HP Photosmart C5200 All-in-One series

Basics Guide

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1 HP All-in-One overview

Use the HP All-in-One to quickly and easily accomplish tasks such as making a copy, scanning documents, or printing photos from a memory card. You can access many HP All-in-One functions directly from the control panel, without turning on your computer.

NOTE: This guide introduces basic operations and troubleshooting, as well as provides information for contacting HP support and ordering supplies.

The onscreen Help details the full range of features and functions, including use of the HP Photosmart software that came with the HP All-in-One.

The HP All-in-One at a glance
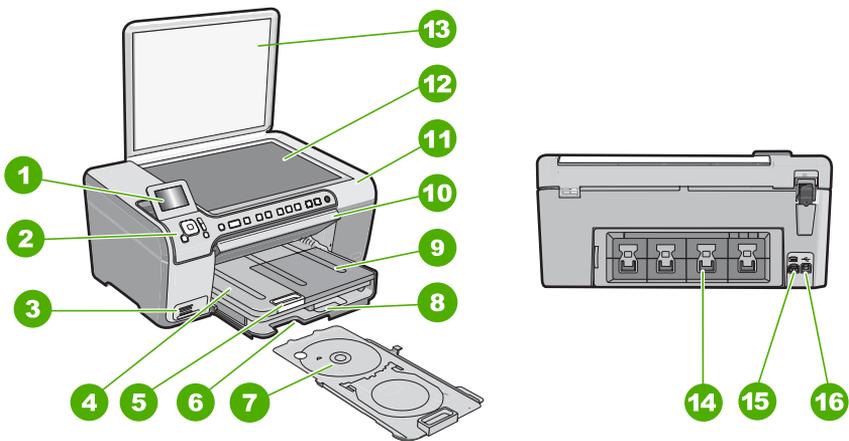
Label	Description
1	Color graphics display (also referred to as the display)
2	Control panel
3	Memory card slots and Photo light
4	Output tray
5	Paper tray extender (also referred to as the tray extender)
6	CD/DVD holder storage
7	CD/DVD holder
8	Main input tray (also referred to as the input tray)
9	Photo tray

Label	Description
10	CD/DVD access door
11	Print cartridge door
12	Glass
13	Lid
14	Rear door
15	Power connection*
16	Rear USB port

* Use only with the power adapter supplied by HP.

Control panel features

The following diagram and related table provide a quick reference to the HP All-in-One control panel features.

Label	Name and Description
1	**Display**: Displays menus, photos, and messages. The display can be pulled up and angled for better viewing.
2	**Attention light**: Indicates a problem occurred. See the display for more information.
3	**Back**: Returns to the previous screen on the display.
4	**Help**: Opens the **Help** menu on the display where you can select a topic to learn more about it. From the idle state, pressing **Help** lists a menu of items for which the user can obtain help. Depending on the topic you select, the topic will appear on your display or on your computer screen. When viewing screens other than Idle, the **Help** button provides context sensitive help.
	From the idle state, pressing **Help** lists a menu of items for which the user can obtain help. When viewing screens other than Idle, **Help** button provides context sensitive help.
5	**Photo Menu**: Launches the **Photosmart Express** menu for printing, saving, editing, and sharing photos.

Label	Name and Description
6	**Print Photos**: Depending on whether you access your photos from the **View**, **Print**, or **Create** menu, the **Print Photos** button will display the **Print Preview** screen or it will print any selected photo(s). If no photos are selected, a prompt appears asking if you want to print all the photos on your card.
7	**Red Eye Removal**: Turns the **Red Eye Removal** feature On or Off. By default, this feature is turned off. When the feature is turned on, the HP All-in-One automatically corrects red eye coloring in the photo currently shown on the display.
8	**Reprints**: Enables you to make a copy of an original photo placed on the glass.
9	**Scan Menu**: Opens the **Scan Menu** where you can select a destination for your scan.
10	**Copy Menu**: Opens the **Copy Menu** where you can select copy options, such as number of copies, paper size, and paper type.
11	**Start Copy Black**: Starts a black-and-white copy.
12	**Start Copy Color**: Starts a color copy.
13	**Setup**: The **Setup** menu provides a variety of reports, device settings and maintenance functions.
14	**Cancel**: Stops the current operation.
15	**On**: Turns the HP All-in-One on or off. When the HP All-in-One is off, a minimal amount of power is still supplied to the device. You can further reduce power supply by holding down the **On** button for 3 seconds. This will put the unit in Standby/Off state. To completely remove power, turn the HP All-in-One off, and then unplug the power cord.
16	**Zoom out -** (magnifying glass icon): Zooms out to show more of a photo. If you press this button when a photo is shown on the display at 100%, the **Fit to Page** feature is applied to the photo automatically.
17	**Zoom in +** (magnifying glass icon): Zooms in to enlarge the image on the display. You can also use this button together with the arrows on the directional pad to adjust the crop box for printing.
18	**OK**: Selects a menu setting, value, or photo on the display.
19	**Directional pad**: Allows you to navigate through photos and menu options by pressing the up, down, left, or right arrow buttons. If you are zooming in on a photo, you can also use the arrow buttons to pan around the photo and select a different area to print.

Find more information

A variety of resources, both printed and onscreen, provide information about setting up and using the HP All-in-One.

- **Setup Guide**
  The Setup Guide provides instructions for setting up the HP All-in-One and installing software. Make sure you follow the steps in the Setup Guide in order.
  If you have problems during setup, see Troubleshooting in the last section of the Setup Guide, or see "Troubleshooting and support" on page 17 in this guide.
- **Onscreen Help**
  The onscreen Help provides detailed instructions on features of the HP All-in-One that are not described in this User Guide, including features that are only available using the software you installed with the HP All-in-One.
- www.hp.com/support
  If you have Internet access, you can get help and support from the HP Web site. This Web site offers technical support, drivers, supplies, and ordering information.

# Load originals and load paper

You can copy or scan up to letter- or A4-size originals by loading them on the glass.

To load an original on the scanner glass
1. Lift the lid on the HP All-in-One.
2. Load your original print side down on the right front corner of the glass.

