HP ENVY Photo 7855 Printer - Instructions

STEP 1: UNPACK REPLACEMENT PRINTER.

1. Find Pre-Paid Label inside the box (Orange envelope) to return original printer.

2. Remove bag, open the access door and remove all tape and cardboards, save them to return original printer.

3. Open scanner lid and remove glass protective foam. Save it to return original printer.

4. A: Pull out the Paper tray.
   B: Remove tape and push the photo tray to get access to main tray.
   C: Remove tape of main tray. Save them to return original printer.

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1. Turn the ORIGINAL printer on, lift the access door, wait for the carriage to stop and remove ink cartridges.

2. Remove Ink Cartridges. Save them for replacement printer.

INSTANT INK CUSTOMERS ONLY: Used Instant Ink cartridges will not work in your replacement printer.

3. Turn the ORIGINAL printer off. Disconnect power cord. Save it to use with the REPLACEMENT printer.

4. Place the cardboard from the REPLACEMENT printer into the ORIGINAL printer. Close the lid.

5. Open the scanner lid, place the glass protector on top and close scanner lid.
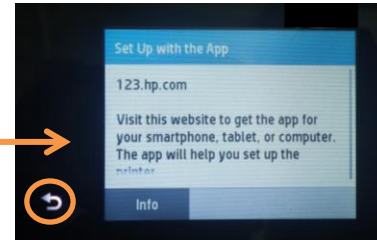
HP ENVY Photo 7855 Printer - Instructions

STEP 3: INSTALL REPLACEMENT.

INSTANT INK CUSTOMERS ONLY: *The new Instant Ink cartridges that came with your replacement printer will only work if you enroll the new printer in Instant Ink. If you do not wish to enroll, call HP at 1 855 785 2777.*

1. Connect power cord, using the power cord from Original printer.

2. Power on the replacement printer. Press BACK until you are able to select Language and Country / Region and then follow instructions from display to complete the setup process.

3. When instructions require cartridges, use the cartridges of the original printer. Push the cartridges until they snap in place.
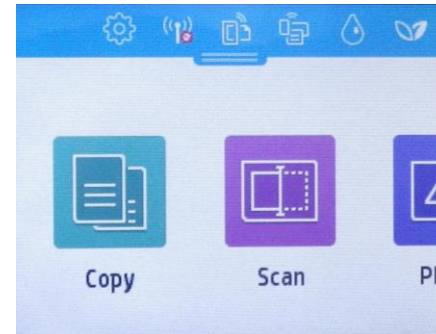
4. Use white paper for alignment. Wait until alignment sheet prints out. When above screen appears, the printer is ready to use.

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STEP 4a: CONNECT PRINTER – NON-INSTANT INK CUSTOMERS WITH PREVIOUSLY-INSTALLED SOFTWARE

Follow step 4a only if BOTH are true: 1) you are NOT an Instant Ink customer; 2) you have previously installed HP printer software on your computer.

Windows	Mac ONLY
1. Open the HP software: **Windows XP, Vista, and 7:** a) Click **Start** b) Select **Programs** or **All Programs**. c) Click **HP**. d) Select the printer model. e) Click **Printer Setup & Software**. **Windows 8/8.1:** a) Launch the Printer Software from the Start screen (using the icon for your printer model), or from the tile named for your printer. b) Select **Tools** on the top of the **Printer Software** screen. c) Select **Device Setup & Software**. **Windows 10:** a) On the computer desktop, click **Start** and then click on **All apps**. b) Scroll down and click the **HP** folder, and then select your printer name. 2. Click **Connect a new printer**, then follow the onscreen instructions. Device Setup & Software Use the options below to add or change device connections or software. Connect a new device Click this link to connect a new device to this computer using a USB cable or over a network.	**For a network connection:** Make sure the exchange printer is connected to your network. Then follow steps 1 thru 5 below. **For a USB connection:** Connect one end of the USB cable to the exchange printer and the other end to the computer. Then follow steps 1 thru 5 below. 1. Choose **System Preferences** from the **Apple** menu, click **Print & Scan** or **Printers & Scanners**. Select the original printer, and the click (-) to delete the original printer. 2. Next click +, and then select **Add Printer**. 3. Find your printer in the list, with **Bonjour** or **Bonjour Multifunction** or **USB** as the kind, and then select the printer. 4. From the **Use** pop-up menu, choose your printer model name. 5. Click the **Add** button.
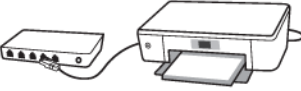
3. Click **Wireless, Ethernet** or **USB**, and then follow the onscreen instructions to complete the setup.

