HP Photosmart Premium C309 series

Windows Help

HP Photosmart Premium C309 series

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1 HP Photosmart Premium C309 series Help

For information about the HP Photosmart, see:

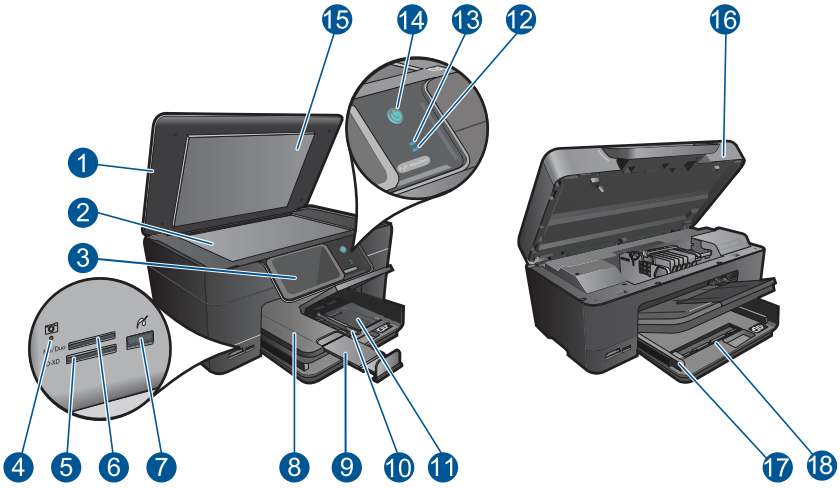
- “Get to know the HP Photosmart” on page 5
- “How do I?” on page 9
- “Print” on page 19
- “Scan” on page 39
- “Copy” on page 45
- “Reprint photos” on page 51
- “Save photos” on page 53
- “Network setup” on page 59
- “Maintain the HP Photosmart” on page 71
- “Technical information” on page 143

2 Get to know the HP Photosmart

- Printer parts
- Control panel features

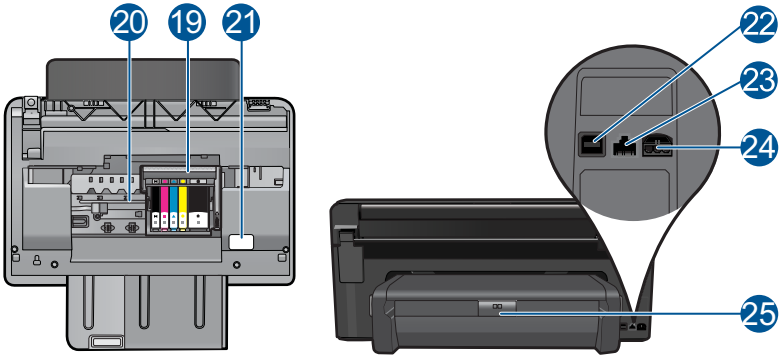
Printer parts

- **Front view of the printer**



1	Lid
2	Glass
3	Color graphics display (also referred to as the display)
4	Memory Card slots LED
5	Memory Card slot for Secure Digital and xD cards
6	Memory Card slot for Memory Stick cards
7	Front USB port for your PictBridge-compatible digital camera and other storage devices.
8	Output tray
9	Paper tray extender (also referred to as the tray extender)
10	Paper-width guide for the photo tray
11	Photo tray
12	**Bluetooth indicator light**: Indicates that the bluetooth radio is on.
13	**Wireless network indicator light**: Indicates that the wireless radio is on.
14	On button: Turns the product on or off. When the product is off, a minimal amount of power is still used. To completely remove power, turn off the product, and then unplug the power cord.
15	Lid backing
16	Cartridge door
17	Paper-width guide for the main tray
18	Main tray (also referred to as the input tray)

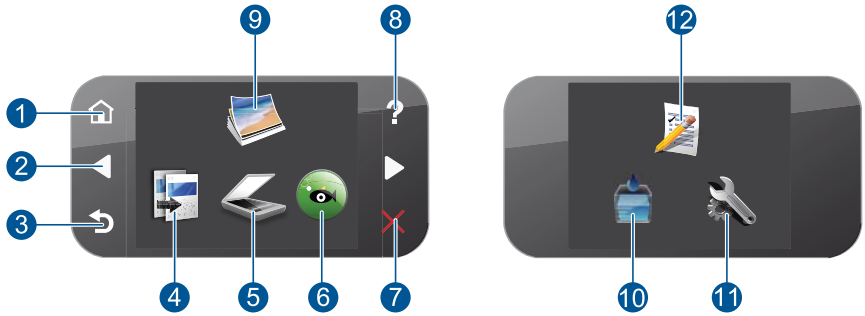
- **Top and rear views of the printer**



19	Printhead assembly
20	Cartridge access area
21	Model number location
22	Rear USB port
23	Ethernet port
24	Power connection (Use only with the power adapter supplied by HP.)
25	Two-sided printing accessory

Control panel features

Figure 2-1 Control panel features



1	**Home**: Returns to the Homescreen (the default screen when you turn on the product).
2	**Directional keys**: Allow you to navigate through photos and menu options. Touch the right arrow button to access the secondary Home screen.
3	**Back**: Returns to the previous screen on the display.
4	**Copy**: Opens the **Copy** menu where you can select a copy type or change the copy settings.
5	**Scan**: Opens the **Scan To** menu where you can select a destination for your scan.
6	**Snapfish**: Opens **Snapfish** where you can upload, edit, and share your photos. **Snapfish** may not be available depending on your country/region.
7	**Cancel**: Stops the current operation.
8	**Help**: Opens the **Help** Menu on the display where you can select a topic to learn more about it. From the Home screen, touching **Help** lists the topics for which help is available. Depending on the topic you select, the topic will appear on the display or on your computer screen. When viewing screens other than the Home screen, the **Help** button provides help applicable to the current screen.
9	**Photo**: Opens the **Photo** Menu.
10	**Ink Supplies**: Opens the **Estimated Ink Levels** screen.
11	**Setup**: Opens the Setup menu where you can change product settings and perform maintenance functions.
12	**Quick Forms**: Prints a variety of blank forms, such as school paper, music paper, mazes, and checklists. **Quick Forms** may be available on the main Home screen depending on your country/region.

3 How do I?

This section contains links to commonly performed tasks, such as printing photos, scanning, and making copies.

- “Print photos from a memory card or USB storage device” on page 21
- “Print a creative project” on page 28
- “Save photos” on page 53
- “Load media” on page 13
- “Replace the cartridges” on page 72
- “Scan to a computer” on page 39
- “Scan to a memory card or USB storage device” on page 40
- “Copy text or mixed documents” on page 45
- “Reprint photos” on page 51

4 Paper basics

You can load many different types and sizes of paper in the HP Photosmart, including letter or A4 paper, photo paper, transparencies, and envelopes.

By default, the HP Photosmart is set to detect the size and type of paper you load in the input tray automatically and then adjust its settings to generate the highest quality output for that paper. If you are using special papers, such as photo paper, transparency film, envelopes, or labels, or if you experience poor print quality using the automatic setting, you can manually set the paper size and type for print and copy jobs.

This section contains the following topics:

- "Recommended papers for photo printing" on page 11
- "Recommended papers for printing" on page 12
- "Load media" on page 13
- "Information on paper" on page 17

Recommended papers for photo printing

If you want the best print quality, HP recommends using HP papers that are specifically designed for the type of project you are printing.

Depending on your country/region, some of these papers might not be available.

HP Advanced Photo Paper

This thick photo paper features an instant-dry finish for easy handling without smudging. It resists water, smears, fingerprints, and humidity. Your prints have a look and feel comparable to a store-processed photo. It is available in several sizes, including A4, 8.5 x 11 inch, 10 x 15 cm (4 x 6 inch) (with or without tabs), 13 x 18 cm (5 x 7 inch), and two finishes - glossy or soft gloss (satin matte). It is acid-free for longer lasting documents.

HP Everyday Photo Paper

Print colorful, everyday snapshots at a low cost, using paper designed for casual photo printing. This affordable, photo paper dries quickly for easy handling. Get sharp, crisp images when you use this paper with any inkjet printer. It is available in semi-gloss finish in several sizes, including A4, 8.5 x 11 inch, and 10 x 15 cm (4 x 6 inch) (with or without tabs). For longer-lasting photos, it is acid-free.

HP Photo Value Pack

HP Photo Value Packs conveniently package original HP cartridges and HP Advanced Photo Paper to save you time and take the guesswork out of printing affordable professional photos with your HP Photosmart. Original HP inks and HP Advanced Photo Paper have been designed to work together so your photos are long lasting and vivid, print after print. Great for printing out an entire vacation's worth of photos or multiple prints to share.

To order HP papers and other supplies, go to www.hp.com/buy/supplies. If prompted, choose your country/region, follow the prompts to select your product, and then click one of the shopping links on the page.

NOTE: At this time, some portions of the HP Web site are available in English only.

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HP Brochure Paper or HP Superior Inkjet Paper

These papers are glossy-coated or matte-coated on both sides for two-sided use. They are the perfect choice for near-photographic reproductions and business graphics for report covers, special presentations, brochures, mailers, and calendars.

HP Premium Presentation Paper or HP Professional Paper

These papers are heavy two-sided matte papers perfect for presentation, proposals, reports, and newsletters. They are heavyweight for an impressive look and feel.

HP Bright White Inkjet Paper

HP Bright White Inkjet Paper delivers high-contrast colors and sharp text. It is opaque enough for two-sided color usage with no show-through, which makes it ideal for newsletters, reports, and flyers. It features ColorLok Technology for less smearing, bolder blacks, and vivid colors.

HP Printing Paper

HP Printing Paper is a high-quality multifunction paper. It produces documents that look and feel more substantial than documents printed on standard multipurpose or copy paper. It features ColorLok Technology for less smearing, bolder blacks, and vivid colors. It is acid-free for longer lasting documents.

HP Office Paper

HP Office Paper is a high-quality multifunction paper. It is suitable for copies, drafts, memos, and other everyday documents. It features ColorLok Technology for less smearing, bolder blacks, and vivid colors. It is acid-free for longer lasting documents.

HP Iron-On Transfers

HP Iron-on Transfers (for color fabrics or for light or white fabrics) are the ideal solution for creating custom T-shirts from your digital photos.

HP Premium Inkjet Transparency Film

HP Premium Inkjet Transparency Film makes your color presentations vivid and even more impressive. This film is easy to use and handle, and dries quickly without smudging.

HP Photo Value Pack

HP Photo Value Packs conveniently package original HP cartridges and HP Advanced Photo Paper to save you time and take the guesswork out of printing affordable professional photos with your HP Photosmart. Original HP inks and HP Advanced Photo Paper have been designed to work together so your photos are long lasting and vivid, print after print. Great for printing out an entire vacation's worth of photos or multiple prints to share.

ColorLok

HP recommends plain papers with the ColorLok logo for printing and copying of everyday documents. All papers with the ColorLok logo are independently tested to meet high standards of reliability and print quality, and produce documents with crisp, vivid color, bolder blacks, and dry faster than ordinary plain papers. Look for papers with the ColorLok logo in a variety of weights and sizes from major paper manufacturers.

To order HP papers and other supplies, go to www.hp.com/buy/supplies. If prompted, choose your country/region, follow the prompts to select your product, and then click one of the shopping links on the page.

NOTE: At this time, some portions of the HP Web site are available in English only.

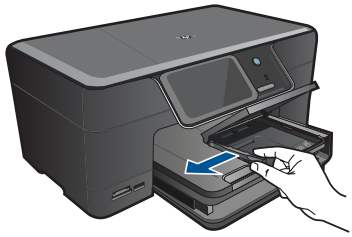
Load media

1. Do one of the following:

   Load 10 x 15 cm (4 x 6 inch) paper

   a. Raise photo tray lid.

      Raise photo tray lid and slide paper-width guide outwards.



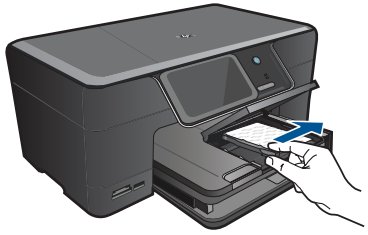
b. Load paper.

- Insert stack of photo paper into photo tray with short edge forward and print side down.

- Slide stack of paper forward until it stops.

  NOTE: If the photo paper you are using has perforated tabs, load photo paper so that tabs are closest to you.

- Slide paper-width guide inward until it stops at edge of paper.



c. Lower photo tray lid.

Load A4 or 8.5 x 11 inch paper

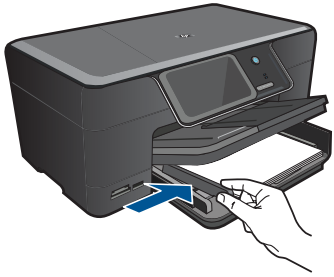
a. Raise output tray.

- Raise and hold output tray in open position.
- Slide paper-width guide outwards.
- Remove all paper from the main input tray.

b. Load paper.

- Insert stack of paper into main input tray with short edge forward and print side down.

- Slide stack of paper forward until it stops.
- Slide paper-width guide inward until it stops at edge of paper.



c. Lower output tray.

- Lower output tray and pull tray extender towards you, as far as it will go. Flip the paper catch at the end of the tray extender.

NOTE: When you use legal-size paper, leave the paper catch closed.

Load envelopes

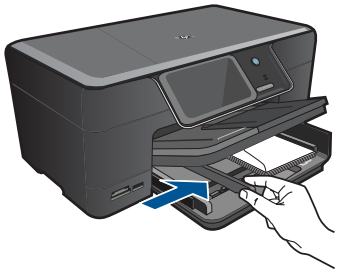
a. Raise output tray.

- Raise and hold output tray in open position.
- Slide paper-width guide outwards.
- Remove all paper from the main input tray.

b. Load envelopes.

- Insert one or more envelopes into far-right side of main input tray, with envelope flaps on left and facing up.

- Slide stack of envelopes forward until it stops.
- Slide paper-width guide inward against stack of envelopes until it stops.



c. Lower output tray.

2. View the animation for this topic.

Related topics

“Information on paper” on page 17

Information on paper

The HP Photosmart is designed to work well with most paper types. Test a variety of paper types before buying a large quantity. Find a paper type that works well and is easy to purchase. HP papers are designed for the best quality results. In addition, follow these tips:

- Do not use paper that is too thin, that has a slick texture, or that stretches easily. It can feed incorrectly through the paper path, causing paper jams.
- Store photo media in its original packaging inside a resealable plastic bag on a flat surface in a cool, dry place. When you are ready to print, remove only the paper you plan to use immediately. When you have finished printing, return any unused photo paper to the plastic bag.
- Do not leave unused photo paper in the input tray. The paper might start to curl, which might reduce the quality of your printouts. Curled paper can also cause paper jams.
- Always hold photo paper by the edges. Fingerprints on photo paper can reduce print quality.
- Do not use paper that is heavily textured. It can cause graphics or text to print improperly.
- 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.
- For best results, do not allow printed photos to stack up in the output tray.
- Store printed photos under glass or in a storage book to prevent bleeding over time from high humidity.

5 Print

"Print documents" on page 19

"Print photos" on page 20

"Print a creative project" on page 28

"Print a Web page" on page 32

"Print forms and templates (Quick Forms)" on page 32

Related topics

- "Load media" on page 13
- "Recommended papers for photo printing" on page 11
- "Recommended papers for printing" on page 12

Print documents

Most print settings are automatically handled by the software application. You need to change the settings manually only when you change print quality, print on specific types of paper or transparency film, or use special features.

To print from a software application

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. If you need to change settings, click the button that opens the **Properties** dialog box. Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.

NOTE: When printing a photo, you must select options for the specific photo paper and photo enhancement.

5. Select the appropriate options for your print job by using the features available in the **Advanced**, **Printing Shortcuts**, **Features**, and **Color** tabs.

   TIP: You can easily select the appropriate options for your print job by choosing one of the predefined print tasks on the **Printing Shortcuts** tab. Click a type of print task in the **Printing Shortcuts** list. The default settings for that type of print task are set and summarized on the **Printing Shortcuts** tab. If necessary, you can adjust the settings here and save your custom settings as a new printing shortcut. To save a custom printing shortcut, select the shortcut and click **Save As**. To delete a shortcut, select the shortcut and click **Delete**.

6. Click **OK** to close the **Properties** dialog box.
7. Click **Print** or **OK** to begin printing.

Related topics

- "Recommended papers for printing" on page 12
- "Load media" on page 13
- "View the print resolution" on page 34
- "Use printing shortcuts" on page 34
- "Set the default print settings" on page 35
- "Stop the current job" on page 141

Print photos

- "Print photos saved on your computer" on page 20
- "Print photos from a memory card or USB storage device" on page 21
- "Print photos using Snapfish" on page 25

Print photos saved on your computer

To print a photo on photo paper

1. Load up to 13 x 18 cm (5 x 7 inch) paper in the photo tray or full-size photo paper in the main input tray.
2. Slide the paper-width guide inward until it stops at the edge of the paper.
3. On the **File** menu in your software application, click **Print**.
4. Make sure the product is the selected printer.
5. Click the button that opens the **Properties** dialog box.
   Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
6. Click the **Features** tab.
7. In the **Basic Options** area, from the **Paper Type** drop-down list, select **More**. Then, select the appropriate photo paper type.
8. In the **Resizing Options** area, from the **Size** drop-down list, select **More**. Then, select the appropriate paper size.
   If the paper size and paper type are not compatible, the printer software displays an alert and allows you to select a different type or size.

9. (Optional) Select the **Borderless printing** check box if it is not already checked. If the borderless paper size and paper type are not compatible, the product software displays an alert and allows you to select a different type or size.
10. In the **Basic Options** area, select a high print quality, such as **Best**, from the **Print Quality** drop-down list.

    NOTE: To achieve the highest dpi resolution, you can use the **Maximum dpi** setting with supported types of photo paper. If **Maximum dpi** is not listed in the Print quality drop-down list, you can enable it from the **Advanced** tab. For more information, see "Print using the maximum dpi" on page 33.

11. In the **HP Real Life Technologies** area, click the **Photo fix** drop-down list and select from the following options:
    - **Off:** applies no **HP Real Life Technologies** to the image.
    - **Basic:** enhances low-resolution images; moderately adjusts image sharpness.
12. Click **OK** to return to the **Properties** dialog box.
13. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.

Related topics

- "Recommended papers for photo printing" on page 11
- "Load media" on page 13
- "Print using the maximum dpi" on page 33
- "View the print resolution" on page 34
- "Use printing shortcuts" on page 34
- "Set the default print settings" on page 35
- "Stop the current job" on page 141

Print photos from a memory card or USB storage device

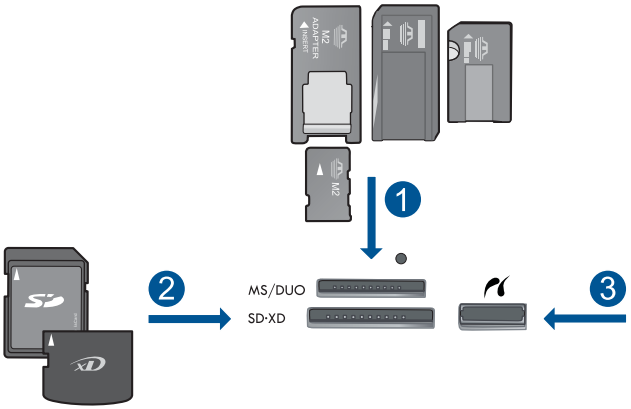
1. Do one of the following:

   Print single photo on small-size paper

   a. Load paper.

   - Load up to 13 x 18 cm (5 x 7 inch) photo paper in photo tray.

   b. Insert memory device.



1	Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Pro Duo (adapter optional), Memory Stick Pro-HG Duo (adapter optional), or Memory Stick Micro (adapter required)
2	MultiMediaCard (MMC), MMC Plus, Secure MultiMedia Card, MMC Mobile (RS-MMC; adapter required), Secure Digital (SD), Secure Digital Mini (adapter required), Secure Digital High Capacity (SDHC), TransFlash MicroSD Card (adapter required), or xD-Picture card
3	Front USB port/Pictbridge: For digital cameras and removable drives

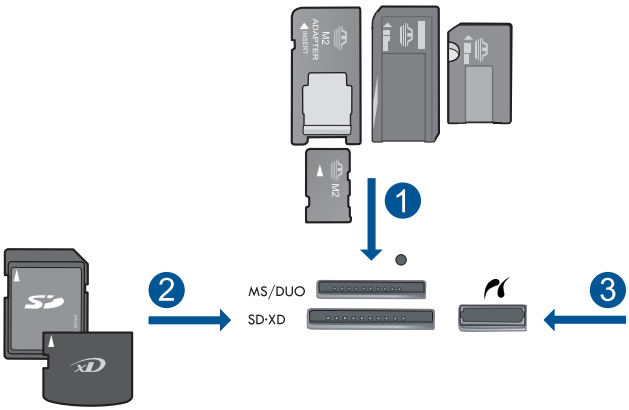
c. Select photo.
- Touch **View & Print**.
- Select photo source.
- Touch left or right arrow to scroll through photos.
- Touch photo you want to print.
- Touch photo to select it.
- Touch up arrow to increase number of copies.

d. Print photo.
- Touch **Print** to preview print job.
- Touch **Print**.

Print single photo on full-size paper

a. Load paper.
- Load full-size paper in the main input tray.

b. Insert memory device.



1	Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Pro Duo (adapter optional), Memory Stick Pro-HG Duo (adapter optional), or Memory Stick Micro (adapter required)
2	MultiMediaCard (MMC), MMC Plus, Secure MultiMedia Card, MMC Mobile (RS-MMC; adapter required), Secure Digital (SD), Secure Digital Mini (adapter required), Secure Digital High Capacity (SDHC), TransFlash MicroSD Card (adapter required), or xD-Picture card
3	Front USB port/Pictbridge: For digital cameras and removable drives

c. Select photo.

- Touch **View & Print**.
- Select photo source.
- Touch left or right arrow to scroll through photos.
- Touch photo you want to print.
- Touch photo to select it.
- Touch up arrow to increase number of copies.

d. Change page layout.

- Touch **Print** to preview print job.
- Touch **Options** to change print settings.
- Touch **Layout**.

- Touch **8.5 x 11**.
- Touch **Back**.

e. Print photo.

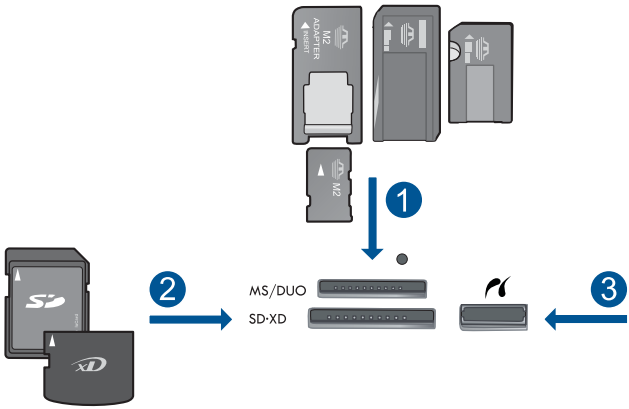
- Touch **Print**.

Print multiple photos on full-size paper

a. Load paper.

- Load full-size paper in the main input tray.

b. Insert memory device.



1	Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Pro Duo (adapter optional), Memory Stick Pro-HG Duo (adapter optional), or Memory Stick Micro (adapter required)
2	MultiMediaCard (MMC), MMC Plus, Secure MultiMedia Card, MMC Mobile (RS-MMC; adapter required), Secure Digital (SD), Secure Digital Mini (adapter required), Secure Digital High Capacity (SDHC), TransFlash MicroSD Card (adapter required), or xD-Picture card
3	Front USB port/Pictbridge: For digital cameras and removable drives

c. Select photo.

- Touch **View & Print**.
- Select photo source.
- Touch left or right arrow to scroll through photos.

- Touch photo you want to print.
- Touch photo to select it.
- Touch up arrow to increase number of copies.

d. Change page layout.

- Touch **Print** to preview print job.
- Touch **Options** to change print settings.
- Touch **Layout**.
- Touch **4x6 on 8.5x11**.
- Touch **Back**.

e. Print photo.

- Touch **Print**.

2. View the animation for this topic.

Related topics

- “Recommended papers for photo printing” on page 11
- “Edit photos before printing” on page 35
- “Stop the current job” on page 141

Print photos using Snapfish

1. Do one of the following:

Print single photo on small-size paper

a. Set up Internet connection.

- Make sure that the HP Photosmart is connected to a network that has Internet access.

b. Load paper.

- Load up to 13 x 18 cm (5 x 7 inch) photo paper in photo tray.

c. Log in to Snapfish.

- Touch **Snapfish** on the Home screen.
- Enter login details using keypad and touch **OK**.

d. Select photo.

- Touch **View & Print**.
- Select album.
- Touch photo you want to print.

- Touch photo to select it.
- Touch up arrow to increase number of copies.

e. Print photo.

- Touch **Print** to preview print job.
- Touch **Print**.

Print single photo on full-size paper

a. Set up Internet connection.

- Make sure that the HP Photosmart is connected to a network that has Internet access.

b. Load paper.

- Load full-size paper in the main input tray.

c. Log in to Snapfish.

- Touch **Snapfish** on the Home screen.
- Enter login details using keypad and touch **OK**.

d. Select photo.

- Touch **View & Print**.
- Select album.
- Touch photo you want to print.
- Touch photo to select it.
- Touch up arrow to increase number of copies.

e. Change page layout.

- Touch **Print** to preview print job.
- Touch **Options** to change print settings.
- Touch **Layout**.
- Touch **8.5 x 11**.
- Touch **Back**.

f. Print photo.

- Touch **Print**.

Print multiple photos on full-size paper

a. Set up Internet connection.

- Make sure that the HP Photosmart is connected to a network that has Internet access.

b. Load paper.

- Load full-size paper in the main input tray.

c. Log in to Snapfish.

- Touch **Snapfish** on the Home screen.
- Enter login details using keypad and touch **OK**.

d. Select photo.

- Touch **View & Print**.
- Select album.
- Touch photo you want to print.
- Touch photo to select it.
- Touch up arrow to increase number of copies.

e. Change page layout.

- Touch **Print** to preview print job.
- Touch **Options** to change print settings.
- Touch **Layout**.
- Touch **4x6 on 8.5x11**.
- Touch **Back**.

f. Print photo.

- Touch **Print**.

2. View the animation for this topic.

Related topics

- “Recommended papers for photo printing” on page 11
- “Edit photos before printing” on page 35
- “Stop the current job” on page 141

Print a creative project

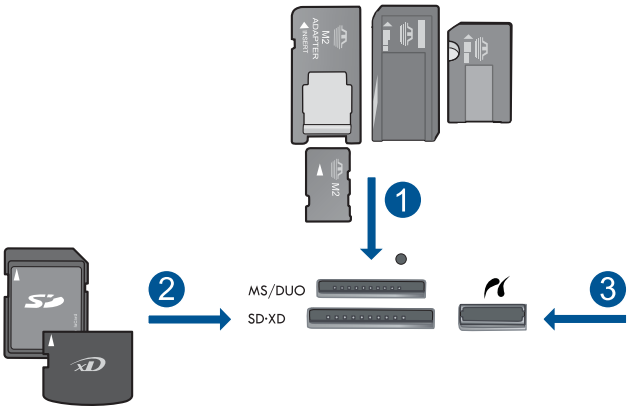
1. Do one of the following:

Print album pages

a. Load paper.

- Load up to 13 x 18 cm (5 x 7 inch) photo paper in photo tray or full-size photo paper in main input tray.

b. Insert memory device.