   ☼ **TIP:** For more help on loading an original, refer to the engraved guides along the edge of the glass.
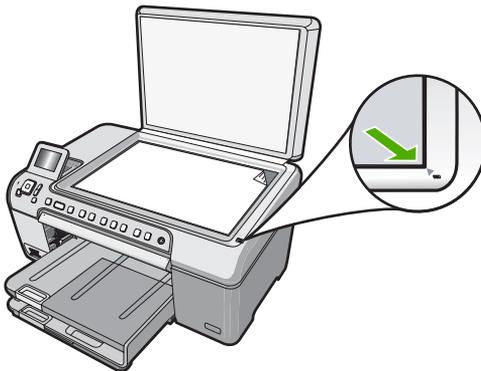
3. Close the lid.

To load full-size paper

1. Raise the output tray to load paper into the main input tray.
2. Slide the paper-width guide to its outermost position.
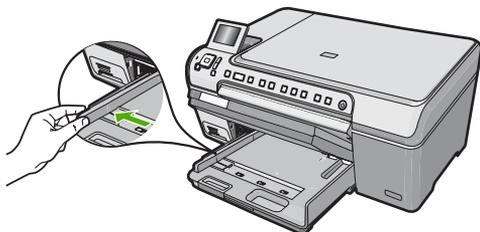
3. Tap a stack of paper on a flat surface to align the edges, and then check the paper for the following:
   • Make sure it is free of rips, dust, wrinkles, and curled or bent edges.
   • Make sure all the paper in the stack is the same size and type.
4. Insert the stack of paper into the main input tray with the short edge forward and the print side down. Slide the stack of paper forward until it stops.
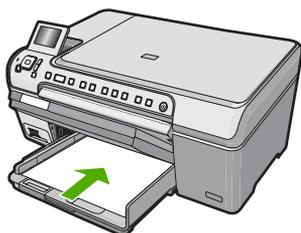
△ **CAUTION:** Make sure that the HP All-in-One is idle and silent when you load paper into the main input tray. If the HP All-in-One is servicing the print cartridges or otherwise engaged in a task, the paper stop inside the device might not be in place. You could push the paper too far forward, causing the HP All-in-One to eject blank pages.

☼ **TIP:** If you are using letterhead, insert the top of the page first with the print side down.

5. Slide the paper-width guide inward until it stops at the edge of the paper.
   Do not overload the main input tray; make sure the stack of paper fits within the main input tray and is no higher than the top of the paper-width guide.
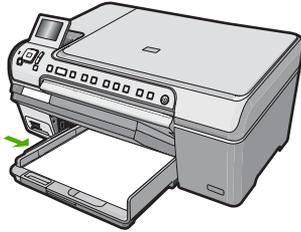
6. Lower the output tray.
7. Pull the output tray extender towards you, as far as it will go.

   📝 **NOTE:** When you use legal-size paper, leave the output tray extender closed.

To load up to 13 x 18 cm (5 x 7 inch) photo paper in the photo tray
1. Raise the photo tray lid to load photo paper in the photo tray.
2. Insert the stack of photo paper into the photo tray with the short edge forward and the print side down. Slide the stack of photo paper forward until it stops.
   If the photo paper you are using has perforated tabs, load the photo paper so that the tabs are closest to you.
3. Slide the paper-width guide inward against the stack of photo paper until the guide stops.
   Do not overload the photo tray; make sure the stack of photo paper fits within the photo tray and is no higher than the top of the paper-width guide.
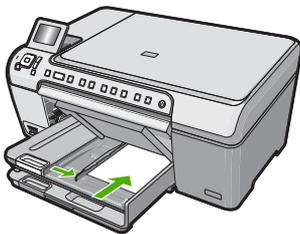
4. Lower the photo tray lid.

Avoid paper jams

To help avoid paper jams, follow these guidelines.

- Remove printed papers from the output tray frequently.
- Prevent curled or wrinkled paper by storing all unused paper flat in a resealable bag.
- Ensure that paper loaded in the input tray lays flat and the edges are not bent or torn.
- Do not combine different paper types and paper sizes in the input tray; the entire stack of paper in the input tray must be the same size and type.

- Adjust the paper-width guide in the input tray to fit snugly against all paper. Make sure the paper-width guide does not bend the paper in the input tray.
- Do not force paper too far forward in the input tray.
- Use paper types that are recommended for the HP All-in-One.

Print directly onto a CD/DVD

1. Use the software that came with the HP All-in-One to create and print a CD/DVD label.
2. When prompted, carefully remove the CD/DVD holder that came with the HP All-in-One.
   The CD/DVD holder is stored below the main input tray.
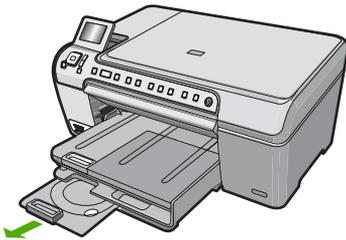
3. Securely snap the inkjet printable media onto the CD/DVD holder with the printable side up. The CD/DVD should be placed on the ring at the end of the holder with the arrows.
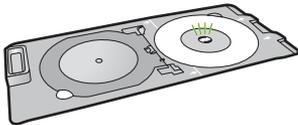
NOTE: If you are using a smaller-sized media, flip the CD/DVD holder ring over the CD/DVD.
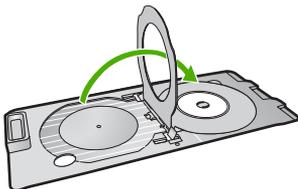
4. Lower the CD/DVD access door to access the CD/DVD tray.
The CD/DVD access door is located just below the control panel. When in its lowered position, the CD/DVD tray sits on top of the output tray.
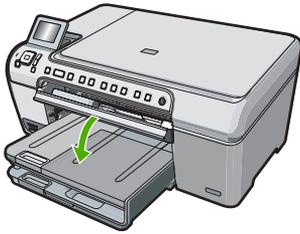
5. Push the CD/DVD holder into the HP All-in-One until the lines on the CD/DVD holder line up to the white lines on the CD/DVD tray.
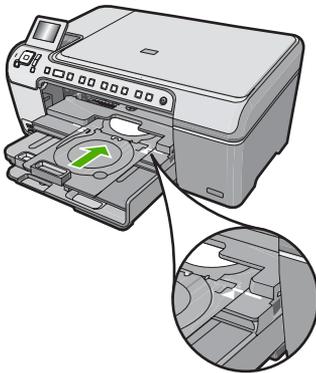
NOTE: The HP All-in-One pulls the CD/DVD holder while printing on the media. The CD/DVD holder might protrude about 7.5 cm (3 inches) at the back of the device. If the HP All-in-One is placed close to a wall, move it at least 3 inches away from the wall.