4. Click **Start**, and go to **Control Panel / Devices and Printers** folder. Note: The exchange printer is labeled as HP ENVY Photo 7800 (Copy 1). The original HP ENVY Photo 7800 icon that you are replacing will appear in gray.
5. Right click on the original HP ENVY Photo 7800 printer icon and select **Remove device**.

HP ENVY Photo 7855 Printer - Instructions

STEP 4b: CONNECT PRINTER – INSTANT INK CUSTOMERS OR NO PREVIOUSLY-INSTALLED SOFTWARE.
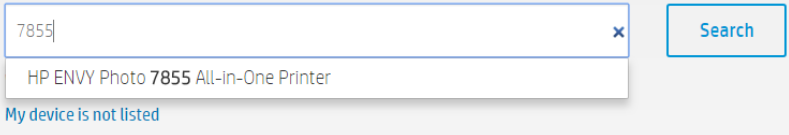
Follow step 4b if EITHER are true: 1) you are or want to be an Instant Ink customer; 2) You did NOT previously install HP printer software.

WINDOWS or MAC

ALL INSTANT INK CUSTOMERS

Make sure to opt in for Web Services if you want to enroll in HP Instant Ink!

1. Go to 123.hp.com.
2. Enter the model number (**7855**) of your printer and click **Begin**. The model number is on the front of the printer.

Enter your HP ENVY, OfficeJet, or DeskJet model number.

| 7855 | × | Search |

HP ENVY Photo **7855** All-in-One Printer

My device is not listed

3. Click the blue **Download** button, then click **Run** (or download and run the file according to your browser prompts).

Click **Download** to get the recommended software for your printer.

Download

4. If you are prompted for a **Printer Setup Environment**, make sure to choose **Self-Managed**, unless you are instructed otherwise by IT professionals.
5. When you are prompted to activate HP Instant Ink services, select **Yes, Activate**.
6. Go to the instructions on the next page to enroll in HP Instant Ink.

STEP 5: HP Instant Ink Customer Only: ENROLL IN HP INSTANT INK

1. If you want to enroll this replacement Printer in HP Instant Ink, follow the prompts to activate the service and choose a plan.
   Important: If your original printer was enrolled in HP Instant Ink, you may have received an email from HP with an enrollment key. If HP sent you an enrollment key make sure to enter it on the page where you choose a plan.

2. When you are prompted to 'Create an Account', look for the link to 'Sign In' instead. You can sign in with the email and password you used for your original printer. Then your billing and shipping information will be filled in from your original account. If you were not previously an Instant Ink customer, create an account.

3. Review your order, and then click **Enroll**.

4. If you see an instruction to claim your printer, enter the printer claim code from the "Make the Most of Your Printer" sheet that printed during initialization.

5. On the page that opens when your enrollment is complete, make sure to click the link to view your account page. You can also visit your account page at any time at *hpinstantink.com/sign in*. On your account page you can check your regular, rollover, and additional pages, change your address or payment card, see when cartridges have been shipped, and view or change other features of your account.

6. **IMPORTANT:** On your account page, make sure to cancel your original printer enrollment. If you have more than one enrolled printer, you will see a printer pulldown menu at the top of the status section on the account page. If your original printer still appears on this list, follow these steps:
   a. Select the ORIGINAL printer in the menu at the top of the account page.
   b. In the **My Account** area, click **Change Plan**.
   c. Click **Cancel Enrollment**.
   d. Click **Next**, and then **Cancel Enrollment** to confirm your cancellation request.

