

HP OFFICEJET PRO 6978 - Instructions



STEP 1: UNPACK REPLACEMENT PRINTER.



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



2. Remove bag and tape, save them to return original printer.



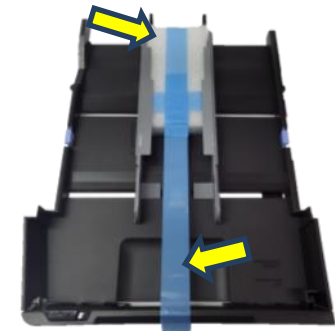
3. Open the scanner lid. Remove glass protective foam.



4. Lift at the slot on the left to open the printer. Remove the carriage restraint and save it to return the original printer.



5. A: Lift up output tray.
B: Pull out the Input tray.
C: Press the handles and take out Input Tray.



6. Remove tapes and foam and place the input tray back in the printer, save tape and foam to return original printer.

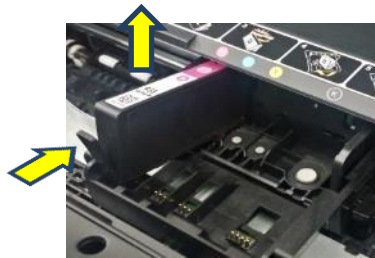
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STEP 2: REMOVE ACCESSORIES FROM THE PRINTER YOU ARE GOING TO RETURN (ORIGINAL PRINTER)



1. Turn the **ORIGINAL** printer on, lift the cover, and wait for the carriage to stop.

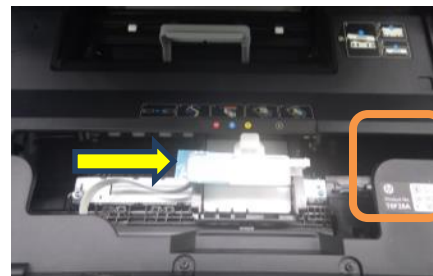


2. Remove ink cartridges. Save them for future use in a plastic tub with an air-tight lid

INSTANT INK CUSTOMERS ONLY: Used Instant Ink cartridges will not work in your replacement printer. Re-enroll in Instant Ink to get new Instant Ink cartridges.



3. Disconnect the power cord from the **ORIGINAL** printer, and save it to use with the **REPLACEMENT** printer.



4. Place the Carriage Restraint from the **REPLACEMENT** printer into the **ORIGINAL** printer. Push the carriage to the far right. Close the lid.



5. Open the scanner lid. Place the Glass Protector on top. Close the scanner lid.

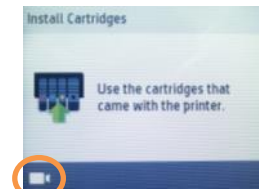
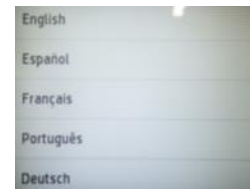
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STEP 3: INSTALL THE REPLACEMENT PRINTER

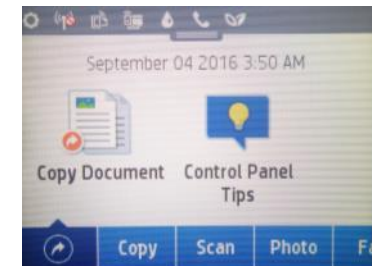
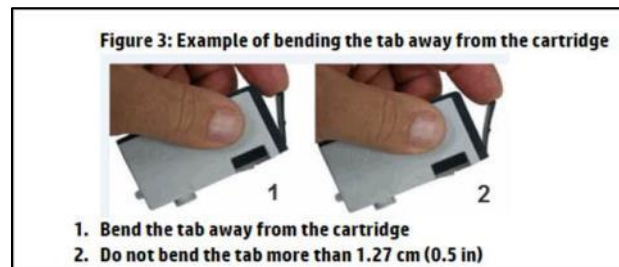
IMPORTANT: You must install the SETUP ink cartridges shipped in the box or you will see an error. SETUP ink cartridges are specially designed for printer initialization and to make sure the estimated ink level gauge is correctly calibrated.

INSTANT INK CUSTOMERS ONLY: Use the SETUP cartridges to initialize the replacement printer. Then enroll the replacement printer to receive a new set of Instant Ink cartridges.



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

2. Press the Power button to turn on the replacement printer. Follow the instructions on the printer display.



3. When the instructions on the display ask you to install cartridges, make sure to install the SETUP cartridges that came with the replacement printer.
4. If an error message appears after SETUPS are installed, ensure they are inserted correctly. If one of the cartridges does not snap into place, gently bend the tab away from the cartridge and then reinsert.
5. Follow the onscreen instructions to print an alignment page. When the screen above appears, the printer is ready for use.

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

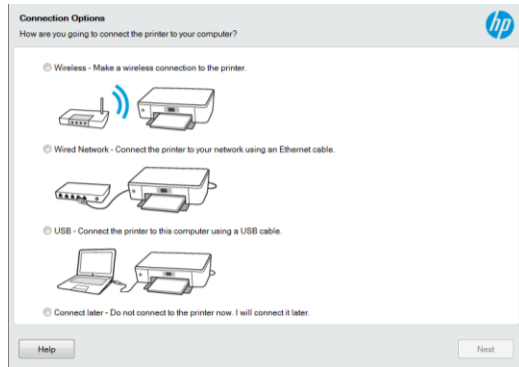
Follow step 4a only if BOTH are true: 1) you are NOT an Instant Ink customer; 2) you have previously installed HP printer software on your computer

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

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3. Click **Ethernet** or **Wireless** or **USB**, and then follow the onscreen instructions to complete the setup.



4. Click **Start**, and open the **Devices and Printers** folder. Note: The exchange printer is labeled as HP Officejet Pro 6978 (Copy 1). The original HP Officejet Pro 6978 icon that you are replacing will appear in gray.
5. Right click on the original HP Officejet Pro 6978 printer icon and select **Remove device**.

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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!

- Go to 123.hp.com.
- Enter the model number (6978) of your printer and click **Begin**. The model number is on the front of the printer.

Let's find your software

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

× Begin

HP Officejet Pro 6978 All-in-One Printer

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

Make sure to install cartridges, load paper, and power on the printer. Click **Download** to get the recommended software for your printer.

Download

- If you are prompted for a **Printer Setup Environment**, make sure to choose **Self-Managed**, unless you are instructed otherwise by IT professionals.
- When you are prompted to activate HP Instant Ink services, select **Yes, Activate**.
- 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/signin. 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 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 difference.



4. Place the printer inside the box.



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



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



- Keep the carrier's tracking number in case you need it in the future.
- You can find a drop off location online on the courier web pages
- If you require courier pick up at your location, the courier will charge you an additional fee, pick up service is not provided by HP Inc.

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 remainder 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 HEWLETT-PACKARD COMPANY 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 notify 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.