View, select, and print photos

You can view and select photos on your memory card before or while printing them.
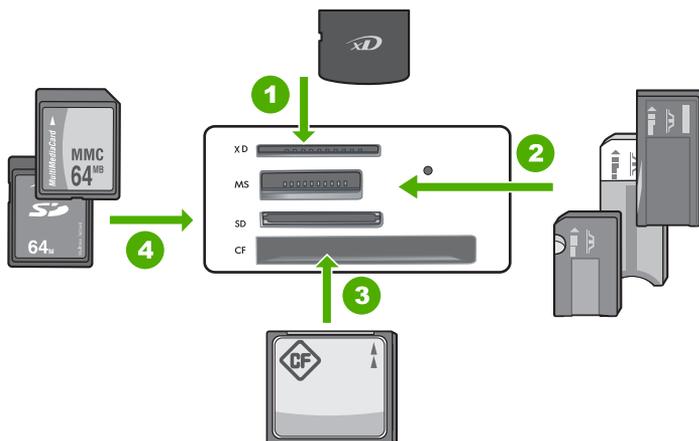
1	xD-Picture Card
2	Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Duo Pro (adapter optional), or Memory Stick Micro (adapter required)
3	CompactFlash (CF) types I and II
4	Secure Digital (SD), Secure Digital Mini (adapter required), Secure Digital High Capacity (SDHC), MultiMediaCard (MMC), MMC Plus, MMC Mobile (RS-MMC; adapter required), TransFlash MicroSD Card, or Secure MultiMedia Card

To view and select photos

1. Insert a memory card into the appropriate slot on the HP All-in-One.
   The **Photosmart Express** menu appears, with the most recent photo shown on the display.
2. Load up to 13 x 18 cm (5 x 7 inch) photo paper in the photo tray or full-size photo paper in the main input tray.
3. Press ▶ until **View** is highlighted, and then press **OK**.
   The **View Photos** screen appears.
4. Press ◀ or ▶ to scroll through the thumbnails of your photos.
5. When the thumbnail of the photo you want to view is highlighted, press **OK**.
6. When the photo appears by itself on the display, press **OK** again.
   The **Photo Options** screen appears.
7. With **Print Preview** highlighted, press **OK**.
   The **Print Preview** screen appears, showing how your photo will look when printed.
8. If you want to select additional photos to view and print, press ▼ to highlight **Add More**, press **OK**, and repeat steps 4–6.
   Or, once you're in the **Add Photos** screen, the quickest way to select multiple photos (if you don't need the option to edit them) is to press ▲ to select a photo, and then press ◀ or ▶ to scroll through more photos to select.

9. (Optional) If you want to check and/or modify any of your print settings, press ▼ to highlight **Settings** and press **OK**.
10. To print the photo(s), use ▲ or ▼ to highlight **Print Now** (or press the **Print Photos** button on the control panel).
A print status screen displays the number of pages to print and the estimated time to complete.

Scan an image

You can start a scan from your computer or from the control panel of the HP All-in-One. This section explains how to scan from the control panel of the HP All-in-One only.

📝 **NOTE:** You can also use the software you installed with the HP All-in-One to scan images. Using this software, you can edit a scanned image and create special projects using a scanned image.

Scan an original to a computer

You can scan originals placed on the glass by using the control panel.

To scan to a computer
1. Load your original print side down on the right front corner of the glass.
2. Press **Scan Menu**.
3. Press **OK** to select the default application to receive the scan, or press ▼ to select a different application, and then press **OK**.
A preview image of the scan appears on your computer, where you can edit it.
4. Make any edits to the preview image, and then click **Accept** when you are finished.

Scan an original to a memory card

You can send the scanned image as a JPEG image to the memory card that is currently inserted. This enables you to use the photo print options to print borderless prints and album pages from the scanned image.

To save a scan to a memory card
1. Make sure your memory card is inserted into the appropriate slot on the HP All-in-One.
2. Load your original print side down on the right front corner of the glass.
3. Press the **Scan Menu** button.
4. Press ▼ to highlight **Scan to Memory Card**, and then press **OK**.
The HP All-in-One scans the image and saves the file to the memory card in the JPEG format.

Make a copy

You can make quality copies from the control panel.

To make a copy from the control panel
1. Make sure you have paper loaded in the input tray.
2. Load your original print side down on the right front corner of the glass.
3. Press **Start Copy Black** or **Start Copy Color** to begin copying.

Replace the print cartridges

Follow these instructions when you need to replace print cartridges.

> **NOTE:** When the ink level for the print cartridge is low, a message appears on the display. You can also check the ink levels by using the **Printer Toolbox** available through the HP Photosmart Software on your computer or through the **Print Properties** dialog box on your computer.

If you do not already have replacement print cartridges for the HP All-in-One, you can order them by clicking the **Shop for HP Supplies** icon on your computer. On a Windows computer this is located in the **HP** folder in the **Start** menu.

For more information see www.hp.com/buy/supplies.

To replace the print cartridges
1. Make sure the HP All-in-One is on.

> △ **CAUTION:** If the HP All-in-One is off when you open the print cartridge door to access the print cartridges, the HP All-in-One will not release the cartridges for changing. You might damage the HP All-in-One if the print cartridges are not docked safely when you try to remove them.

2. Open the print cartridge door.
   The print carriage moves to the far right side of the HP All-in-One.
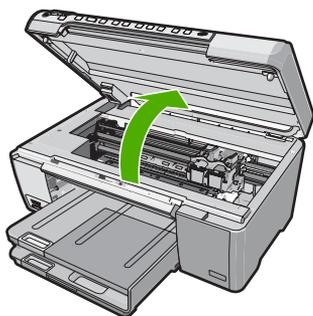
3. Wait until the print carriage is idle and silent, and then lightly press down on a print cartridge to release it.
   If you are replacing the tri-color print cartridge, remove the print cartridge from the slot on the left.

