

OS X Lion: 1300+ HP Peripherals Supported



HP AND APPLE

Partnership between HP and Apple

3

UPGRADING TO OS X LION

Upgrading or clean installing OS X Lion

4

HP PRINTER SUPPORT

Printing from OS X Lion

5

Printing issues

5

Frequently Asked Questions

5

HP SCANJET SUPPORT

Scanning from OS X Lion

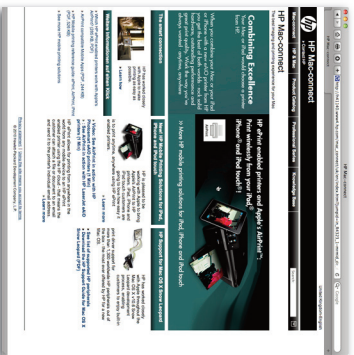
6

APPLE AIRPRINT™

HP printers and Apple AirPrint™

7





For many years HP has worked to ensure its printers work seamlessly with Apple and has enjoyed a productive relationship with Apple. For example, HP is currently the only company to offer printing from iOS devices via AirPrint.

HP will continue this relationship with Apple throughout the OS X Lion timeframe, and will provide relevant information to HP customers making upgrade, replacement or deployment decisions involving Mac computers through our www.hp.com/support process.

At launch, there will be **print driver functionality for more than 1,300 worldwide HP peripherals** and scan driver functionality for most newer HP All-in-Ones.

For Mac users **upgrading to Lion**, **current HP drivers should continue to work**. For users with with a new Mac running Lion or a new HP printer, HP's latest print, scan and utility software can be downloaded automatically through Software Update in OS X Lion.

HP will also provide updated software for many products at www.hp.com/go/support. There will be different release dates from HP depending on the product.

All products compatible with Mac OS X 10.6 will also be compatible with OS X Lion; third party support may also be available for HP peripherals not supported through HP drivers.

Please do not reinstall software from the original HP CDs from previous Mac OS X 10.3, 10.4, 10.5 or 10.6.





Upgrading to OS X Lion

HP solutions should keep working. The OS X Lion update process does NOT automatically check Apple Software Updates for latest HP drivers.

After Lion upgrade, it is recommended for customers to manually check Apple Software Update for the latest HP software updates.

The HP printer should be powered on and connected to the Mac via USB or network.

HP Scan 2 or 3 (from HP All-in-Ones) should continue to work as well as scan via Image Capture.

Please do not reinstall software from the original HP CDs from previous Mac OS X 10.3, 10.4, 10.5 or 10.6.

Mac running OS X Lion (clean install) with a new or current HP product

After a clean install of OS X Lion, the in-box CD of a new HP product may not install onto Lion because the CD is for previous OS X operating systems.

HP solutions are available via OS X Software Update.

To add your current printer:

Click "Print & Scan" in the System Preferences window.

Click "Add Printer" and then click the name of your HP product.

Note message in the window "The selected printer software is available from Apple. Click Add to download and add this printer" message should display.

Click "Add" to start downloading and setup, and automatically create the HP printer queue.

Check Apple Software Update to ensure you have the latest driver installed.

Mac running OS X Lion (upgraded from Mac OS X 10.6.8) with a new or current HP product

The HP printer should already be available on the network.

Customers just need to use OS X Software Update to get the latest HP print, scan, utility software.

Full HP software package will be available from www.hp.com/support.

Use "Add Printer" to check Apple Software Update for the latest HP drivers.





Printing from OS X Lion

After upgrading to Lion your HP printer that worked with Mac OS X 10.6 should work fine.

Please check www.hp.com/support for latest updates.

Printing issues

Download the most current drivers through Apple Software Update using "Add Printer" from the Print and Scan panel or run Apple Software Update manually.

Please do not reinstall software from the original HP CDs from previous Mac OS X 10.3, 10.4, 10.5 or 10.6.

FAQs

Question: I was using Mac OS X 10.6.8 and an Officejet Pro 8500A and everything worked fine.

Now I have just upgraded to Lion and scanning from HP Scan fails. What can I do to solve the issue with scanning?

Answer: Please start the Apple Software Update and then install the HP Printer Driver Update Version 2.7. The driver should have been updated now and scanning should be working fine.

Question: I was using Mac OS X 10.6.8 and an Officejet Pro 8500A and everything worked fine. Now I have just upgraded to Lion and I cannot add the fax to Print & Scan. What can I do to solve the issue with scanning?

Answer: Please start the Apple Software Update and then install the HP Printer Driver Update Version 2.7. The driver should have been updated now and fax should be working fine.

Question: I installed Lion and then the Officejet Pro 8500A using the Apple Software Update (HP Printer Driver Update 2.7) printing, faxing and scanning via Image Capture work fine. But scanning from front panel does not work. What can I do to solve the issue with scanning?

Answer: Scanning via Image Capture does only work from computer to the HP device. Scanning from front panel is not supported with this module. HP is working on HP full software solution including HP Scan application that will support scanning from front panel. Please check on HP download pages for this full software solution for Lion.

