HP 2855e

HP DeskJet 2855e All-in-One Printer User Manual

Model: 2855e | Brand: HP

1. INTRODUCTION

The HP DeskJet 2855e is a versatile all-in-one printer designed for home use, offering printing, scanning, and copying functionalities. It features wireless connectivity for convenient use across multiple devices.

Key Features

- Color printing, copying, and scanning capabilities.
- 60-sheet input tray for standard paper capacity.
- Built-in Wi-Fi 802.11b/g/n for reliable wireless printing.
- Compatible with the HP Smart app for mobile printing and management.
- Designed for ease of use and compact home environments.

2. WHAT'S IN THE BOX

Upon unboxing your HP DeskJet 2855e, ensure all the following components are present:

- HP DeskJet 2855e All-in-One Printer
- HP 67 Setup Black Ink Cartridge
- HP 67 Setup Tri-color Ink Cartridge
- Power Cord
- Regulatory flyer
- Setup guide
- Reference guide

Image: The HP DeskJet 2855e printer shown with its included accessories: a power cord and two HP 67 ink cartridges (black and tri-color).

3. SETUP GUIDE

3.1 Initial Setup

1. **Unpack the Printer:** Remove the printer from its packaging and remove all protective tapes and packing materials.
2. **Connect Power:** Plug the power cord into the printer and then into a wall outlet.
3. **Install Ink Cartridges:** Open the ink cartridge access door. Wait for the carriage to move to the center. Install the HP 67 Black and Tri-color ink cartridges into their respective slots. Close the access door.
4. **Load Paper:** Extend the input tray and load plain white paper. Adjust the paper guides to fit the paper size.

Image: A front view of the HP DeskJet 2855e printer, illustrating the paper input tray and the overall compact design.

3.2 Wireless Setup (Recommended)

For the easiest setup and full functionality, use the HP Smart app:

1. **Download HP Smart App:** On your smartphone or computer, download the HP Smart app from your device's app store (e.g., Apple App Store, Google Play Store, Microsoft Store).

2. **Open HP Smart App:** Follow the on-screen instructions in the app to add your new printer. The app will guide you through connecting the printer to your Wi-Fi network.

3. **Wi-Fi Compatibility:** The printer is compatible with 2.4 GHz Wi-Fi networks. Ensure your device is connected to a 2.4 GHz network during setup if you have a dual-band router.

In the box

HP DeskJet 2855e All-in-One

Power cord

Original HP 67 Ink Cartridges
Black, Tri-color

Image: The HP DeskJet 2855e printer positioned beside a smartphone, demonstrating the integration with the HP Smart app for mobile printing and control.

3.3 USB Connection (Optional)

If wireless setup is not preferred, you can connect the printer directly to your computer using a USB 2.0 cable (not included).

1. **Power Off Computer:** Ensure your computer is turned off.
2. **Connect USB Cable:** Plug one end of the USB cable into the printer's USB 2.0 port (located at the back) and the other end into your computer.
3. **Disable Printer Wi-Fi:** Turn off the printer's Wi-Fi button.
4. **Power On Computer:** Turn on your computer. The operating system should detect the printer and prompt for driver installation. You may need to manually add the printer through your computer's settings and select the appropriate Windows driver.

Image: A rear view of the HP DeskJet 2855e printer, highlighting the USB 2.0 port for direct connection to a PC.

4. OPERATING INSTRUCTIONS

4.1 Printing

To print documents or photos:

- Ensure the printer is powered on and connected to your network or computer.
- Open the document or image you wish to print on your computer or mobile device.
- Select the print option (usually File > Print).
- Choose the HP DeskJet 2855e from the list of available printers.
- Adjust print settings such as paper size, orientation, and print quality as needed.
- Click 'Print'.

4.2 Scanning

To scan documents or photos:

- Place the document or photo face-down on the scanner glass, aligning it with the guide.
- Open the HP Smart app on your device or use your computer's scanning software.
- Select the 'Scan' option.
- Choose scan settings such as resolution, color mode, and destination folder.
- Click 'Scan'. The scanned image will be saved to your specified location.