If you are replacing the black, photo, or gray photo print cartridge, remove the print cartridge from the slot on the right.
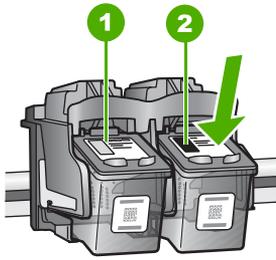
| 1 | Print cartridge slot for the tri-color print cartridge |
| 2 | Print cartridge slot for the black and photo print cartridges |

4. Pull the print cartridge toward you out of its slot.
5. If you are removing the black print cartridge in order to install the photo or gray photo print cartridge, store the black print cartridge in the print cartridge protector or an airtight plastic container.
6. Remove the new print cartridge from its packaging and, being careful to touch only the black plastic, gently remove the plastic tape by using the pink pull tab.
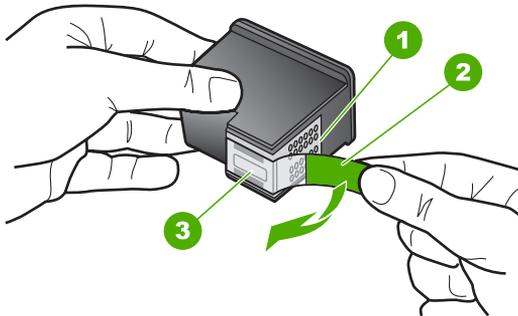
1	Copper-colored contacts
2	Plastic tape with pink pull tab (must be removed before installing)
3	Ink nozzles under tape

△ **CAUTION:** Do not touch the copper-colored contacts or ink nozzles. Also, do not re-tape the print cartridges. Doing so can result in clogs, ink failure, and bad electrical connections.

7. Hold the print cartridge with the HP logo on top, and insert the new print cartridge into the empty cartridge slot. Make sure you push the print cartridge in firmly until it snaps into place.
   If you are installing the tri-color print cartridge, slide it into the left slot.
   If you are installing a black, photo, or gray photo print cartridge, slide it into the right slot.
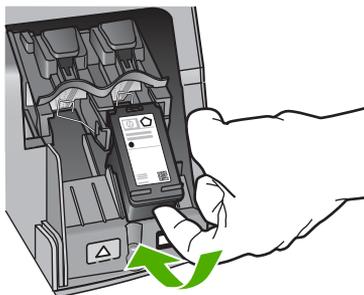
8. Close the print cartridge door.
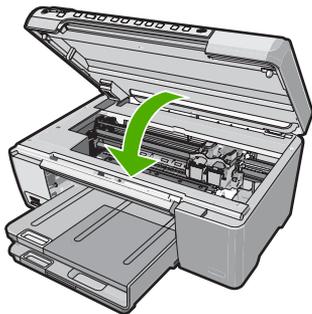
   If you installed a new print cartridge, the HP All-in-One prints a print cartridge alignment page.

9. When prompted, ensure plain white paper is loaded in the input tray, then press **OK**.

10. The HP All-in-One prints a test page, aligns the print head, and calibrates the printer. Recycle or discard the page.
A success or failure message appears.

> **NOTE:** If you have colored paper loaded in the input tray when you align the print cartridges, the alignment will fail. Load unused plain white paper into the input tray, and then try the alignment again.
>
> If the alignment fails again, you might have a defective sensor or print cartridge. Contact HP Support. Go to www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

11. Press **OK** to continue.

Clean the HP All-in-One

To ensure that your copies and scans remain clear, you might need to clean the glass and lid backing. You might also want to dust the exterior of the HP All-in-One.

> **TIP:** You can purchase an HP Cleaning Kit for Inkjet Printers and All-in-Ones (Q6260A) that provides everything needed to safely clean your HP device. For more information, go to: www.shopping.hp.com/accessories-store/printer.

Clean the glass

Fingerprints, smudges, hair, and dust on the main glass surface slow down performance and affect the accuracy of the copy and scan features.

To clean the glass
1. Turn off the HP All-in-One, unplug the power cord, and raise the lid.
2. Clean the glass with a soft cloth or sponge slightly moistened with a nonabrasive glass cleaner.

> **CAUTION:** Do not use abrasives, acetone, benzene, or carbon tetrachloride on the glass, since they can damage it. Do not place or spray liquid directly on the glass. The liquid might seep under the glass and damage the device.

3. Dry the glass with a dry, soft, lint-free cloth to prevent spotting.
4. Plug in the power cord, and then turn on the HP All-in-One.

Clean the lid backing

Minor debris can accumulate on the white document backing located underneath the lid of the HP All-in-One.

To clean the lid backing
1. Turn off the HP All-in-One, unplug the power cord, and raise the lid.
2. Clean the white document backing with a soft cloth or sponge slightly moistened with a mild soap and warm water.
Wash the backing gently to loosen debris. Do not scrub the backing.

3. Dry the backing with a dry, soft, lint-free cloth.

   △ **CAUTION:** Do not use paper-based wipes, as these might scratch the backing.

4. If further cleaning is needed, repeat the previous steps using isopropyl (rubbing) alcohol, and wipe the backing thoroughly with a damp cloth to remove any residual alcohol.

   △ **CAUTION:** Be careful not to spill alcohol on the glass or exterior of the HP All-in-One, as this might damage the device.

5. Plug in the power cord, and then turn on the HP All-in-One.

2 Troubleshooting and support

This chapter contains troubleshooting information for the HP All-in-One. Specific information is provided for installation and configuration issues, and some operational topics. For more troubleshooting information, see the onscreen Help that came with your software.

Many issues are caused when the HP All-in-One is connected to the computer using a USB cable before the HP All-in-One software is installed on the computer. If you connected the HP All-in-One to your computer before the software installation screen prompts you to do so, you must follow these steps:

Troubleshooting common setup issues
1. Disconnect the USB cable from the computer.
2. Uninstall the software (if you have already installed it).
3. Restart your computer.
4. Turn off the HP All-in-One, wait one minute, then restart it.
5. Reinstall the HP All-in-One software.

△ **CAUTION:** Do not connect the USB cable to the computer until prompted by the software installation screen.

For support contact information, see the inside back cover of this guide.

Uninstall and reinstall the software

If your installation is incomplete, or if you connected the USB cable to the computer before prompted by the software installation screen, you might need to uninstall and then reinstall the software. Do not simply delete the HP All-in-One application files from your computer. Make sure to remove them properly using the uninstall utility provided when you installed the software that came with the HP All-in-One.