Note: If the HP Printer Driver Update via Software Update does not work or does not fix the issue, the customer might also download and install the full package from Apple website:
<http://support.apple.com/kb/dl907>

Scanning from OS X Lion

Some HP Scanjets may require a software patch from HP to be available from www.hp.com/support/soon.

The HP Scanjet software update will be available for supported products on www.hp.com in early Fall 2011.

After this update is available, Mac users can follow the steps in this document to upgrade their Scanjet product with the latest HP Scanjet software update for OS X Lion.

NOTE: Even if your HP Scanjet software was working properly in Mac OS X 10.6, it will likely not work correctly or will lose functionality in OS X Lion until you have completed the steps in this document.

Step one: Remove existing HP Scanjet software

1. Go to the Dock, click the Applications folder, and then click the HP folder
2. Click the HP Uninstaller icon
3. Click Continue
4. Select your scanner model and click Uninstall
5. Click OK to complete the uninstall process

Step two: Download the HP Scanjet software and updates for Mac OS X 10.6 (Snow Leopard) AND OS X Lion

1. Go to www.hp.com/go/support and click Drivers & Software
 2. Type your product name and then click Search. **NOTE:** You may need to select your product from a list of search results
 3. Select your software/driver language and then select Mac OS X
 4. Under the Software section, locate HP Scanjet Full Feature Software and Drivers for Mac OS X 10.6 and then click Download
- The file automatically downloads to the download folder.

NOTE: If an install window opens, close it until you have completed all downloads.

5. Repeat the above steps to download the HP Scanjet Update for OS X Lion and then see the next step.

Step three: Install HP Full Feature software for Mac OS X 10.6 (Snow Leopard)

NOTE: Installing the latest HP software is recommended even if you already have Mac OS X 10.6 installed. This ensures that all of the latest fixes and updates are installed before installing the HP update for OS X Lion.

1. Open the download folder where the HP Scanjet Full Feature Software and Drivers for Mac OS X 10.6 was saved and double-click the .dmg file. The install window opens.

NOTE: Depending on your settings, you can also double-click the disk mount or icon created on your desktop when the file downloaded.

2. Double-click the HP Installer.app file to launch the installer, follow the wizard prompts to complete the installation, and then see the next step

NOTE: If prompted to restart your computer, restart first and then follow the steps to install the HP Scanjet Update for OS X Lion.

Step four: Install HP Scanjet update for OS X Lion

1. Open the download folder where the HP Scanjet Update for OS X Lion was saved and doubleclick the .dmg file. The install window opens.

NOTE: Depending on your settings, you can also double-click the disk mount or icon created on your desktop when the file downloaded.

2. Double-click the HP Installer.app file to launch the installer and follow the wizard prompts to complete the installation

NOTE: If prompted, restart your computer. If you are not prompted, you may need to restart to make sure that update is installed successfully.



Apple AirPrint™

New with OS X Lion, you can add an HP AirPrint-enabled printer using AirPrint™. Without downloading a driver, you can instantly create a printer queue. AirPrint™ supports **basic** print functionality over a Bonjour network.

Scan or utility functionality is not available.

AirPrint™ does not work with a USB connection to the Mac or an AirPort Base Station.

Note - HP recommends installing the **full feature** HP software and driver for your product from Apple Software Updates.

List of AirPrint™ enabled HP printers:

- HP Deskjet 3050A e-All-in-One
- HP Deskjet 3070A e-All-in-One
- HP Officejet 6500A e-All-in-One
- HP Officejet 6500A Plus e-All-in-One
- HP Officejet 7500A e-All-in-One
- HP Officejet Pro 8500A e-All-in-One
- HP Officejet Pro 8500A Plus e-All-in-One
- HP Officejet Pro 8500A Premium e-All-in-One
- HP Photosmart 5510 e-All-in-One
- HP Photosmart Plus e-All-in-One B210a
- HP Photosmart Premium e-All-in-One C310
- HP Photosmart Premium Fax e-All-in-One C410a
- HP ENVY 100 e-All-in-One
- HP Photosmart eStation C510
- HP Photosmart e-All-in-One D1110a
- HP Photosmart Wireless e-All-in-One B 110
- HP LaserJet Pro 100 Color MFP M175
- HP LaserJet Pro CM1415 Color Multifunction Printer series
- HP LaserJet Pro CP 1025nw Color Printer
- HP LaserJet Pro CP 1525 Color Printer
- HP LaserJet Pro M1212nf Multifunction Printer
- HP LaserJet Pro M1213nf Multifunction Printer
- HP LaserJet Pro M1214nfh Multifunction Printer
- HP LaserJet Pro M1216nfh Multifunction Printer
- HP LaserJet Pro M1217nfw Multifunction Printer
- HP LaserJet Pro M1536 Multifunction Printer
- HP LaserJet Pro P1102w Printer
- HP LaserJet Pro P1606dn Printer

NOTE: some HP products may require a firmware update to be AirPrint™ enabled.



For more information refer to
www.hp.com/eur/maccconnect

© 2011 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

August 2011

HIT PRINT
RELIABLY

