Preparation

1. Carefully remove the printer and all components from the packaging.
2. Remove all protective tapes and packing materials from the printer exterior and interior.

3. Place the printer on a stable, flat surface.

2.2 Filling the Ink Tanks

The HP Smart-Tank 5000 uses a mess-free ink refill system. Ensure you match the ink bottle color to the corresponding tank.



Image: A hand demonstrating the mess-free ink refilling process by inserting an ink bottle into the designated ink tank on the HP Smart-Tank printer.

1. Open the ink tank cover.
2. Open the cap of the ink tank you wish to fill.
3. Uncap the corresponding ink bottle and invert it into the tank's inlet. The ink will flow automatically until the tank is full.
4. Once full, remove the bottle, recap the ink tank, and close the ink tank cover.
5. Repeat for all ink colors (Black, Cyan, Magenta, Yellow).



Image: Close-up view of the HP Smart-Tank 5000's ink tanks, showing the transparent design for easy monitoring of ink levels and the low-on-ink sensor indicator.

2.3 Installing Printheads

Install the black and tri-color printheads as instructed in the setup guide included with your printer. Ensure they are securely seated.

2.4 Power Connection

Connect the power cord to the printer's power port and then to a wall outlet. Press the power button to turn on the printer.



Image: Rear view of the HP Smart-Tank 5000 printer, clearly showing the USB 2.0 port for PC connection and the power input port.

2.5 Software and Wireless Setup

Download the HP Smart App on your mobile device or computer for guided setup and full functionality. The app will assist with connecting the printer to your wireless network.



Image: The HP Smart-Tank 5000 printer in a home office setting, illustrating its self-healing Wi-Fi capability that automatically detects and resolves connectivity issues.

- Ensure your device is connected to the Wi-Fi network you want the printer to join.
- Open the HP Smart App and follow the on-screen instructions to add your new printer.
- The printer features self-healing Wi-Fi to maintain a stable connection.

3. Operating Instructions

3.1 Printing Documents and Photos

You can print from various devices using the HP Smart App or direct wireless connection.

Which HP Smart Tank is right for you?

	 5000	 6001	 7301
Perfect for	Home	Home	Home/**biz**
Functions	Print, scan, copy	Print, scan, copy	Print, scan, copy
Print speed (up to)	10 ppm black/ 5 ppm color	**12** ppm black/ **7** ppm color	**15** ppm black/ **9** ppm color
Auto 2-sided printing		√	√
Ethernet			√
Auto-document feeder			√

Image: A user initiating a print job remotely using the HP Smart app on a mobile phone, with the HP Smart-Tank 5000 printer in the background.

- Load paper into the input tray.
- Open the document or photo on your device.
- Select the print option and choose your HP Smart-Tank 5000 printer.
- Adjust print settings (e.g., paper size, quality, color/grayscale) as needed.
- Confirm the print job.

The printer supports borderless printing for photos and other media.

3.2 Copying Documents

Use the flatbed scanner to make copies.



Image: A close-up of the HP Smart-Tank 5000's control panel, showing the smart-guided buttons for various functions like Wi-Fi, information, and copy.

1. Place the document face-down on the scanner glass.
2. Close the scanner lid.
3. On the printer's control panel, press the Copy button (usually indicated by two overlapping rectangles).
4. You can select color or black & white copy options if available on the control panel.

3.3 Scanning Documents

Scan documents to your computer or mobile device using the HP Smart App.

1. Place the document face-down on the scanner glass.
2. Open the HP Smart App on your device.
3. Select the Scan option within the app.
4. Adjust scan settings (e.g., resolution, file type, destination) as desired.
5. Initiate the scan. The scanned document will be saved to your chosen location.

4. Maintenance

4.1 Monitoring Ink Levels

The transparent ink tanks allow for easy visual monitoring of ink levels. The low-on-ink sensor on the control panel will also indicate when a tank is running low, prompting you to refill.