To uninstall from a Windows computer and then reinstall
1. On the Windows taskbar, click **Start**, **Settings**, **Control Panel**.
2. Double-click **Add/Remove Programs**.
3. Select the HP All-in-One, and then click **Change/Remove**.
   Follow the onscreen instructions.
4. Disconnect the HP All-in-One from your computer.
5. Restart your computer.

   📝 **NOTE:** It is important that you disconnect the HP All-in-One before restarting your computer. Do not connect the HP All-in-One to your computer until after you have reinstalled the software.

6. Insert the HP All-in-One CD-ROM into your computer's CD-ROM drive and then start the Setup program.
7. Follow the onscreen instructions and the instructions provided in the Setup Guide that came with the HP All-in-One.

Hardware setup troubleshooting

Use this section to solve any problems you might encounter while setting up the HP All-in-One hardware.

The HP All-in-One will not turn on
Cause: The HP All-in-One is not properly connected to a power supply.

Solution
- Make sure the power cord is firmly connected to both the HP All-in-One and the power adapter. Plug the power cord into a power outlet, surge protector, or power strip.
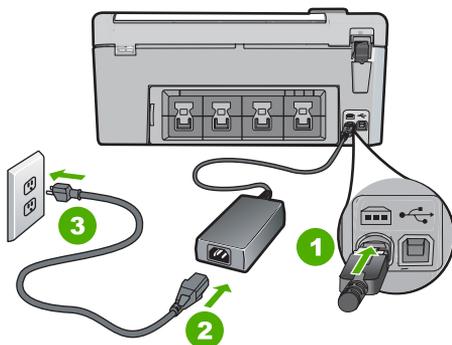
1	Power connection
2	Power cord and adapter
3	Power outlet

- If you are using a power strip, make sure the power strip is on. Or, try plugging the HP All-in-One directly into a power outlet.
- Test the power outlet to make sure it is working. Plug in an appliance that you know works, and see if the appliance has power. If not, then there might be a problem with the power outlet.
- If you plugged the HP All-in-One into a switched outlet, make sure the switch is on. If it is switched to on but still does not work, then there might be a problem with the power outlet.

Cause: You pressed the **On** button too quickly.

Solution: The HP All-in-One might not respond if you press the **On** button too quickly. Press the **On** button once. It might take a few minutes for the HP All-in-One to turn on. If you press the **On** button again during this time, you might turn the device off.

⚠ **CAUTION:** If the HP All-in-One still does not turn on, it might have a mechanical failure. Unplug the HP All-in-One from the power outlet and contact HP. Go to: www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

I connected the USB cable, but I am having problems using the HP All-in-One with my computer

Cause: The USB cable was connected before the software was installed. Connecting the USB cable before prompted can cause errors.

Solution: You must first install the software that came with the HP All-in-One before connecting the USB cable. During installation, do not plug in the USB cable until prompted by the onscreen instructions.

Once you have installed the software, connecting your computer to the HP All-in-One with a USB cable is straightforward. Simply plug one end of the USB cable into the back of your

computer and the other into the back of the HP All-in-One. You can connect to any USB port on the back of your computer.
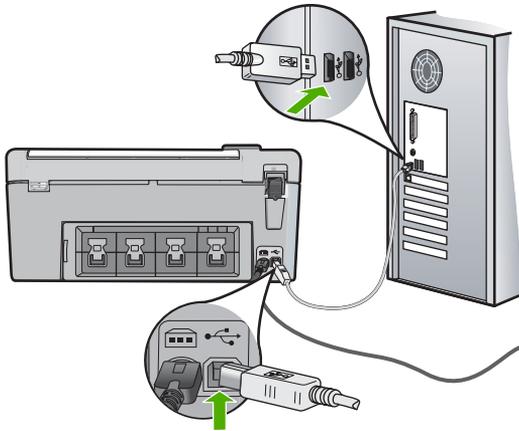
For more information on installing the software and connecting the USB cable, see the Setup Guide that came with the HP All-in-One.

The HP All-in-One does not print

Solution: If the HP All-in-One and computer are not communicating with each other, try the following:

- Look at the **On** light located on the front of the HP All-in-One. If it is not lit, the HP All-in-One is turned off. Make sure the power cord is firmly connected to the HP All-in-One and plugged into a power outlet. Press the **On** button to turn on the HP All-in-One.
- Make sure the print cartridges are installed.
- Make sure you have paper loaded in the input tray.
- Check that the HP All-in-One does not have a paper jam.
- Check that the print carriage is not jammed.
  Open the print cartridge door to access the print carriage area. Remove any objects that are blocking the print carriage, including any packing materials. Turn the HP All-in-One off and then turn it on again.
- Check that the HP All-in-One print queue is not paused (Windows) or stopped (Mac). If it is, choose the appropriate setting to resume printing. For more information about accessing the print queue, see the documentation that came with the operating system installed on your computer.
- Check the USB cable. If you are using an older cable, it might not be working properly. Try connecting it to another product to see if the USB cable works. If you experience problems, the USB cable might need to be replaced. Also verify that the cable does not exceed 3 meters (9.8 feet) in length.
- Make sure your computer is USB ready. Some operating systems, such as Windows 95 and Windows NT, do not support USB connections. Check the documentation that came with your operating system for more information.
- Check the connection from the HP All-in-One to your computer. Verify that the USB cable is securely plugged into the USB port on the back of the HP All-in-One. Make sure the other end of the USB cable is plugged into a USB port on your computer. After the cable is connected properly, turn the HP All-in-One off and then on again.
- If you are connecting the HP All-in-One through a USB hub, make sure the hub is turned on. If the hub is on, try connecting directly to your computer.

- Check other printers or scanners. You might need to disconnect older products from your computer.
- Try connecting the USB cable to another USB port on your computer. After you check the connections, try restarting your computer. Turn the HP All-in-One off and then on again.
- If the HP All-in-One is offline, turn the HP All-in-One off and on again. Start a print job.
- If necessary, remove and then install the software you installed with the HP All-in-One again.

For more information on setting up the HP All-in-One and connecting it to your computer, see the Setup Guide that came with the HP All-in-One.

Clear paper jams

If the HP All-in-One has a paper jam, check the rear door.