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**STEP 6:** SHIP ORIGINAL PRINTER BACK TO HP

IMPORTANT – Please ship your original product within ten (10) calendar days, after receiving the replacement product. If the original product is not received within seventeen (17) days after you received the product you may be billed the cost of the replacement. Be aware that HP receives the product 5 to 7 days after you deliver it to the courier. Your collateral is released once HP receives the product, not when the courier receives it. This does not apply to customers who mailed their product directly to the service center prior to receiving this replacement product.

1. Use the tapes and cardboards saved in STEP 1, to secure the printer.

2. Use the bag and place the printer inside.
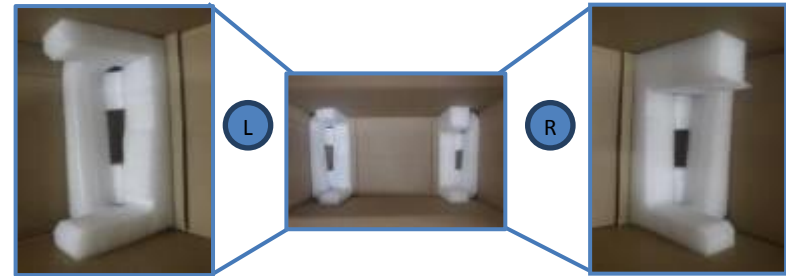
3. Place the foams at the bottom of the box as shown (notice each side).

4. Place the printer inside the box.

5. Place the top foams then the top cardboard, as in the image.

6. Seal the box with tape. Place Pre-Paid return label <u>over</u> the original shipping label.

What if the printer does not fit in the box? If the product you are returning does not fit in the box, use the bag to cover it, place it in a box that does fit, secure it with any packaging material you have at hand, and use the Pre-paid return label to ship it back to HP.

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Visit us online. Go to http://support.hp.com to access warranty support including troubleshooting tips, diagnostic tools, software and drivers, product information, and how-to videos. Support options like chat and forums are also accessible from this website.

Terms and Conditions.
Your replacement product is backed by your original HP warranty.
We will continue to offer you a variety of service and support options to meet your needs both during and after your warranty has expired.

LIMITED WARRANTY ON EXCHANGE SERVICE

WHAT IS COVERED
This replacement is warranted by HP Inc. for the greater of (i) the reminder of the original product warranty period, or (ii) a period of ninety (90) days from the date of replacement.
During this warranty period, HP Inc. will correct any defects in materials or workmanship used in the repair.
This Limited Ninety (90) Day Warranty does not alter the duration of the original product manufacturing warranty which is based upon the purchase date of the original product (refer to your HP Product User's Manual for manufacturing warranty details). During this Limited Warranty period, HP Inc. will, at its option, either repair or replace any product which fails to meet the terms of the original product manufacturing warranty.

HP reuses, refurbishes, or recycles, reducing environmental impacts. At HP, we aspire to create a world without waste. From our supply chain, to our operations, to our technology and service offerings, we are transforming our entire business for a circular, low-carbon economy.
We are reinventing how we design, deliver and recover our products to enable our customers to drive growth while shrinking their carbon footprint.

WHAT IS NOT COVERED?
This warranty does not apply if product has been damaged by accident or misuse, or as a result of service or modification by other than an authorized HP Service Center or Dealer. Service charges for these situations are based on time and materials necessary to accomplish the repair. Individual quotation and customer authorization is required prior to performing time and material repairs. No other express warranty is given. Repair or replacement of product is your exclusive remedy.

ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS OR PURPOSE IS LIMITED TO THE DURATION OF THIS WRITTEN WARRANTY. TO THE EXTENT ALLOWED BY LOCAL LAW, IN NO EVENT SHALL HP Inc. BE LIABLE FOR CONSEQUENTIAL DAMAGES.

NOTICE TO CALIFORNIA CONSUMER: PLEASE READ THIS IMPORTANT INFORMATION.
A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notified the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge of usage. This time extension does not affect the protections or remedies the buyer has under other laws.

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