4.3 Copying

To make copies:

- Place the original document face-down on the scanner glass.
- On the printer's control panel, press the Black Copy button for a black and white copy or the Color Copy button for a color copy.
- To make multiple copies, press the respective copy button multiple times for the desired number of copies.
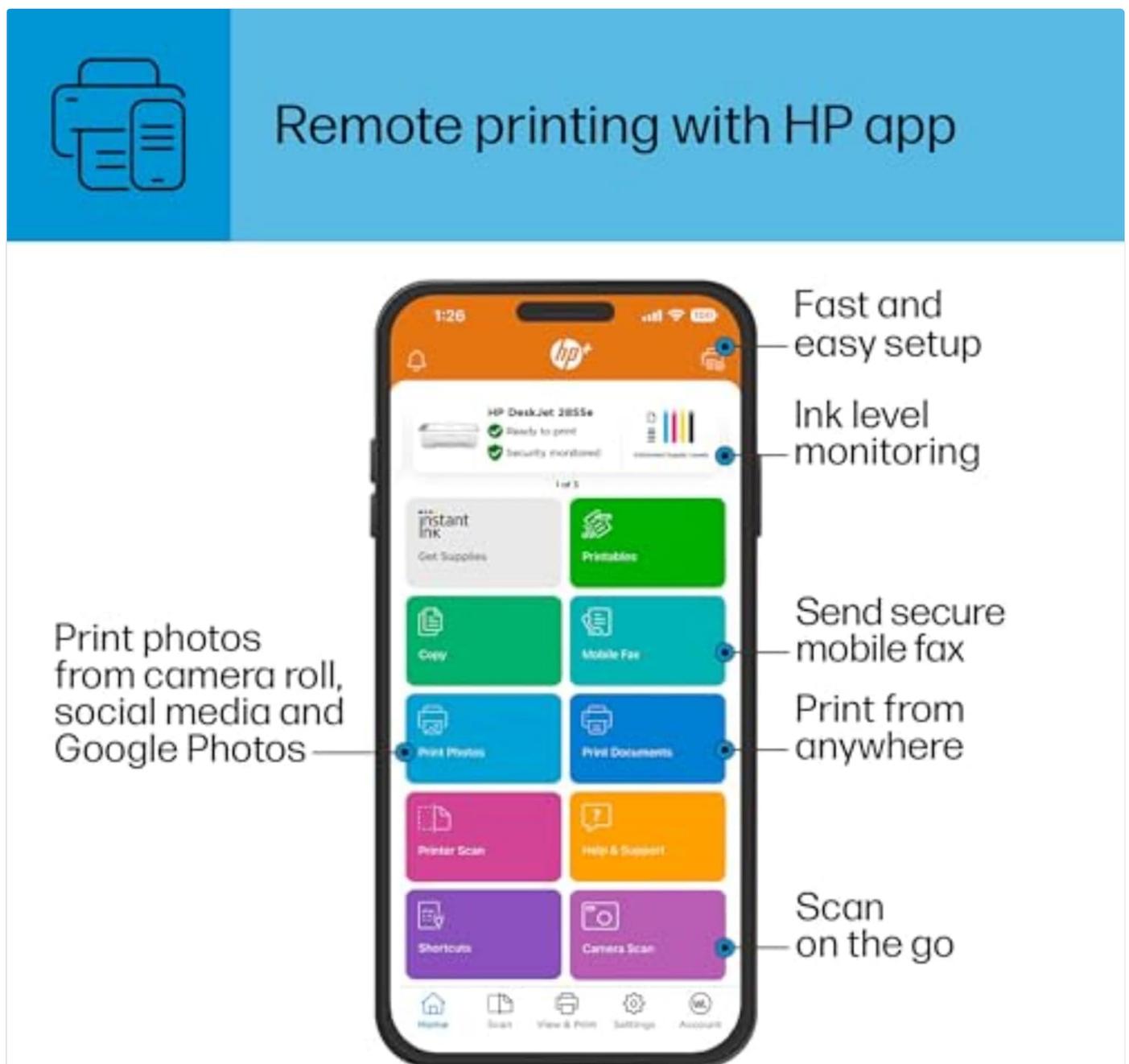

Image: A detailed view of the HP DeskJet 2855e's control panel, showing the power button, Wi-Fi indicator, information button, and copy buttons.