4.2 Cleaning the Printer

- **Exterior:** Wipe the exterior of the printer with a soft, lint-free cloth. Do not use abrasive cleaners.
- **Scanner Glass:** Clean the scanner glass with a soft cloth lightly dampened with glass cleaner. Avoid spraying cleaner directly onto the glass.
- **Printhead Cleaning:** If print quality degrades (e.g., streaks, faded colors), perform a printhead cleaning cycle through the HP Smart App or the printer's control panel settings. Refer to the HP Smart App for detailed instructions.

5. Troubleshooting

This section addresses common issues you might encounter with your HP Smart-Tank 5000 printer.

5.1 Connectivity Issues

- **Printer Offline:** Ensure the printer is powered on and connected to your Wi-Fi network. Check your router and network settings. The printer's self-healing Wi-Fi should attempt to re-establish connection automatically.
- **Cannot Connect to Wi-Fi:**
    a. Press and hold the Information button for 3 seconds until all buttons are lit.
    b. Then, press and hold the Wi-Fi and Cancel (red X) buttons simultaneously for 3 seconds. The Power button will blink, indicating setup mode.
    c. Open the HP Smart App on your phone (ensure your phone is on the same Wi-Fi network) and follow the "Add Printer" steps.

5.2 Print Quality Problems

- **Faded or Streaky Prints:** Check ink levels and refill if necessary. Perform a printhead cleaning cycle via the HP Smart App.
- **Incorrect Colors:** Ensure you have filled the correct ink colors into their respective tanks. Perform a printhead alignment if colors appear misaligned.

5.3 Paper Jams

- Turn off the printer and carefully remove any jammed paper from the input tray, output tray, or inside the printer. Refer to the printer's internal diagrams for access points.

- Ensure paper is loaded correctly and not overloaded.

5.4 Printer Unresponsive / Error Lights Blinking

- Try power cycling the printer: turn it off, unplug it from the wall, wait 30 seconds, then plug it back in and turn it on.
- If specific error codes or patterns of blinking lights appear, consult the HP Smart App or the HP support website for detailed explanations and solutions.

6. Specifications

Feature	Detail
Product Dimensions	17.11"D x 6.19"W x 14.23"H
Item Weight	11.09 pounds
Connectivity Technology	Wireless (Self-healing Wi-Fi), USB 2.0
Printing Technology	HP Thermal Inkjet
Max Print Speed (Monochrome)	10 ppm
Max Print Speed (Color)	5 ppm
Max Input Sheet Capacity	100 sheets
Output Sheet Capacity	30 sheets
Scanner Type	Flatbed
Maximum Color Print Resolution	Up to 4800 x 1200 optimized dpi color
Included Ink Bottles	HP 32XL Black (135ml), HP 31 Cyan (50ml), HP 31 Magenta (50ml), HP 31 Yellow (50ml)
Compatible Cartridge	HP 32XL 135-ml Black Original Ink Bottle 1VV24AN; HP 31 Cyan Original Ink Bottle 1VU26AN; HP 31 Magenta Original Ink Bottle 1VU27AN; HP 31 Yellow Original Ink Bottle 1VU28AN.
Special Features	Network-Ready, Energy Star, Refillable Ink Tank, Auto Power On, Borderless Printing

7. Warranty and Support

7.1 Product Warranty

The HP Smart-Tank 5000 printer comes with a limited warranty. Please refer to the warranty flyer included in your product packaging for specific terms and conditions, including coverage duration and limitations.

7.2 Customer Support

For further assistance, technical support, or to order replacement parts and ink, please visit the official HP support website or use the HP Smart App. The HP Smart App provides access to troubleshooting guides, FAQs, and direct contact options for support.

Note: Always refer to the latest information available on the official HP website for the most up-to-date support resources and contact details.

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Ask a question about this manual

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

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Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question

Answered questions about this manual

Why is my HP Smart Tank 5000 printer saying it needs attention and flashing an E3 error code?

On the HP Smart Tank 5000, an E3 error code typically indicates a carriage jam. This means the printhead

carriage inside the printer is stuck or obstructed. To resolve this issue, please follow these...

Read full answer

Why is my HP Smart-Tank 5000 printer saying it needs attention and flashing an E3 error code?

On HP printers like the Smart-Tank 5000, an E3 error typically indicates a carriage jam. This means the printhead carriage is stuck or cannot move freely across the width of the printer. To resolve...

Read full answer

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