1	Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Pro Duo (adapter optional), Memory Stick Pro-HG Duo (adapter optional), or Memory Stick Micro (adapter required)
2	MultiMediaCard (MMC), MMC Plus, Secure MultiMedia Card, MMC Mobile (RS-MMC; adapter required), Secure Digital (SD), Secure Digital Mini (adapter required), Secure Digital High Capacity (SDHC), TransFlash MicroSD Card (adapter required), or xD-Picture card
3	Front USB port/Pictbridge for digital cameras and removable drives

c. Select project type.

- Touch **Create**.
- Touch **Album Pages**.
- Select source.
- Touch a small paper size.

d. Select photo.

- Touch left or right arrow to scroll through photos.
- Touch photo to select it.
- Touch **Done**.

- Touch **Yes** for cover page.
- Touch up arrow to increase number of album pages.

e. Print photo.

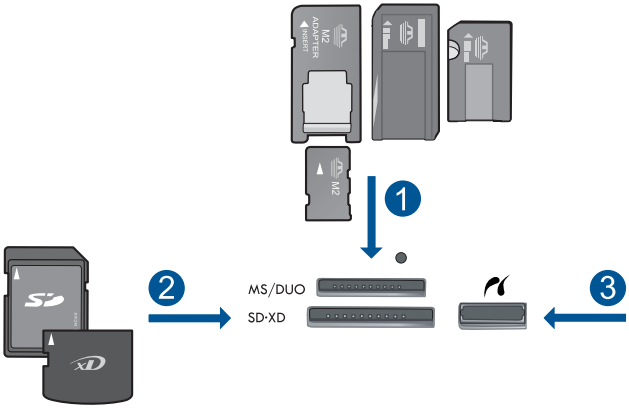
- Touch **Done** to preview print job.
- Touch **Print**.

Print panoramic photos

a. Load paper.

- Load 10 x 30 cm (4 x 12 inch) panorama paper in the main input tray.

b. Insert memory device.



1	Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Pro Duo (adapter optional), Memory Stick Pro-HG Duo (adapter optional), or Memory Stick Micro (adapter required)
2	MultiMediaCard (MMC), MMC Plus, Secure MultiMedia Card, MMC Mobile (RS-MMC; adapter required), Secure Digital (SD), Secure Digital Mini (adapter required), Secure Digital High Capacity (SDHC), TransFlash MicroSD Card (adapter required), or xD-Picture card
3	Front USB port/Pictbridge: For digital cameras and removable drives

c. Select project type.

- Touch **Create**.
- Touch right arrow to scroll to **Panorama Prints**.

- Touch **Panorama Prints**.
- Select source.

d. Select photo.

- Touch left or right arrow to scroll through photos.
- Touch photo to select it.
- Touch up arrow to increase number of copies.

e. Print photo.

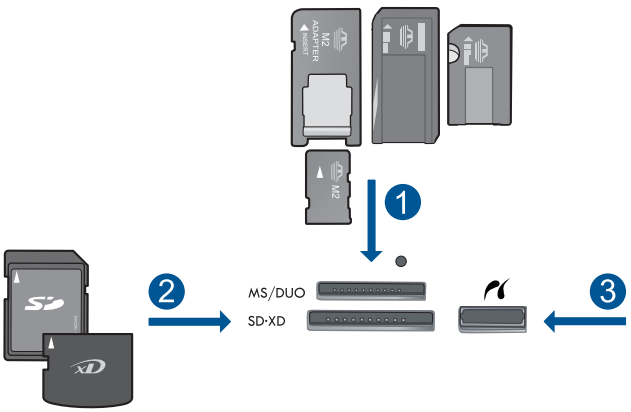
- Touch **Done** to preview print job.
- Touch **Print**.

Print wallet photos

a. Load paper.

- Load up to 13 x 18 cm (5 x 7 inch) photo paper in photo tray or full-size photo paper in main input tray.

b. Insert memory device.



1	Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Pro Duo (adapter optional), Memory Stick Pro-HG Duo (adapter optional), or Memory Stick Micro (adapter required)
2	MultiMediaCard (MMC), MMC Plus, Secure MultiMedia Card, MMC Mobile (RS-MMC; adapter required), Secure Digital (SD), Secure Digital Mini (adapter required), Secure Digital High Capacity (SDHC), TransFlash MicroSD Card (adapter required), or xD-Picture card
3	Front USB port/Pictbridge: For digital cameras and removable drives

c. Select project type.

- Touch **Create**.
- Touch right arrow to scroll to **Wallet Photos**.
- Touch **Wallet Photos**.
- Select source.
- Touch a small paper size.

d. Select photo.

- Touch left or right arrow to scroll through photos.
- Touch photo to select it.
- Touch up arrow to increase number of copies.

e. Print photo.

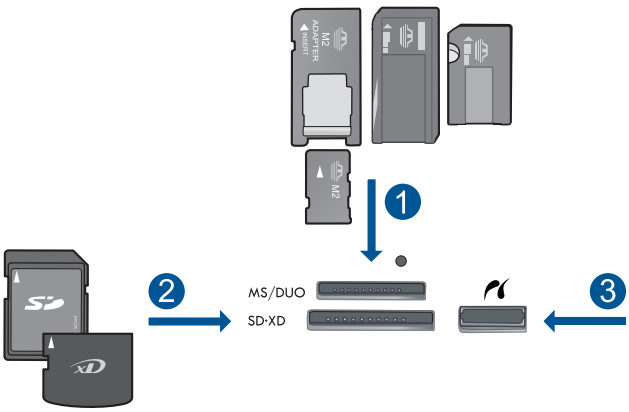
- Touch **Done** to preview print job.
- Touch **Print**.

Print passport photos

a. Load paper.

- Load up to 13 x 18 cm (5 x 7 inch) photo paper in photo tray or full-size photo paper in main input tray.

b. Insert memory device.



1	Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Pro Duo (adapter optional), Memory Stick Pro-HG Duo (adapter optional), or Memory Stick Micro (adapter required)
2	MultiMediaCard (MMC), MMC Plus, Secure MultiMedia Card, MMC Mobile (RS-MMC; adapter required), Secure Digital (SD), Secure Digital Mini (adapter required), Secure Digital High Capacity (SDHC), TransFlash MicroSD Card (adapter required), or xD-Picture card
3	Front USB port/Pictbridge: For digital cameras and removable drives

c. Select project type.

- Touch **Create**.
- Touch right arrow to scroll to **Passport Photos**.
- Touch **Passport Photos**.
- Touch a small paper size.

d. Select photo.
- Touch left or right arrow to scroll through photos.
- Touch photo to select it.
- Touch up arrow to increase number of copies.

e. Print photo.
- Touch **Done** to preview print job.
- Touch **Print**.

2. View the animation for this topic.

Related topics
- “Recommended papers for photo printing” on page 11
- “Edit photos before printing” on page 35
- “Stop the current job” on page 141

Print a Web page

You can print a Web page from the Web browser your computer on the HP Photosmart.

If you use Internet Explorer (6.0 or higher) or Firefox (2.0 or higher), you can use **HP Smart Web Printing** to ensure simple, predictable web printing with control over what you want and how you want it printed. You can access **HP Smart Web Printing** from the toolbar in Internet Explorer. For more information about **HP Smart Web Printing**, see the help file provided with it.

To print a Web page
1. Make sure you have paper loaded in the main input tray.
2. On the **File** menu in your Web browser, click **Print**.
   The **Print** dialog box appears.
3. Make sure the product is the selected printer.
4. If your Web browser supports it, select the items on the Web page that you want to include in the printout.
   For example, in Internet Explorer, click the **Options** tab to select options such as **As laid out on screen**, **Only the selected frame**, and **Print all linked documents**.
5. Click **Print** or **OK** to print the Web page.

TIP: To print Web pages correctly, you might need to set your print orientation to **Landscape**.

Print forms and templates (Quick Forms)

The HP Photosmart contains built-in templates that enable you to print common forms, such as narrow or wide ruled notebook paper, graph paper, task checklists, calendars (not supported on all models), and music sheets on plain letter- or A4-size paper. You can also print games such as dots and fun mazes, which have a different pattern each time you print them.

To print forms from the control panel

1. Make sure you have paper loaded in the input tray.
2. On the Home Screen, touch the right arrow to view more options.
3. Touch **Quick Forms**.
4. Touch the up or down arrow to scroll through the forms and templates.
5. Touch the form you want to print.
6. If prompted, select the type of form to print.
7. Touch the up arrow to increase the number of copies, and then touch **Done**.

Print using the maximum dpi

Use maximum dpi mode to print high-quality, sharp images.

To get the most benefit from maximum dpi mode, use it to print high-quality images such as digital photographs. When you select the maximum dpi setting, the printer software displays the optimized dots per inch (dpi) that the HP Photosmart printer will print. Printing in maximum dpi is supported on the following paper-types only:

- HP Premium Plus Photo Paper
- HP Premium Photo Paper
- HP Advanced Photo Paper
- Photo Hagaki cards

Printing in maximum dpi takes longer than printing with other settings and requires a large amount of disk space.

To print in Maximum dpi mode

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
   Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Advanced** tab.
6. In the **Features** area, select the **Enable maximum dpi setting** check box.
7. Click the **Features** tab.
8. In the **Paper Type** drop-down list, click **More**, and then select the appropriate paper type.
9. In the **Print Quality** drop-down list, click **Maximum dpi**.

   NOTE: To find out what dpi the product will print based on the paper type and print quality settings you selected, click **Resolution**.

10. Select any other print settings that you want, and then click **OK**.

Related topics

"View the print resolution" on page 34

View the print resolution

The printer software displays the print resolution in dots per inch (dpi). The dpi varies according to the paper type and print quality that you select in the printer software.

To view the print resolution

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
   Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Paper Type** drop-down list, select the type of paper that you have loaded.
7. In the **Print Quality** drop-down list, select the appropriate print quality setting for your project.
8. Click the **Resolution** button to view the print resolution dpi for the paper type and print quality combination you selected.

Use printing shortcuts

Use printing shortcuts to print with print settings that you use often. The printer software has several specially designed printing shortcuts that are available in the Printing Shortcuts list.

NOTE: When you select a printing shortcut the appropriate printing options are automatically displayed. You can leave them as is, change them, or create your own shortcuts for commonly used tasks.

Use the Printing Shortcuts tab for the following print tasks:

- **General Everyday Printing**: Print documents quickly.
- **Photo Printing-Borderless**: Print to the top, bottom, and side edges of 10 x 15 cm (4 x 6 inch) and 13 x 18 cm (5 x 7 inch) HP Photo Papers.
- **Paper-saving Printing**: Print two-sided documents with mutliple pages on same sheet to reduce paper usage.
- **Photo Printing-With White Borders**: Print a photo with a white border around the edges.
- **Fast/Economical Printing**: Produce draft-quality printouts quickly.
- **Presentation Printing**: Print high-quality documents, including letters and transparencies.
- **Two-sided (Duplex) Printing**: Print two-sided pages with the HP Photosmart.

To create a printing shortcut

1. On the **File** menu in your software application, click **Print**.
2. Make sure the product is the selected printer.

3. Click the button that opens the **Properties** dialog box.
   Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
4. Click the **Printing Shortcuts** tab.
5. In the **Printing Shortcuts** list, click a printing shortcut.
   The print settings for the selected printing shortcut are displayed.
6. Change the print settings to those you want in the new printing shortcut.
7. Click **Save as** and type a name for the new printing shortcut, and then click **Save**.
   The printing shortcut is added to the list.

To delete a printing shortcut

1. On the **File** menu in your software application, click **Print**.
2. Make sure the product is the selected printer.
3. Click the button that opens the **Properties** dialog box.
   Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
4. Click the **Printing Shortcuts** tab.
5. In the **Printing Shortcuts** list, click the printing shortcut that you want to delete.
6. Click **Delete**.
   The printing shortcut is removed from the list.

NOTE: Only the shortcuts that you have created can be deleted. The original HP shortcuts cannot be deleted.

Set the default print settings

If there are settings that you frequently use for printing, you might want to make them the default print settings so they are already set when you open the **Print** dialog box from within your software application.

To change the default print settings

1. In the HP Solution Center, click **Settings**, point to **Print Settings**, and then click **Printer Settings**.
2. Make changes to the print settings, and click **OK**.

Edit photos before printing

1. Do one of the following:

   Rotate photo

   a. Select photo.
      - Touch **View & Print**.
      - Select photo source.

- Touch left or right arrow to scroll through photos.
- Touch photo to select it.

b. Edit photo.

- Touch **Edit**.
- Touch **Rotate**.
- Touch **Done**.

Crop photo

a. Select photo.

- Touch **View & Print**.
- Select photo source.
- Touch left or right arrow to scroll through photos.
- Touch photo to select it.

b. Edit photo.

- Touch **Edit**.
- Touch **Crop**.
- Touch **Done**.

Photo fix

a. Select photo.

- Touch **View & Print**.
- Select photo source.
- Touch left or right arrow to scroll through photos.
- Touch photo to select it.

b. Edit photo.

- Touch **Edit**.
- Touch down arrow to scroll to **Photo Fix**.
- Touch **Photo Fix**.
- Select desired option.
- Touch **Done**.

Add frame

a. Select photo.

- Touch **View & Print**.
- Select photo source.
- Touch left or right arrow to scroll through photos.
- Touch photo to select it.

b. Edit photo.

- Touch **Edit**.
- Touch down arrow to scroll to **Add Frame**.
- Touch **Add Frame**.
- Select desired option.
- Touch **Done**.

Adjust brightness

a. Select photo.

- Touch **View & Print**.
- Select photo source.
- Touch left or right arrow to scroll through photos.
- Touch photo to select it.

b. Edit photo.

- Touch **Edit**.
- Touch down arrow to scroll to **Brightness**.
- Touch **Brightness**.
- Set brightness.
- Touch **Done**.

Color effect

a. Select photo.

- Touch **View & Print**.
- Select photo source.
- Touch left or right arrow to scroll through photos.
- Touch photo to select it.

b. Edit photo.

- Touch **Edit**.
- Touch down arrow to scroll to **Color Effect**.
- Touch **Color Effect**.
- Select desired option.
- Touch **Done**.

2. View the animation for this topic.

6 Scan

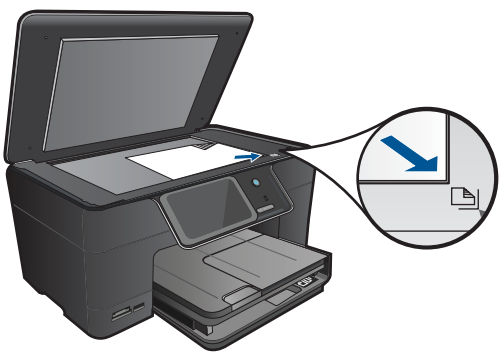
- “Scan to a computer” on page 39
- “Scan to a memory card or USB storage device” on page 40
- “Scan and reprint photos” on page 51

Scan to a computer

To scan to a computer

1. Load original.
   a. Lift lid on product.

   b. Load original print side down on right front corner of glass.



   c. Close lid.
2. Connect to computer.

3. Start scan.
   a. Touch **Scan** on Home screen.
      The **Scan To** menu appears.
   b. Touch **Computer**.
      If product is network-connected, a list of available computers appears. Select computer to which you want to transfer to start the scan.
   c. Select job shortcut you want to use.
4. View the animation for this topic.

Related topics

"Stop the current job" on page 141

Scan to a memory card or USB storage device

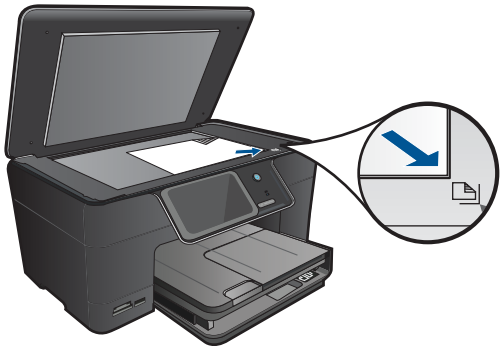
NOTE: You can send the scanned image as a JPEG image to the memory card or storage device that is currently inserted. This enables you to use the photo print options to print borderless prints and album pages from the scanned image.

1. Do one of the following:

Save a scan to memory card

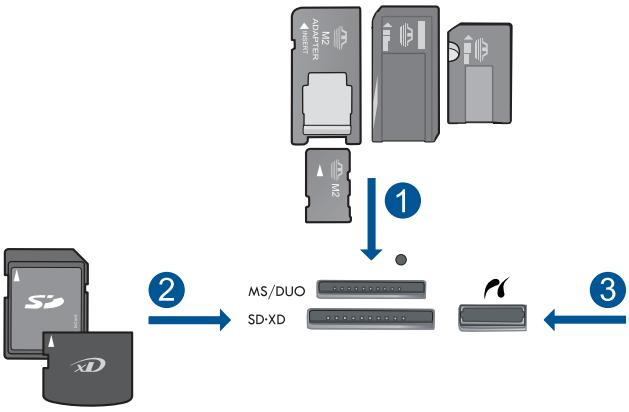
a. Load original.
   - Lift lid on product.

   - Load original print side down on right front corner of glass.



- Close lid.

b. Insert memory device.



1	Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Pro Duo (adapter optional), Memory Stick Pro-HG Duo (adapter optional), or Memory Stick Micro (adapter required)
2	MultiMediaCard (MMC), MMC Plus, Secure MultiMedia Card, MMC Mobile (RS-MMC; adapter required), Secure Digital (SD), Secure Digital Mini (adapter required), Secure Digital High Capacity (SDHC), TransFlash MicroSD Card (adapter required), or xD-Picture card
3	Front USB port/Pictbridge: For digital cameras and removable drives

c. Start scan.

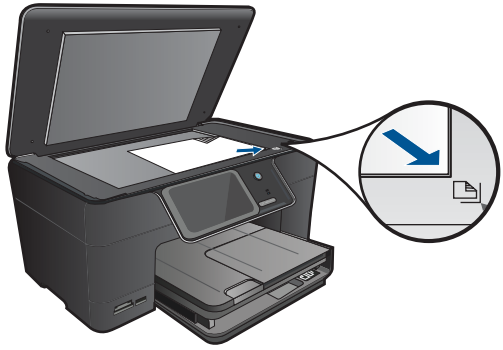
- Touch **Scan** on Home screen.
  The **Scan To** menu appears.
- Touch **Memory Card**.

Save a scan to USB drive

a. Load original.

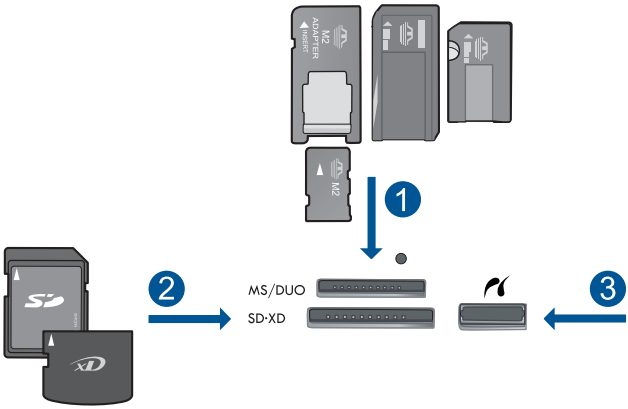
- Lift lid on product.

- Load original print side down on right front corner of glass.



- Close lid.

b. Insert memory device.



1	Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Pro Duo (adapter optional), Memory Stick Pro-HG Duo (adapter optional), or Memory Stick Micro (adapter required)
2	MultiMediaCard (MMC), MMC Plus, Secure MultiMedia Card, MMC Mobile (RS-MMC; adapter required), Secure Digital (SD), Secure Digital Mini (adapter required), Secure Digital High Capacity (SDHC), TransFlash MicroSD Card (adapter required), or xD-Picture card
3	Front USB port/Pictbridge: For digital cameras and removable drives

c. Start scan.

- Touch **Scan** on Home screen.
  The **Scan To** menu appears.
- Touch **USB Drive**.

2. View the animation for this topic.

Related topics

“Stop the current job” on page 141

7 Copy

- “Copy text or mixed documents” on page 45
- “Copy photos (reprint)” on page 51

Copy text or mixed documents

1. Do one of the following:

1-sided copy

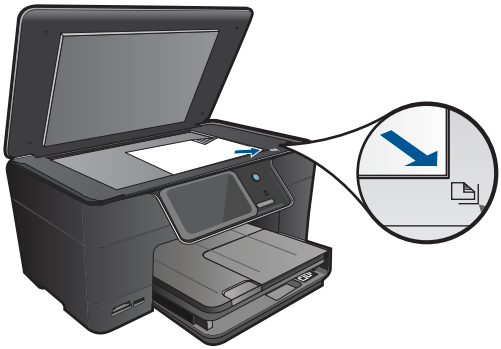
a. Load paper.

- Load full-size paper in the main input tray.

b. Load original.

- Lift lid on product.

- Load original print side down on right front corner of glass.



- Close lid.

c. Select Copy.

- Touch **Copy** on Home screen.
  The **Copy** menu appears.
- Touch up arrow to increase number of copies.

d. Start copy.

- Touch **Black Copy** or **Color Copy**.

2-sided copy

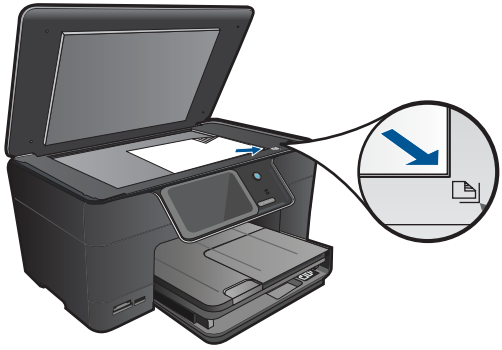
a. Load paper.

- Load full-size paper in the main input tray.

b. Load original.

- Lift lid on product.

- Load original print side down on right front corner of glass.



- Close lid.

c. Select Copy.

- Touch **Copy** on Home screen.
  The **Copy** menu appears.
- Touch **Settings**.
  The **Copy Settings** menu appears.
- Scroll down to select **2-Sided** Copy.
- Touch **On**.
  The **Copy** menu appears.
- Touch up arrow to increase number of copies.

d. Start copy.

- Touch **Black Copy** or **Color Copy**.
- Load second page on the glass and touch **OK**.

2. View the animation for this topic.

Related topics

- “Change the copy settings” on page 48
- “Preview a copy before printing” on page 49
- “Stop the current job” on page 141

Change the copy settings

To set the number of copies from the control panel

1. Touch **Copy** on the Home screen.
   The **Copy** menu appears.
2. Touch up arrow button to increase number of copies.

To set the paper size from the control panel

1. Touch **Copy** on the Home screen.
   The **Copy** menu appears.
2. Touch **Settings**.
3. Touch **Paper Size**.
4. Select the desired copy size.

To set the paper type for copies

1. Touch **Copy** on the Home screen.
   The **Copy** menu appears.
2. Touch **Settings**.
3. Touch **Paper Type**.
4. Select the desired paper type.
   Refer to the following table to determine which paper type setting to choose based on the paper loaded in the input tray.

Paper type	Control panel setting
Copier paper or letterhead	**Plain Paper**
HP Bright White Paper	**Plain Paper**
HP Premium Plus Photo Paper, Glossy	**Premium Photo**
HP Premium Plus Photo Paper, Matte	**Premium Photo**
HP Premium Plus 10 x 15 cm (4 x 6 inch) Photo Paper	**Premium Photo**
HP Photo Paper	**Photo Paper**
HP Everyday Photo Paper	**Everyday Photo**
HP Everyday Photo Paper, Semi Gloss	**Everyday Matte**
HP Premium Paper	**Premium Inkjet**
Other inkjet paper	**Premium Inkjet**

Paper type	Control panel setting
HP Professional Brochure & Flyer Paper (Glossy)	**Brochure Glossy**
HP Professional Brochure & Flyer Paper (Matte)	**Brochure Matte**
HP Premium or Premium Plus Inkjet Transparency Film	**Transparency**
Other transparency film	**Transparency**
Plain Hagaki	**Plain Paper**
Glossy Hagaki	**Premium Photo**
L (Japan only)	**Premium Photo**
Advanced Photo Paper	**Advanced Photo**

To change the copy quality from the control panel

1. Touch **Copy** on the Home screen.
   The **Copy** menu appears.
2. Touch **Settings**.
3. Touch **Quality**.
4. Select the desired copy quality.

To adjust the copy contrast from the control panel

1. Touch **Copy** on the Home screen.
   The **Copy** menu appears.
2. Touch **Settings**.
3. Touch **Lighter/Darker**.
4. Set the contrast as desired, and then touch **Done**.

Preview a copy before printing

After changing settings on the HP Photosmart for making a copy, you can preview an image of the expected output on the display before starting the copy.

NOTE: To ensure an accurate preview, change the paper size and type to reflect the actual paper you have loaded in the input tray. If you use the Automatic settings, the onscreen preview might not accurately represent the output. Instead, the preview will reflect what the output would be if the default paper type and size were loaded in the input tray.

Previews appear when you select **Preview** on the **Copy** menu, or when you use the crop feature to specify a specific area of the original to copy.

To preview your copy from the control panel

1. Touch **Copy** on the Home screen.
   The **Copy** menu appears.
2. Touch **Settings**.
3. Change copy settings on the product to accurately reflect the copy you want to make.
4. Touch **Preview**.
   An image on the display shows how your copy will print.

Related topics

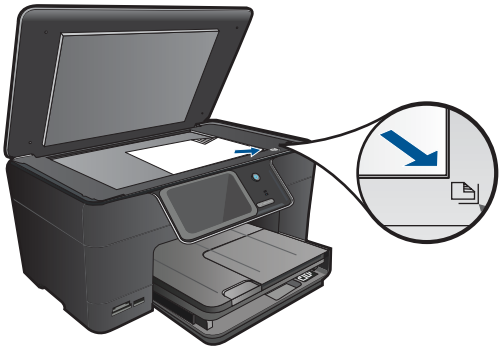
“Change the copy settings” on page 48

8 Reprint photos

To reprint an original photo

1. Load original.
   a. Lift lid on product.

   b. Load original print side down on right front corner of glass.



   c. Close lid.
2. Load paper.
   ▲ Load up to 13 x 18 cm (5 x 7 inch) paper in the photo tray or full-size photo paper in the main input tray.
3. Reprint photo.
   a. Touch **Scan** on Home screen.
   The **Scan To** menu appears.
   b. Touch **Reprint Photo**.
   c. Touch **OK**.
   d. Touch desired paper size.
   e. Touch up arrow to increase number of copies.

f. Touch **Print** to preview print job.
g. Touch **Print**.

4. View the animation for this topic.

Related topics

“Stop the current job” on page 141

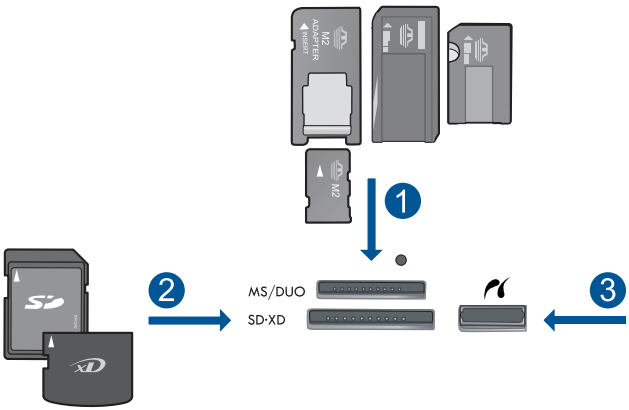
9 Save photos

- Save photos to your computer
- Back up photos to a USB storage device
- Save photos to Snapfish
- Share photos using Snapfish

Save photos to your computer

To save photos

1. Insert memory device.



1	Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Pro Duo (adapter optional), Memory Stick Pro-HG Duo (adapter optional), or Memory Stick Micro (adapter required)
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3	Front USB port/Pictbridge: For digital cameras and removable drives

2. Save photos.
   a. Touch **Save**.
   b. Touch **Computer**.
3. Follow Prompts.
   ▲ Follow onscreen prompts on computer to save photos to computer.
4. View the animation for this topic.

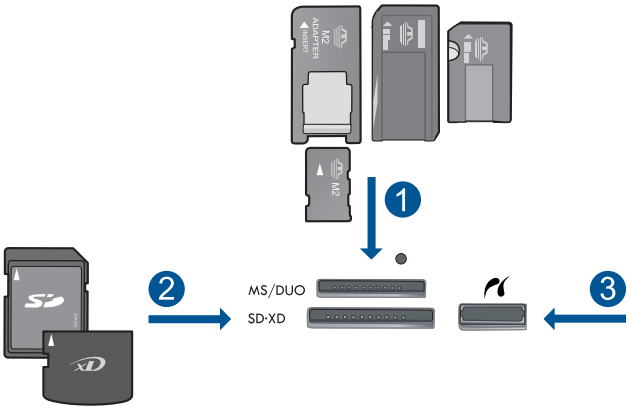
Related topics

"Stop the current job" on page 141

Back up photos to a USB storage device

To back up photos

1. Insert memory device.
   a. Insert a memory card into appropriate slot on product.



1	Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Pro Duo (adapter optional), Memory Stick Pro-HG Duo (adapter optional), or Memory Stick Micro (adapter required)
2	MultiMediaCard (MMC), MMC Plus, Secure MultiMedia Card, MMC Mobile (RS-MMC; adapter required), Secure Digital (SD), Secure Digital Mini (adapter required), Secure Digital High Capacity (SDHC), TransFlash MicroSD Card (adapter required), or xD-Picture card and FAT-12,FAT-16,FAT-32,HFS+
3	Front USB port/Pictbridge: For digital cameras and removable drives

   b. When photo light stops flashing, connect a storage device to the front USB port.
2. Save photos.
   ▲ Touch **OK** when prompted to back up card.
3. Remove memory device.
4. View the animation for this topic.

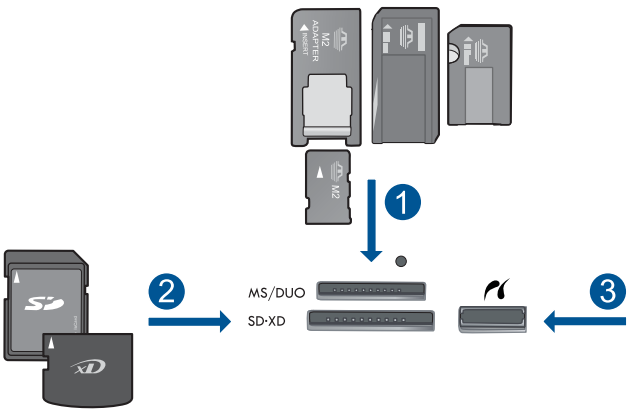
Related topics

“Stop the current job” on page 141

Save photos to Snapfish

To save photos to Snapfish

1. Set up Internet connection.
   ▲ Make sure that the HP Photosmart is connected to a network that has Internet access.
2. Insert memory device.
   ▲ Insert a memory card into appropriate slot on product.



1	Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Pro Duo (adapter optional), Memory Stick Pro-HG Duo (adapter optional), or Memory Stick Micro (adapter required)
2	MultiMediaCard (MMC), MMC Plus, Secure MultiMedia Card, MMC Mobile (RS-MMC; adapter required), Secure Digital (SD), Secure Digital Mini (adapter required), Secure Digital High Capacity (SDHC), TransFlash MicroSD Card (adapter required), or xD-Picture card and FAT-12,FAT-16,FAT-32,HFS+
3	Front USB port/Pictbridge: For digital cameras and removable drives

3. Select project type.
   a. Touch **Save**.
   b. Touch **Snapfish**.
4. Log in to Snapfish and upload photos.
   a. Enter log in details using keypad and touch **OK**.
   b. Touch **Done**.
5. View the animation for this topic.

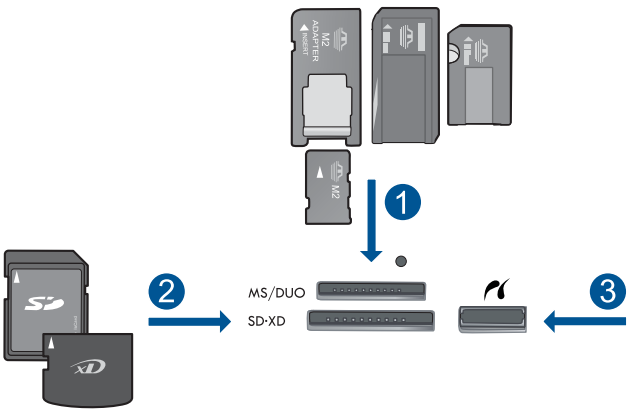
Related topics

“Stop the current job” on page 141

Share photos using Snapfish

To share photos with Snapfish

1. Set up Internet connection.
   ▲ Make sure that the HP Photosmart is connected to a network that has Internet access.
2. Insert memory device.
   ▲ Insert a memory card into appropriate slot on product.



1	Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Pro Duo (adapter optional), Memory Stick Pro-HG Duo (adapter optional), or Memory Stick Micro (adapter required)
2	MultiMediaCard (MMC), MMC Plus, Secure MultiMedia Card, MMC Mobile (RS-MMC; adapter required), Secure Digital (SD), Secure Digital Mini (adapter required), Secure Digital High Capacity (SDHC), TransFlash MicroSD Card (adapter required), or xD-Picture card and FAT-12,FAT-16,FAT-32,HFS+
3	Front USB port/Pictbridge: For digital cameras and removable drives

3. Select project type.
   a. Touch **Save**.
   b. Touch **Snapfish**.
4. Log in to Snapfish and upload photos.
   a. Enter log in details using keypad and touch **OK**.
   b. Touch **Done**.
5. Share photos with Snapfish.
   a. Touch **Share**.
   b. Touch **From Snapfish Address Book**.
   c. Touch **Done Selecting** after selecting two addresses.
   d. Touch **Send**.
   e. Touch **OK**.
6. View the animation for this topic.

Related topics

“Stop the current job” on page 141

10 Network setup

- Add the HP Photosmart to a network
- Set up a Bluetooth connection

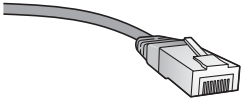
Add the HP Photosmart to a network

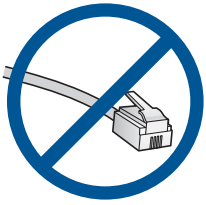
- “Wired (Ethernet) network” on page 59
- “WiFi Protected Setup (WPS)” on page 60
- “Wireless with a router (infrastructure network)” on page 62
- “Wireless without a router (ad hoc connection)” on page 63

Wired (Ethernet) network

Before you connect the HP Photosmart to a network, make sure you have all of the required materials.

- A functional Ethernet network that includes a router, switch, or hub with an Ethernet port.
- CAT-5 Ethernet cable.





Although standard Ethernet cables look similar to standard telephone cables, they are not interchangeable. There is a different number of wires in each one, and each has a different connector. An Ethernet cable connector (also called an RJ-45 connector) is wider and thicker and always has 8 contacts on the end. A phone connector has between 2 and 6 contacts.

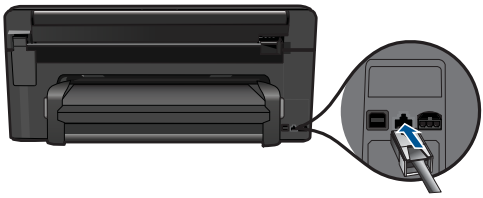
- A desktop computer or laptop on the same network.

NOTE: The HP Photosmart supports networks with automatic speed negotiation capable of 10 or 100 Mbps.

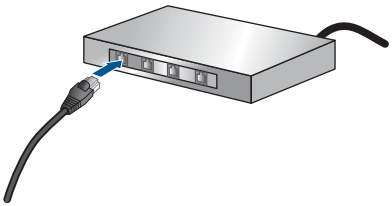
To connect the HP Photosmart to the network

1. Connect Ethernet cable.
   a. Remove the yellow plug from the back of the HP Photosmart.

b. Connect the Ethernet cable to the Ethernet port on the back of the HP Photosmart.



c. Connect the other end of the Ethernet cable to an available port on your Ethernet router or switch.



2. Install software.
3. View the animation for this topic.

Related topics

“Install the software for a network connection” on page 66

WiFi Protected Setup (WPS)

To connect the HP Photosmart to a wireless network using WiFi Protected Setup (WPS), you will need the following:

- A wireless 802.11 network that includes a WPS-enabled wireless router or access point.
- A desktop computer or laptop with either wireless networking support, or a network interface card (NIC). The computer must be connected to the wireless network that you intend to install the HP Photosmart on.

To connect the HP Photosmart using WiFi Protected Setup (WPS)

1. Do one of the following:

Use Push Button (PBC) method

a. Select setup method.

- On Home screen, touch right arrow to view more options.
- Touch **Setup**.

- Touch **Network**.
- Touch **WiFi Protected Setup**.
- Touch **Push Button**.

b. Set up wireless connection.

- Touch **Start**.
- Press and hold the button on WPS-enabled router or other networking device to activate WPS.

> **NOTE:** The product begins a timer for approximately two minutes in which the corresponding button on the networking device needs to be pressed.

- Touch **OK**.

c. Install software.

Use PIN method

a. Select setup method.

- On Home screen, touch right arrow to view more options.
- Touch **Setup**.

- Touch **Network**.

- Touch **WiFi Protected Setup**.
- Touch **PIN**.

b. Set up wireless connection.

- Touch **Start**.
  The device displays a PIN.
- Enter PIN on WPS-enabled router or other networking device.

> **NOTE:** The product begins a timer for approximately two minutes in which the PIN needs to be entered on the networking device.

- Touch **OK**.

c. Install software.

2. View the animation for this topic.

Related topics

“Install the software for a network connection” on page 66

Wireless with a router (infrastructure network)

To connect the HP Photosmart to an integrated wireless WLAN 802.11 network, you will need the following:

- A wireless 802.11 network that includes a wireless router or access point.
- A desktop computer or laptop with either wireless networking support, or a network interface card (NIC). The computer must be connected to the wireless network that you intend to install the HP Photosmart on.
- Broadband Internet access (recommended) such as cable or DSL.
  If you connect the HP Photosmart on a wireless network that has Internet access, HP recommends that you use a wireless router (access point or base station) that uses Dynamic Host Configuration Protocol (DHCP).
- Network name (SSID).
- WEP key or WPA Passphrase (if needed).

To connect the product with the Wireless Setup Wizard

1. Locate and write down your wireless router settings.
2. Turn on wireless radio.
   a. Unplug the network cable.
   b. On Home screen, touch right arrow to view more options.
   c. Touch **Setup**.

   d. Touch **Network**.
   e. Touch **Wireless Radio**, and then touch **On**.

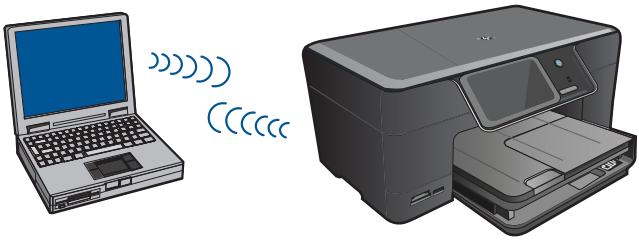
3. Start Wireless Setup Wizard.
   ▲ Touch **Wireless Setup Wizard**.
4. Connect to wireless network.
   ▲ Select your network from the list of detected networks.
5. Follow prompts.
6. Install software.
7. View the animation for this topic.

Related topics

"Install the software for a network connection" on page 66

Wireless without a router (ad hoc connection)

Use this section if you want to connect the HP Photosmart to a wireless-capable computer without using a wireless router or access point.



There are two methods you may use to connect the HP Photosmart to your computer using an ad hoc wireless network connection. Once connected, you can install the HP Photosmart software.

▲ Turn on the wireless radio for the HP Photosmart and the wireless radio on your computer. On your computer, connect to the network name (SSID) **hpsetup**, which is the default ad hoc network created by the HP Photosmart.
If the HP Photosmart was previously configured for a different network, use **Restore Network Defaults** to restore the default ad hoc profile of **hpsetup**.

OR

▲ Use an ad hoc network profile on your computer to connect to the product. If your computer is not currently configured with an ad hoc network profile, consult the Help file for your computer Operating System for the proper method to create an ad hoc profile on your computer. Once the ad hoc network profile has been created, run the **Wireless Setup Wizard** from the **Network** menu on the HP Photosmart and select the ad hoc network profile you created on your computer.

NOTE: An ad hoc connection can be used if you do not have a wireless router or access point but do have a wireless radio on your computer. However, an ad hoc connection may result in a lower level of network security and possibly reduced performance when compared to an infrastructure network connection using a wireless router or access point.

To connect the HP Photosmart to a Windows computer with an ad hoc connection, the computer must have a wireless network adapter and an ad hoc profile. Create a network profile for a Windows Vista or Windows XP computer using the directions below.

NOTE: If you have an operating system other than Windows Vista or Windows XP, HP recommends that you use the configuration program that came with your wireless LAN card. To find the configuration program for your wireless LAN card, access your computer's list of programs.

To create a network profile

NOTE: The product comes configured with a network profile with **hpsetup** as the network name (SSID). However, for security and privacy HP recommends you create a new network profile on your computer as described here.

1. In the **Control Panel**, double-click **Network Connections**.
2. On the **Network Connections** window, right-click the **Wireless Network Connection**. If you see **Enable** on the pop-up menu, select it. Otherwise, if you see **Disable** on the menu, the wireless connection is already enabled.
3. Right-click the **Wireless Network Connection** icon, and then click **Properties**.
4. Click the **Wireless Networks** tab.
5. Select the **Use Windows to configure my wireless network settings** check box.
6. Click **Add**, and then do the following:
   a. In **Network name (SSID)** box, type in a unique network name of your choice.

      NOTE: The network name is case sensitive, so it is important to remember any uppercase (capital) and lowercase (small) letters.

   b. If there is a **Network Authentication** list, select **Open**. Otherwise, go to the next step.
   c. In the **Data encryption** list, select **WEP**.
   d. Make sure that the check box is **not** selected next to **The key is provided for me automatically**. If it is selected, click the check box to clear it.
   e. In the **Network key** box, type a WEP key that has **exactly** 5 or **exactly** 13 alphanumeric (ASCII) characters. For example, if you enter 5 characters, you might enter **ABCDE** or **12345**. Or, if you enter 13 characters, you might enter **ABCDEF1234567**. (12345 and ABCDE are examples only. Select a combination of your choosing.)
      Alternatively, you can use HEX (hexadecimal) characters for the WEP key. A HEX WEP key must be 10 characters for 40 bit encryption, or 26 characters for 128 bit encryption.
   f. In the **Confirm network key** box, type the same WEP key you typed in the previous step.

      NOTE: You must remember the exact uppercase (capital) and lowercase (small) letters. If you enter your WEP key incorrectly on the product, the wireless connection will fail.

   g. Write down the WEP key exactly as you typed it, including uppercase and lowercase letters.

h. Select the check box for **This is a computer-to-computer (ad hoc) network; wireless access points are not used**.

i. Click **OK** to close the **Wireless network properties** window, and then click **OK** again.

j. Click **OK** again to close the **Wireless Network Properties Connection** window.

To connect to a wireless ad hoc network

1. On Home screen, touch the right arrow to view more options.
2. Touch **Setup**.

3. Touch **Network**.

   NOTE: If the menu option you want is not visible on the screen, touch the up or down arrow to scroll through all the menu options.

4. Touch **Wireless Setup Wizard**.
   This runs the **Wireless Setup Wizard**. The setup wizard searches for available networks, and then displays a list of detected network names (SSIDs). The infrastructure networks appear first in the list, followed by available ad hoc networks. The networks with the strongest signal appear first, the weakest appear last.
5. On the display, look for the network name you created on your computer (for example, Mynetwork).
6. Touch the network name.
   If you found your network name and selected it, go on to step 7.

   If you do not see your network name in the list

   a. Touch **Enter a New Network Name (SSID)**.
   The visual keyboard appears.

   b. Enter the SSID. Touch the appropriate letters or numbers on the visual keyboard.

   NOTE: You must enter the **exact** uppercase (capital) and lowercase (small) letters. Otherwise, the wireless connection will fail.

   c. When you have finished entering the new SSID, touch **Done** on the visual keyboard, and then touch **OK**.

   TIP: If the product is unable to discover the network based on the network name you entered, you will see the following prompts. You may want to move the product closer to the computer and try running the Wireless Setup Wizard again to automatically discover the network.

d. Touch **Ad Hoc**.
e. Touch **Yes, my network uses WEP encryption**. The visual keyboard displays. If you do **not** want to use WEP encryption, touch **No, my network does not use encryption**. Go to step 7.

7. If prompted, enter your WEP key as follows. Otherwise go to step 8.
   a. Touch the appropriate letters or numbers on the visual keyboard.

      NOTE: You must enter the **exact** uppercase (capital) and lowercase (small) letters. Otherwise, the wireless connection will fail.

   b. When you are finished entering the WEP key, touch **Done** on the visual keyboard.
8. Touch **OK** again to confirm.
   The product will attempt to connect to the SSID. If a message says you entered an invalid WEP key, check the key you wrote down for your new network, follow the prompts to correct the WEP key, and then try again.
9. When the product connects successfully to the network, go to your computer to install the software.

   NOTE: You can print the Wireless Network Test report at the end of a successful Wireless Setup Wizard connection which can help identify any potential future issues with the network setup.

Related topics

“Install the software for a network connection” on page 66

Install the software for a network connection

Use this section to install the HP Photosmart software on a computer connected to a network. Before you install the software, make sure you have connected the HP Photosmart to a network. If the HP Photosmart has not been connected to a network, follow the onscreen instructions during the software installation to connect the product to the network.

NOTE: If your computer is configured to connect to a series of network drives, make sure that your computer is currently connected to these drives before installing the software. Otherwise, the HP Photosmart software installer might try to use one of the reserved drive letters and you will not be able to access that network drive on your computer.

NOTE: Installation time can range from 20 to 45 minutes depending on your operating system, the amount of available space, and the processor speed of your computer.

To install the Windows HP Photosmart Software on a networked computer

1. Quit all applications running on your computer.
2. Insert the installation CD that came with the product into the CD-ROM drive on your computer and follow the onscreen instructions.

   NOTE: If the HP Photosmart is not connected to a network, run the **Wireless Setup Wizard** from the **Network** menu on the HP Photosmart. If during software installation, the software cannot find the product on the network or you were unable to successfully run the **Wireless Setup Wizard**, you will be prompted to temporarily connect the product to the computer using the USB setup cable to install the HP Photosmart on your network. Do not connect the USB setup cable to the computer **until** prompted.

3. If a dialog box about firewalls appears, follow the instructions. If you see firewall pop-up messages, you must always accept or allow the pop-up messages.
4. On the **Connection Type** screen, select an appropriate option, and then click **Next**. The **Searching** screen appears as the Setup program searches for the product on the network.
5. On the **Printer Found** screen, verify that the printer description is correct. If more than one printer is found on the network, the **Printers Found** screen appears. Select the product you want to connect.
6. Follow the prompts to install the software. When you have finished installing the software, the product is ready for use.
7. To test your network connection, go to your computer and print a self-test report to the product.

Set up a Bluetooth connection

The HP Photosmart comes with built-in Bluetooth® Wireless Technology that allows Bluetooth® devices to print to the HP Photosmart.

This section contains the following topics:

- "What you need for a Bluetooth connection" on page 67
- "Connect the HP Photosmart to a computer using a Bluetooth® wireless connection" on page 68
- "Connect the HP Photosmart to other Bluetooth devices using a Bluetooth® wireless connection" on page 70

What you need for a Bluetooth connection

To connect the HP Photosmart with a Bluetooth connection, you will need the following:

- A Bluetooth (compatible HCRP or SPP profile) capable device (such as a PDA, camera phone, or computer)

Some Bluetooth products exchange device addresses when they communicate with each other, so you might also need to find out the device address of the HP Photosmart in order to establish a connection.

To find out the device address of the product

1. On the Home Screen, touch the right arrow to view more options.
2. Touch **Setup**.

3. Touch **Bluetooth**.

   NOTE: It is required that the **Bluetooth Radio** is turned on to enable the Bluetooth options in the **Bluetooth** menu.

4. Touch **Device Address**.
   The **Device Address** appears, which is read only.
5. Make a note of the device address. You might need it later.

For information on printing to the HP Photosmart from Bluetooth devices using a Bluetooth connection, see:

- “Connect the HP Photosmart to a computer using a Bluetooth® wireless connection” on page 68
- “Connect the HP Photosmart to other Bluetooth devices using a Bluetooth® wireless connection” on page 70

Connect the HP Photosmart to a computer using a Bluetooth® wireless connection

A Bluetooth connection provides a quick and easy way to print images from a Bluetooth-enabled computer without using a cable. With a Bluetooth connection you can access many of the same printing features as with a USB connection. For example, you can check the printer status, as well as the estimated amount of ink remaining in your ink cartridges.

NOTE: The only software functionality available with a Bluetooth connection is printing. Scanning and software-based copying cannot be done over a Bluetooth connection.

You must have Windows Vista or Windows XP and either the Microsoft Bluetooth® Protocol Stack or the Widcomm Bluetooth® Protocol Stack installed in order to connect the HP Photosmart. It is possible to have both the Microsoft Stack and the Widcomm Stack on your computer, but you use only one of them to connect the product.

- **Microsoft stack** If you have Windows Vista or Windows XP with Service Pack 2 installed on your computer, then your computer has the Microsoft Bluetooth® Protocol Stack. The Microsoft stack allows you to install an external Bluetooth® adapter automatically. If your Bluetooth® adapter supports the Microsoft stack but it does not install automatically, then you do not have the Microsoft stack on your computer. Check the documentation that came with the Bluetooth® adapter to see if it supports the Microsoft stack.
- **Widcomm stack**: If you have an HP computer with Bluetooth® built in, or if you have installed an HP bt450, then your computer has the Widcomm stack. If you have an HP computer and plug in an HP bt450, it will install automatically using the Widcomm stack.

To install and print using the Microsoft stack

1. Make sure that you have installed the product software on the computer.

   NOTE: The purpose of installing the software is to make sure the printer driver is available for the Bluetooth® connection. Therefore, if you have already installed the software, you do not need to reinstall it. If you want both a USB and a Bluetooth® connection to the HP Photosmart, install the USB connection first. For more information, see the Setup Guide. However, if you do not want a USB connection, select **Directly to the computer** on the **Connection Type** screen. Also, on the **Connect Your Device Now** screen, select the check box next to **If you are unable to connect your device now...** at the bottom of the screen.

2. If you are using an external Bluetooth® adapter for your computer, make sure your computer is started and then attach the Bluetooth® adapter to a USB port on the computer. If you have Windows Vista or Windows XP with Service Pack 2 installed, the Bluetooth® drivers are installed automatically. If you are prompted to select a Bluetooth® profile, select **HCRP**.
   If your computer has Bluetooth® built in, just make sure the computer is started.
3. On the Windows taskbar, click **Start**, and then click **Printers and Faxes** (or click **Control Panel**, and then **Printers**).
4. Click **Add a printer**.
5. Click **Next**, and then select **A Bluetooth Printer**.
6. Follow the onscreen instructions to finish the installation.
7. Print as you would to any printer.

To install and print using the Widcomm stack

1. Make sure that you have installed the HP Photosmart software on the computer.

   NOTE: The purpose of installing the software is to make sure the printer driver is available for the Bluetooth® connection. Therefore, if you have already installed the software, you do not need to reinstall it. If you want both a USB and a Bluetooth® connection to the HP Photosmart, install the USB connection first. For more information, see the Setup Guide. However, if you do not want a USB connection, select **Directly to the computer** on the **Connection Type** screen. Also, on the **Connect Your Device Now** screen, select the check box next to **If you are unable to connect your device now...** at the bottom of the screen.

2. Click the **My Bluetooth Places** icon on the desktop or in the taskbar.
3. Click **View devices in range**.
4. Once the available printers are discovered, double-click the name of HP Photosmart to finish the installation.
5. Print as you would to any printer.

Connect the HP Photosmart to other Bluetooth devices using a Bluetooth® wireless connection

You can print photos from any device with Bluetooth wireless technology. If you have a PDA or a mobile phone with Bluetooth wireless technology, you can connect to the HP Photosmart and send photos to the product wirelessly. You can also print from other devices with Bluetooth wireless technology such as digital cameras and laptops.

To connect to and print from other Bluetooth devices

1. Make sure that you have installed the necessary software on the Bluetooth device.
2. Have the HP Photosmart search for available Bluetooth devices.

   NOTE: It is required that the **Bluetooth Radio** is turned on to enable the Bluetooth options in the **Bluetooth** menu.

3. Select your device from the list of available Bluetooth devices.

   NOTE: Some mobile phones need to be paired with the HP Photosmart before you can print. The default passkey for pairing with the HP Photosmart is 0000.

4. Send the print job from the Bluetooth device to the product. See the documentation for your Bluetooth device for specific instructions on starting a print job.

11 Maintain the HP Photosmart

- Check the estimated ink levels
- Order ink supplies
- Replace the cartridges
- Cartridge warranty information
- Print and evaluate a print quality report

Check the estimated ink levels

You can easily check the ink supply level to determine how soon you might need to replace a cartridge. The ink supply level shows an estimate of the amount of ink remaining in the cartridges.

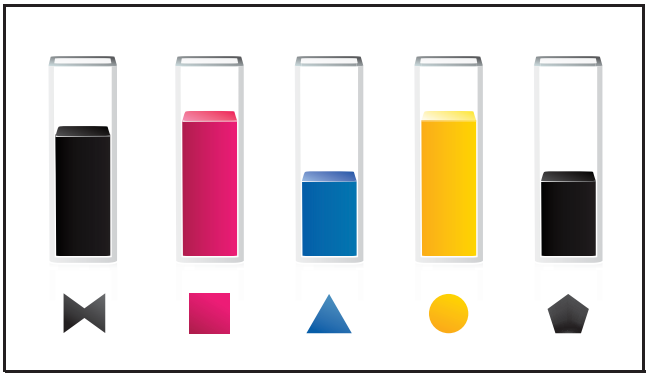
NOTE: If you have installed a refilled or remanufactured cartridge, or a cartridge that has been used in another printer, the ink level indicator might be inaccurate or unavailable.

NOTE: Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not have to replace the cartridges until the print quality is unacceptable.

NOTE: Ink from the cartridges is used in the printing process in a number of different ways, including in the initialization process, which prepares the product 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.

To check the ink levels from the control panel

1. On the Home screen, touch the right arrow to view more options.
2. Touch **Ink Supplies**.
   The HP Photosmart displays a gauge that shows the estimated ink levels of all cartridges installed.



To check the ink levels from the HP Photosmart Software

▲ In the HP Solution Center, click the **Estimated Ink Levels** icon.

NOTE: You can also open the **Printer Toolbox** from the **Print Properties** dialog box. In the **Print Properties** dialog box, click the **Features** tab, and then click the **Printer Services** button.

Related topics

"Order ink supplies" on page 72

Order ink supplies

To learn which HP supplies work with your product, order supplies online, or create a printable shopping list, open HP Solution Center and select the online shopping feature.

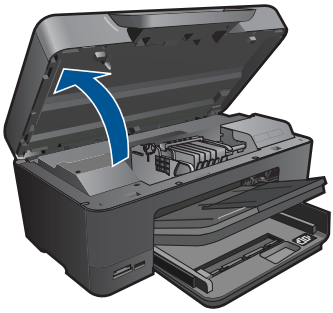
Cartridge information and links to online shopping also appear on ink alert messages. In addition, you can find cartridge information and order online by visiting www.hp.com/buy/supplies.

NOTE: Ordering cartridges online is not supported in all countries/regions. If it is not supported in your country/region, contact a local HP reseller for information about purchasing cartridges.

Replace the cartridges

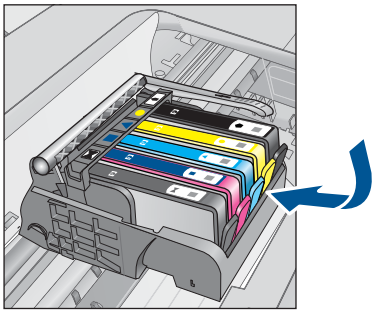
To replace the cartridges

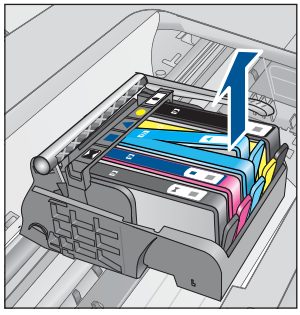
1. Check that power is on.
2. Remove cartridge.
   a. Open the cartridge access door by lifting from the front-right of the product, until the door locks into place.



Wait for print carriage to move to center of the product.

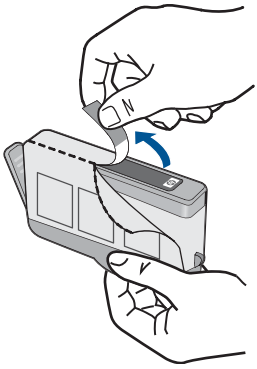
b. Press tab on cartridge, then remove it from slot.





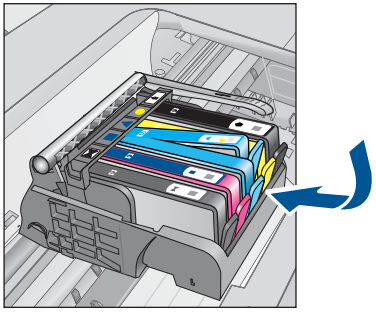
3. Insert new cartridge.

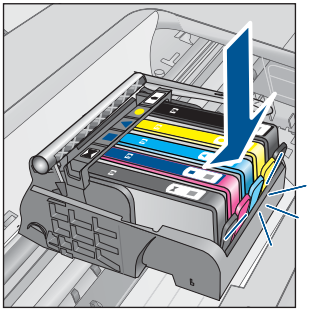
a. Remove cartridge from packaging.



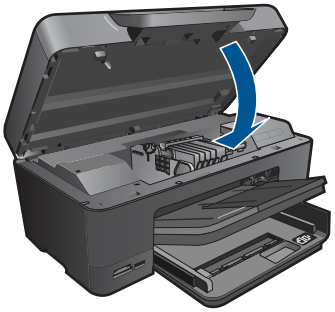
b. Twist orange cap to snap it off. A forceful twist may be required to remove the cap.

c. Match color icons, then slide cartridge into slot until it clicks into place.





d. Close cartridge door.



4. Load paper.
   ▲ Load letter, A4, or legal unused plain white paper into the main input tray.
5. Align cartridges.
6. View the animation for this topic.

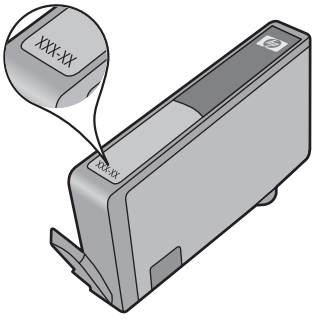
Related topics

“Order ink supplies” on page 72

Cartridge warranty information

The HP cartridge warranty is applicable when the product is used in its designated HP printing device. This warranty does not cover HP ink products that have been refilled, remanufactured, refurbished, misused, or tampered with.

During the warranty period the product is covered as long as the HP ink is not depleted and the end of warranty date has not been reached. The end of warranty date, in YYYY/MM format, may be found on the product as indicated:



For a copy of the HP Limited Warranty Statement, see the printed documentation that came with the product.

Print and evaluate a print quality report

Print quality issues can occur for a variety of reasons. You might be using the wrong software settings or printing a poor quality source file, or there might be a problem with the printing system in the HP Photosmart. If you are unhappy with the quality of your prints, you can print a print quality report to help you determine if the printing system is working properly.

To print a print quality report

1. Load letter or A4 unused plain white paper into the input tray.
2. On the Home screen, touch the right arrow to view more options.
3. Touch **Setup**.
4. Touch **Tools**.
5. Touch **Print Quality Report**.
   The product prints a print quality report that you can use to diagnose print quality issues.

To evaluate the print quality report

1. Check the ink levels shown on the page. If a cartridge shows very low ink levels and you find the print quality unacceptable, consider replacing that ink cartridge. Print quality typically deteriorates as cartridges run out of ink.

NOTE: If the print quality report is not legible, you can check the estimated ink levels from the control panel or HP Photosmart Software.

NOTE: Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace the ink cartridges until print quality becomes unacceptable.

2. Look at the color bars in the middle of the page. The bars should be solid, have sharp edges, and extend with uniform color all the way across the page.

Figure 11-1 Color bars - expected result

1	Black cartridge
2	Cyan cartridge
3	Magenta cartridge
4	Yellow cartridge
5	Photo Black cartridge

- If any of the color bars are irregularly streaked, lighter on one side, or contain one or more streaks of a different color, refer to the following steps.

Figure 11-2 Color bars - irregularly streaked or faded bar (top bar)

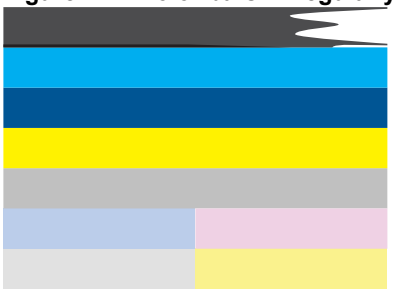


Figure 11-3 Color bars - color mixing (yellow bar contains magenta streaks)

- Check the estimated ink levels in the cartridges.
- Check if the cartridge corresponding to the streaked bar has the orange tab removed.
- Reinstall the cartridge and make sure all of the cartridges are properly installed.
- Clean the printhead, and then print this diagnostic page again.
- If cleaning the printhead does not solve this print quality issue, replace the cartridge corresponding to the streaked bar.

  NOTE: If replacing the cartridge does not solve this print quality issue, contact HP support for service.

- If any of the color bars show regular white streaks, refer to the following steps.
  - If line 11 on the diagnostic page reads **PHA TTOE = 0**, align the printer.
  - If line 11 on the diagnostic page shows a different value or aligning does not help, clean the printhead.

    NOTE: If cleaning the printhead does not solve this print quality issue, contact HP support for service.

3. Look at the large text above the alignment pattern. The type should be sharp and clear.

Figure 11-4 Sample text area - expected result

- If the type is jagged, align the printer, and then print this diagnostic page again.

Figure 11-5 Sample text area - jagged text

- If the text is uneven and ragged at one end, clean the printhead, and then print this diagnostic page again. If this occurs right after a new cartridge is installed, the automatic device servicing routines may solve the problem in a day or so.

Figure 11-6 Sample text area - uneven ink distribution

- If the text is smeared, check if the paper is curled, clean the printhead, and then print this diagnostic page again.

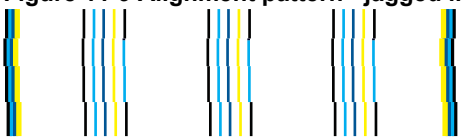
Figure 11-7 Sample text area - streaks or smears

4. Look at the alignment pattern above the color bars. The lines should be straight and sharp.

Figure 11-8 Alignment pattern - expected result

If the lines are jagged, align the printer, and then print this diagnostic page again.

Figure 11-9 Alignment pattern - jagged lines



NOTE: If aligning the printer does not solve this print quality issue, contact HP support for service.

If you do not see any defects on the print quality report, then the printing system is working correctly. There is no reason to replace supplies or have the product serviced, because they are functioning properly. If you still have a print quality problem, here are some other things you can check:

- Check the paper.
- Check the print settings.
- Make sure your image has sufficient resolution.
- If the problem seems confined to a band near the edge of your printout, use the software you installed with the product or another software application to rotate the image 180 degrees. The problem might not appear on the other end of the print.

12 Solve a problem

This section contains the following topics:

- HP support
- Setup troubleshooting
- Print troubleshooting
- Memory card troubleshooting
- Scan troubleshooting
- Copy troubleshooting
- Errors

HP support

- HP support by phone
- Additional warranty options

HP support by phone

Phone support options and availability vary by product, country/region, and language.

This section contains the following topics:

- Phone support period
- Placing a call
- After the phone support period

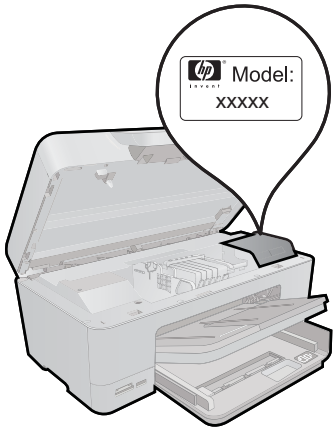
Phone support period

One year of phone support is available in North America, Asia Pacific, and Latin America (including Mexico). To determine the duration of phone support in Europe, the Middle East, and Africa, go to www.hp.com/support. Standard phone company charges apply.

Placing a call

Call HP support while you are in front of the computer and the product. Be prepared to provide the following information:

- Product name (HP Photosmart Premium C309 series)
- Model number (located near the cartridge access area)



- Serial number (located on the back or bottom of the product)
- Messages that appear when the situation occurs
- Answers to these questions:
  - Has this situation happened before?
  - Can you re-create it?
  - Did you add any new hardware or software to your computer at about the time that this situation began?
  - Did anything else occur prior to this situation (such as a thunderstorm, product was moved, etc.)?

For the list of support phone numbers, visit www.hp.com/support.

After the phone support period

After the phone support period, help is available from HP at an additional cost. Help may also be available at the HP online support Web site: www.hp.com/support. Contact your HP dealer or call the support phone number for your country/region to learn more about support options.

Additional warranty options

Extended service plans are available for the HP Photosmart at additional costs. Go to www.hp.com/support, select your country/region and language, then explore the services and warranty area for information about the extended service plans.

Setup troubleshooting

This section contains setup troubleshooting information for the product.

Many issues are caused when the product is connected to the computer using a USB cable before the product software is installed on the computer. If you connected the

product to your computer before the software installation screen prompted 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).
   For more information, see “Uninstall and reinstall the software” on page 86.
3. Restart your computer.
4. Turn off the product, wait one minute, then restart it.
5. Reinstall the HP Photosmart software.

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

This section contains the following topics:

- The product will not turn on
- After setting up the product, it does not print
- The wrong measurements are showing in menus on the display
- The display shows the wrong language
- The registration screen does not appear
- Uninstall and reinstall the software

The product will not turn on

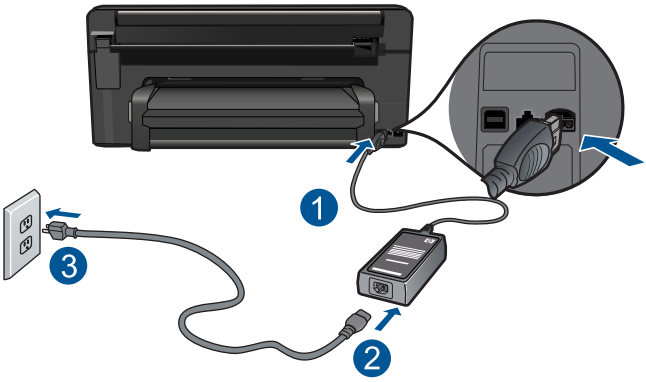
Try the following solutions if there are no light indications, no noise, and no movement from the product when you turn it on.

- Solution 1: Check the power cord
- Solution 2: Reset the product
- Solution 3: Press the On button more slowly
- Solution 4: Contact HP to replace the power supply
- Solution 5: Contact HP support for service

Solution 1: Check the power cord

Solution:

- Make sure you are using the power cord that came with the product.
- Make sure the power cord is firmly connected to both the product 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 turned on. Or, try plugging the product 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 product into a switched outlet, make sure the outlet is switched on. If it is switched on but still does not work, then there might be a problem with the power outlet.

Cause: There was a problem with the power cord or the power supply.

If this did not solve the issue, try the next solution.

Solution 2: Reset the product

Solution: Turn off the product, and then unplug the power cord. Plug the power cord back in, and then press the **On** button to turn on the product.

Cause: The product experienced an error.

If this did not solve the issue, try the next solution.

Solution 3: Press the On button more slowly

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

△ **CAUTION:** If the product still does not turn on, it might have a mechanical failure. Unplug the product from the power outlet.

Contact HP support for service.

Go to: www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

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

If this did not solve the issue, try the next solution.

Solution 4: Contact HP to replace the power supply

Solution: Contact HP support to request a power supply for the product.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: The power supply was not intended for use with this product.

If this did not solve the issue, try the next solution.

Solution 5: Contact HP support for service

Solution: If you have completed all of the steps provided in the previous solutions and are still having a problem, contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for technical support.

Cause: You might need assistance to enable the product or software to function properly.

After setting up the product, it does not print

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Press the On button to turn on the product
- Solution 2: Set your product as the default printer
- Solution 3: Check the connection between the product and computer

Solution 1: Press the On button to turn on the product

Solution: Look at the display on the product. If the display is blank and the **On** button is not lit, the product is turned off. Make sure the power cord is firmly connected to the product and plugged into a power outlet. Press the **On** button to turn on the product.

Cause: The product might not have been turned on.

If this did not solve the issue, try the next solution.

Solution 2: Set your product as the default printer

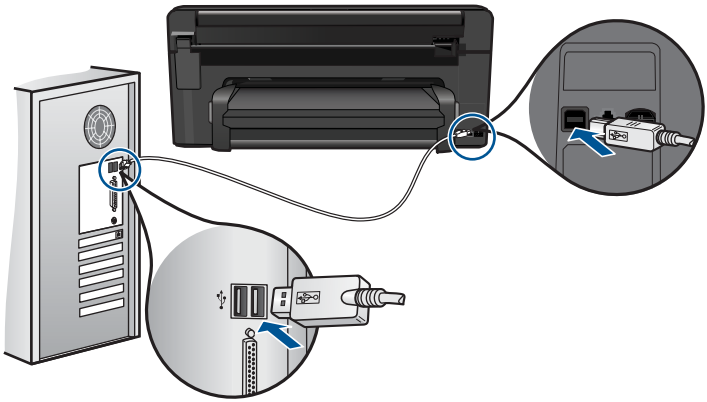
Solution: Check your computer documentation to change your product to be the default printer.

Cause: You sent the print job to the default printer, but this product was not the default printer.

If this did not solve the issue, try the next solution.

Solution 3: Check the connection between the product and computer

Solution: Check the connection from the product to your computer. Verify that the USB cable is securely plugged into the USB port on the back of the product. 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 off the product and then on again. If the product is connected to the computer through a wired, wireless, or Bluetooth connection, make sure that the respective connections are active and the product is turned on.



For more information on setting up the product and connecting it to your computer, see the setup instructions guide that came with the product.

Cause: The product and computer were not communicating with each other.

If this did not solve the issue, try the next solution.

The wrong measurements are showing in menus on the display

Solution: Change the country/region setting.

To set your country/region

1. On the Home Screen, touch the right arrow to view more options.
2. Touch **Setup**.

3. Touch **Preferences**.
4. Touch **Set Country/Region**.
5. Touch the down arrow to scroll through the countries/regions. When the country/region you want to use appears, touch that country/region.
6. When prompted, touch **Yes** to confirm your selection.

Cause: You might have selected the incorrect country/region when setting up the product. The country/region you select determines the paper sizes shown on the display.

The display shows the wrong language

Solution: Change the language setting.

To set your language

1. On the Home Screen, touch the right arrow to view more options.
2. Touch **Setup**.

3. Touch **Preferences**.
4. Touch **Set Language**.
5. Touch the down arrow to scroll through the languages. When the language you want to use appears, touch that language.
6. When prompted, touch **Yes** to confirm your selection.

Cause: You might have selected the incorrect language when setting up the product.

The registration screen does not appear

Solution: You can access the registration (Sign up now) screen from the Windows taskbar by clicking **Start**, pointing to **Programs** or **All Programs**, **HP**, **Photosmart Premium C309 series**, and then clicking **Product Registration**.

Cause: The registration screen did not launch automatically.

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 Photosmart 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 Photosmart.

To uninstall and reinstall the software

1. Disconnect the product from your computer.
2. On the Windows taskbar, click **Start**, **Settings**, **Control Panel** (or just **Control Panel**).
3. Double-click **Add/Remove Programs** (or click **Uninstall a program**).
4. Select **HP Photosmart All-in-One Driver Software**, and then click **Change/Remove**.
   Follow the onscreen instructions.
5. Restart your computer.

   NOTE: It is important that you disconnect the product before restarting your computer. Do not connect the product to your computer until after you have reinstalled the software.

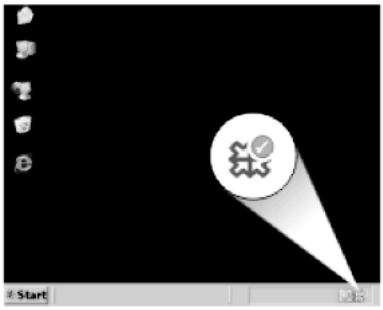
6. Insert the product CD-ROM into your computer's CD-ROM drive and then start the Setup program.

   NOTE: If the Setup program does not appear, locate the setup.exe file on the CD-ROM drive and double-click it.

   NOTE: If you no longer have the installation CD, you can download the software from www.hp.com/support.

7. Follow the onscreen instructions and the setup instructions that came with the product.

When the software installation is complete, the **HP Digital Imaging Monitor** icon appears in the Windows system tray.



Print troubleshooting

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Check cartridges
- Check paper
- Check product
- Check the print settings
- Reset the product
- Contact HP support for service

Check cartridges

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Make sure you are using genuine HP ink cartridges
- Check the ink levels

Make sure you are using genuine HP ink cartridges

Solution: Check to see if your ink cartridges are genuine HP ink cartridges.

HP recommends that you use genuine HP ink cartridges. Genuine HP ink cartridges are designed and tested with HP printers to help you easily produce great results, time after time.

NOTE: HP cannot guarantee the quality or reliability of non-HP supplies. Product service or repairs required as a result of using a non-HP supply will not be covered under warranty.

If you believe you purchased genuine HP ink cartridges, go to:

www.hp.com/go/anticounterfeit

Cause: Non-HP ink cartridges were being used.

Check the ink levels

Solution: Check the estimated ink levels in the cartridges.

NOTE: Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace the cartridges until print quality becomes unacceptable.

For more information, see:

"Check the estimated ink levels" on page 71

Cause: The ink cartridges might have insufficient ink.

Check paper

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Use the correct paper type
- Load media correctly

Use the correct paper type

Solution: HP recommends that you use HP papers or any other paper type that is appropriate for the product. Make sure only one type of paper is loaded at a time.

Always make sure the paper you are printing on is flat. For best results when printing images, use HP Advanced Photo Paper.

Cause: The paper type was incorrect or more than one type of paper was loaded.

Load media correctly

Solution: Remove the stack of paper from the input tray, reload the paper, and then slide the paper width guide inward until it stops at the edge of the paper.

For more information, see:

"Load media" on page 13

Cause: The paper guides were not positioned correctly.

Check product

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Align the printer
- Clean the printhead

Align the printer

Solution: Aligning the printer can help ensure excellent print quality.

To align the printer from the HP Photosmart Software

1. Load letter, A4, or legal unused plain white paper into the input tray.
2. In the HP Solution Center, click **Settings**.
3. In the **Print Settings** area, click **Printer Toolbox**.

   NOTE: You can also open the **Printer Toolbox** from the **Print Properties** dialog box. In the **Print Properties** dialog box, click the **Features** tab, and then click **Printer Services**.

   The **Printer Toolbox** appears.
4. Click the **Device Services** tab.
5. Click **Align the Printer**.
   The product prints a test page, aligns the print head, and calibrates the printer. Recycle or discard the page.

Cause: The printer needed to be aligned.

Clean the printhead

Solution: If the previous solutions did not resolve the issue, try cleaning the printhead.

To clean the printhead from the HP Photosmart Software

1. Load letter, A4, or legal unused plain white paper into the main input tray.
2. In the HP Solution Center, click **Settings**.
3. In the **Print Settings** area, click **Printer Toolbox**.

   NOTE: You can also open the **Printer Toolbox** from the **Print Properties** dialog box. In the **Print Properties** dialog box, click the **Features** tab, and then click **Printer Services**.

   The **Printer Toolbox** appears.
4. Click the **Device Services** tab.
5. Click **Clean the printhead**.
6. Follow the prompts until you are satisfied with the quality of the output, and then click **Done**.
   There are two stages of cleaning. Each stage lasts about two minutes, uses one sheet of paper, and uses an increasing amount of ink. After each stage, review the quality of the printed page. You should only initiate the next phase of cleaning if the print quality is poor.
   If print quality still seems poor after you complete both stages of cleaning, try aligning the printer. If print quality problems persist after cleaning and aligning, contact HP support.

After cleaning the printhead, print a print quality report. Evaluate the print quality report to see if the print quality problem still exists.

For more information, see:

"Print and evaluate a print quality report" on page 75

Cause: The printhead needed to be cleaned.

Check the print settings

Solution: Try the following:

- Check the print settings to see if the color settings are incorrect.
  For example, check to see if the document is set to print in grayscale. Or, check to see if advanced color settings such as saturation, brightness, or color tone, are set to modify the appearance of colors.
- Check the print quality setting and make sure it matches the type of paper loaded in the product.
  You might need to choose a lower print quality setting if colors are running into each other. Or, choose a higher setting if you are printing a high-quality photo, and then make sure photo paper such as HP Advanced Photo Paper is loaded in the paper tray. For information on using the maximum dpi mode, see "Print using the maximum dpi" on page 33.
- Make sure the margin settings for the document do not exceed the printable area of the product.

To select a print speed or quality

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.
   Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Paper Type** drop-down list, select the type of paper that you have loaded.
7. In the **Print Quality** drop-down list, select the appropriate quality setting for your project.

NOTE: To find out what dpi the product will print based on the paper type and print quality settings you selected, click **Resolution**.

To check your margin settings

1. Preview your print job before sending it to the product.
   In most software applications, click the **File** menu, and then click **Print Preview**.
2. Check the margins.
   The product uses the margins you have set in your software application, as long as they are greater than the minimum margins the product supports. For more information about setting margins in your software application, see the documentation that came with the software.
3. Cancel the print job if the margins are not satisfactory, and then adjust the margins in your software application.

Cause: The settings were not set correctly.

Reset the product

Solution: Turn off the product, and then unplug the power cord. Plug the power cord back in, and then press the **On** button to turn on the product.

Cause: The product experienced an error.

Contact HP support for service

Solution: If you have completed all of the steps provided in the previous solutions and are still having a problem, contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for technical support.

Cause: You might need assistance to enable the product or software to function properly.

Memory card troubleshooting

Use this section to solve these memory card problems:

- The product does not read the memory card
- The photos on the memory card do not transfer to my computer
- Photos in a connected digital camera with PictBridge do not print

The product does not read the memory card

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Insert the memory card properly
- Solution 2: Remove the additional memory card
- Solution 3: Reformat the memory card in your digital camera

Solution 1: Insert the memory card properly

Solution: Turn the memory card so that the label faces up and the contacts are facing the product, and then push the card forward into the appropriate slot until the Photo light turns on.

If the memory card is not inserted properly, the product will not respond and the attention light will blink rapidly.

After the memory card has been inserted properly, the Photo light will blink green for a few seconds, and then remain lit.

Cause: The memory card was inserted backwards or upside down.

If this did not solve the issue, try the next solution.

Solution 2: Remove the additional memory card

Solution: You can insert only one memory card at a time.

If more than one memory card is inserted, the attention light will blink rapidly, and an error message will appear on the computer screen. Remove the additional memory card to resolve the problem.

Cause: You had inserted more than one memory card.

If this did not solve the issue, try the next solution.

Solution 3: Reformat the memory card in your digital camera

Solution: Check the computer screen for an error message telling you that the images on the memory card are corrupted.

If the file system on the card is corrupt, reformat the memory card in your digital camera. For more information, see the documentation that came with your digital camera.

△ **CAUTION:** Reformatting the memory card will delete any photos stored on the card. If you have previously transferred the photos from your memory card to a computer, try printing the photos from the computer. Otherwise, you will need to retake any photos you might have lost.

Cause: The memory card file system was corrupted.

The photos on the memory card do not transfer to my computer

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Install the product software
- Solution 2: Check the connection from the product to your computer

Solution 1: Install the product software

Solution: Install the product software that came with the product. If it is installed, restart your computer.

To install the product software

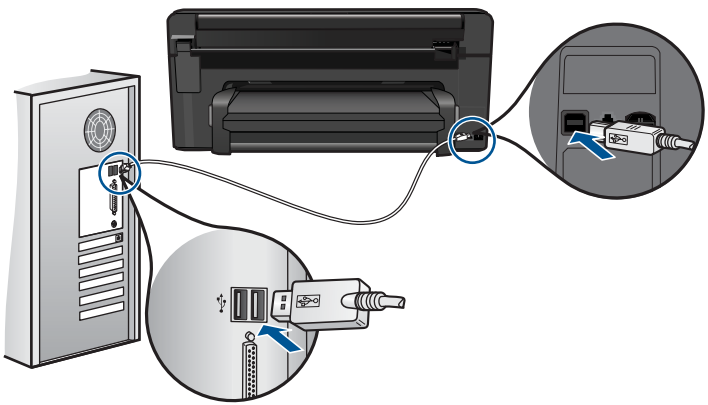
1. Insert the product CD-ROM into your computer's CD-ROM drive and then start the Setup program.
2. When prompted, click **Install More Software** to install the product software.
3. Follow the onscreen instructions and the instructions provided in the Start Here guide that came with the product.

Cause: The product software was not installed.

If this did not solve the issue, try the next solution.

Solution 2: Check the connection from the product to your computer

Solution: Check the connection from the product to your computer. Verify that the USB cable is securely plugged into the USB port on the back of the product. 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 off the product and then on again. If the product is connected to the computer through a wired, wireless, or Bluetooth connection, make sure that the respective connections are active and the product is turned on.



For more information on setting up the product and connecting it to your computer, see the Start Here guide that came with the product.

Cause: The product was not properly connected to the computer.

Photos in a connected digital camera with PictBridge do not print

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Set the camera to PictBridge mode
- Solution 2: Save the photos in a supported file format
- Solution 3: Select photos on the camera for printing

Solution 1: Set the camera to PictBridge mode

Solution: If the camera supports PictBridge, make sure the camera is set to PictBridge mode. See the user guide that came with the camera for instructions on how to do this.

Cause: The digital camera was not in PictBridge mode.

If this did not solve the issue, try the next solution.

Solution 2: Save the photos in a supported file format

Solution: Make sure the digital camera is saving photos in a file format that the PictBridge transfer feature supports (Exif/JPEG, JPEG, and DPOF).

Cause: The images were not in a supported format.

If this did not solve the issue, try the next solution.

Solution 3: Select photos on the camera for printing

Solution: Before you connect the digital camera to the front USB port on the product, select some photos on the camera for printing.

NOTE: Some digital cameras do not allow you to select photos until after you have established a PictBridge connection. If this is the case, connect your digital camera to the front USB port, turn on the camera and change it to PictBridge mode, and then use the camera to select the photos you want to print.

Cause: You did not select any photos on the camera for printing.

Scan troubleshooting

Use this section to solve these scan problems:

- Scanned image is incorrectly cropped
- Scanned image shows dotted lines instead of text
- Text format is incorrect
- Text is incorrect or missing

Scanned image is incorrectly cropped

Solution: The autocropping feature in the software crops anything that is not part of the main image. Sometimes this might not be what you want. In that case, turn off autocropping in the software and crop the scanned image manually, or not at all.

Cause: The software was set to automatically crop scanned pictures.

Scanned image shows dotted lines instead of text

Solution: Make a black-and-white copy of the original and then scan the copy.

Cause: If you used the **Text** image type to scan text that you planned to edit, the scanner might not have recognized color text. The **Text** image type scans at 300 x 300 dpi, in black and white.

If you scanned an original that has graphics or artwork surrounding the text, the scanner might not have recognized the text.

Text format is incorrect

Solution: Some applications cannot handle framed text formatting. Framed text is one of the scan document settings in the software. It maintains complex layouts, such as multiple columns from a newsletter, by putting the text in different frames (boxes) in the destination application. In the software, select the correct format so that the scanned text layout and formatting are retained.

Cause: The scan document settings were incorrect.

Text is incorrect or missing

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Adjust the brightness in the software
- Solution 2: Clean the glass and lid

Solution 1: Adjust the brightness in the software

Solution: Adjust the brightness in the software, and then rescan the original.

Cause: The brightness was not set correctly.

If this did not solve the issue, try the next solution.

Solution 2: Clean the glass and lid

Solution: Turn off the product, unplug the power cord, and use a soft cloth to wipe the glass and the back of the document lid.

Cause: Debris might have been stuck on the glass or on the back of the document lid. This can cause poor-quality scans.

Copy troubleshooting

Use this section to solve these copy problems:

- Fit to Page is not working as expected

Fit to Page is not working as expected

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Scan, enlarge, and then print a copy
- Solution 2: Wipe the glass and the back of the document lid

Solution 1: Scan, enlarge, and then print a copy

Solution: **Fit to Page** can only enlarge the original up to the maximum percentage allowed by your model. For example, 200% might be the maximum enlargement percentage allowed by your model. Enlarging a passport photo by 200% might not enlarge it enough for it to fit a full-size page.

If you want to make a large copy of a small original, scan the original into the computer, resize the image in the HP scanning software, and then print a copy of the enlarged image.

NOTE: Do not use the product to copy onto envelopes or other papers it does not support. For more information on recommended media, see “Recommended papers for printing” on page 12.

Cause: You were trying to increase the size of an original that was too small.

If this did not solve the issue, try the next solution.

Solution 2: Wipe the glass and the back of the document lid

Solution: Turn off the product, unplug the power cord, and then use a soft cloth to wipe the glass and the back of the document lid.

Cause: Debris might have been stuck on the glass or on the back of the document lid. The product interprets anything it detects on the glass as part of the image.

Errors

This section contains the following categories of messages about your product:

- Product messages
- File messages
- General user messages
- Paper messages
- Power and connection messages
- Ink cartridge and printhead messages

Product messages

The following is a list of product-related error messages:

- Firmware revision mismatch

- Memory is full
- Photo tray problem
- Photo tray cannot engage
- Photo tray cannot disengage
- Missing HP Photosmart Software

Firmware revision mismatch

Solution: Contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: The revision number of the product firmware did not match the revision number of the software.

Memory is full

Solution: Try making fewer copies at a time.

Cause: The document you were copying exceeded the memory of the product.

Photo tray problem

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Load more paper in the photo tray
- Solution 2: Make sure paper is loaded correctly in the photo tray
- Solution 3: Remove excess paper from the photo tray
- Solution 4: Make sure the sheets of paper are not stuck together
- Solution 5: Make sure the photo paper is not curled
- Solution 6: Load one sheet of paper at a time

Solution 1: Load more paper in the photo tray

Solution: If the photo tray is empty or there are only a few sheets remaining, load more paper in the photo tray. If there is paper in the photo tray, remove the paper, tap the stack of paper against a flat surface, and reload the paper into the photo tray. Follow the prompts on the display or the computer screen to continue your print job.

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.

Cause: There was not enough paper in the photo tray.

If this did not solve the issue, try the next solution.

Solution 2: Make sure paper is loaded correctly in the photo tray

Solution: Make sure you have paper loaded correctly in the photo tray.

For more information, see:

“Load media” on page 13

Cause: The paper was not feeding properly because it was loaded incorrectly.

If this did not solve the issue, try the next solution.

Solution 3: Remove excess paper from the photo tray

Solution: 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.

Cause: There was too much paper loaded in the photo tray.

If this did not solve the issue, try the next solution.

Solution 4: Make sure the sheets of paper are not stuck together

Solution: Remove the paper from the photo tray and shuffle the paper so it does not stick together. Reload the paper into the photo tray and try printing again.

Cause: Two or more pieces of paper were stuck together.

If this did not solve the issue, try the next solution.

Solution 5: Make sure the photo paper is not curled

Solution: If the photo paper is curled, place the paper in a plastic bag and gently bend it the opposite direction of the curl until the paper lies flat. If the problem persists, use photo paper that is not curled.

Cause: The photo paper was curled.

If this did not solve the issue, try the next solution.

Solution 6: Load one sheet of paper at a time

Solution: Try loading just one sheet of photo paper in the photo tray at a time.

Cause: Paper might not feed properly if you are using the product in an extremely high- or low-humidity environment.

Photo tray cannot engage

Solution: Remove the output tray, and then replace it. Push the output tray in as far as it will go. Make sure the output is lowered all the way and lays flat.

Cause: The output tray was not inserted all the way.

Photo tray cannot disengage

Solution: Push the output tray all the way down.

Cause: The output tray was not lowered all the way.

Missing HP Photosmart Software

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Install the HP Photosmart Software
- Solution 2: Turn on the product
- Solution 3: Turn on the computer
- Solution 4: Check the connection from the product to your computer

Solution 1: Install the HP Photosmart Software

Solution: Install the HP Photosmart Software that came with the product. If it is installed, restart your computer.

To install the HP Photosmart Software

1. Insert the product CD-ROM into your computer's CD-ROM drive and then start the Setup program.
2. When prompted, click **Install More Software** to install the HP Photosmart Software.
3. Follow the onscreen instructions and the instructions provided in the Start Here guide that came with the product.

Cause: The HP Photosmart Software was not installed.

If this did not solve the issue, try the next solution.

Solution 2: Turn on the product

Solution: Turn on the product.

Cause: The product was turned off.

If this did not solve the issue, try the next solution.

Solution 3: Turn on the computer

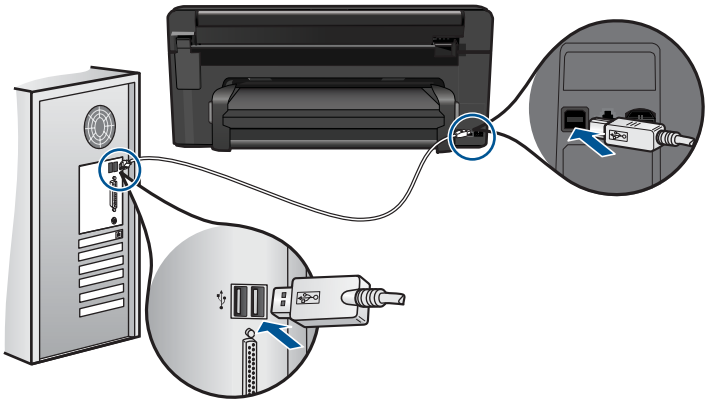
Solution: Turn on the computer

Cause: The computer was turned off.

If this did not solve the issue, try the next solution.

Solution 4: Check the connection from the product to your computer

Solution: Check the connection from the product to your computer. Verify that the USB cable is securely plugged into the USB port on the back of the product. 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 off the product and then on again. If the product is connected to the computer through a wired, wireless, or Bluetooth connection, make sure that the respective connections are active and the product is turned on.



For more information on setting up the product and connecting it to your computer, see the Start Here guide that came with the product.

Cause: The product was not properly connected to the computer.

File messages

The following is a list of file-related error messages:

- Error reading or writing the file
- Unreadable files. NN files could not be read
- Photos not found
- File not found
- Invalid file name
- Supported file types for the product
- File corrupted

Error reading or writing the file

Solution: Check to see if you have the right folder and file name.

Cause: The product software could not open or save the file.

Unreadable files. NN files could not be read

Solution: Reinsert the memory card in the product. If this does not work, retake the photos with your digital camera. If you already transferred the files to your computer,

try printing those files by using the product software. The copies might not be damaged.

Cause: Some of the files on the inserted memory card or attached storage device were damaged.

Photos not found

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Reinsert the memory card
- Solution 2: Print photos from the computer

Solution 1: Reinsert the memory card

Solution: Reinsert the memory card. If this does not work, retake the photos with your digital camera. If you already transferred the files to your computer, try printing those files by using the product software. The copies might not be damaged.

Cause: Some of the files on the inserted memory card or attached storage device were damaged.

If this did not solve the issue, try the next solution.

Solution 2: Print photos from the computer

Solution: Take some photos with your digital camera, or if you previously saved photos on your computer, you can print them using the product software.

Cause: No photos were found on the memory card.

File not found

Solution: Close some applications and try the task again.

Cause: There was not enough available memory on your computer to create a print preview file.

Invalid file name

Solution: Make sure that you are not using any invalid symbols in the file name.

Cause: The file name you entered was invalid.

Supported file types for the product

The product software only recognizes JPG and TIF images.

File corrupted

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Reinsert the memory card in the product
- Solution 2: Reformat the memory card in your digital camera.

Solution 1: Reinsert the memory card in the product

Solution: Reinsert the memory card. If this does not work, retake the photos with your digital camera. If you already transferred the files to your computer, try printing those files by using the product software. The copies might not be damaged.

Cause: Some of the files on the inserted memory card or attached storage device were damaged.

If this did not solve the issue, try the next solution.

Solution 2: Reformat the memory card in your digital camera.

Solution: Check the computer screen for an error message telling you that the images on the memory card are corrupted.

If the file system on the card is corrupt, reformat the memory card in your digital camera.

△ **CAUTION:** Reformatting the memory card will delete any photos stored on the card. If you have previously transferred the photos from your memory card to a computer, try printing the photos from the computer. Otherwise, you will need to retake any photos you might have lost.

Cause: The memory card file system was corrupted.

General user messages

The following is a list of messages related to common user errors:

- Memory card error
- Cannot crop
- Out of disk space
- Card access error
- Use only one card at a time
- Card is inserted incorrectly
- Card is damaged
- Card is not fully inserted

Memory card error

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Remove all but one memory card
- Solution 2: Remove the memory card and reinsert it correctly
- Solution 3: Push the memory card all the way forward

Solution 1: Remove all but one memory card

Solution: Remove all but one memory card. The product reads the remaining memory card and displays the first photo stored on the memory card.

Cause: There were two or more memory cards inserted into the product at the same time.

If this did not solve the issue, try the next solution.

Solution 2: Remove the memory card and reinsert it correctly

Solution: Remove the memory card and reinsert it correctly. The label of the memory card faces up and should be readable as you insert it into the slot.

Cause: You had inserted the memory card backwards or upside down.

If this did not solve the issue, try the next solution.

Solution 3: Push the memory card all the way forward

Solution: Remove the memory card and reinsert it in the memory card slot until it stops.

Cause: You had not fully inserted the memory card.

Cannot crop

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Close some applications or restart your computer
- Solution 2: Empty the Recycle Bin on your desktop

Solution 1: Close some applications or restart your computer

Solution: Close all unnecessary applications. This includes applications that run in the background, such as screensavers and virus checkers. (If you turn off your virus checker, remember to turn it back on after you finish.) Try restarting your computer to clear the memory. You might need to purchase more RAM. Refer to the documentation that came with your computer.

Cause: The computer did not have enough memory.

If this did not solve the issue, try the next solution.

Solution 2: Empty the Recycle Bin on your desktop

Solution: Empty the Recycle Bin on your desktop. You might also need to remove files from the hard disk; for example, delete temporary files.

Cause: For scanning, there must be at least 50 MB of space available on your computer's hard disk.

Out of disk space

Solution: Close some applications and try the task again.

Cause: The computer did not have enough memory.

Card access error

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Remove all but one memory card
- Solution 2: Remove the memory card and reinsert it correctly
- Solution 3: Push the memory card all the way forward

Solution 1: Remove all but one memory card

Solution: Remove all but one memory card. The product reads the remaining memory card and displays the first photo stored on the memory card.

Cause: There were two or more memory cards inserted into the product at the same time.

If this did not solve the issue, try the next solution.

Solution 2: Remove the memory card and reinsert it correctly

Solution: Remove the memory card and reinsert it correctly. The label of the memory card faces up and should be readable as you insert it into the slot.

Cause: You had inserted the memory card backwards or upside down.

If this did not solve the issue, try the next solution.

Solution 3: Push the memory card all the way forward

Solution: Remove the memory card and reinsert it in the memory card slot until it stops.

Cause: You had not fully inserted the memory card.

Use only one card at a time

Solution: You can insert only one memory card at a time.

If more than one memory card is inserted, the attention light will blink rapidly, and an error message will appear on the computer screen. Remove the additional memory card to resolve the problem.

Cause: There were two or more memory cards inserted into the product at the same time.

Card is inserted incorrectly

Solution: Turn the memory card so that the label faces up and the contacts are facing the product, and then push the card forward into the appropriate slot until the Photo light turns on.

If the memory card is not inserted properly, the product will not respond and the attention light will blink rapidly.

After the memory card has been inserted properly, the Photo light will blink green for a few seconds, and then remain lit.

Cause: You had inserted the memory card backwards or upside down.

Card is damaged

Solution: Reformat your memory card in your camera or format your memory card in a computer by selecting the FAT format. For more information, see the documentation that came with your digital camera.

△ **CAUTION:** Reformatting the memory card will delete any photos stored on the card. If you have previously transferred the photos from your memory card to a computer, try printing the photos from the computer. Otherwise, you will need to retake any photos you might have lost.

Cause: You may have formatted the card on a Windows XP computer. By default, Windows XP will format a memory card of 8 MB or less and 64 MB or more with the FAT32 format. Digital cameras and other devices use the FAT (FAT16 or FAT12) format and cannot recognize a FAT32 formatted card.

Card is not fully inserted

Solution: Turn the memory card so that the label faces up and the contacts are facing the product, and then push the card forward into the appropriate slot until the Photo light turns on.

If the memory card is not inserted properly, the product will not respond and the attention light will blink rapidly.

After the memory card has been inserted properly, the Photo light will blink green for a few seconds, and then remain lit.

Cause: You had not fully inserted the memory card.

Paper messages

The following is a list of paper-related error messages:

- Ink is drying
- Paper upside down
- Paper orientation error

Ink is drying

Solution: Two-sided printing requires the printed sheets to be dry before printing on the back side. Wait until the product pulls the printed sheet to print on the back side.

Cause: Transparencies and some other media require a drying time that is longer than normal.

Paper upside down

Solution: Load paper in the input tray print side down.

Cause: Paper in the input tray was upside down.

Paper orientation error

Solution: Insert paper into the input tray with the short edge forward and the print side down. Slide the paper forward until it stops.

Cause: Paper in the input tray was in landscape orientation.

Power and connection messages

The following is a list of power- and connection-related error messages:

- Improper shutdown

Improper shutdown

Solution: Press the **On** button to turn the product on and off.

Cause: The last time the product was used, it was not turned off properly. If the product is turned off by turning off the switch on a power strip or by using a wall switch, the product can be damaged.

Ink cartridge and printhead messages

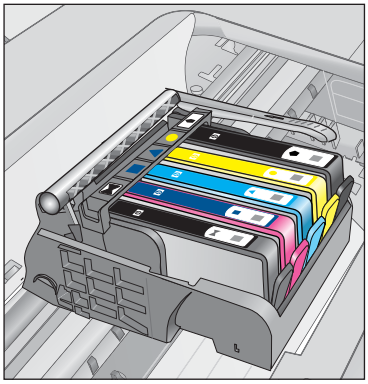
The following is a list of printhead and ink cartridge error messages:

- Cartridges in wrong slot
- General printer error
- Incompatible ink cartridges
- Incompatible printhead

- Ink alert
- Ink cartridge problem
- Ink service capacity warning
- Ink system failure
- Check ink cartridges
- Install printhead and then cartridges
- Non-HP cartridge
- Original HP ink depleted
- Previously used genuine HP cartridge
- Printhead appears to be missing or damaged
- Printhead problem
- Problem with printer preparation
- Ink cartridge is missing, incorrectly installed, or not intended for your product

Cartridges in wrong slot

Solution: Remove and reinsert the indicated ink cartridges into the correct slots by matching color of cartridges to color and icon for each slot.



Printing cannot occur without one of each type of ink cartridge inserted into the correct slot.

For more information, see:

"Replace the cartridges" on page 72

Cause: The indicated ink cartridges were inserted into the wrong slots.

General printer error

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Reset the product

- Solution 2: Contact HP support

Solution 1: Reset the product

Solution: Turn off the product, and then unplug the power cord. Plug the power cord back in, and then press the **On** button to turn on the product.

Cause: The product experienced an error.

If this did not solve the issue, try the next solution.

Solution 2: Contact HP support

Solution: Write down the error code provided in the message, and then 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.

Cause: There was a problem with the product.

Incompatible ink cartridges

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Check to see if the ink cartridges are compatible
- Solution 2: Contact HP support

Solution 1: Check to see if the ink cartridges are compatible

Solution: Check to make sure you are using the correct ink cartridges for your product. For a list of compatible ink cartridges, see the printed documentation that came with the product.

If you are using ink cartridges that are not compatible with the product, replace the indicated ink cartridges with ink cartridges that are compatible.

△ **CAUTION:** HP recommends that you do not remove an ink cartridge until a replacement is ready to install.

If it appears that you are using the correct ink cartridges, proceed to the next solution.

For more information, see:

- “Order ink supplies” on page 72
- “Replace the cartridges” on page 72

Cause: The indicated ink cartridges were not intended for use in this product as it was currently configured.

If this did not solve the issue, try the next solution.

Solution 2: Contact HP support

Solution: Contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: The ink cartridges were not intended for use in this product.

Incompatible printhead

Solution: Contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: The printhead was not intended for use in this product, or it was damaged.

Ink alert

Solution: When you receive an Ink Alert message, you do not need to replace the indicated ink cartridge. However, the amount of ink might be low enough to cause poor print quality. Follow any prompts on the display to continue.

△ **CAUTION:** HP recommends that you do not remove an ink cartridge until a replacement is ready to install.

If you have installed a refilled or remanufactured cartridge, or a cartridge that has been used in another product, the ink level indicator might be inaccurate or unavailable.

Ink level warnings and indicators provide estimates for planning purposes only. When you receive an ink alert message, consider having replacement ink cartridges available to avoid possible printing delays. You do not need to replace the ink cartridges until print quality becomes unacceptable.

For more information, see:

"Replace the cartridges" on page 72

Cause: The indicated ink cartridges did not have enough ink to print properly.

Ink cartridge problem

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Install the ink cartridges correctly
- Solution 2: Close the print carriage latch
- Solution 3: Clean the electrical contacts
- Solution 4: Replace the ink cartridge

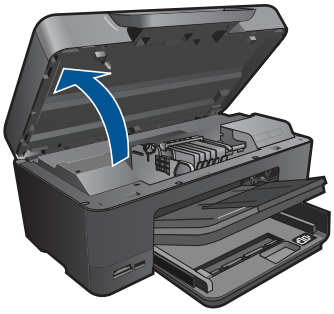
- Solution 5: Contact HP support

Solution 1: Install the ink cartridges correctly

Solution: Make sure all of the ink cartridges are properly installed. Refer to the following steps to resolve this error.

To make sure the ink cartridges are properly installed

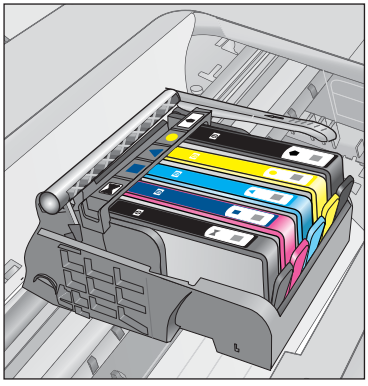
1. Make sure the product is turned on.
2. Open the ink cartridge access door by lifting from the front right of the product, until the door locks into place.



The print carriage moves to the center of the product.

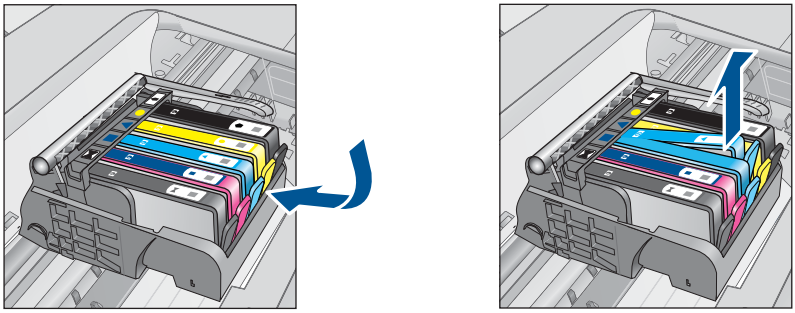
NOTE: Wait until the print carriage stops moving before proceeding.

3. Make sure the ink cartridges are installed in the correct slots.
   Match the shape of the icon and color of the ink cartridge with the slot that has the same shaped icon and color.



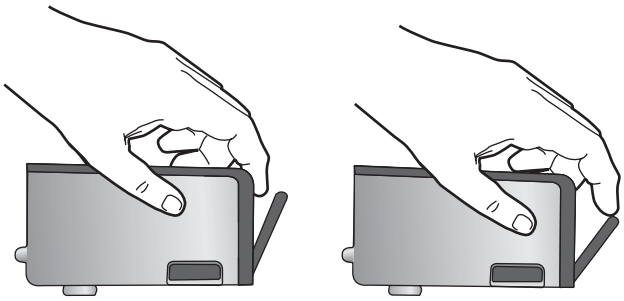
4. Run your finger along the top of the ink cartridges to locate any cartridges that are not snapped completely down.

5. Press down on any cartridges that are sticking up.
   They should snap down into place.
6. If an ink cartridge was sticking up and you were able to snap it back down into place, close the ink cartridge access door and check if the error message has gone away.
   - If the message has gone away, stop troubleshooting here. The error has been resolved.
   - If the message has not gone away, proceed to the next step.
   - If none of the ink cartridges were sticking up, proceed to the next step.
7. Locate the ink cartridge that is indicated in the error message, and then press the tab on the ink cartridge to release it from the slot.

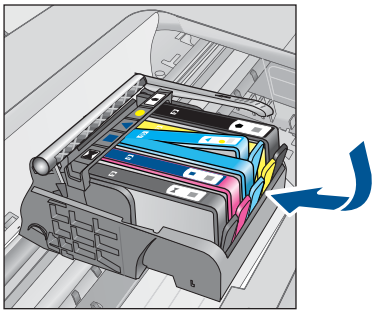


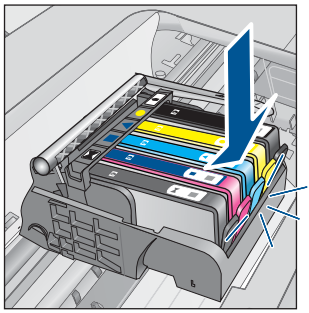
8. Press the ink cartridge back down into place.
   The tab should make a snapping noise when the ink cartridge is correctly seated. If the ink cartridge did not make a snapping noise, the tab might need to be readjusted.
9. Remove the ink cartridge from the slot.
10. Gently bend the tab away from the ink cartridge.

△ **CAUTION:** Be careful not to bend the tab out more than about 1.27 cm (0.5 inches).



11. Reinstall the ink cartridge.
    It should now snap down into place.





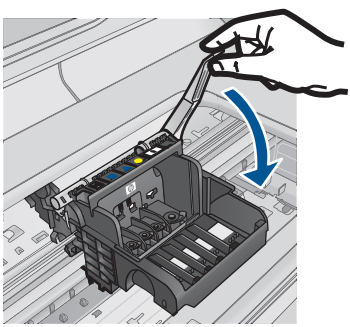
12. Close the ink cartridge access door, and check if the error message has gone away.
13. If you still receive the error message, turn the product off, and then on again.

Cause: The indicated ink cartridges were not installed correctly.

If this did not solve the issue, try the next solution.

Solution 2: Close the print carriage latch

Solution: Lift the latch handle and carefully lower it to make sure that the latch securing the printhead is securely closed. Leaving the latch handle raised can result in incorrectly seated ink cartridges and problems printing. The latch must remain down in order to correctly install the ink cartridges.



Cause: The print carriage latch was not closed properly.

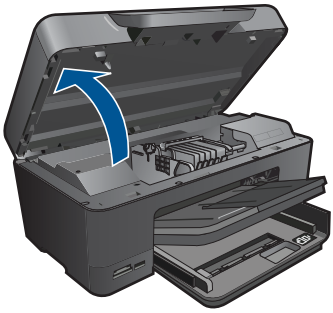
If this did not solve the issue, try the next solution.

Solution 3: Clean the electrical contacts

Solution: Clean the cartridge electrical contacts.

To clean the electrical contacts

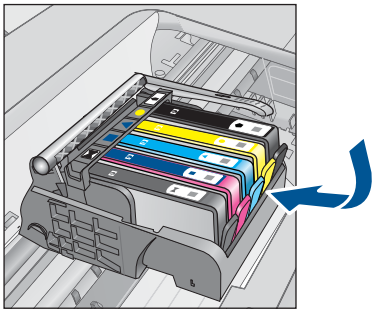
1. Make sure the product is turned on.
2. Open the cartridge access door by lifting the blue access handles on the side of the product, until the door locks into place.

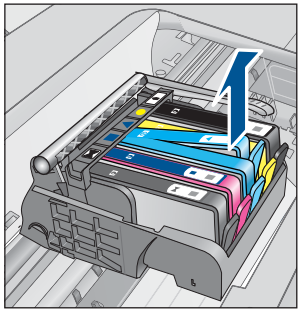


The print carriage moves to the center of the product.

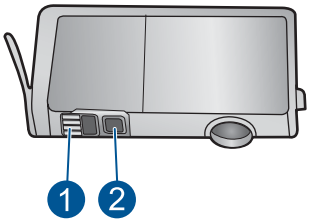
NOTE: Wait until the print carriage stops moving before proceeding.

3. Locate the ink cartridge that is indicated in the error message, and then press the tab on the ink cartridge to release it from the slot.



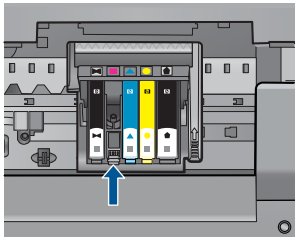


4. Hold the ink cartridge by its sides with the bottom pointing up and locate the electrical contacts on the ink cartridge.
   The electrical contacts are four small rectangles of copper or gold-colored metal on the bottom of the ink cartridge.

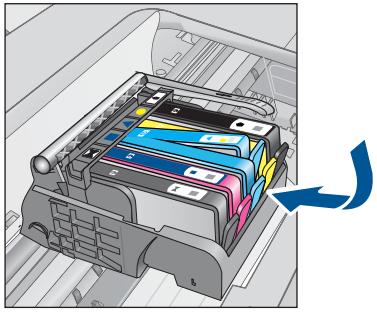


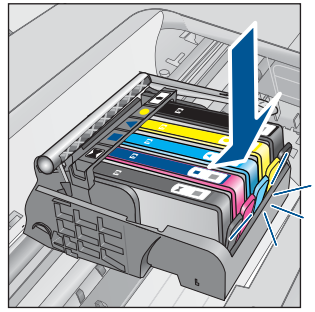
1	Ink window
2	Electrical contacts

5. Wipe the contacts with a dry swab or lint-free cloth.
6. On the inside of the product, locate the contacts in the printhead.
   The contacts look like a set of four copper or gold-colored pins positioned to meet the contacts on the ink cartridge.



7. Use a dry swab or lint-free cloth to wipe the contacts.
8. Reinstall the ink cartridge.





9. Close the ink cartridge door, and check if the error message has gone away.
10. If you still receive the error message, turn the product off, and then on again.

If you still receive this message after cleaning the cartridge contacts, you might have a damaged cartridge.

Check to see if your cartridge is still under warranty and the end of warranty date has not been reached.

- If the end of warranty date has been reached, purchase a new ink cartridge.
- If the end of warranty date has not been reached, contact HP support for service or replacement.
  Go to: www.hp.com/support.
  If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

For more information, see:

- "Cartridge warranty information" on page 75
- "Replace the cartridges" on page 72

Cause: The electrical contacts needed to be cleaned.

If this did not solve the issue, try the next solution.

Solution 4: Replace the ink cartridge

Solution: Replace the indicated ink cartridge.

If your cartridge is still under warranty, contact HP support for service or replacement.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

For more information, see:
"Cartridge warranty information" on page 75

Cause: The indicated ink cartridges were defective.

If this did not solve the issue, try the next solution.

Solution 5: Contact HP support

Solution: Contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: The product had a problem.

Ink service capacity warning

Solution: If you are going to move or transport the product after receiving this message, make sure you keep it upright and do not tip it on its side to avoid ink leakage.

Printing can continue, but ink system behavior might change.

Cause: The product has nearly maximized the ink service capacity.

Ink system failure

Solution: Turn off the product, unplug the power cord, and wait 10 seconds. Then, plug the power cord back in and turn on the product.

If you continue to receive this message, write down the error code provided in the message on the product display, and then 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.

Cause: The printhead or the ink delivery system failed and the product can no longer print.

Check ink cartridges

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Install all five ink cartridges
- Solution 2: Make sure the ink cartridges are installed correctly
- Solution 3: Contact HP support

Solution 1: Install all five ink cartridges

Solution: Install all five ink cartridges.

If all five of the ink cartridges are already installed, proceed to the next solution.

For more information, see:

“Replace the cartridges” on page 72

Cause: One or more of the ink cartridges were not installed.

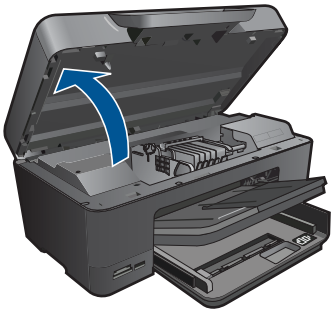
If this did not solve the issue, try the next solution.

Solution 2: Make sure the ink cartridges are installed correctly

Solution: Make sure all of the ink cartridges are properly installed. Refer to the following steps to resolve this error.

To make sure the ink cartridges are properly installed

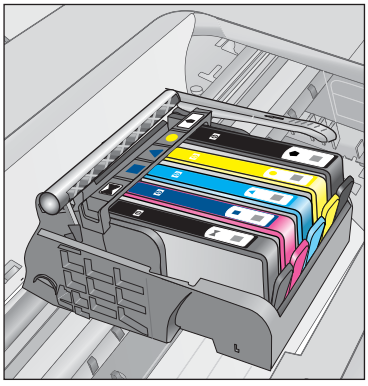
1. Make sure the product is turned on.
2. Open the ink cartridge access door by lifting from the front right of the product, until the door locks into place.



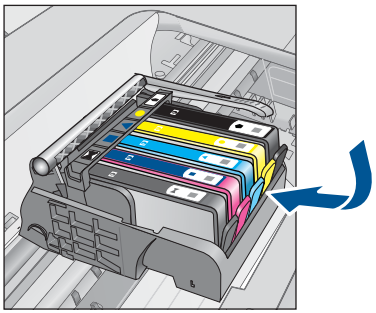
The print carriage moves to the center of the product.

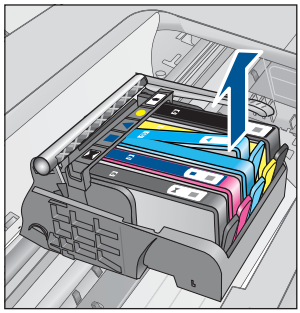
NOTE: Wait until the print carriage stops moving before proceeding.

3. Make sure the ink cartridges are installed in the correct slots.
   Match the shape of the icon and color of the ink cartridge with the slot that has the same shaped icon and color.



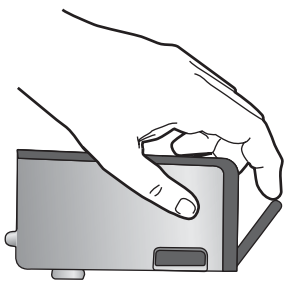
4. Run your finger along the top of the ink cartridges to locate any cartridges that are not snapped completely down.
5. Press down on any cartridges that are sticking up.
   They should snap down into place.
6. If an ink cartridge was sticking up and you were able to snap it back down into place, close the ink cartridge access door and check if the error message has gone away.
   - If the message has gone away, stop troubleshooting here. The error has been resolved.
   - If the message has not gone away, proceed to the next step.
   - If none of the ink cartridges were sticking up, proceed to the next step.
7. Locate the ink cartridge that is indicated in the error message, and then press the tab on the ink cartridge to release it from the slot.



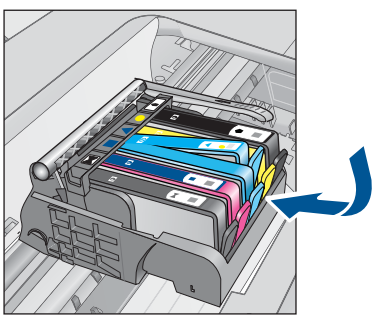


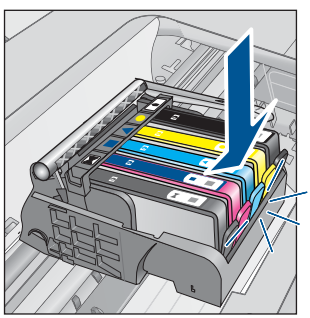
8. Press the ink cartridge back down into place.
   The tab should make a snapping noise when the ink cartridge is correctly seated. If the ink cartridge did not make a snapping noise, the tab might need to be readjusted.
9. Remove the ink cartridge from the slot.
10. Gently bend the tab away from the ink cartridge.

△ **CAUTION:** Be careful not to bend the tab out more than about 1.27 cm (0.5 inches).



11. Reinstall the ink cartridge.
    It should now snap down into place.





12. Close the ink cartridge access door, and check if the error message has gone away.
13. If you still receive the error message, turn the product off, and then on again.

Cause: The ink cartridges were not installed properly.

If this did not solve the issue, try the next solution.

Solution 3: Contact HP support

Solution: Contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: There was a problem with the ink cartridges.

Install printhead and then cartridges

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

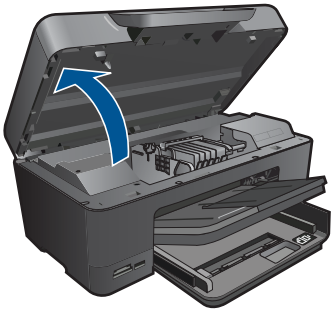
- Solution 1: Install the printhead and then cartridges
- Solution 2: Contact HP support

Solution 1: Install the printhead and then cartridges

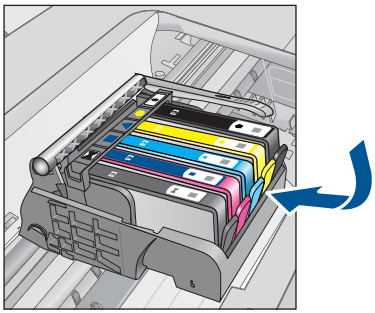
Solution: Check to make sure the printhead and the cartridges are installed.

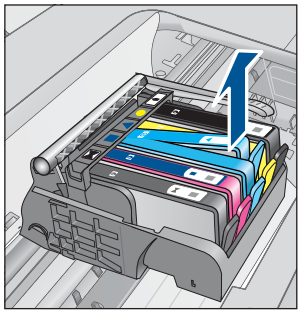
To reinstall the printhead

1. Make sure that the product is turned on.
2. Open the ink cartridge door.

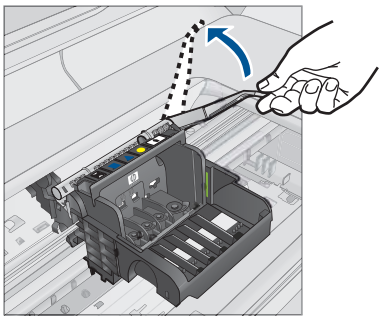


3. Remove every ink cartridge by pushing the tab on the ink cartridge and then pulling the ink cartridge out of its slot. Place the ink cartridges on a piece of paper with the ink openings pointing up.

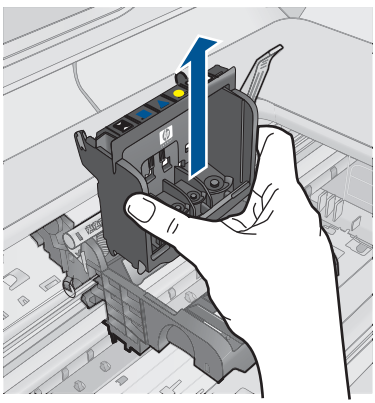




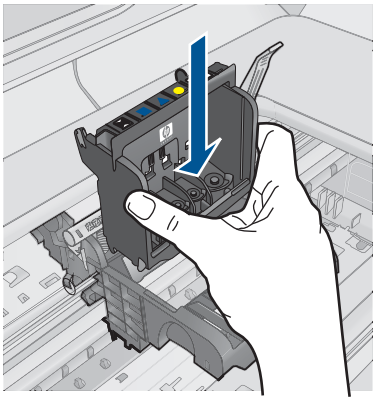
4. Lift the latch handle on the print carriage until it stops.



5. Remove the printhead by lifting it straight up.



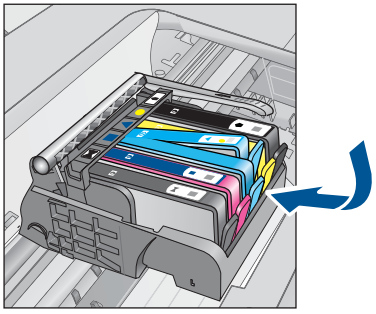
6. Make sure the latch handle is raised, and then reinsert the printhead.

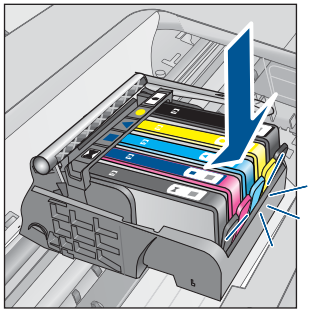


7. Carefully lower the latch handle.

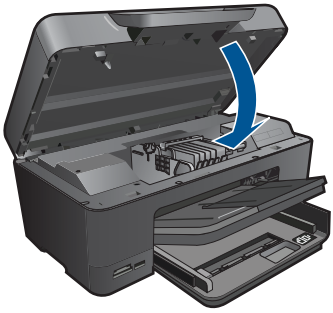
   NOTE: Make sure you lower the latch handle before reinserting the ink cartridges. Leaving the latch handle raised can result in incorrectly seated ink cartridges and problems printing. The latch must remain down in order to correctly install the ink cartridges.

8. Using the colored shaped icons for help, slide the ink cartridge into the empty slot until it clicks into place and is seated firmly in the slot.





9. Close the ink cartridge door.



Cause: The printhead or ink cartridges were not installed or incorrectly installed.

If this did not solve the issue, try the next solution.

Solution 2: Contact HP support

Solution: Contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: There was a problem installing the printhead or ink cartridges.

Non-HP cartridge

Solution: Follow the prompts on the display to continue, or replace the indicated ink cartridges.

△ **CAUTION:** HP recommends that you do not remove an ink cartridge until a replacement is ready to install.

HP recommends that you use genuine HP ink cartridges. Genuine HP ink cartridges are designed and tested with HP printers to help you easily produce great results, time after time.

NOTE: HP cannot guarantee the quality or reliability of non-HP supplies. Printer service or repairs required as a result of using a non-HP supply will not be covered under warranty.

If you believe you purchased genuine HP ink cartridges, go to:

www.hp.com/go/anticounterfeit

For more information, see:

“Replace the cartridges” on page 72

Cause: The product detected non-HP ink.

Original HP ink depleted

Solution: Follow the prompts on the display to continue, or replace the indicated ink cartridges.

Check the print quality of the current print job. If it is not satisfactory, try cleaning the printhead to see if that improves the quality.

Information about ink levels will not be available.

△ **CAUTION:** HP recommends that you do not remove an ink cartridge until a replacement is ready to install.

HP recommends that you use genuine HP ink cartridges. Genuine HP ink cartridges are designed and tested with HP printers to help you easily produce great results, time after time.

NOTE: HP cannot guarantee the quality or reliability of non-HP supplies. Printer service or repairs required as a result of using a non-HP supply will not be covered under warranty.

If you believe you purchased genuine HP ink cartridges, go to:

www.hp.com/go/anticounterfeit

For more information, see:

"Replace the cartridges" on page 72

Cause: The original HP ink in the indicated ink cartridges was depleted.

Previously used genuine HP cartridge

Solution: Check the print quality of the current print job. If it is not satisfactory, try cleaning the printhead to see if that improves the quality.

To clean the printhead from the HP Photosmart Software

1. Load letter, A4, or legal unused plain white paper into the main input tray.
2. In the HP Solution Center, click **Settings**.
3. In the **Print Settings** area, click **Printer Toolbox**.

   NOTE: You can also open the **Printer Toolbox** from the **Print Properties** dialog box. In the **Print Properties** dialog box, click the **Features** tab, and then click **Printer Services**.

   The **Printer Toolbox** appears.
4. Click the **Device Services** tab.
5. Click **Clean the printhead**.
6. Follow the prompts until you are satisfied with the quality of the output, and then click **Done**.

   There are two stages of cleaning. Each stage lasts about two minutes, uses one sheet of paper, and uses an increasing amount of ink. After each stage, review the quality of the printed page. You should only initiate the next phase of cleaning if the print quality is poor.

   If print quality still seems poor after you complete both stages of cleaning, try aligning the printer. If print quality problems persist after cleaning and aligning, contact HP support.

Follow the prompts on the display or computer screen to continue.

NOTE: HP recommends that you do not leave the ink cartridge outside of the printer for an extended period of time. If a used cartridge is installed, check the print quality. If it is not satisfactory, run the cleaning procedure from the toolbox.

Cause: The genuine HP ink cartridge was previously used in some other product.

Printhead appears to be missing or damaged

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

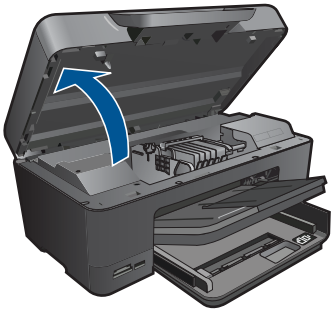
- Solution 1: Reinstall the printhead and cartridges
- Solution 2: Contact HP support

Solution 1: Reinstall the printhead and cartridges

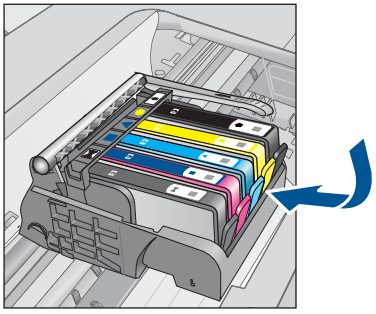
Solution: Check to make sure the printhead and the cartridges are installed.

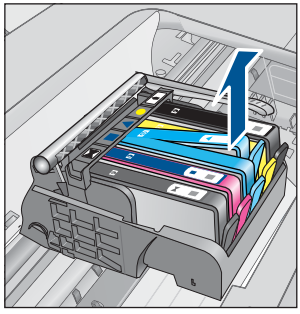
To reinstall the printhead

1. Make sure that the product is turned on.
2. Open the ink cartridge door.

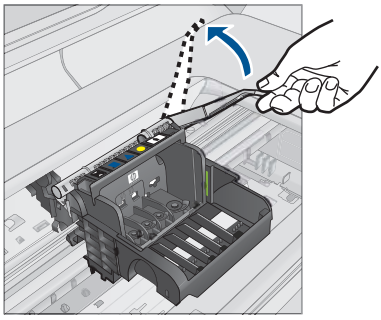


3. Remove all of the ink cartridges and place them on a piece of paper with the ink opening pointing up.

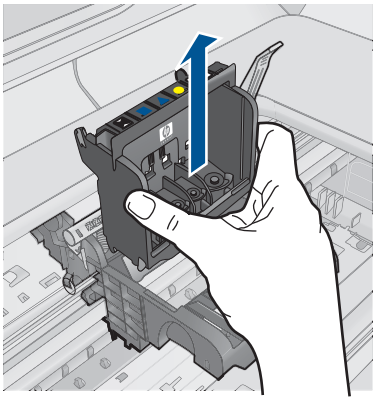




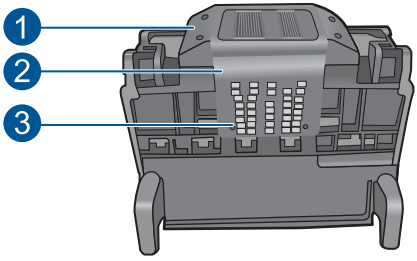
4. Lift the latch handle on the print carriage until it stops.



5. Remove the printhead by lifting it straight up.



6. Clean the printhead.
   There are three areas of the printhead that need to be cleaned: the plastic ramps on both sides of the ink nozzles, the edge between the nozzles and the electrical contacts, and the electrical contacts.

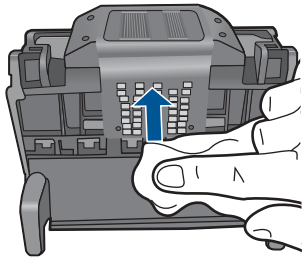


1	Plastic ramps on the sides of the nozzles
2	Edge between nozzles and contacts
3	Electrical contacts

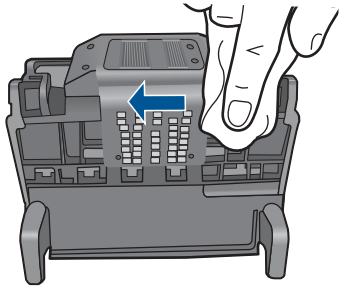
△ **CAUTION:** Touch the nozzle and the electrical contact areas **only** with cleaning materials and not with your finger.

To clean the printhead

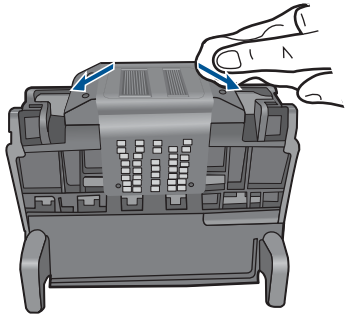
a. Lightly dampen a clean, lint-free cloth and wipe the electrical contact area from the bottom to the top. Do not go past the edge between the nozzles and the electrical contacts. Clean until no new ink shows on the cloth.



b. Use a fresh, lightly dampened, lint-free cloth to wipe any accumulated ink and debris from the edge between the nozzles and the contacts.



c. Use a fresh, lightly dampened, lint-free cloth to wipe the plastic ramps on both sides of the nozzles. Wipe away from the nozzles.



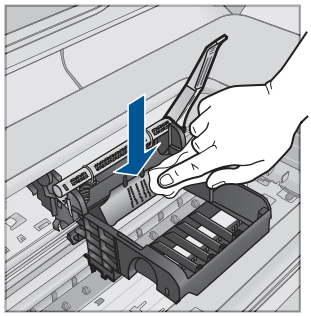
d. Wipe the previously cleaned areas dry with a dry lint-free cloth before proceeding to the next step.

7. Clean the electrical contacts inside the product.

To clean the electrical contacts in the product

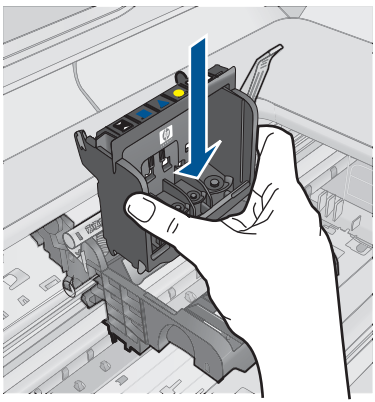
a. Lightly dampen a clean, lint-free cloth with bottled or distilled water.

b. Clean the electrical contacts in the product by wiping with the cloth from top to bottom. Use as many fresh, clean cloths as necessary. Clean until no ink shows on the cloth.



c. Wipe the area dry with a dry lint-free cloth before proceeding to the next step.

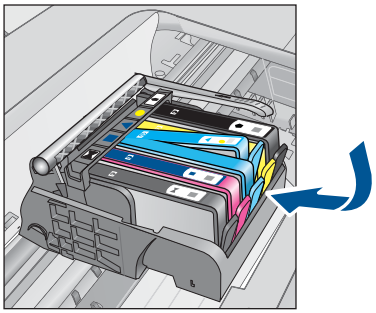
8. Make sure the latch handle is raised, and then reinsert the printhead.

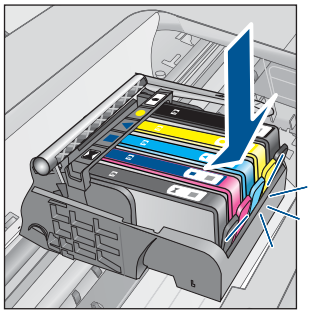


9. Carefully lower the latch handle.

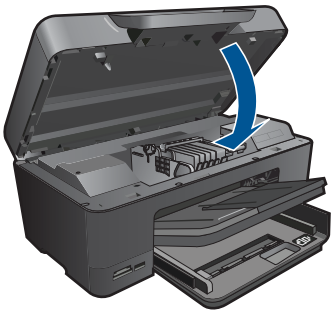
NOTE: Make sure you lower the latch handle before reinserting the ink cartridges. Leaving the latch handle raised can result in incorrectly seated ink cartridges and problems printing. The latch must remain down in order to correctly install the ink cartridges.

10. Using the colored shaped icons for help, slide the ink cartridge into the empty slot until it clicks into place and is seated firmly in the slot.





11. Close the ink cartridge door.



Cause: The printhead or ink cartridges were not installed correctly.

If this did not solve the issue, try the next solution.

Solution 2: Contact HP support

Solution: Contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: There was a problem with the printhead or ink cartridges.

Printhead problem

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Reinstall the printhead
- Solution 2: Contact HP support

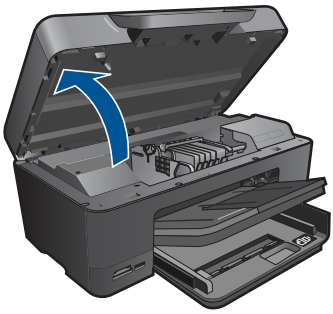
Solution 1: Reinstall the printhead

Solution: Check to make sure the printhead is installed and the ink cartridge access door is closed.

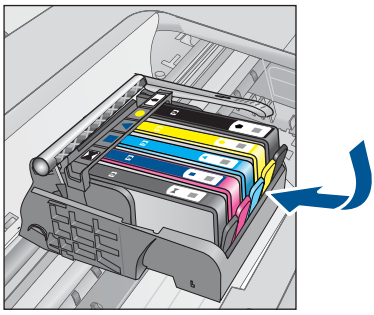
Reinstall the printhead.

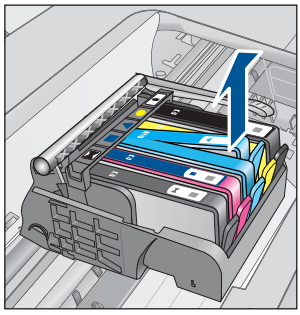
To reinstall the printhead

1. Make sure that the product is turned on.
2. Open the ink cartridge door.

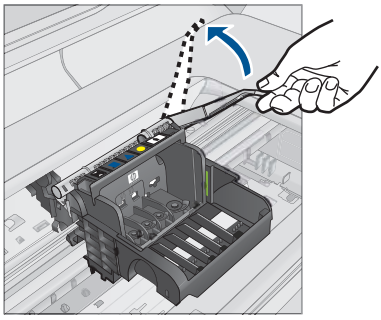


3. Remove all of the ink cartridges and place them on a piece of paper with the ink opening pointing up.

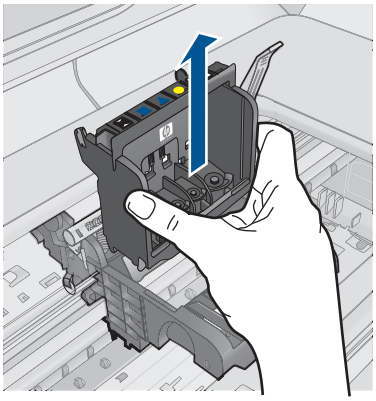




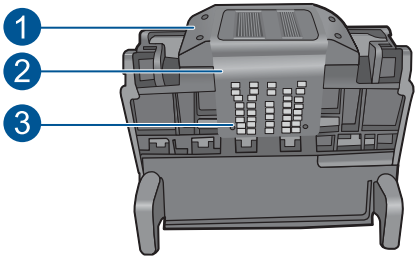
4. Lift the latch handle on the print carriage until it stops.



5. Remove the printhead by lifting it straight up.



6. Clean the printhead.
   There are three areas of the printhead that need to be cleaned: the plastic ramps on both sides of the ink nozzles, the edge between the nozzles and the electrical contacts, and the electrical contacts.

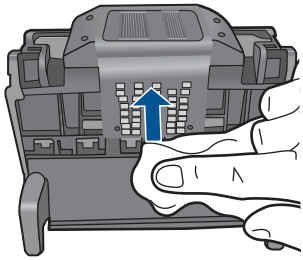


1	Plastic ramps on the sides of the nozzles
2	Edge between nozzles and contacts
3	Electrical contacts

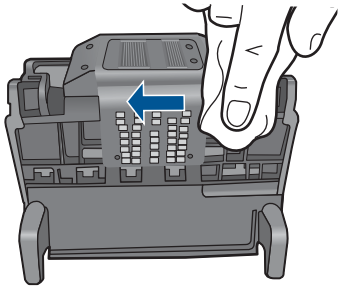
△ **CAUTION:** Touch the nozzle and the electrical contact areas **only** with cleaning materials and not with your finger.

To clean the printhead

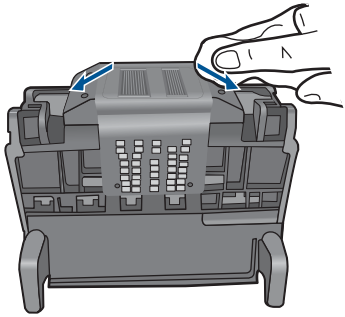
a. Lightly dampen a clean, lint-free cloth and wipe the electrical contact area from the bottom to the top. Do not go past the edge between the nozzles and the electrical contacts. Clean until no new ink shows on the cloth.



b. Use a fresh, lightly dampened, lint-free cloth to wipe any accumulated ink and debris from the edge between the nozzles and the contacts.



c. Use a fresh, lightly dampened, lint-free cloth to wipe the plastic ramps on both sides of the nozzles. Wipe away from the nozzles.



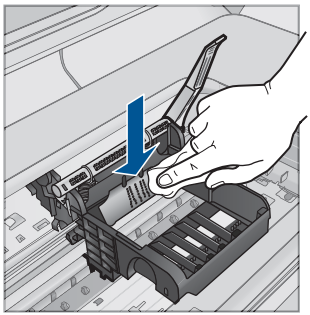
d. Wipe the previously cleaned areas dry with a dry lint-free cloth before proceeding to the next step.

7. Clean the electrical contacts inside the product.

To clean the electrical contacts in the product

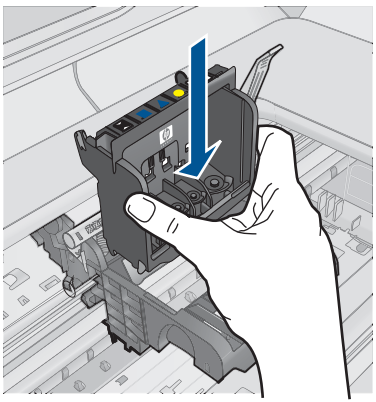
a. Lightly dampen a clean, lint-free cloth with bottled or distilled water.

b. Clean the electrical contacts in the product by wiping with the cloth from top to bottom. Use as many fresh, clean cloths as necessary. Clean until no ink shows on the cloth.



c. Wipe the area dry with a dry lint-free cloth before proceeding to the next step.

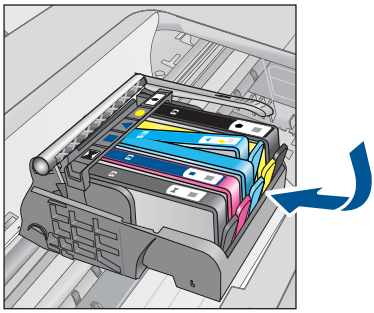
8. Make sure the latch handle is raised, and then reinsert the printhead.

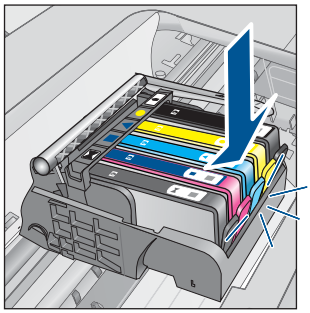


9. Carefully lower the latch handle.

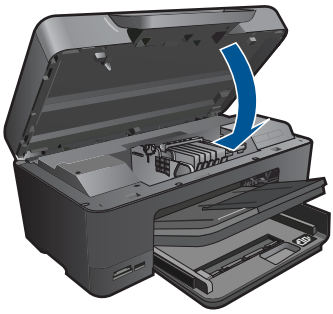
NOTE: Make sure you lower the latch handle before reinserting the ink cartridges. Leaving the latch handle raised can result in incorrectly seated ink cartridges and problems printing. The latch must remain down in order to correctly install the ink cartridges.

10. Using the colored shaped icons for help, slide the ink cartridge into the empty slot until it clicks into place and is seated firmly in the slot.





11. Close the ink cartridge door.



Cause: There was a problem with the printhead.

If this did not solve the issue, try the next solution.

Solution 2: Contact HP support

Solution: Contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: There was a problem with the printhead.

Problem with printer preparation

Solution: Check the print quality of the current print job. If it is not satisfactory, it could mean the internal clock failed and the product was not able to service the printhead as scheduled. Try cleaning the printhead to see if that improves the quality.

To clean the printhead from the HP Photosmart Software

1. Load letter, A4, or legal unused plain white paper into the paper tray.
2. In the HP Solution Center, click **Settings**.

3. In the **Print Settings** area, click **Printer Toolbox**.

   NOTE: You can also open the **Printer Toolbox** from the **Print Properties** dialog box. In the **Print Properties** dialog box, click the **Features** tab, and then click **Printer Services**.

   The **Printer Toolbox** appears.
4. Click the **Device Services** tab.
5. Click **Clean the printhead**.
6. Follow the prompts until you are satisfied with the quality of the output, and then click **Done**.

   There are two stages of cleaning. Each stage lasts about two minutes, uses one sheet of paper, and uses an increasing amount of ink. After each stage, review the quality of the printed page. You should only initiate the next phase of cleaning if the print quality is poor.

   If print quality still seems poor after you complete both stages of cleaning, try aligning the printer. If print quality problems persist after cleaning and aligning, contact HP support.

Cause: The product was turned off improperly.

Ink cartridge is missing, incorrectly installed, or not intended for your product

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- Solution 1: Insert all ink cartridges
- Solution 2: Check if all ink cartridges are properly installed
- Solution 3: Clean the ink cartridge contacts
- Solution 4: Contact HP support

Solution 1: Insert all ink cartridges

Solution: Make sure all of the ink cartridges are inserted.

For more information, see:

“Replace the cartridges” on page 72

Cause: One or more ink cartridges were missing.

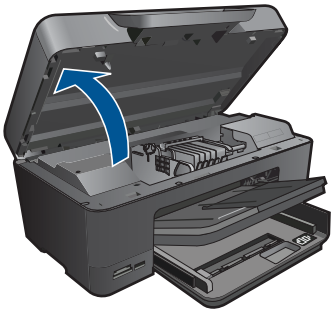
If this did not solve the issue, try the next solution.

Solution 2: Check if all ink cartridges are properly installed

Solution: Make sure all of the ink cartridges are properly installed. Refer to the following steps to resolve this error.

To make sure the ink cartridges are properly installed

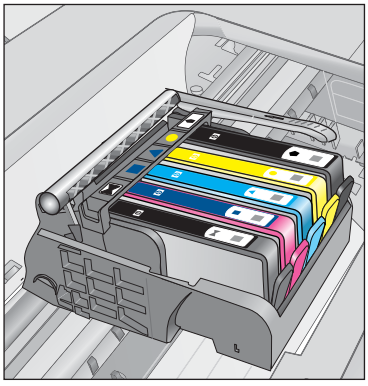
1. Make sure the product is turned on.
2. Open the ink cartridge access door by lifting from the front right of the product, until the door locks into place.



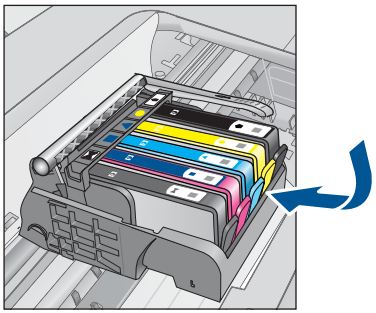
The print carriage moves to the center of the product.

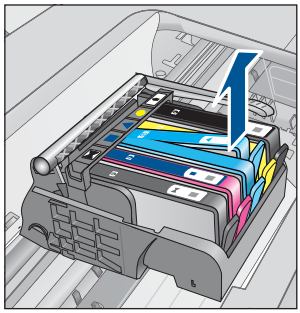
NOTE: Wait until the print carriage stops moving before proceeding.

3. Make sure the ink cartridges are installed in the correct slots.
   Match the shape of the icon and color of the ink cartridge with the slot that has the same shaped icon and color.



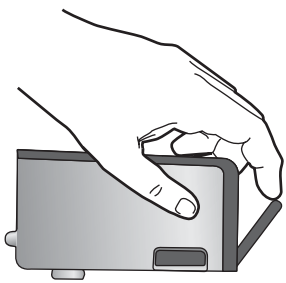
4. Run your finger along the top of the ink cartridges to locate any cartridges that are not snapped completely down.
5. Press down on any cartridges that are sticking up.
   They should snap down into place.
6. If an ink cartridge was sticking up and you were able to snap it back down into place, close the ink cartridge access door and check if the error message has gone away.
   - If the message has gone away, stop troubleshooting here. The error has been resolved.
   - If the message has not gone away, proceed to the next step.
   - If none of the ink cartridges were sticking up, proceed to the next step.
7. Locate the ink cartridge that is indicated in the error message, and then press the tab on the ink cartridge to release it from the slot.



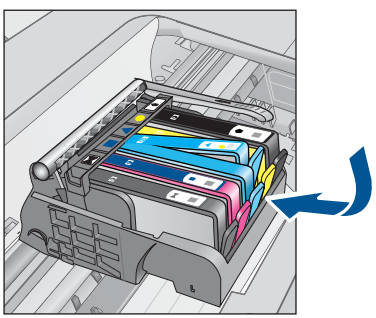


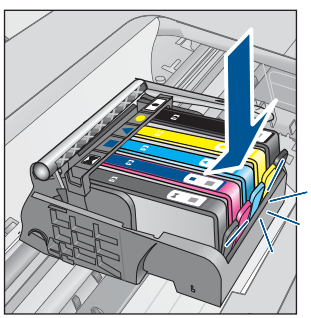
8. Press the ink cartridge back down into place.
   The tab should make a snapping noise when the ink cartridge is correctly seated. If the ink cartridge did not make a snapping noise, the tab might need to be readjusted.
9. Remove the ink cartridge from the slot.
10. Gently bend the tab away from the ink cartridge.

△ **CAUTION:** Be careful not to bend the tab out more than about 1.27 cm (0.5 inches).



11. Reinstall the ink cartridge.
    It should now snap down into place.





12. Close the ink cartridge access door, and check if the error message has gone away.
13. If you still receive the error message, turn the product off, and then on again.

For more information, see:

“Replace the cartridges” on page 72

Cause: One or more of the ink cartridges were not installed.

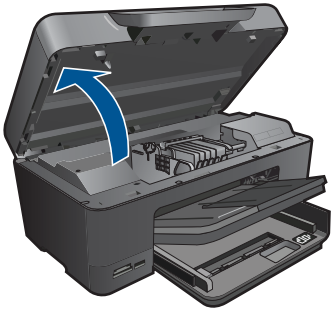
If this did not solve the issue, try the next solution.

Solution 3: Clean the ink cartridge contacts

Solution: Clean the cartridge electrical contacts.

To clean the electrical contacts

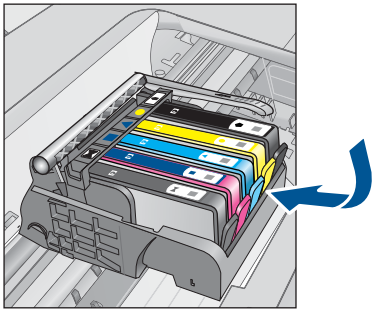
1. Make sure the product is turned on.
2. Open the cartridge access door by lifting the blue access handles on the side of the product, until the door locks into place.

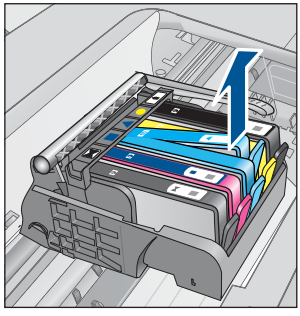


The print carriage moves to the center of the product.

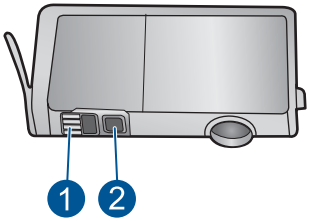
NOTE: Wait until the print carriage stops moving before proceeding.

3. Locate the ink cartridge that is indicated in the error message, and then press the tab on the ink cartridge to release it from the slot.



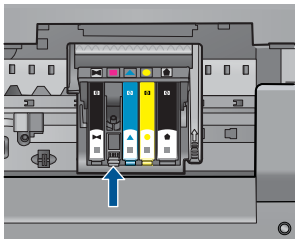


4. Hold the ink cartridge by its sides with the bottom pointing up and locate the electrical contacts on the ink cartridge.
   The electrical contacts are four small rectangles of copper or gold-colored metal on the bottom of the ink cartridge.

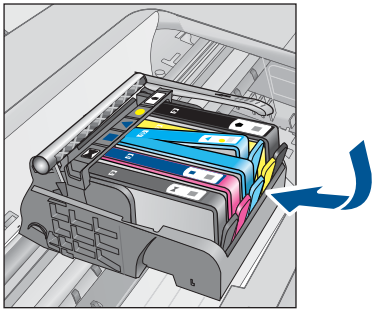


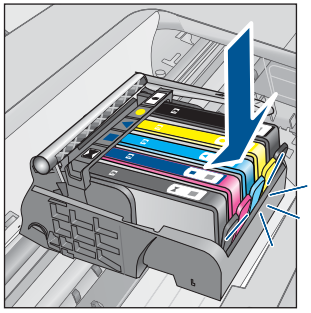
1	Ink window
2	Electrical contacts

5. Wipe the contacts with a dry swab or lint-free cloth.
6. On the inside of the product, locate the contacts in the printhead.
   The contacts look like a set of four copper or gold-colored pins positioned to meet the contacts on the ink cartridge.



7. Use a dry swab or lint-free cloth to wipe the contacts.
8. Reinstall the ink cartridge.





9. Close the ink cartridge door, and check if the error message has gone away.
10. If you still receive the error message, turn the product off, and then on again.

If you still receive this message after cleaning the cartridge contacts, you might have a damaged cartridge.

Check to see if your cartridge is still under warranty and the end of warranty date has not been reached.

- If the end of warranty date has been reached, purchase a new ink cartridge.
- If the end of warranty date has not been reached, contact HP support for service or replacement.
  Go to: www.hp.com/support.
  If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

For more information, see:

- “Cartridge warranty information” on page 75
- “Replace the cartridges” on page 72

Cause: The indicated ink cartridge contacts were defective.

If this did not solve the issue, try the next solution.

Solution 4: Contact HP support

Solution: Contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: The ink cartridges were not intended for use in this product.

---

13 Stop the current job

To stop a current job from the product

▲ Touch Cancel on the control panel. If the current job does not stop, touch Cancel again.

It can take a few moments for the current job to be cancelled.

14 Technical information

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

For additional specifications, see the printed documentation that came with the HP Photosmart.

This section contains the following topics:

- Notice
- Cartridge chip information
- Specifications
- Environmental product stewardship program
- Regulatory notices
- Regulatory wireless statements

Notice

Hewlett-Packard Company notices

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Cartridge chip information

The HP cartridges used with this product contain a memory chip that assists in the operation of the product. In addition, this memory chip collects a limited set of information about the usage of the product, which might include the following: the date when the cartridge was first installed, the date when the cartridge was last used, the number of pages printed using the cartridge, the page coverage, the printing modes used, any printing errors that might have occurred, and the product model. This information helps HP design future products to meet our customers printing needs.

The data collected from the cartridge memory chip does not contain information that can be used to identify a customer or user of the cartridge or their product.

HP collects a sampling of the memory chips from cartridges returned to HP's free return and recycling program (HP Planet Partners: www.hp.com/hpinfo/globalcitizenship/environment/recycle/). The memory chips from this sampling are read and studied in order to improve future HP products. HP partners who assist in recycling this cartridge might have access to this data, as well.

Any third party possessing the cartridge might have access to the anonymous information on the memory chip. If you prefer to not allow access to this information, you can render the chip inoperable. However, after you render the memory chip inoperable, the cartridge cannot be used in an HP product.

If you are concerned about providing this anonymous information, you can make this information inaccessible by turning off the memory chip's ability to collect the product's usage information.

To disable the usage information function

1. On the Home screen, touch the right arrow to view more options.
2. Touch **Setup**.

3. Touch **Preferences**.
4. Touch **Cartridge Chip Info**, and then touch **OK**.

NOTE: To re-enable the usage information function, restore the factory defaults.

NOTE: You can continue to use the cartridge in the HP product if you turn off the memory chip's ability to collect the product's usage information.

Specifications

Technical specifications for the HP Photosmart are provided in this section. For complete product specifications, see the Product Data Sheet at www.hp.com/support.

System requirements

Software and system requirements are located in the Readme file.

For information about future operating system releases and support, visit the HP online support Web site at www.hp.com/support.

Environmental specifications

- Recommended operating temperature range: 15 ºC to 32 ºC (59 ºF to 90 ºF)
- Allowable operating temperature range: 5 ºC to 40 ºC (41 ºF to 104 ºF)
- Humidity: 15% to 80% RH non-condensing; 28 ºC maximum dewpoint
- Non-operating (Storage) temperature range: -40 ºC to 60 ºC (-40 ºF to 140 ºF)
- In the presence of high electromagnetic fields, it is possible the output from the HP Photosmart 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

Paper specifications

Type	Paper weight	Input tray*	Output tray†	Photo tray*
Plain paper	20 to 24 lb. (75 to 90 gsm)	Up to 125 (20 lb. paper)	50 (20 lb. paper)	n/a
Legal paper	20 to 24 lb. (75 to 90 gsm)	Up to 100 (20 lb. paper)	10 (20 lb. paper)	n/a
Cards	110 lb. index max (200 gsm)	Up to 20	25	Up to 20
Envelopes	20 to 24 lb. (75 to 90 gsm)	Up to 15	15	n/a
Transparency film	n/a	Up to 40	25	n/a
Labels	n/a	Up to 40	25	n/a
5 x 7 inch (13 x 18 cm) Photo paper	145 lb. (236 gsm)	Up to 20	20	Up to 20
4 x 6 inch (10 x 15 cm) Photo paper	145 lb. (236 gsm)	Up to 20	20	Up to 20

(continued)

Type	Paper weight	Input tray*	Output tray†	Photo tray*
8.5 x 11 inch (216 x 279 mm) Photo paper	n/a	Up to 40	25	n/a

* Maximum capacity.

† Output tray capacity is affected by the type of paper and the amount of ink you are using. HP recommends emptying the output tray frequently. FAST DRAFT print quality mode requiresthe extender tray to be extended and the end tray rotated up. Without the end tray rotated up, both letter and legal-sized paper will fall on the first sheet.

*

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

Two-sided printing accessory paper specifications

Type	Size	Weight
Paper	Letter: 8.5 x 11 inches Executive: 7.25 x 10.5 inches A4: 210 x 297 mm A5: 148 x 210 mm	60 to 90 g/m^2 (16 to 24 lb.)
Brochure paper	Letter: 8.5 x 11 inches A4: 210 x 297 mm	Up to 180 g/m^2 (48 lb. bond)
Cards and photos	4 x 6 inches 5 x 8 inches 10 x 15 cm A6: 105 x 148.5 mm Hagaki: 100 x 148 mm	Up to 200 g/m^2 (110 lb. index)

Alignment skew

.006 mm/mm on plain paper (2nd side)

NOTE: Media type availability varies by country/region.

Print specifications

- Print speeds vary according to the complexity of the document
- Panorama-size printing
- Method: drop-on-demand thermal inkjet
- Language: PCL3 GUI

Scan specifications

- Image editor included
- Twain-compliant software interface
- Resolution: up to 4800 x 4800 ppi optical (depends on model); 19200 ppi enhanced (software) For more information about ppi resolution, see the scanner software.
- Color: 48-bit color, 8-bit grayscale (256 levels of gray)
- Maximum scan size from glass: 21.6 x 29.7 cm (8.5 x 11.7 inches)

Copy specifications

- Digital image processing
- Maximum number of copies varies by model
- Copy speeds vary according to the complexity of the document and model
- Maximum copy enlargement ranging from 200-400% (depends on model)
- Maximum copy reduction ranging from 25-50% (depends on model)

Print resolution

To find out about the printer resolution, see the printer software. For more information, see “View the print resolution” on page 34.

Ink cartridge yield

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

Environmental product stewardship program

Hewlett-Packard is committed to providing quality products in an environmentally sound manner. Design for recycling has been incorporated into this product. The number of materials has been kept to a minimum while ensuring proper functionality and reliability. Dissimilar materials have been designed to separate easily. Fasteners and other connections are easy to locate, access, and remove using common tools. High priority parts have been designed to access quickly for efficient disassembly and repair.

For more information, visit HP’s Commitment to the Environment Web site at:

www.hp.com/hpinfo/globalcitizenship/environment/index.html

This section contains the following topics:

- Eco-Tips
- Paper use
- Plastics
- Material safety data sheets
- Recycling program
- HP inkjet supplies recycling program
- Set the Energy Save Mode
- Power consumption
- Disposal of waste equipment by users in private households in the European Union
- Chemical Substances
- Battery disposal in the Netherlands
- Battery disposal in Taiwan
- Attention California users
- EU battery directive

Eco-Tips

HP is committed to helping customers reduce their environmental footprint. HP has provided the Eco-Tips below to help you focus on ways to assess and reduce the impact of your printing choices. In addition to specific features in this product, please visit the HP Eco Solutions web site for more information on HP’s environmental initiatives.

www.hp.com/hpinfo/globalcitizenship/environment/

Your product's Eco features

- **Duplex printing**: Use **Paper-saving Printing** to print two-sided documents with mutliple pages on same sheet to reduce paper usage. For more information, see “Use printing shortcuts” on page 34.
- **Smart Web printing**: The HP Smart Web Printing interface includes a **Clip Book** and **Edit Clips** window where you can store, organize, or print clips you have gathered from the Web. For more information, see “Print a Web page” on page 32.
- **Energy Savings information**: To determine the ENERGY STAR® qualification status for this product, see “Power consumption” on page 148.
- **Recycled Materials**: For more information regarding recycling of HP products, please visit: www.hp.com/hpinfo/globalcitizenship/environment/recycle/

Paper use

This product is suited for the use of recycled paper according to DIN 19309 and EN 12281:2002.

Plastics

Plastic parts over 25 grams are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of product life.

Material safety data sheets

Material safety data sheets (MSDS) can be obtained from the HP Web site at:

www.hp.com/go/msds

Recycling program

HP offers an increasing number of product return and recycling programs in many countries/regions, and partners with some of the largest electronic recycling centers throughout the world. HP conserves resources by reselling some of its most popular products. For more information regarding recycling of HP products, please visit:

www.hp.com/hpinfo/globalcitizenship/environment/recycle/

HP inkjet supplies recycling program

HP is committed to protecting the environment. The HP Inkjet Supplies Recycling Program is available in many countries/regions, and lets you recycle used print cartridges and ink cartridges free of charge. For more information, go to the following Web site:

www.hp.com/hpinfo/globalcitizenship/environment/recycle/

Set the Energy Save Mode

When you turn off the HP Photosmart, it goes into Energy Save mode by default. This makes the product more energy efficient, but also means it can take longer than expected to turn the product on. Additionally, when turned off in Energy Save mode, the HP Photosmart might not be able to complete some automated maintenance tasks. If you routinely see messages on the display about a real-time clock failure or if you want to reduce the start-up time, you can turn off the Energy Save mode.

NOTE: This feature is on by default.

To turn energy saving mode on or off

1. On the Home screen, touch the right arrow to view more options.
2. Touch **Setup**.

3. Touch **Preferences**.
4. Touch the down arrow to scroll through the options, and then touch **Energy Save Mode**.
5. Touch **On** or **Off**.

Power consumption

Power usage drops significantly while in Sleep mode, which saves natural resources and saves money without affecting the high performance of this product. To determine the ENERGY STAR® qualification status for this product see the Product Data Sheet or Specifications Sheet. Qualified products are also listed at www.hp.com/go/energystar.

Disposal of waste equipment by users in private households in the European Union

English

Disposal of Waste Equipment by Users in Private Households in the European Union
This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

Français

Évacuation des équipements usagés par les utilisateurs dans les foyers privés au sein de l'Union européenne
La présence de ce symbole sur le produit ou sur son emballage indique que vous ne pouvez pas vous débarrasser de ce produit de la même façon que vos déchets courants. Au contraire, vous êtes responsable de l'évacuation de vos équipements usagés et, à cet effet, vous êtes tenu de les remettre à un point de collecte agréé pour le recyclage des équipements électriques et électroniques usagés. Le tri, l'évacuation et le recyclage séparés de vos équipements usagés permettent de préserver les ressources naturelles et de s'assurer que ces équipements sont recyclés dans le respect de la santé humaine et de l'environnement. Pour plus d'informations sur les lieux de collecte des équipements usagés, veuillez contacter votre mairie, votre service de traitement des déchets ménagers ou le magasin où vous avez acheté le produit.

Deutsch

Entsorgung von Elektrogeräten durch Benutzer in privaten Haushalten in der EU
Dieses Symbol auf dem Produkt oder dessen Verpackung gibt an, dass das Produkt nicht zusammen mit dem Restmüll entsorgt werden darf. Es obliegt daher Ihrer Verantwortung, das Gerät an einer entsprechenden Stelle für die Entsorgung oder Wiederverwertung von Elektrogeräten aller Art abzugeben (z.B. ein Wertstoffhof). Die separate Sammlung und das Recyceln Ihrer alten Elektrogeräte zum Zeitpunkt ihrer Entsorgung trägt zum Schutz der Umwelt bei und gewährleistet, dass sie auf eine Art und Weise recycelt werden, die keine Gefährdung für die Gesundheit des Menschen und der Umwelt darstellt. Weitere Informationen darüber, wo Sie alte Elektrogeräte zum Recyceln abgeben können, erhalten Sie bei den örtlichen Behörden, Wertstoffhöfen oder dort, wo Sie das Gerät erworben haben.

Italiano

Smaltimento di apparecchiature da rottamare da parte di privati nell'Unione Europea
Questo simbolo che appare sul prodotto o sulla confezione indica che il prodotto non deve essere smaltito assieme agli altri rifiuti domestici. Gli utenti devono provvedere allo smaltimento delle apparecchiature da rottamare portandole al luogo di raccolta indicato per il riciclaggio delle apparecchiature elettriche ed elettroniche. La raccolta e il riciclaggio separati delle apparecchiature da rottamare in fase di smaltimento favoriscono la conservazione delle risorse naturali e garantiscono che tali apparecchiature vengano rottamate nel rispetto dell'ambiente e della tutela della salute. Per ulteriori informazioni sui punti di raccolta delle apparecchiature da rottamare, contattare il proprio comune di residenza, il servizio di smaltimento dei rifiuti locale o il negozio presso il quale è stato acquistato il prodotto.

Español

Eliminación de residuos de aparatos eléctricos y electrónicos por parte de usuarios domésticos en la Unión Europea
Este símbolo en el producto o en el embalaje indica que no se puede desechar el producto junto con los residuos domésticos. Por el contrario, si debe eliminar este tipo de residuo, es responsabilidad del usuario entregarlo en un punto de recogida designado de reciclado de aparatos electrónicos y eléctricos. El reciclaje y la recogida por separado de estos residuos en el momento de la eliminación ayudará a preservar recursos naturales y a garantizar que el reciclaje proteja la salud y el medio ambiente. Si desea información adicional sobre los lugares donde puede dejar estos residuos para su reciclado, póngase en contacto con las autoridades locales de su ciudad, con el servicio de gestión de residuos domésticos o con la tienda donde adquirió el producto.

Český

Likvidace vyslouženého zařízení uživateli v domácnosti v zemích EU
Tato značka na produktu nebo na jeho obalu označuje, že tento produkt nesmí být likvidován prostým vyhozením do běžného domovního odpadu. Odpovídáte za to, že vyslužilé zařízení bude předáno k likvidaci do stanovených sběrných míst určených k recyklaci vyslužilých elektrických a elektronických zařízení. Likvidace vyslužilého zařízení samostatným sběrem a recyklací napomáhá zachování přírodních zdrojů a zajišťuje, že recyklace proběhne způsobem chránícím lidské zdraví a životní prostředí. Další informace o tom, kam můžete vyslužilé zařízení předat k recyklaci, můžete získat od úřadů místní samosprávy, od společností provádějící svoz a likvidaci domovního odpadu nebo v obchodě, kde jste produkt zakoupili.

Dansk

Bortskaffelse af affaldsudstyr for brugere i private husholdninger i EU
Dette symbol på produktet eller på dets emballage indikerer, at produktet ikke må bortskaffes sammen med andet husholdningsaffald. I stedet er det dit ansvar at bortskaffe affaldsudstyr ved at aflevere det på dertil beregnede indsamlingssteder med henblik på genbrug af elektrisk og elektronisk affaldsudstyr. Den separate indsamling og genbrug af dit affaldsudstyr på tidspunktet for bortskaffelse er med til at bevare naturlige ressourcer og sikre, at genbrug finder sted på en måde, der beskytter mennesker helbred samt miljøet. Hvis du vil vide mere om, hvor du kan aflevere dit affaldsudstyr til genbrug, kan du kontakte kommunen, det lokale renovationsvæsen eller den forretning, hvor du købte produktet.

Nederlands

Afvoer van afgedankte apparatuur door gebruikers in particuliere huishoudens in de Europese Unie
Dit symbool op het product of de verpakking geeft aan dat dit product niet mag worden afgevoerd met het huishoudelijk afval. Het is uw verantwoordelijkheid uw afgedankte apparatuur af te leveren op een aangewezen inzamelpunt voor de verwerking van afgedankte elektrische en elektronische apparatuur. De gescheiden inzameling en verwerking van uw afgedankte apparatuur draagt bij tot het sparen van natuurlijke bronnen en tot het hergebruik van materiaal op een wijze die de volksgezondheid en het milieu beschermt. Voor meer informatie over waar u uw afgedankte apparatuur kunt inleveren voor recycling kunt u contact opnemen met het gemeentehuis in uw woonplaats, de reinigingsdienst of de winkel waar u het product hebt aangeschaft.

Eesti

Eramajapidamistes kasutuselt kõrvaldatavate seadmete käitlemine Euroopa Liidus
Kui tootel või toote pakendil on see sümbol, ei tohi seda toodet visata olmejäätmete hulka. Teie kohus on viia tarbetuks muutunud seade selleks ettenähtud elektri- ja elektroonikaseadmete utiliseerimiskohta. Utiliseeritavate seadmete eraldi kogumine ja käitlemine aitab säästa loodusvarasid ning tagada, et käitlemine toimub inimeste tervisele ja keskkonnale ohutult. Lisateavet selle kohta, kuhu saate utiliseeritava seadme käitlemiseks viia, saate küsida kohalikust omavalitsusest, olmejäätmete utiliseerimispunktist või kauplusest, kust te seadme ostsite.

Suomi

Hävitettävien laitteiden käsittely kotitalouksissa Euroopan unionin alueella
Tämä tuotteessa tai sen pakkauksessa oleva merkintä osoittaa, että tuotetta ei saa hävittää talousjätteiden mukana. Käyttäjän velvollisuus on huolehtia siitä, että hävitettävä laite toimitetaan sähkö- ja elektroniikkalaiteromun keräyspisteeseen. Hävitettävien laitteiden erillinen keräys ja kierrätys säästää luonnonvaroja. Näin toimimalla varmistetaan myös, että kierrätys tapahtuu tavalla, joka suojelee ihmisten terveyttä ja ympäristöä. Saat tarvittaessa lisätietoja jätteiden kierrätyspaikoista paikallisilta viranomaisilta, jäteyhtiöiltä tai tuotteen jälleenmyyjältä.

Ελληνικά

Απόρριψη άχρηστων συσκευών στην Ευρωπαϊκή Ένωση
Το παρόν σύμβολο στον εξοπλισμό ή στη συσκευασία του υποδεικνύει ότι το προϊόν αυτό δεν πρέπει να πεταχτεί μαζί με άλλα οικιακά απορρίμματα. Αντίθετα, ευθύνη σας είναι να απορρίψετε τις άχρηστες συσκευές σε μια καθορισμένη συλλογής αποχρωματισμών για την ανακύκλωση άχρηστου ηλεκτρικού και ηλεκτρονικού εξοπλισμού. Η χωριστή συλλογή και ανακύκλωση των άχρηστων συσκευών θα συμβάλει στη διατήρηση των φυσικών πόρων και στη διασφάλιση ότι θα ανακυκλωθούν με τέτοιον τρόπο, ώστε να προστατεύεται η υγεία των ανθρώπων και το περιβάλλον. Για περισσότερες πληροφορίες σχετικά με το ποιό μπορείτε να απορρίψετε τις άχρηστες συσκευές για ανακύκλωση, επικοινωνήστε με τις κατά τόπους αρμόδιες αρχές ή με το κατάστημα από το οποίο αγοράσατε το προϊόν.

Magyar

A hulladékanyagok kezelése a magánháztartásokban az Európai Unióban
Ez a szimbólum, amely a terméken vagy annak csomagolásán van feltüntetve, azt jelzi, hogy a termék nem kezelhető együtt az egyéb háztartási hulladékkal. Az Ön feladata, hogy a készülék hulladékanyagait eljuttassa olyan kijelölt gyűjtőhelyre, amely az elektromos hulladékanyagok és az elektronikus berendezések újrahasznosításával foglalkozik. A hulladékanyagok elkülönített gyűjtése és újrahasznosítása hozzájárul a természeti erőforrások megőrzéséhez, egyúttal azt is biztosítja, hogy a hulladék újrahasznosítása az egészségre és a környezetre nem ártalmas módon történik. Ha tájékoztatást szeretne kapni azokról a helyekről, ahol leadhatja újrahasznosításra a hulladékanyagokat, forduljon a helyi önkormányzathoz, a háztartási hulladék begyűjtésével foglalkozó vállalathoz vagy a termék forgalmazójához.

Latviski

Lietotāju atbrīvošanās no nederīgām ierīcēm Eiropas Savienības privātajās mājsaimniecībās
Šis simbols uz ierīces vai tās iepakojuma norāda, ka šo ierīci nedrīkst izmest kopā ar pārējiem mājsaimniecības atkritumiem. Jūs esat atbildīgs par atbrīvošanos no nederīgās ierīces, to nododot norādītajā savākšanas vietā, lai tiktu veikta nederīgā elektriskā un elektroniskā aprīkojuma otrreizējā pārstrāde. Speciāla nederīgās ierīces savākšana un otrreizējā pārstrāde palīdz taupīt dabas resursus un nodrošina tādu otrreizējo pārstrādi, kas sargā cilvēku veselību un apkārtējo vidi. Lai iegūtu papildu informāciju par to, kur otrreizējai pārstrādei var nogādāt nederīgo ierīci, lūdzu, sazinieties ar vietējo pašvaldību, mājsaimniecības atkritumu savākšanas dienestu vai veikalu, kurā iegādājāties šo ierīci.

Lietuviškai

Europos Sąjungos vartotojų ir privačių namų ūkių atliekamos įrangos išmetimas
Šis simbolis ant produkto arba jo pakuotės nurodo, kad produktas negali būti išmestas kartu su kitomis namų ūkio atliekomis. Jūs privalote išmesti savo atliekamą įrangą atiduodami ją į atliekamos elektronikos ir elektros įrangos perdirbimo punktus. Jei atliekama įranga bus atskirai surenkama ir perdirbama, bus išsaugomi natūralūs ištekliai ir užtikrinama, kad įranga yra perdirbta žmogaus sveikatą ir gamtą tausojančiu būdu. Del informacijos apie tai, kur galite išmesti atliekamą perdirbti skirtą įrangą kreipkitės į atitinkamą vietos tarnybą, namų ūkio atliekų išvežimo tarnybą arba į parduotuvę, kurioje pirkote produktą.

Polski

Utylizacja zużytego sprzętu przez użytkowników domowych w Unii Europejskiej
Symbol ten umieszczony na produkcie lub opakowaniu oznacza, że tego produktu nie należy wyrzucać razem z innymi odpadami domowymi. Użytkownik jest odpowiedzialny za dostarczenie zużytego sprzętu do wyznaczonego punktu gromadzenia zużytych urządzeń elektrycznych i elektronicznych. Gromadzenie osobno i recykling tego typu odpadów przyczynia się do ochrony zasobów naturalnych i jest bezpieczny dla zdrowia i środowiska naturalnego. Dalsze informacje na temat sposobu utylizacji zużytych urządzeń można uzyskać u odpowiednich władz lokalnych, w przedsiębiorstwie zajmującym się usuwaniem odpadów lub w miejscu zakupu produktu.

Português

Descarte de equipamentos por usuários em residências da União Européia
Este símbolo no produto ou na embalagem indica que o produto não pode ser descartado junto com o lixo doméstico. No entanto, é sua responsabilidade levar os equipamentos a serem descartados a um ponto de coleta designado para a reciclagem de equipamentos eletro-eletrônicos. A coleta separada e a reciclagem dos equipamentos no momento do descarte ajudam na conservação de recursos naturais e garantem que os equipamentos serão reciclados de forma a proteger a saúde das pessoas e o meio ambiente. Para obter mais informações sobre onde descartar equipamentos para reciclagem, entre em contato com o escritório local de sua cidade, o serviço de limpeza pública de seu bairro ou a loja em que adquiriu o produto.

Slovenčina

Postup používateľov v krajinách Európskej únie pri vyhadzovaní zariadenia v domácom používaní do odpadu
Tento symbol na produkte alebo na jeho obale znamená, že nesmie by vyhodený s iným komunálnym odpadom. Namiesto toho máte povinnos odovzda toto zariadenie na zbernom mieste, kde sa zabezpečuje recyklácia elektrických a elektronických zariadení. Separovaný zber a recyklácia zariadenia určeného na odpad pomôže chráni prírodné zdroje a zabezpečí taký spôsob recyklácie, ktorý bude chráni udské zdravie a životné prostredie. Ďalšie informácie o separovanom zbere a recyklácii získate na miestnom obecnom úrade, vo firme zabezpečujúcej zber vášho komunálneho odpadu alebo v predajni, kde ste produkt kúpili.

Slovenščina

Ravnanje z odpadno opremo v gospodinjstvih znotraj Evropske unije
Ta znak na izdelku ali embalaži izdelka pomeni, da izdelka ne smete odlagati skupaj z drugimi gospodinjskimi odpadki. Odpadno opremo ste dolžni oddati na določenem zbirnem mestu za recikliranje odpadne električne in elektronske opreme. Z ločenim zbiranjem in recikliranjem odpadne opreme ob odlaganju boste pomagali ohraniti naravne vire in zagotovili, da bo odpadna oprema reciklirana tako, da se varuje zdravje ljudi in okolje. Več informacij o mestih, kjer lahko oddate odpadno opremo za recikliranje, lahko dobite na občini, v komunalnem podjetju ali trgovini, kjer ste izdelek kupili.

Svenska

Kassering av förbrukningsmaterial, för hem- och privatanvändare i EU
Produkter eller produktförpackningar med den här symbolen får inte kasseras med vanligt hushållsavfall. I stället har du ansvar för att produkten lämnas till en behörig återvinningsstation för hantering av el- och elektronikprodukter. Genom att lämna kasserade produkter till återvinning hjälper du till att bevara våra gemensamma naturresurser. Dessutom skyddas både människor och miljön när produkter återvinns på rätt sätt. Kommunala myndigheter, sophanteringsföretag eller butiken där varan köptes kan ge mer information om var du lämnar kasserade produkter för återvinning.

Chemical Substances

HP is committed to providing our customers with information about the chemical substances in our products as needed to comply with legal requirements such as REACH *(Regulation EC No 1907/2006 of the European Parliament and the Council)*. A chemical information report for this product can be found at: www.hp.com/go/reach.

Battery disposal in the Netherlands

Dit HP Product bevat een lithium-manganese-dioxide batterij. Deze bevindt zich op de hoofdprintplaat. Wanneer deze batterij leeg is, moet deze volgens de geldende regels worden afgevoerd.

Battery disposal in Taiwan

廢電池請回收

Please recycle waste batteries.

Attention California users

The battery supplied with this product may contain perchlorate material. Special handling may apply. For more information, go to the following Web site:

www.dtsc.ca.gov/hazardouswaste/perchlorate

EU battery directive

English

European Union Battery Directive
This product contains a battery that is used to maintain data integrity of real time clock or product settings and is designed to last the life of the product. Any attempt to service or replace this battery should be performed by a qualified service technician.

Français

Directive sur les batteries de l'Union Européenne
Ce produit contient une batterie qui permet de maintenir l'intégrité des données pour les paramètres du produit ou l'horloge en temps réel et qui a été conçue pour durer aussi longtemps que le produit. Toute tentative de réparation ou de remplacement de cette batterie doit être effectuée par un technicien qualifié.

Deutsch

Batterie-Richtlinie der Europäischen Union
Dieses Produkt enthält eine Batterie, die dazu dient, die Datenintegrität der Echtzeituhr sowie der Produkteinstellungen zu erhalten, und die für die Lebensdauer des Produkts ausreicht. Im Bedarfsfall sollte das Instandhalten bzw. Austauschen der Batterie von einem qualifizierten Servicetechniker durchgeführt werden.

Italiano

Direttiva dell'Unione Europea relativa alla raccolta, al trattamento e allo smaltimento di batterie e accumulatori
Questo prodotto contiene una batteria utilizzata per preservare l'integrità dei dati dell'orologio in tempo reale o delle impostazioni del prodotto e la sua durata si intende pari a quella del prodotto. Eventuali interventi di riparazione o sostituzione della batteria devono essere eseguiti da un tecnico dell'assistenza qualificato.

Español

Directiva sobre baterías de la Unión Europea
Este producto contiene una batería que se utiliza para conservar la integridad de los datos del reloj de tiempo real o la configuración del producto y está diseñada para durar toda la vida útil del producto. El mantenimiento o la sustitución de dicha batería deberá realizarla un técnico de mantenimiento cualificado.

Česky

Směrnice Evropské unie pro nakládání s bateriemi
Tento výrobek obsahuje baterii, která slouží k uchování správných dat hodin reálného času nebo nastavení výrobku. Baterie je navržena tak, aby vydržela celou životnost výrobku. Jakýkoliv pokus o opravu nebo výměnu baterie by měl provést kvalifikovaný servisní technik.

Dansk

EU's batteridirektiv
Produktet indeholder et batteri, som bruges til at vedligeholde dataintegriteten for realtidsur- eller produktindstillinger og er beregnet til at holde i hele produktets levetid. Service på batteriet eller udskiftning bør foretages af en uddannet servicetekniker.

Nederlands

Richtlijn batterijen voor de Europese Unie
Dit product bevat een batterij die wordt gebruikt voor een juiste tijdsaanduiding van de klok en het behoud van de productinstellingen. Bovendien is deze ontworpen om gedurende de levensduur van het product mee te gaan. Het onderhoud of de vervanging van deze batterij moet door een gekwalificeerde onderhoudstechnicus worden uitgevoerd.

Eesti

Euroopa Liidu aku direktiiv
Toode sisaldab akut, mida kasutatakse reaalaja kella andmeühtsuse või toote sätete säilitamiseks. Aku on valmistatud kestma terve toote kasutusaja. Akut tohib hooldada või vahetada ainult kvalifitseeritud hooldustehnik.

Suomi

Euroopan unionin paristodirektiivi
Tämä laite sisältää pariston, jota käytetään reaaliaikaisen kellon tietojen ja laitteen asetusten säilyttämiseen. Pariston on suunniteltu kestävän laitteen koko käyttöiän ajan. Pariston mahdollinen korjaus tai vaihto on jätettävä pätevän huoltohenkilön tehtäväksi.

Ελληνικά

Οδηγία της Ευρωπαϊκής Ένωσης για τις ηλεκτρικές στήλες
Αυτό το προϊόν περιλαμβάνει μια μπαταρία, η οποία χρησιμοποιείται για τη διατήρηση της ακεραιότητας των δεδομένων ρολογιού πραγματικού χρόνου ή των ρυθμίσεων προϊόντος και έχει σχεδιαστεί έτσι ώστε να διαρκέσει όσο και το προϊόν. Τυχόν απόπειρες επιδιόρθωσης ή αντικατάστασης αυτής της μπαταρίας θα πρέπει να πραγματοποιούνται από κατάλληλα εκπαιδευμένο τεχνικό.

Magyar

Az Európai unió telepek és akkumulátorok direktívája
A termék tartalmaz egy elemet, melynek feladata az, hogy biztosítsa a valós idejű óra vagy a termék beállításainak adatintegritását. Az elem úgy van tervezve, hogy végig kitartson a termék használata során. Az elem bármilyen javítását vagy cseréjét csak képzett szakember végezheti el.

Latviski

Eiropas Savienības Bateriju direktīva
Produktam ir baterija, ko izmanto reālā laika pulksteņa vai produkta iestatījumu datu integritātes saglabāšanai, un tā ir paredzēta visam produkta dzīves ciklam. Jebkura apkope vai baterijas nomaiņa ir jāveic atbilstoši kvalificētam darbiniekam.

Lietuviškai

Europos Sąjungos baterijų ir akumuliatorių direktyva
Šiame gaminyje yra baterija, kuri naudojama, kad būtų galima prižiūrėti realaus laiko laikrodžio veikimą arba gaminio nuostatas; ji skirta veikti visą gaminio eksploatavimo laiką. Bet kokius šios baterijos aptarnavimo arba keitimo darbus turi atlikti kvalifikuotas aptarnavimo technikas.

Polski

Dyrektywa Unii Europejskiej w sprawie baterii i akumulatorów
Produkt zawiera baterię wykorzystywaną do zachowania integralności danych zegara czasu rzeczywistego lub ustawień produktu, która podtrzymuje działanie produktu. Przegląd lub wymiana baterii powinny być wykonywane wyłącznie przez uprawnionego technika serwisu.

Português

Diretiva sobre baterias da União Européia
Este produto contém uma bateria que é usada para manter a integridade dos dados do relógio em tempo real ou das configurações do produto e é projetada para ter a mesma duração que este. Qualquer tentativa de consertar ou substituir essa bateria deve ser realizada por um técnico qualificado.

Slovenčina

Smernica Európskej únie pre zaobchádzanie s batériami
Tento výrobok obsahuje batériu, ktorá slúži na uchovanie správnych údajov hodín reálneho času alebo nastavení výrobku. Batéria je skonštruovaná tak, aby vydržala celú životnosť výrobku. Akýkoľvek pokus o opravu alebo výmenu batérie by mal vykonať kvalifikovaný servisný technik.

Slovenščina

Direktiva Evropske unije o baterijah in akumulatorjih
V tem izdelku je baterija, ki zagotavlja natančnost podatkov ure v realnem času ali nastavitev izdelka v celotni življenjski dobi izdelka. Kakršno koli popravilo ali zamenjavo te baterije lahko izvede le pooblaščeni tehnik.

Svenska

EU:s batteridirektiv
Produkten innehåller ett batteri som används för att upprätthålla data i realtidsklockan och produktinställningarna. Batteriet ska räcka produktens hela livslängd. Endast kvalificerade servicetekniker får utföra service på batteriet och byta ut det.

Български

Директива за батерии на Европейския съюз
Този продукт съдържа батерия, която се използва за поддържане на целостта на данните на часовника в реално време или настройките за продукта, създадена на издържи през целия живот на продукта. Сервизът или замяната на батерията трябва да се извършва от квалифициран техник.

Română

Directiva Uniunii Europene referitoare la baterii
Acest produs conține o baterie care este utilizată pentru a menține integritatea datelor ceasului de timp real sau setărilor produsului și care este proiectată să funcționeze pe întreaga durată de viață a produsului. Orice lucrare de service sau de înlocuire a acestei baterii trebuie efectuată de un tehnician de service calificat.

Regulatory notices

The HP Photosmart meets product requirements from regulatory agencies in your country/region.

This section contains the following topics:

- Regulatory model identification number
- FCC statement
- VCCI (Class B) compliance statement for users in Japan
- Notice to users in Japan about the power cord
- Notice to users in Korea
- Notice to users in Germany
- Noise emission statement for Germany
- HP Photosmart Premium C309 series declaration of conformity

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-0914. This regulatory number should not be confused with the marketing name (HP Photosmart Premium C309 series, etc.) or product numbers (CD055A, etc.).

FCC statement

FCC statement

The United States Federal Communications Commission (in 47 CFR 15.105) has specified that the following notice be brought to the attention of users of this product.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

For further information, contact:

Manager of Corporate Product Regulations
Hewlett-Packard Company
3000 Hanover Street
Palo Alto, Ca 94304
(650) 857-1501

Modifications (part 15.21)

The FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by HP may void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

VCCI (Class B) compliance statement for users in Japan

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると受信障害を引き起こすことがあります。

取り扱い説明書に従って正しい取り扱いをして下さい。

Notice to users in Japan about the power cord

製品には、同梱された電源コードをお使い下さい。

同梱された電源コードは、他の製品では使用出来ません。

Notice to users in Korea

B 급 기기(가정용 방송통신기기)
이 기기는 가정용(B급)으로 전자파적합등록을 한 기기로서 주 로 가정에서 사용하는 것을 목적으로 하며, 모든 지역에서 사 용할 수 있습니다.

Notice to users in Germany

Sehanzeige-Arbeitsplätze

Das Gerät ist nicht für die Benutzung am Bildschirmarbeitsplatz gemäß BildscharbV vorgesehen.

Noise emission statement for Germany

Geräuschemission

LpA < 70 dB am Arbeitsplatz im Normalbetrieb nach DIN 45635 T. 19

HP Photosmart Premium C309 series declaration of conformity

DECLARATION OF CONFORMITY
according to ISO/IEC 17050-1 and EN 17050-1

Manufacturer's Name:	Hewlett-Packard Company	DoC#: SDGOB-0914-rel.1.0
Manufacturer's Address:	16399 West Bernardo Drive San Diego, CA 92127, USA	

declares, that the product

Product Name:	HP Photosmart Plus All-in-One Series – C309
Regulatory Model Number:[1)]	SDGOB-0914
Product Options:	ALL
Radio Module:	SDGOB-0892 (802.11g/b/n) SDGOB-0891 (Bluetooth)
Power Adapter:	0957-2271

conforms to the following Product Specifications and Regulations:

SAFETY:	IEC 60950-1:2006 / EN60950-1:2006 GB4943: 2001 NOM 019-SCFI-1993
EMC:	CISPR 22: 2005 + A1: 2005 / EN55022: 2006 + A1:2007 Class B CISPR 24: 1997 + A1: 2001 + A2: 2002 / EN 55024:1998 + A1: 2001 + A2: 2003 Class B EN 301 489-1 V1.8.1: 2008, EN 301 489-17 V1.3.2: 2008 IEC 61000-3-2: 2005 / EN 61000-3-2: 2006 IEC 61000-3-3: 1994 + A1: 2001 + A2: 2005 / EN 61000-3-3:1995 + A1: 2001 + A2: 2005 FCC Title 47 CFR, Part 15 Class B / ICES-003, Issue 4 GB9254-1998, GB17625.1-2003
RADIO:	EN 300 328 V1.7.1: 2006
HEALTH:	EN62311: 2008

This Device complies with Part 15 of the FCC Rules. Operation is subject to the following two Conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation

The product herewith complies with the requirements of the EMC Directive 2004/108/EC, the Low Voltage Directive 2006/95/EC, the R&TTE Directive 1999/5/EC and European Council Recommendation 1999/519/EC on the limitation of Electromagnetic fields to the general public, and carries the CE-Marking accordingly

Additional Information:

1. This product is assigned a Regulatory model number which stays with the regulatory aspects of the design. The Regulatory Model Number is the main product identifier in the regulatory documentation and test reports, this number should not be confused with the marketing name or the product numbers.

San Diego, CA, USA
09 January, 2009

Local contact for regulatory topics only:

EMEA: Hewlett-Packard GmbH, HQ-TRE, Herrenberger Strasse 140, 71034 Böblingen, Germany www.hp.com/go/certificates
US: Hewlett Packard, 3000 Hanover St., Palo Alto 94304, U.S.A. 650-857-1501

Regulatory wireless statements

This section contains the following regulatory information pertaining to wireless products:

- Exposure to radio frequency radiation
- Notice to users in Brazil
- Notice to users in Canada
- European Union regulatory notice
- Notice to users in Taiwan

Exposure to radio frequency radiation

Exposure to radio frequency radiation

Caution The radiated output power of this device is far below the FCC radio frequency exposure limits. Nevertheless, the device shall be used in such a manner that the potential for human contact during normal operation is minimized. This product and any attached external antenna, if supported, shall be placed in such a manner to minimize the potential for human contact during normal operation. In order to avoid the possibility of exceeding the FCC radio frequency exposure limits, human proximity to the antenna shall not be less than 20 cm (8 inches) during normal operation.

Notice to users in Brazil

Aviso aos usuários no Brasil

Este equipamento opera em caráter secundário, isto é, não tem direito à proteção contra interferência prejudicial, mesmo de estações do mesmo tipo, e não pode causar interferência a sistemas operando em caráter primário. (Res.ANATEL 282/2001).

Notice to users in Canada

Notice to users in Canada/Note à l'attention des utilisateurs canadiens

For Indoor Use. This digital apparatus does not exceed the Class B limits for radio noise emissions from the digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications. The internal wireless radio complies with RSS 210 and RSS GEN of Industry Canada.

Utiliser à l'intérieur. Le présent appareil numérique n'émet pas de bruit radioélectrique dépassant les limites applicables aux appareils numériques de la classe B prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada. Le composant RF interne est conforme a la norme RSS-210 and RSS GEN d'Industrie Canada.

European Union regulatory notice

European Union Regulatory Notice

Products bearing the CE marking comply with the following EU Directives:

- Low Voltage Directive 2006/95/EC
- EMC Directive 2004/108/EC

CE compliance of this product is valid only if powered with the correct CE-marked AC adapter provided by HP.

If this product has telecommunications functionality, it also complies with the essential requirements of the following EU Directive:

- R&TTE Directive 1999/5/EC

Compliance with these directives implies conformity to harmonized European standards (European Norms) that are listed in the EU Declaration of Conformity issued by HP for this product or product family. This compliance is indicated by the following conformity marking placed on the product.

The wireless telecommunications functionality of this product may be used in the following EU and EFTA countries:

Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden, Switzerland and United Kingdom.

Products with 2.4-GHz wireless LAN devices

France

For 2.4 GHz Wireless LAN operation of this product certain restrictions apply: This product may be used indoor for the entire 2400-2483.5 MHz frequency band (channels 1-13). For outdoor use, only 2400-2454 MHz frequency band (channels 1-9) may be used. For the latest requirements, see http://www.art-telecom.fr.

Italy

License required for use. Verify with your dealer or directly with the General Direction for Frequency Planning and Management (Direzione Generale Pianificazione e Gestione Frequenze).

Notice to users in Taiwan

低功率電波輻射性電機管理辦法

第十二條

經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更設計之特性及功能。

第十四條

低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。

前項合法通信，指依電信法規定作業之無線電通信。低功率射頻電機須忍受合法通信或工業、科學及醫藥用電波輻射性電機設備之干擾。

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