To clear a paper jam from the rear door

1. Press in the tab on the left side of the rear door to release the door. Remove the door by pulling it away from the HP All-in-One.

   △ **CAUTION:** Trying to clear a paper jam from the front of the HP All-in-One can damage the print mechanism. Always access and clear paper jams through the rear door.
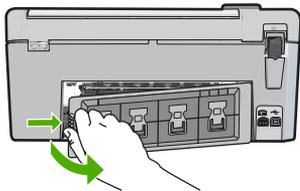
2. Gently pull the paper out of the rollers.

   △ **CAUTION:** If the paper tears when you are removing it from the rollers, check the rollers and wheels for torn pieces of paper that might be remaining inside the device. If you do not remove all the pieces of paper from the HP All-in-One, more paper jams are likely to occur.

3. Replace the rear door. Gently push the door forward until it snaps into place.
4. Press **OK** to continue the current job.

CD/DVD print troubleshooting

Use this section to solve any problems you might encounter while printing on CD/DVD surfaces with the HP All-in-One.

The HP All-in-One does not detect the CD/DVD holder

Cause: You might not have pushed the CD/DVD holder far enough into the CD/DVD tray.

Solution: Push the CD/DVD holder forward into the CD/DVD tray until the lines on the holder line up to the white lines on the tray. The end of the holder marked with arrows goes into the CD/DVD tray first.
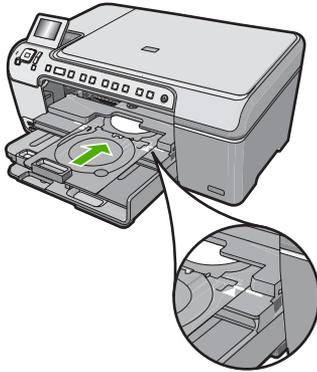
Cause: You might have inserted the CD/DVD holder back into the storage area.

Solution: Remove the CD/DVD holder from the storage area below the main input tray. Lower the CD/DVD access door (located below the control panel) to access the CD/DVD tray.
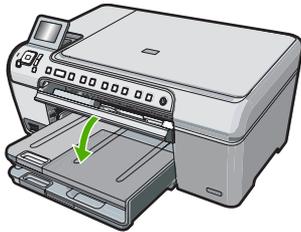
Make sure you loaded a printable disc onto the CD/DVD holder with the printable side up. Push the CD/DVD holder forward into the CD/DVD tray until the lines on the holder line up to the white lines on the tray. The end of the holder marked with arrows goes into the CD/DVD tray first.

Cause: You might have inserted the disc directly into the CD/DVD tray without placing it on the CD/DVD holder.

Solution: Remove the CD/DVD holder from the storage area below the main input tray. Remove the printable disc from the CD/DVD tray and load it onto the CD/DVD holder with the printable side up. Push the holder forward into the CD/DVD tray until the lines on the holder line up to the white lines on the tray. The end of the holder marked with arrows goes into the CD/DVD tray first.

Cause: The HP All-in-One prompts you to insert the next disc when printing multiple CD/DVDs in a print job.

Solution: Remove the CD/DVD holder from the CD/DVD tray. Remove the printed CD/DVD from the holder. Load the next disc onto the CD/DVD holder with the printable side up and reinsert the holder into the CD/DVD tray until the lines on the holder line up to the white lines on the tray. When the HP All-in-One detects the holder, the prompt disappears.

The HP All-in-One does not detect a CD/DVD on the holder

Cause: You inserted the CD/DVD holder into the CD/DVD tray without loading a CD/DVD onto the holder.

Solution: Remove the CD/DVD holder from the CD/DVD tray. Load a printable disc onto the CD/DVD holder with the printable side up and reinsert the holder into the CD/DVD tray until the lines on the holder line up to the white lines on the tray.

Cause: You might have loaded the CD/DVD upside down on the holder.

Solution: Remove the CD/DVD holder from the CD/DVD tray. Load a printable disc onto the CD/DVD holder with the printable side up and reinsert the holder into the CD/DVD tray until the lines on the holder line up to the white lines on the tray.

The HP All-in-One stalled while printing a CD/DVD

Cause: The HP All-in-One pulls the CD/DVD holder through the device while printing on the CD/DVD. The holder can protrude about 7.5 cm (3 inches) from the back of the device. If there is not sufficient space behind the HP All-in-One, the holder stops and printing stalls.

Solution: Ensure that there is at least 7.5 cm (3 inches) of space behind the HP All-in-One. Also, make sure that the slot on the back of the HP All-in-One is not blocked.

The image on my printed disc is cropped and there is ink on the CD/DVD holder

Cause: You loaded the CD/DVD onto the CD/DVD holder incorrectly.

Solution: If you are loading a regular-size (120 mm) CD/DVD onto the CD/DVD holder to be printed, do **not** flip the blue ring over the disc. The blue ring should only be used if you are printing on a small-size (80 mm) CD/DVD.

Before trying again, clean the CD/DVD holder to remove ink from the holder. This avoids ink contamination within the device, as well as protects your discs, hands, and clothing from stains later.

After the CD/DVD holder is clean and dry, load a new printable disc onto the holder with the printable side up. Leave the blue ring in its original location on the opposite side of the holder from your disc, as shown below. Reinsert the holder into the CD/DVD tray until the lines on the holder line up to the white lines on the tray and try your print again.
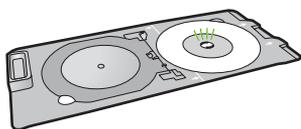
The HP All-in-One is printing on a non-printable area of my disc

Cause: Your design is not the correct size for the CD/DVD you loaded.

Solution: Make sure the design you are printing is appropriate for the size of the media loaded in the CD/DVD holder, including the diameter of the inner and outer rings. Change the software settings accordingly to center and size your design for the disc you are using. Refer to the documentation or the online help of the software you are using for additional information.

Cause: You might have loaded the CD/DVD upside down on the holder.

Solution: If you have already burned your content onto the CD/DVD, you might need to burn your contents again onto a new disc. Load the new disc onto the CD/DVD holder with the printable side up. Reinsert the holder into the CD/DVD tray until the lines on the holder line up to the white lines on the tray and try your print again.

The design is not centered on my disc

Cause: Your design settings might not be correct.

Solution: Change the software settings to center and size your design for the disc you are using. Refer to the documentation or the online help of the software you are using for additional information.

The ink on the CD/DVD is not drying

Cause: The surface of the disc is not compatible for printing.

Solution: Make sure that the CD/DVD you use is compatible for inkjet printing. Inkjet printable discs normally have a white printing surface. (Some discs also have a silver printing surface.)

Cause: You might have loaded the CD/DVD upside down on the holder.

Solution: If you have already burned your content onto the CD/DVD, you might need to burn your contents again onto a new disc. Load the new disc onto the CD/DVD holder with the printable side up. Reinsert the holder into the CD/DVD tray until the lines on the holder line up to the white lines on the tray and try your print again.

The HP All-in-One reports a CD/DVD size mismatch error

Cause: The size of the CD/DVD currently loaded on the CD/DVD holder does not match the size you specified when you started the print job from the computer.

Solution: Cancel the print job and replace the CD/DVD currently loaded on the CD/DVD holder with a CD/DVD that is the same size as specified in the print job, or change the print settings in the software.

The CD/DVD holder is stuck in the storage area

Cause: You might have inserted the CD/DVD holder back into the storage area with a CD/DVD loaded and the blue ring flipped over the disc.

Solution: Pull the CD/DVD holder out as far as possible, until you feel resistance. Then, insert a flat blunt object (such as a butter knife or screwdriver) into the left corner of the storage slot and push down on the blue ring. With the blue ring pressed down, you should be able to pull the CD/DVD holder out of the storage slot.

Print cartridge troubleshooting

If you are experiencing problems with printing, you might have a problem with one of the print cartridges. For more information, see "Replace the print cartridges" on page 12 in this guide.

- Keep all print cartridges in the original sealed packages until they are needed.
- Store print cartridges at room temperature (15.6°-26.6° C or 60°-78° F).
- Do not reattach the protective tape once it has been removed from the print cartridge. Reattaching the plastic tape might damage the print cartridge. Place the print cartridge in the HP All-in-One immediately after removing the plastic tape. If this is not possible, store it in a print cartridge protector or airtight plastic container.
- HP recommends that you do not remove the print cartridges from the HP All-in-One until you have replacement print cartridges available to install.
- Turn off the HP All-in-One from the control panel. Do not turn off the device by turning off a power strip or unplugging the power cord from the HP All-in-One. If you improperly turn off the HP All-in-One, the print carriage does not return to the correct position and the print cartridges can dry out.

- Do not open the print cartridge door unless necessary. This exposes the print cartridges to air, which reduces the life of the print cartridges.

  NOTE: If you leave the print cartridge door open for a long period of time, the HP All-in-One will recap the print cartridges to protect them from exposure to air.

- Clean the print cartridges when you notice a significant decrease in print quality.

  TIP: You might notice a decrease in print quality if the print cartridges have not been used for a long time.

- Do not clean the print cartridges unnecessarily. This wastes ink and shortens the life of the cartridges.
- Handle print cartridges carefully. Dropping, jarring, or rough handling during installation can cause temporary printing problems. If print quality is poor right after cartridge installation, allow half an hour for the print cartridge to recover.

Support process

If you have a problem, follow these steps:
1. Check the documentation that came with the HP All-in-One.
2. Visit the HP online support Web site at www.hp.com/support. HP online support is available to all HP customers. It is the fastest source for up-to-date device information and expert assistance and includes the following features:
   - Fast access to qualified online support specialists
   - Software and driver updates for the HP All-in-One
   - Valuable HP All-in-One and troubleshooting information for common problems
   - Proactive device updates, support alerts, and HP newsgrams that are available when you register the HP All-in-One
3. Call HP support. Support options and availability vary by device, country/region, and language. For a list of support phone numbers, see the printed documentation that came with the device.

3 Technical information

The technical specifications and international regulatory information for the HP All-in-One are provided in this section.

System requirements

Software system requirements are located in the Readme file.

Product specifications

For product specifications, go to the HP Web site at www.hp.com/support.

Paper specifications
*   Main input tray capacity: Plain paper sheets: Up to 125 (20 lb./75 gsm. paper)
*   Output tray capacity: Plain paper sheets: Up to 50 (20 lb./75 gsm. paper)
*   Photo tray capacity: Photo paper sheets: Up to 20

NOTE: For a complete list of supported media sizes, see the printer software.

Physical specifications
*   Height: 21.6 cm (8.5 inches)
*   Width: 45.2 cm (17.8 inches)
*   Depth: 38.5 cm (15.2 inches)
*   Weight: 6.8 kg (15 pounds)

Power specifications
*   Power consumption: 25 watts maximum (average printing)
*   Input voltage: AC 100 to 240 V ~ 600 mA 50–60 Hz
*   Output voltage: DC 32 V===375 mA, 16 V===500 mA

NOTE: Use only with the power adapter supplied by HP.

Environmental specifications
*   Recommended operating temperature range: 15º to 32º C (59º to 90º F)
*   Allowable operating temperature range: 5º to 35º C (41º to 95º F)
*   Humidity: 15% to 80% RH non-condensing
*   Non-operating (Storage) temperature range: –40º to 60º C (–4º to 122º F)
*   In the presence of high electromagnetic fields, it is possible the output from the HP All-in-One may be slightly distorted
*   HP recommends using a USB cable less than or equal to 3 m (10 feet) in length to minimize injected noise due to potential high electromagnetic fields

Energy Star® notice

This product is designed to reduce power consumption and save natural resources without compromising product performance. It has been designed to reduce total energy consumption both during operation and when the device is not active. This product qualifies for ENERGY STAR® which is a voluntary program established to encourage the development of energy-efficient office products.

ENERGY STAR is a U.S. registered service mark of the U.S. EPA. As an ENERGY STAR partner, HP has determined that this product meets ENERGY STAR guidelines for energy efficiency.

For more information on ENERGY STAR guidelines, go to the following Web site:

www.energystar.gov

Print cartridge yield

Ink from the cartridges is used in the printing process in a number of different ways, including in the initialization process, which prepares the device and cartridges for printing, and in printhead servicing, which keeps print nozzles clear and ink flowing smoothly. In addition, some residual ink is left in the cartridge after it is used. For more information, see www.hp.com/go/inkusage.

Visit www.hp.com/pageyield for more information on estimated cartridge yields.

Regulatory notices

The HP All-in-One meets product requirements from regulatory agencies in your country/region. For a complete listing of regulatory notices, see the onscreen Help.

Regulatory model identification number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SDGOB-0731. This regulatory number should not be confused with the marketing name (HP Photosmart C5200 All-in-One series, etc.) or product numbers (Q8320A, etc.).

Warranty

HP product	Duration of limited warranty
Software Media	90 days
Printer	1 year
Print or Ink cartridges	Until the HP ink is depleted or the "end of warranty" date printed on the cartridge has been reached, whichever occurs first. This warranty does not cover HP ink products that have been refilled, remanufactured, refurbished, misused, or tampered with.
Accessories	1 year unless otherwise stated

A. Extent of limited warranty
  1. Hewlett-Packard (HP) warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer.
  2. For software products, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be interrupted or error free.
  3. HP's limited warranty covers only those defects that arise as a result of normal use of the product, and does not cover any other problems, including those that arise as a result of:
     a. Improper maintenance or modification;
     b. Software, media, parts, or supplies not provided or supported by HP;
     c. Operation outside the product's specifications;
     d. Unauthorized modification or misuse.
  4. For HP printer products, the use of a non-HP cartridge or a refilled cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled cartridge or an expired ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.
  5. If HP receives, during the applicable warranty period, notice of a defect in any product which is covered by HP's warranty, HP shall either repair or replace the product, at HP's option.
  6. If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.
  7. HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
  8. Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the product being replaced.
  9. HP products may contain remanufactured parts, components, or materials equivalent to new in performance.
  10. HP's Limited Warranty Statement is valid in any country where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, may be available from any authorized HP service facility in countries where the product is distributed by HP or by an authorized importer.
B. Limitations of warranty
  TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.
C. Limitations of liability
  1. To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.
  2. TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
D. Local law
  1. This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.
  2. To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
     a. Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., the United Kingdom);
     b. Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
     c. Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or allow limitations on the duration of implied warranties.
  3. THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THE HP PRODUCTS TO SUCH CUSTOMERS.

HP Limited Warranty

Dear Customer,

You will find below the name and address of the HP entity responsible for the performance of the HP Limited Warranty in your country.

You may have additional statutory rights against the seller based on your purchase agreement. Those rights are not in any way affected by this HP Limited Warranty.

Ireland: Hewlett-Packard Ireland Ltd. 30 Herbert Street IRL-Dublin 2
United Kingdom: Hewlett-Packard Ltd, Cain Road, Bracknell, GB-Berks RG12 1HN

www.hp.com/support

Africa (English speaking)	+27 11 2345872	日本	www.hp.com/support/japan
Afrique (francophone)	+33 1 4993 9230	0800 222 47	الأردن
021 67 22 80	الجزائر	한국	www.hp.com/support/korea
Argentina (Buenos Aires)	54-11-4708-1600	Luxembourg	www.hp.com/support
Argentina	0-800-555-5000	Malaysia	www.hp.com/support
Australia	www.hp.com/support/australia	Mauritius	(262) 262 210 404
Österreich	www.hp.com/support	México (Ciudad de México)	55-5258-9922
17212049	البحرين	México	01-800-472-68368
België	www.hp.com/support	081 005 010	المغرب
Belgique	www.hp.com/support	Nederland	www.hp.com/support
Brasil (Sao Paulo)	55-11-4004-7751	New Zealand	www.hp.com/support
Brasil	0-800-709-7751	Nigeria	(01) 271 2320
Canada	1-(800)-474-6836 (1-800 hp invent)	Norge	www.hp.com/support
Central America & The Caribbean	www.hp.com/support	24791773	عُمان
Chile	800-360-999	Panamá	1-800-711-2884
中国	www.hp.com/support/china	Paraguay	009 800 54 1 0006
Colombia (Bogotá)	571-606-9191	Perú	0-800-10111
Colombia	01-8000-51-4746-8368	Philippines	www.hp.com/support
Costa Rica	0-800-011-1046	Polska	0801 800 235
Česká republika	810 222 222	Portugal	www.hp.com/support
Danmark	www.hp.com/support	Puerto Rico	1-877-232-0589
Ecuador (Andinatel)	1-999-119 ☎ 800-711-2884	República Dominicana	1-800-711-2884
Ecuador (Pacifitel)	1-800-225-528 ☎ 800-711-2884	Reunion	0820 890 323
		România	0801 033 390
(02) 6910602	مصر	Россия (Москва)	+7 495 7773284
El Salvador	800-6160	Россия (Санкт-Петербург)	+7 812 3324240
España	www.hp.com/support	800 897 1415	السعودية
France	www.hp.com/support	Singapore	www.hp.com/support/singapore
Deutschland	www.hp.com/support	Slovensko	0850 111 256
Ελλάδα (από το εξωτερικό)	+ 30 210 6073603	South Africa (RSA)	0860 104 771
Ελλάδα (εντός Ελλάδας)	801 11 75400	Suomi	www.hp.com/support
Ελλάδα (από Κύπρο)	800 9 2654	Sverige	www.hp.com/support
Guatemala	1-800-711-2884	Switzerland	www.hp.com/support
香港特別行政區	www.hp.com/support/hongkong	臺灣	www.hp.com/support/taiwan
Magyarország	06 40 200 629	ไทย	www.hp.com/support
India	www.hp.com/support/india	071 891 391	تونس
Indonesia	www.hp.com/support	Trinidad & Tobago	1-800-711-2884
+971 4 224 9189	العراق	Türkiye	+90 (212)291 38 65
+971 4 224 9189	الكويت	Україна	(044) 230-51-06
+971 4 224 9189	لبنان	600 54 47 47	الإمارات العربية المتحدة
+971 4 224 9189	قطر	United Kingdom	www.hp.com/support
+971 4 224 9189	اليمن	United States	1-(800)-474-6836 (1-800 hp invent)
Ireland	www.hp.com/support	Uruguay	0004-054-177
1-700-503-048	ישראל	Venezuela (Caracas)	58-212-278-8666
Italia	www.hp.com/support	Venezuela	0-800-474-68368
Jamaica	1-800-711-2884	Việt Nam	www.hp.com/support