5. MAINTENANCE

5.1 Replacing Ink Cartridges

When an ink cartridge is low or empty, the printer will indicate this. Replace cartridges as follows:

1. Ensure the printer is on.
2. Open the ink cartridge access door. The carriage will move to the center.
3. Gently press down on the old cartridge to release it, then pull it out of its slot.
4. Remove the new HP 67 ink cartridge from its packaging. Be careful not to touch the copper-colored contacts or ink nozzles.
5. Slide the new cartridge into its corresponding slot until it clicks into place.
6. Close the ink cartridge access door.

5.2 Cleaning the Printer

Regular cleaning helps maintain print quality and printer longevity:

- **Exterior:** Wipe the exterior of the printer with a soft, lint-free cloth. Do not use abrasive cleaners.
- **Scanner Glass:** Use a soft cloth lightly dampened with glass cleaner to clean the scanner glass. Avoid spraying cleaner directly onto the glass.
- **Printhead Cleaning:** If print quality issues arise (e.g., streaks, faded colors), use the HP Smart app or printer software to perform a printhead cleaning cycle.

6. TROUBLESHOOTING

This section addresses common issues you might encounter with your HP DeskJet 2855e printer.

6.1 Printer Not Connecting to Wi-Fi

- **Check Router Band:** Ensure your Wi-Fi router is broadcasting on the 2.4 GHz band, as the printer is primarily compatible with this frequency. While some users report success on 5 GHz, 2.4 GHz is officially supported.
- **Router Proximity:** Move the printer closer to the wireless router to improve signal strength.
- **Restart Devices:** Restart your printer, router, and the device you are trying to print from.
- **HP Smart App:** Use the HP Smart app for guided troubleshooting and connection assistance.
- **Public Networks:** Note that the HP Smart app may not allow connection to public Wi-Fi networks (e.g., university dorms) due to security protocols. Consider using a mobile hotspot or a direct USB connection in such cases.

6.2 Print Quality Issues (Streaks, Fading, Incorrect Colors)

- **Check Ink Levels:** Verify ink levels through the HP Smart app or the printer's control panel. Replace any low or empty cartridges.
- **Clean Printheads:** Perform a printhead cleaning cycle using the HP Smart app or printer software.
- **Align Printheads:** If cleaning doesn't resolve the issue, try aligning the printheads through the printer software.
- **Use Genuine HP Ink:** This printer is designed to work only with cartridges containing HP chips or circuitry. Using non-HP cartridges may result in print quality issues or printer malfunction.

6.3 Paper Jams

- **Clear Paper Path:** Carefully remove any jammed paper from the input tray, output tray, and inside the printer. Pull paper slowly to avoid tearing.
- **Check Paper Loading:** Ensure paper is loaded correctly in the input tray and that paper guides are snug against the paper stack without being too tight.
- **Use Recommended Paper:** Use paper that meets the printer's specifications to prevent jams.

7. TECHNICAL SPECIFICATIONS

Feature	Specification
Product Dimensions	11.97"D x 16.7"W x 6.06"H
Item Weight	7.55 pounds
Printer Media Size Maximum	3 x 5 to 8.5 x 14 in
Print Media Types	Envelopes, Plain Paper, Glossy Photo Paper
Scanner Type	Flatbed
Max Input Sheet Capacity	60 sheets
Max Copy Speed (Black & White)	7.5 ppm
Maximum Color Print Resolution	4800 x 1200 dpi
Maximum Black and White Print Resolution	600 dpi
Dual-sided Printing	Manual Duplex
Connectivity Technology	Single-band Wi-Fi, USB 2.0
Ink Color	Black, Cyan, Magenta, Yellow
Compatible Cartridge	HP 67
Memory Storage Capacity	64 MB
Model Series	2855e
UPC	196337380097

8. WARRANTY AND SUPPORT

8.1 Warranty Information

The HP DeskJet 2855e typically comes with a standard manufacturer's warranty. For specific details regarding the duration and coverage of your warranty, please refer to the documentation included with your printer or visit the official HP support website. Extended protection plans may also be available for purchase.

8.2 Customer Support

For technical assistance, troubleshooting beyond this manual, or inquiries about your printer, please contact HP Customer Support through their official website or designated support channels. Have your printer's model number (2855e) and serial number ready when contacting support.

You can also find additional resources, drivers, and software updates on the official HP support website: