HP Photosmart D7400 series

Windows Help

Contents
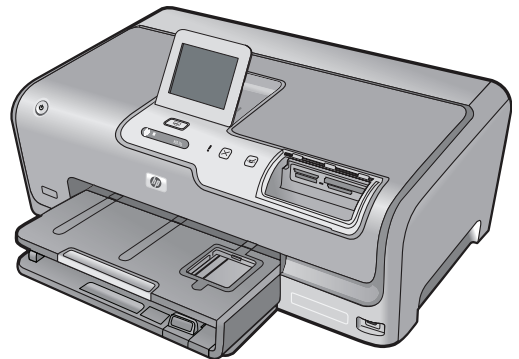
Contents

Contents

Contents

1 HP Photosmart D7400 series Help

For information about the HP Photosmart, see:

2 HP Photosmart overview

Use the HP Photosmart to quickly and easily accomplish tasks such as printing photos from a memory card. You can access many HP Photosmart functions directly from the control panel, without turning on your computer.

This section contains the following topics:

- The HP Photosmart at a glance
- Control panel features
- Display icons
- Display sleep state
- Menu overview
- Enter text using the visual keyboard
- Use the HP Photosmart Software

The HP Photosmart at a glance
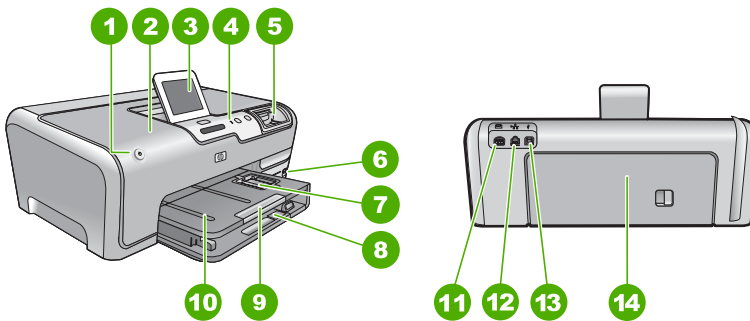
Label	Description
1	On
2	Ink cartridge door
3	Color graphics display (also referred to as the display)
4	Control panel
5	Memory card slots and Photo light
6	Front USB port
7	Photo tray
8	Main input tray (also referred to as the input tray)
9	Paper tray extender (also referred to as the tray extender)

(continued)

Label	Description
10	Output tray
11	Power connection*
12	Ethernet port
13	Rear USB port
14	Rear door

* Use only with the power adapter supplied by HP.

Control panel features

The following diagram and related table provide a quick reference to the HP Photosmart control panel features.

Label	Name and Description
1	**Display**: View menus, photos, and messages. The touch screen display can be adjusted to different positions. This enables the user to change the display angle to accommodate various device placements and lighting conditions.
2	**Print Photos**: Depending on whether you access your photos from the **View**, **Print**, or **Create** menu, the **Print Photos** button will display the **Print Preview** screen or it will print any selected photo(s). If no photos are selected, a prompt appears asking if you want to print all the photos on your card or storage device.
3	**Wireless light**: Indicates that the 802.11 b and g wireless radio is turned on.
4	**Attention light**: Indicates that a problem occurred. See the display for more information.
5	**Cancel**: Stops the current operation, exits a menu, or exits settings.

Overview

Label	Name and Description
6	**Red Eye Removal**: Turns the **Red Eye Removal** feature On or Off. By default, this feature is turned off. When the feature is turned on, the HP Photosmart automatically corrects red eye coloring in the photo currently shown on the display.

Display icons

The following icons can appear at the bottom of the display to provide important information about the HP Photosmart.

Icon	Purpose
	Shows the ink cartridge status. The color of the icon corresponds to the color of the ink cartridge, and the fill level of the icon corresponds to the fill level of the ink cartridge.
	NOTE: The ink level icons will only appear if one of the ink cartridges is less than 50% full. If the ink level for all ink cartridges is more than 50% full, the ink cartridge icons do not appear on the display.
	Shows that the ink cartridge is nearly empty, and will need to be replaced.
	Shows that an unknown ink cartridge is inserted. This icon might appear if an ink cartridge contains non-HP ink.
	Indicates that there is a wired network connection.
	Indicates the presence and signal strength of a wireless network connection.
	Indicates the presence of an Ad hoc wireless network connection.
	Indicates that an HP bt450, Printer and PC Adapter with Bluetooth® Wireless Technology is connected to the front USB port.

Display sleep state

To prolong the life of the display, it dims after two minutes of inactivity. After 30 minutes of inactivity, the display goes into a sleep state and the screen shuts off completely. The display turns back on when you touch the display, press a control panel button, insert a memory card or connect a storage device, or access the HP Photosmart from a connected computer.

Overview

Menu overview

The following topics provide a quick reference to top-level menus that appear on the HP Photosmart display.

- Photosmart Express Menu
- Setup Menu
- Help Menu

Photosmart Express Menu

The following options are available in the **Photosmart Express** menu when you insert a memory card or storage device.

View

Print	Create	Share	Save
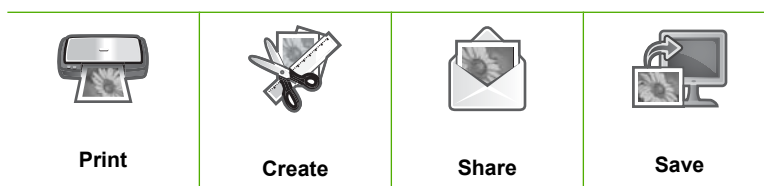
Setup Menu

The following options are available when you touch **Setup** from the **Photosmart Express** menu.

Printable School Papers
Help Menu
Tools
Preferences
Wireless
Bluetooth

NOTE: The **Bluetooth** option only appears if an optional HP bt450, Printer and PC Adapter with Bluetooth® Wireless Technology is attached to the HP Photosmart.

Overview

Help Menu

The **Help** menu provides quick access to key help topics. It is available when you touch the **?** icon in the idle state. You can also access this menu through the **Setup** menu. The following options are available. If you select one of the first four topics, the help appears on the display. If you select one of the last six topics, the help appears on your computer.

Insert Ink Cartridges

Load Paper

Load Paper in Photo Tray

Paper Jam

How Do I

Error Messages

General Troubleshooting

Networking Troubleshooting

Use Memory Cards

Get Support

Enter text using the visual keyboard

You can enter text or symbols by using the visual keyboard that automatically appears on the display when you need to enter text. For example, the visual keyboard automatically appears when you are setting up a wireless network or bluetooth device name.

To enter text using the visual keyboard

1. To select a letter, number, or symbol on the visual keyboard, touch the appropriate selection.

   To enter lowercase letters, uppercase letters, numbers, and symbols
   • To enter lowercase letters, touch **abc** on the visual keyboard.
   • To enter uppercase letters, touch **ABC** on the visual keyboard.
   • To enter numbers, touch **123** on the visual keyboard.
   • To enter symbols, touch **.@!** on the visual keyboard.

2. After you touch the appropriate letter, number, or symbol, the selection appears in the white space above the visual keyboard.

   ☼ **TIP:** To erase a letter, number, or symbol, touch **Del** on the visual keyboard.

3. When you are finished entering text, numbers, or symbols, touch **Done** on the visual keyboard.

Use the HP Photosmart Software
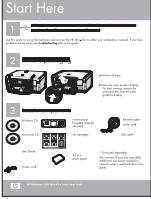
The HP Photosmart Software provides a fast and easy way to make prints of your photos. It also provides access to other basic HP imaging software features, such as saving and viewing your photos.

For more information on using the HP Photosmart Software:

• Check the **Contents** panel on the left. Look for the **HP Photosmart Software Help contents** book at the top.

• If you do not see the **HP Photosmart Software Help contents** book at the top of the **Contents** panel, access the software help through the HP Solution Center.

3 Find more information

You can access a variety of resources, both printed and onscreen, that provide information about setting up and using the HP Photosmart.

	Setup Guide The Setup Guide provides instructions for setting up the HP Photosmart and installing software. Make sure you follow the steps in the Setup Guide in order. If you have problems during setup, check the Setup Guide for troubleshooting information, or see "Troubleshooting" on page 113 in this onscreen Help.
	Basics Guide The Basics Guide contains an overview of the HP Photosmart, including step-by-step instructions for basic tasks, troubleshooting tips, and technical information.
	HP Photosmart Essential animations The HP Photosmart Essential animations are an interactive way to get a brief overview of the software included with the HP Photosmart. You will learn how the software can help you create, share, organize, and print your photos.
	Onscreen Help The onscreen Help provides detailed instructions on using all features of the HP Photosmart. • The **How Do I?** topic provides links so you can quickly find information on performing common tasks. • The **HP Photosmart overview** topic provides general information about the main features of the HP Photosmart. • The **Troubleshooting** topic provides information about resolving errors you might encounter with the HP Photosmart.
HTML	**Readme** The Readme file contains the most recent information which might not be found in other publications. Install the software to access the Readme file.
www.hp.com/support	If you have Internet access, you can get help and support from the HP Web site. This Web site offers technical support, drivers, supplies, and ordering information.

4 Finish setting up the HP Photosmart

After you have completed the steps in your Setup Guide, refer to this section to help you finish setting up the HP Photosmart. This section contains important setup-related information for your device, including information on setting preferences.

This section contains the following topics:

- Set your preferences
- Computer connection information
- Connect to a network

Set your preferences

You can change the settings on the HP Photosmart so that it behaves according to your preference. For example, you can set general device preferences, such as the language used to display messages. You can also restore the device settings to what they were when you purchased your device. This will erase any new defaults you have set.

This section contains the following topics:

- Set your language and country/region
- Adjust the volume
- Set the default paper tray for PictBridge/DPOF/uPnP printing
- Enable faster browsing of photos
- Set the paper tray for printing from a Bluetooth device
- Restore the factory defaults
- Play a slideshow on the display

Set your language and country/region

The language setting determines which language the HP Photosmart uses to show messages on the display. The country/region setting determines the default paper sizes and layouts for printing. You can change these settings at any time by using the following procedures.

To set the language

1. Touch **Setup** on the display.
2. Touch **Preferences**.
3. Touch **Set Language**.
4. Touch the language you want to select.

   ✎ **NOTE:** If the menu option you want is not visible on the screen, touch ▲ or ▼ to scroll through all the menu options.

5. When prompted, touch **Yes** to confirm your selection, or touch **No** to choose another language.

To set the country/region

1. Touch **Setup** on the display.
2. Touch **Preferences**.
3. Touch **Set Country/Region**.
4. Touch the country/region you want to select.

> 📝 **NOTE:** If the menu option you want is not visible on the screen, touch ▲ or ▼ to scroll through all the menu options.

5. When prompted, touch **Yes** to confirm your selection, or touch **No** to choose another country/region.

Adjust the volume

The HP Photosmart provides three levels for adjusting the volume of sounds associated with device events and errors. The default setting is **Medium**.

To adjust the volume

1. Touch **Setup** on the display.
2. Touch **Preferences**.
3. Touch **Sound Effects Volume**, and then touch the volume you want to select.

Set the default paper tray for PictBridge/DPOF/uPnP printing

Set the default paper tray to use when you print photos from a Pictbridge device, DPOF file, or a UPnP device. The default setting is **Photo Tray**.

To set the default paper tray

1. Touch **Setup** on the display.
2. Touch **Preferences**.
3. Touch **PictBridge/DPOF/uPnP Tray Select**.
4. Touch **Main Tray** or **Photo Tray**.

Enable faster browsing of photos

You can set up the HP Photosmart to enable faster photo browsing by writing small thumbnails to the memory card. The thumbnails take up a relatively small amount of space and are used to speed up the browsing performance of photos on the card.

> 📝 **NOTE:** This feature is on by default.

To turn faster browsing on or off

1. Touch **Setup** on the display.
2. Touch **Tools**.
3. Touch ▼ to scroll through the options, and then touch **Enable Faster Browsing**.
4. Touch **On** or **Off** to turn it on or off.

Set the paper tray for printing from a Bluetooth device

Set the default paper tray to use when you print photos from a Bluetooth device.

To set the paper tray for printing from a Bluetooth device
1. Touch **Setup**.
2. Touch **Bluetooth**.

> **NOTE:** If the menu option you want is not visible on the screen, touch ▲ or ▼ to scroll through all the menu options.

3. Touch **Default Paper Tray**.
4. Touch **Main Tray** or **Photo Tray**.

Restore the factory defaults

You can restore the current settings to what they were when you purchased the HP Photosmart.

You can perform this process from the control panel only.

To restore the factory defaults
1. Touch **Setup** on the display.
2. Touch **Tools**.
3. Touch ▼ to scroll through the options, and then touch **Restore Factory Defaults**. The factory default settings are restored.

Play a slideshow on the display

You can set up the HP Photosmart to play a slideshow on the display, similar to a screensaver on a computer, when you are not using the device.

There are two types of slideshows that you can enable:

- **Store Demo**: appears after the HP Photosmart is inactive for one minute and shows a set of predefined graphics that describe features of the device. The slideshow plays until you press a button or use the device. If the HP Photosmart remains inactive for eight hours, the display turns off.

> **NOTE:** HP recommends leaving **Store Demo** off.

- **Tips Slideshow**: appears only after you print from the computer. The HP Photosmart shows a set of predefined slides with information about special features that you can do with the device. The slideshow plays through once and then the display returns to the main menu.

To turn the store demo on or off
1. Touch **Setup** on the display.
2. Touch **Tools**.
3. Touch ▼ to scroll through the options, and then touch **Store Demo**.
4. Touch **On** or **Off** to turn it on or off.

To turn tips slideshow on or off

1. Touch **Setup** on the display.
2. Touch **Tools**.
3. Touch ▼ to scroll through the options, and then touch **Tips Slideshow**.
4. Touch **On** or **Off** to turn it on or off.

Computer connection information

The HP Photosmart comes equipped with a USB port so you can connect directly to a computer using a USB cable. You can also connect the HP Photosmart to either a wired or wireless network. If you insert an HP bt450, Printer and PC Adapter with Bluetooth® Wireless Technology into the front USB port, Bluetooth® devices such as PDAs and camera phones can print to the HP Photosmart.

NOTE: In the remainder of this chapter, the HP bt450, Printer and PC Adapter with Bluetooth® Wireless Technology is referred to simply as an HP bt450.

This section contains the following topics:

- Supported connection types
- Connect using Ethernet
- Connect using integrated wireless WLAN 802.11
- Connect using the HP bt450, Printer and PC Adapter with Bluetooth® Wireless Technology
- Use printer sharing

Supported connection types

The following table contains a list of supported connection types.

Description	Recommended number of connected computers for best performance	Supported software features	Setup instructions
USB connection	One computer connected with a USB cable to the rear USB 2.0 High Speed port on the HP Photosmart.	All features are supported.	Follow the Setup Guide for detailed instructions.
Ethernet (wired) connection	Up to five computers connected to an HP Photosmart using a hub or router.	All features are supported, including Webscan.	Follow the instructions in "Wired network setup" on page 27.
Wireless WLAN 802.11 connection	Up to five computers connected using a wireless router (infrastructure mode).	All features are supported, including Webscan.	Follow instructions in "Integrated wireless WLAN 802.11 network setup" on page 29.
HP bt450, Printer and PC Adapter with Bluetooth® Wireless Technology	One Bluetooth device or computer.	Printing from a Bluetooth device such as a PDA or camera phone, or a	Follow the instructions in "Connect using the HP bt450, Printer and PC Adapter with Bluetooth®

Description	Recommended number of connected computers for best performance	Supported software features	Setup instructions
		Bluetooth-enabled computer.	Wireless Technology" on page 21.
Printer sharing	Five. The host computer must be on at all times in order to print from the other computers.	All features resident on the host computer are supported. Only printing is supported from the other computers.	Follow the instructions in "Use printer sharing" on page 26.

Connect using Ethernet

The HP Photosmart supports both 10 Mbps and 100 Mbps Ethernet network connections. For detailed instructions on connecting the HP Photosmart to an Ethernet (wired) network, see "Wired network setup" on page 27.

Connect using integrated wireless WLAN 802.11

The HP Photosmart uses an internal networking component that supports a wireless network. For detailed instructions on connecting the HP Photosmart to a wireless (802.11) network, see "Integrated wireless WLAN 802.11 network setup" on page 29.

Connect using the HP bt450, Printer and PC Adapter with Bluetooth® Wireless Technology

HP bt450, Printer and PC Adapter with Bluetooth® Wireless Technology allows you to print images from most Bluetooth devices, including computers. Simply insert the HP bt450 into the front USB port and print from a Bluetooth device such as a PDA or camera phone.

This section contains the following topics:

- Find the device name and address
- Set Bluetooth security for the HP Photosmart
- Use a Bluetooth® connection to print from your computer

Find the device name and address

Some Bluetooth devices exchange device addresses when they communicate with each other, so you might need to find out the device address of the HP Photosmart in order to establish a connection. Also, some Bluetooth devices display the name of the printer when connected. If you do not want the default name displayed as the name of the HP Photosmart, you can change the device name.

To find out the device address of the HP Photosmart

1. Insert the HP bt450 into the front USB port.
2. Touch **Setup** on the display.

3. Touch **Bluetooth**.

   > 📝 **NOTE:** If the menu option you want is not visible on the screen, touch ▲ or ▼ to scroll through all the menu options.

4. Touch **Device Address**.
   The **Device Address** is read only.
5. To enter the address into your device, follow the instructions that came with your Bluetooth device.
6. Touch **OK** to exit the **Setup** menu.

To change the device name of the HP Photosmart

1. Touch **Setup** on the display.
2. Touch **Bluetooth**.

   > 📝 **NOTE:** If the menu option you want is not visible on the screen, touch ▲ or ▼ to scroll through all the menu options.

3. Touch **Device Name**.

   > 📝 **NOTE:** The HP Photosmart ships with the predefined name of **Photosmart D7400**.

4. Touch **Change**.
5. Use the visual keyboard to enter a new name.
6. When you have finished entering a name for the HP Photosmart, touch **OK**.
   The name you entered will appear on your Bluetooth device when you connect to the HP Photosmart to print.
7. Touch **OK** to exit the **Setup** menu.

Related topics

"Enter text using the visual keyboard" on page 13

Set Bluetooth security for the HP Photosmart

You can enable printer security settings through the **Bluetooth** menu on the HP Photosmart. Touch **Setup** on the display, and then touch **Bluetooth**. From the **Bluetooth** menu, you can:

• Require passkey authentication prior to someone printing to the HP Photosmart from a Bluetooth device.
• Make the HP Photosmart visible or invisible to Bluetooth devices that are within range.

This section contains the following topics:

• Use a passkey to authenticate Bluetooth devices
• Set the HP Photosmart to be invisible to Bluetooth devices
• Turn the Bluetooth radio on and off
• Reset Bluetooth settings on the HP Photosmart

Use a passkey to authenticate Bluetooth devices

You can set the security level of the HP Photosmart to either **Low** or **High**. The default security setting is **Low**. Low level security does not require authentication.

- **Low**: This is the default security setting. Low level security does not require a passkey, as it does not support authentication. Any Bluetooth device within range can print to it.
- **High**: High level security requires a passkey, as it supports authentication. The Bluetooth device must provide a passkey, before the HP Photosmart will allow the device to send a print job to it.

📝 **NOTE:** The HP Photosmart ships with a predefined passkey that is set to four zeroes "0000".

To set the HP Photosmart to require passkey authentication

1. Touch **Setup** on the display.
2. Touch **Bluetooth**.

   📝 **NOTE:** If the menu option you want is not visible on the screen, touch ▲ or ▼ to scroll through all the menu options.

3. Touch **Passkey**.
4. Touch **Change**.
5. Use the visual keyboard to enter a new passkey.

   📝 **NOTE:** The passkey must be 1 to 4 characters long, and can only consist of numbers.

6. When you have finished entering your passkey, touch **OK**.
   The **Bluetooth** menu appears.
7. Touch **Security Level**.
8. Touch **High**.
   High level security requires authentication.
   Passkey authentication is now set for the HP Photosmart.

Related topics

"Enter text using the visual keyboard" on page 13

Set the HP Photosmart to be invisible to Bluetooth devices

You can set the HP Photosmart to be either **Visible to all** Bluetooth devices (public) or **Not visible** to any (private).

- **Visible to all**: Any Bluetooth device within range can print to the HP Photosmart.
- **Not visible**: Only Bluetooth devices that have stored the device address of the HP Photosmart can print to it.

📝 **NOTE:** The HP Photosmart ships with a default accessibility level of **Visible to all**.

To set the HP Photosmart to be Not visible

1. Touch **Setup** on the display.
2. Touch **Bluetooth**.

> **NOTE:** If the menu option you want is not visible on the screen, touch ▲ or ▼ to scroll through all the menu options.

3. Touch **Visibility**.
4. Touch **Not visible**.
   The HP Photosmart is inaccessible to Bluetooth devices that have not stored its device address.

Turn the Bluetooth radio on and off

The Bluetooth radio is on by default, as indicated by the blue light on the front of the HP Photosmart. In order to stay connected to Bluetooth, the radio must stay on. However, if the HP Photosmart is connected to a wireless network or you have a USB connection, the radio is not used. In this case you might want to turn the radio off.

To turn the Bluetooth radio on and off

1. Touch **Setup** on the display.
2. Touch **Bluetooth**.

> **NOTE:** If the menu option you want is not visible on the screen, touch ▲ or ▼ to scroll through all the menu options.

3. Touch **Bluetooth Radio**.
4. Touch **On** or **Off**.

Reset Bluetooth settings on the HP Photosmart

You can reset all of the Bluetooth settings on the HP Photosmart to the factory defaults.

> **NOTE:** Only select **Reset Bluetooth** if you want all of the HP Photosmart Bluetooth settings returned to factory defaults.

To reset the Bluetooth settings

1. Touch **Setup** on the display.
2. Touch **Bluetooth**.

> **NOTE:** If the menu option you want is not visible on the screen, touch ▲ or ▼ to scroll through all the menu options.

3. Touch **Reset Bluetooth**.

Use a Bluetooth® connection to print from your computer

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.

Before you print, you must connect an HP bt450, Printer and PC Adapter with Bluetooth® Wireless Technology to the HP Photosmart.

You must have Windows XP or Windows Vista 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 HP Photosmart.

- **Microsoft stack** If you have Windows XP with Service Pack 2 or Windows Vista 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 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. Attach an HP bt450 to the front USB port of the HP Photosmart.
3. 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 XP with Service Pack 2 or Windows Vista 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.
4. On the Windows taskbar, click **Start**, and then click **Printers and Faxes** (or click **Control Panel**, and then **Printers**).
5. Double-click the **Add Printer** icon (or click **Add a printer**).
6. Click **Next**, and then select **A Bluetooth Printer**.
7. Follow the onscreen instructions to finish the installation.
8. 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. Attach an HP bt450 to the front USB port of the HP Photosmart.
3. Click the **My Bluetooth Places** icon on the desktop or in the taskbar.
4. Click **View devices in range**.
5. Once the available printers are discovered, double-click the name of HP Photosmart to finish the installation.
6. Print as you would to any printer.

Use printer sharing

If your computer is on a network, and another computer on the network has an HP Photosmart connected to it by a USB cable, you can print to that printer using printer sharing.

The computer directly connected to the HP Photosmart acts as the **host** for the printer and has full software functionality. The other computer, which is referred to as a **client**, has access only to the print features. You must perform other functions from the host computer or from the control panel on the HP Photosmart.

To enable printer sharing on a Windows computer

▲ Refer to the user guide that came with your computer or see the Windows onscreen Help.

Connect to a network

This section describes how to connect the HP Photosmart to a network and how to view and manage network settings.

If you want to:	See this section:
Connect to a wired (Ethernet) network.	"Wired network setup" on page 27
Connect to a wireless network with a wireless router (infrastructure).	"Integrated wireless WLAN 802.11 network setup" on page 29
Connect directly to a wireless-capable computer without a wireless router (ad hoc).	"Wireless ad hoc network setup" on page 33
Install the HP Photosmart software for use in a networked environment.	"Install the software for a network connection" on page 36

(continued)

If you want to:	See this section:
Add connections to more computers on the network.	"Connect to additional computers on a network" on page 37
Change the HP Photosmart from a USB connection to a network connection. NOTE: Use the instructions in this section if you first installed the HP Photosmart with a USB connection, and you now want to change to either a wireless or Ethernet network connection.	"Change the HP Photosmart from a USB connection to a network connection" on page 38
View or change the network settings.	"Manage your network settings" on page 38
Find troubleshooting information.	"Network troubleshooting" on page 125

NOTE: You can connect the HP Photosmart to either a wireless or wired network, but not both at the same time.

Wired network setup

This section describes how to connect the HP Photosmart to a router, switch, or hub using an Ethernet cable and how to install the HP Photosmart software for a network connection. This is known as a wired or Ethernet network.
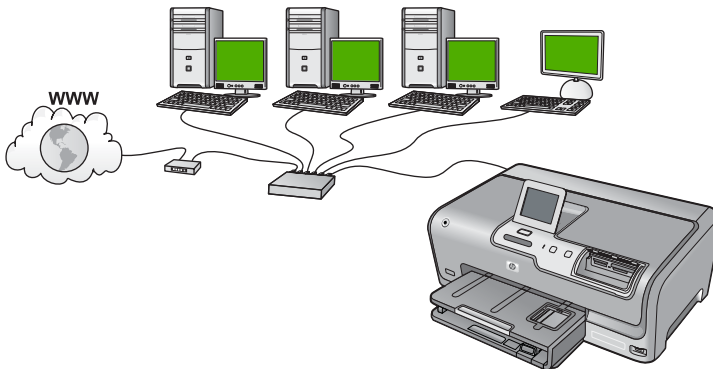
To set up the HP Photosmart on a wired network, you need to do the following:	See this section:
First, collect all of the required materials.	"What you need for a wired network" on page 28
Next, connect to a wired network.	"Connect the HP Photosmart to the network" on page 28
Finally, install the software.	"Install the software for a network connection" on page 36

Finish setup

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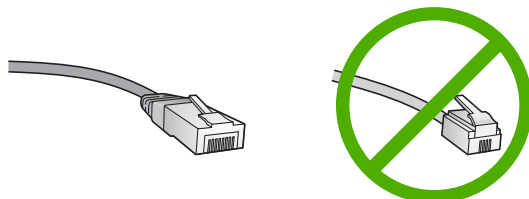
Although standard Ethernet cables look similar to standard telephone cables, they are not interchangeable. There is a different number of wires in each one, and each has a different connector. An Ethernet cable connector (also called an RJ-45 connector) is wider and thicker and always has 8 contacts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

❑ A desktop computer or laptop with an Ethernet connection.

> **NOTE:** The HP Photosmart supports both 10 Mbps and 100 Mbps Ethernet networks. If you are purchasing, or have purchased, a network interface card (NIC), make sure it can operate at either speed.

Connect the HP Photosmart to the network

To connect the HP Photosmart to the network, use the Ethernet port on the back of the device.

To connect the HP Photosmart to the network

1. Remove the yellow plug from the back of the HP Photosmart.
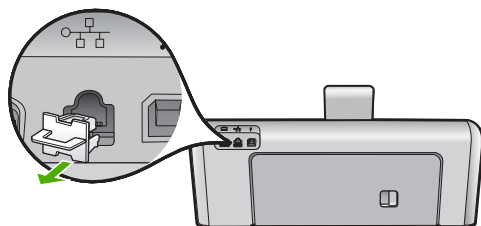
2. Connect the Ethernet cable to the Ethernet port on the back of the HP Photosmart.
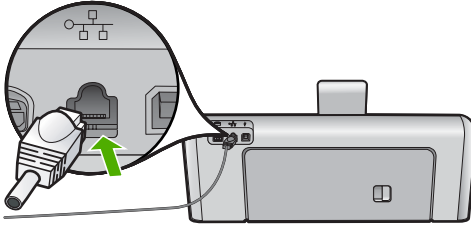
3. Connect the other end of the Ethernet cable to an available port on your Ethernet router or switch.
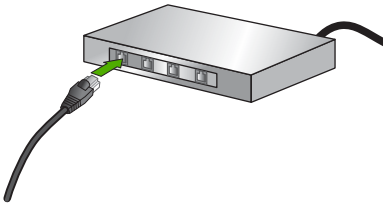
4. Once you have connected the HP Photosmart to the network, install the software.

Related topics

"Install the software for a network connection" on page 36

Integrated wireless WLAN 802.11 network setup

For optimal performance and security in your wireless network, HP recommends you use a wireless router or access point (802.11) to connect the HP Photosmart and the other network elements. When network elements are connected through a wireless router or access point, this is called an **infrastructure** network.
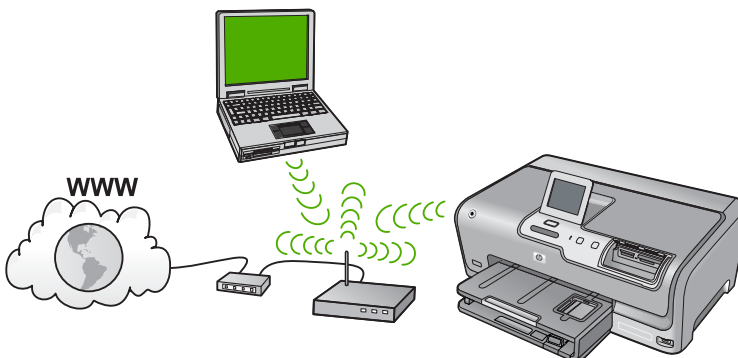
The advantages of a wireless infrastructure network as compared to an ad hoc network include:

- Advanced network security
- Enhanced reliability
- Network flexibility
- Better performance, especially with 802.11 g mode
- Shared Broadband Internet access

To set up the HP Photosmart on an integrated wireless WLAN 802.11 network, you need to do the following:	See this section:
First, collect all of the required materials.	"What you need for an integrated wireless WLAN 802.11 network" on page 30
Next, connect the HP Photosmart to the wireless router, and run the Wireless Setup Wizard.	"Connect to an integrated wireless WLAN 802.11 network" on page 30
Finally, install the software.	"Install the software for a network connection" on page 36

What you need for an integrated wireless WLAN 802.11 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).

Connect to an integrated wireless WLAN 802.11 network

The Wireless Setup Wizard provides an easy way to connect the HP Photosmart to your network. You can also use SecureEasySetup, if your wireless router or access point

supports this feature. See the documentation that came with your wireless router or access point to find out if it supports using EasySetup and for additional setup instructions.

△ **CAUTION:** To prevent other users from accessing your wireless network, HP strongly recommends using a password or passphrase (WPA or WEP security) and a unique network name (SSID) for your wireless router. Your wireless router might have been shipped with a default network name, which is typically the manufacturer name. If you use the default network name, your network can be easily accessed by other users using the same default network name (SSID). It also means that the HP Photosmart might accidently connect to a different wireless network in your area which uses the same network name. If this happens you will not be able to access the HP Photosmart. For more information on how to change the network name, see the documentation that came with your wireless router.

📝 **NOTE:** Before connecting to a wireless infrastructure network, ensure that the ethernet cable is not connected to the HP Photosmart.

To connect the HP Photosmart with the Wireless Setup Wizard

1. Write down the following information about your wireless router or access point:
   • Network Name (also called SSID)
   • WEP Key, WPA Passphrase (if needed)

   If you do not know where to find this information, see the documentation that came with your wireless router or access point. You might be able to find the network name (SSID) and the WEP key or WPA passphrase on the Embedded Web Server for the wireless router.

2. Touch **Setup** on the display.

3. Touch **Network**.

   📝 **NOTE:** If the menu option you want is not visible on the screen, touch ▲ or ▼ to scroll through all the menu options.

4. Touch **Wireless Setup Wizard**.
   This runs the **Wireless Setup Wizard**.
   The wireless network test also runs, performing a series of diagnostic tests to determine whether network setup is successful. The wireless network test prints upon completion of the test.

5. Touch the name of the network you wrote down in step 1.

   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 network name (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 network name, touch **Done**, and then touch **OK**.

> ☼ **TIP:** If the HP Photosmart 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 HP Photosmart closer to the computer and try running the Wireless Setup Wizard again to automatically discover the network.

   d. Touch **Infrastructure**.

   e. Touch **WEP encryption** or **WPA encryption**.
     If you do **not** want to use WEP encryption, touch **No, my network does not use encryption**. Go to step 7.

6. If prompted, enter your WPA or WEP key as follows:

   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 WPA or WEP key, touch **Done**.

   c. Touch **OK** to confirm.
     The HP Photosmart will attempt to connect to the network. If a message says you entered an invalid WPA or WEP key, check the key you wrote down for your new network, follow the prompts to correct the key, and then try again.

7. When the HP Photosmart connects successfully to the network, install the software on each computer that will use the device over the network.

To connect the HP Photosmart with SecureEasySetup

1. Activate SecureEasySetup on your wireless router or access point.

2. Touch **Setup** on the display.

3. Touch **Network**.

> 📝 **NOTE:** If the menu option you want is not visible on the screen, touch ▲ or ▼ to scroll through all the menu options.

4. Touch **Wireless Setup Wizard**.

5. Follow the onscreen prompts on the display to complete the connection.

6. When the HP Photosmart connects successfully to the network, go to your computer to install the software on each computer that will use the network.

> 📝 **NOTE:** If the connection fails, the wireless router or access point might have timed out after you activated SecureEasySetup. Repeat the above task, ensuring that you complete the steps on the control panel of the HP Photosmart immediately after pressing the button on the wireless router or access point.

Related topics

"Install the software for a network connection" on page 36

Wireless ad hoc network setup

Use this section if you want to connect the HP Photosmart to a wireless-capable computer without using a wireless router or access point.
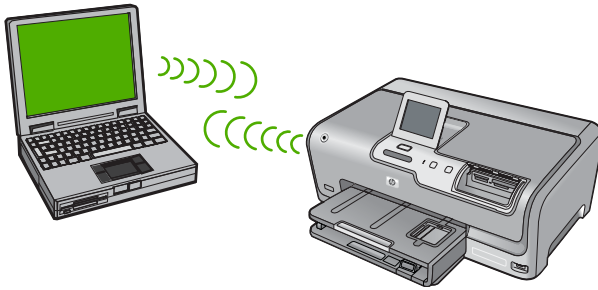
📝 **NOTE:** An ad hoc connection is available if you do not have a wireless router or access point. However, it provides little flexibility, a low level of network security, and slower network performance than with a wireless router or access point.

In order to connect the HP Photosmart to your computer (ad hoc), you need to create an ad hoc network profile on your computer. This includes choosing a network name (SSID) and WEP security (optional but recommended) for your ad hoc network.

To set up the HP Photosmart on a wireless ad hoc network, you need to do the following:	See this section:
First, collect all of the required materials.	"What you need for an ad hoc network" on page 33
Next, prepare your computer by creating a network profile.	"Create a network profile for a Windows XP computer" on page 33
	"Create a network profile for other operating systems" on page 35
Next, run the Wireless Setup Wizard.	"Connect to a wireless ad hoc network" on page 35
Finally, install the software.	"Install the software for a network connection" on page 36

What you need for an ad hoc network

To connect the HP Photosmart to a wireless network, you will need a Windows computer with a wireless network adapter.

Create a network profile for a Windows XP computer

Prepare your computer for an ad hoc connection by creating a network profile.

To create a network profile

📝 **NOTE:** The HP Photosmart 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**.

      📝 **NOTE:** It is possible to create a network that does not use a WEP key. However, HP recommends using a WEP key in order to secure your network.

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

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

   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.

Related topics
- "Network glossary" on page 50
- "Connect to a wireless ad hoc network" on page 35

Create a network profile for other operating systems

If you have an operating system other than 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.

Using the LAN card configuration program, create a network profile that has the following values:

- **Network name (SSID)**: Mynetwork (example only)

  📝 **NOTE:** You should create a network name that is unique and easy for you to remember. Just remember that the network name is case-sensitive. Therefore, you must remember which letters are uppercase and lowercase.

- **Communication mode**: Ad Hoc
- **Encryption**: enabled

Connect to a wireless ad hoc network

You can use the Wireless Setup Wizard to connect the HP Photosmart to a wireless ad hoc network.

To connect to a wireless ad hoc network
1. Touch **Setup** on the display.
2. Touch **Network**.

   📝 **NOTE:** If the menu option you want is not visible on the screen, touch ▲ or ▼ to scroll through all the menu options.

3. 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.
4. On the display, look for the network name you created on your computer (for example, Mynetwork).

5. Touch the network name.
   If you found your network name and selected it, go on to step 6.

   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 HP Photosmart 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 HP Photosmart 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.

6. If prompted, enter your WEP key as follows. Otherwise go to step 7.
   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.

7. Touch **OK** again to confirm.
   The HP Photosmart 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.

8. When the HP Photosmart connects successfully to the network, go to your computer to install the software.

Related topics
- "Enter text using the visual keyboard" on page 13
- "Install the software for a network connection" on page 36
- "Network troubleshooting" on page 125

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.

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, HP Photosmart installation software 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

1. Quit all applications running on your computer, including any virus detection software.
2. Insert the Windows CD that came with the HP Photosmart into the CD-ROM drive on your computer and follow the onscreen instructions.
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 **Through the network**, and then click **Next**.
   The **Searching** screen appears as the Setup program searches for the HP Photosmart 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 HP Photosmart you want to connect.
6. Follow the prompts to install the software.
   When you have finished installing the software, the HP Photosmart is ready for use.
7. If you disabled any virus detection software on your computer, make sure to enable it again.
8. To test your network connection, go to your computer and print a self-test report to the HP Photosmart.

Connect to additional computers on a network

You can connect the HP Photosmart to more than one computer on a small network of computers. If the HP Photosmart is already connected to a computer on a network, for each additional computer you must install the HP Photosmart software. During installation of a wireless connection, the software will discover the SSID (network name) of the existing network. Once you have set up the HP Photosmart on the network you will not need to configure it again when you add additional computers.

NOTE: You can connect the HP Photosmart to either a wireless or wired network, but not both at the same time.

Related topics

Change the HP Photosmart from a USB connection to a network connection

If you first install the HP Photosmart with a USB connection, you can later change to either a wireless or Ethernet network connection. If you already understand how to connect to a network, you can use the general directions below.

> **NOTE:** For optimal performance and security in your wireless network, use an access point (such as a wireless router) to connect the HP Photosmart.

To change a USB connection to an integrated wireless WLAN 802.11 connection
1. Unplug the USB connection from the back of the HP Photosmart.
2. Touch **Setup** on the display.
3. Touch **Network**.

   > **NOTE:** If the menu option you want is not visible on the screen, touch ▲ or ▼ to scroll through all the menu options.

4. Touch **Wireless Setup Wizard**.
   This runs the **Wireless Setup Wizard**.
5. Install the software for a network connection, choose **Add a Device**, and then choose **Through the network**.
6. When the installation is complete, open **Printers and Faxes** (or **Printers**) in the **Control Panel** and delete the printers for the USB installation.

To change a USB connection to a wired (Ethernet) connection
1. Unplug the USB connection from the back of the HP Photosmart.
2. Connect an Ethernet cable from the Ethernet port on the back of the HP Photosmart to an available Ethernet port on the router or switch.
3. Install the software for a network connection, choose **Add a Device**, and then choose **Through the network**.
4. When the installation is complete, open **Printers and Faxes** (or **Printers**) in the **Control Panel** and delete the printers from the previous USB installation.

For more detailed instructions on connecting the HP Photosmart to a network, see:
- "Wired network setup" on page 27
- "Integrated wireless WLAN 802.11 network setup" on page 29
- "Wireless ad hoc network setup" on page 33

Manage your network settings

You can manage network settings for the HP Photosmart through the HP Photosmart control panel. Additional advanced settings are available in the Embedded Web Server, a configuration and status tool you access from your Web browser using an existing network connection to the HP Photosmart.

This section contains the following topics:
- Change basic network settings from the control panel
- Change advanced network settings from the control panel settings

- • [Use the Embedded Web Server](#)
- • [Network configuration page definitions](#)

Change basic network settings from the control panel

The HP Photosmart control panel enables you to set up and manage a wireless connection and to perform a variety of network management tasks. This includes viewing the network settings, restoring the network defaults, turning the wireless radio on and off, and changing the network settings.

This section contains the following topics:

- • [Use the Wireless Setup Wizard](#)
- • [View and print network settings](#)
- • [Restore network defaults](#)
- • [Turn the wireless radio on and off](#)
- • [Print the wireless network test](#)

Use the Wireless Setup Wizard

The Wireless Setup Wizard provides an easy way to set up and manage a wireless connection to the HP Photosmart.

To run the Wireless Setup Wizard

1. Touch **Setup** on the display.
2. Touch **Network**.

   > **NOTE:** If the menu option you want is not visible on the screen, touch ▲ or ▼ to scroll through all the menu options.

3. Touch **Wireless Setup Wizard**.
   This runs the **Wireless Setup Wizard**.

Related topics
- • "[Integrated wireless WLAN 802.11 network setup](#)" on page 29
- • "[Wireless ad hoc network setup](#)" on page 33

View and print network settings

You can display a summary of the network settings on the HP Photosmart control panel, or you can print a more detailed configuration page. The network configuration page lists all of the important network settings such as the IP address, link speed, DNS, and mDNS.

To view and print the network settings

1. Touch **Setup** on the display.
2. Touch **Network**.

   > **NOTE:** If the menu option you want is not visible on the screen, touch ▲ or ▼ to scroll through all the menu options.

3. Touch **View Network Settings**.

4. Do one of the following:

- To display wired network settings, touch **Display Wired Summary**.
- To display wireless network settings, touch **Display Wireless Summary**.
- To print the network configuration page, touch **Print Network Configuration Page**.

Related topics

"Network configuration page definitions" on page 44

Restore network defaults

You can reset the network settings to what they were when you purchased the HP Photosmart.

△ **CAUTION:** This will erase all wireless setup information that you have entered. In order to restore this information, you will need to run the Wireless Setup Wizard again.

To restore network defaults

1. Touch **Setup** on the display.

2. Touch **Network**.

> 📝 **NOTE:** If the menu option you want is not visible on the screen, touch ▲ or ▼ to scroll through all the menu options.

3. Touch **Restore Network Defaults**.

4. Touch **Yes** or **No**.

Turn the wireless radio on and off

The wireless radio is off by default. In order to stay connected to a wireless network, the radio must stay on. When the radio is on, the blue light on the front of the HP Photosmart is lit. However, if the HP Photosmart is connected to a wired network or you have a USB connection, the radio is not used. In this case you might want to turn the radio off.

To turn the wireless radio on and off

1. Touch **Setup** on the display.

2. Touch **Network**.

> 📝 **NOTE:** If the menu option you want is not visible on the screen, touch ▲ or ▼ to scroll through all the menu options.

3. Touch **Wireless Radio**.

4. Touch **On** or **Off**.

Print the wireless network test

The wireless network test performs a series of diagnostic tests to determine whether network setup is successful. The wireless network test prints automatically when the Wireless Setup Wizard is run. You also can print the wireless network test at any time.

To print the wireless test report

1. Touch **Setup** on the display.
2. Touch **Network**.

> 📝 **NOTE:** If the menu option you want is not visible on the screen, touch ▲ or ▼ to scroll through all the menu options.

3. Touch **Wireless Network Test**.
   The **Wireless Network Test** prints.

Related topics

"Network troubleshooting" on page 125

Change advanced network settings from the control panel settings

The advanced network settings are provided for your convenience. However, unless you are an advanced user, you should not change any of these settings.

This section contains the following topics:

• Set link speed
• Change IP settings

Set link speed

You can change the speed at which data is transmitted over the network. The default is **Automatic**.

To set link speed

1. Touch **Setup** on the display.
2. Touch **Network**.

> 📝 **NOTE:** If the menu option you want is not visible on the screen, touch ▲ or ▼ to scroll through all the menu options.

3. Touch **Advanced Setup**.
4. Touch **Set Link Speed**.
5. Touch the link speed that matches your network hardware.
   • **Automatic**
   • **10-Full**
   • **10-Half**
   • **100-Full**
   • **100-Half**

Change IP settings

The default setting for the IP settings is **Automatic**, which sets the IP settings automatically. However, if you are an advanced user, you might want to manually change the IP address, subnet mask, or the default gateway. To see the IP address and subnet mask of the HP Photosmart, print a network configuration page from the HP Photosmart.

📝 **NOTE:** When manually entering an IP setting, you must already be connected to an active network, otherwise the setting will not stay when you exit from the menu.

△ **CAUTION:** Be careful when manually assigning an IP address. If you enter an invalid IP address during the installation, your network components will not be able to connect with the HP Photosmart.

To change IP settings

1. Touch **Setup** on the display.
2. Touch **Network**.

   📝 **NOTE:** If the menu option you want is not visible on the screen, touch ▲ or ▼ to scroll through all the menu options.

3. Touch **Advanced Setup**.
4. Touch **IP Settings**.
5. Touch **Manual**.
6. Touch one of the following IP settings.
   • **IP Address**
   • **Subnet Mask**
   • **Default Gateway**
7. Touch ▲ or ▼ to change the settings, and then touch **OK** to confirm the setting.

Related topics
• "View and print network settings" on page 39
• "Network configuration page definitions" on page 44

Use the Embedded Web Server

If your computer is connected to an HP Photosmart on a network, you can access the Embedded Web Server that resides in the HP Photosmart. The Embedded Web Server is a web-based user interface that provides some options not available on the HP Photosmart control panel, including Webscan, a feature that lets you scan photos and documents from the HP Photosmart to your computer using a Web browser, and advanced network security options. Also, the Embedded Web Server enables you to monitor status and order printer supplies.

For information on how to use the features available in the Embedded Web Server, including Webscan, see the onscreen help within the Embedded Web Server. To access Embedded Web Server help, open the Embedded Web Server, then click the **Help** link under **Other Links** on the Embedded Web Server **Home** tab.

📝 **NOTE:** Use the Embedded Web Server to change network settings not available on the control panel.

This section contains the following topics:

• Access the Embedded Web Server
• Use the Embedded Web Server setup wizard

Access the Embedded Web Server

The computer you use to access the Embedded Web Server on the HP Photosmart must be connected to the same network as the HP Photosmart.

To access the Embedded Web Server

1. Print a network configuration page to find the IP address for the HP Photosmart.
2. In the **Address** box in your Web browser on your computer, type the IP address of the HP Photosmart, as shown on the network settings page. For example, http://192.168.1.101.
   The Embedded Web Server **Home** page appears, showing information for the HP Photosmart.

   📝 **NOTE:** If you are using a proxy server in your browser, you might need to disable it to access the Embedded Web Server.

3. If you need to change the language displayed in the Embedded Web Server, do the following:
   a. Click the **Settings** tab.
   b. Click **Select Language** in the **Settings** navigation menu.
   c. In the **Select Language** list, click the appropriate language.
   d. Click **Apply**.
4. Click the **Home** tab to access device and network information, or click the **Networking** tab to access more network information or to modify network information.
5. Make any configuration changes.
6. Close the Embedded Web Server.

Related topics

"View and print network settings" on page 39

Use the Embedded Web Server setup wizard

The network setup wizard provided in the Embedded Web Server gives you an intuitive interface to your network connection parameters.

To access the Embedded Web Server setup wizard

1. Print a network configuration page to find the IP address for the HP Photosmart.
2. In the **Address** box in your Web browser on your computer, type the IP address of the HP Photosmart, as shown on the network settings page. For example, http://192.168.1.101.
   The Embedded Web Server **Home** page appears, showing information for the HP Photosmart.

   📝 **NOTE:** If you are using a proxy server in your browser, you might need to disable it to access the Embedded Web Server.

3. Click the **Networking** tab.
4. Click **Wired (802.3)** or **Wireless (802.11)** in the **Connections** navigation menu.
5. Click **Start Wizard**, and then follow all of the wizard instructions.

Related topics

Network configuration page definitions

The network configuration page shows the network settings for the HP Photosmart. There are settings for general information, 802.3 wired (Ethernet), 802.11 wireless, and Bluetooth®.

This section contains the following topics:

• General network settings
• Wired (802.3) network settings
• Wireless (802.11) network settings
• Bluetooth settings

Related topics

General network settings

The following table describes the general network settings shown on the network configuration page.

Parameter	Description
Network Status	Status of the HP Photosmart: • **Ready**: The HP Photosmart is ready to receive or transmit data. • **Offline**: The HP Photosmart is not currently connected to the network.
Active connection type	Network mode of the HP Photosmart: • **Wired**: The HP Photosmart is connected by Ethernet cable to an IEEE 802.3 network. • **Wireless**: The HP Photosmart is connected to a wireless (802.11) network. • **None**: There is no network connection.
URL	The IP address of the Embedded Web Server. NOTE: You will need to know this URL when you try to access the Embedded Web Server.
Firmware Revision	The internal networking component and device firmware revision code. NOTE: If you call HP Support, depending on the problem, you might be asked to provide the firmware revision code.
Hostname	The TCP/IP name assigned by the installation software to the device. By default, this is the letters HP followed by the last 6 digits of the Media Access Control (MAC) address.

(continued)

Parameter	Description
Admin Password	Status of the administrator's password for the Embedded Web Server: • **Set**: Password is specified. You must enter the password to make changes to the Embedded Web Server parameters. • **Not Set**: No password is set. A password is not required for making changes to the Embedded Web Server parameters.
mDNS	Some local and ad hoc networks do not use central DNS servers. They use a DNS alternative called mDNS. With mDNS, your computer can find and use any HP Photosmart connected to your local area network. It can also work with any other Ethernet-enabled device that appears on the network.

Wired (802.3) network settings

The following table describes the 802.3 wired settings shown on the network configuration page.

Parameter	Description
Hardware Address (MAC)	The Media Access Control (MAC) address that identifies the HP Photosmart. This is a unique 12-digit identification number assigned to networking hardware for identification, including routers, switches, and other such devices. No two pieces of hardware have the same MAC address. **NOTE:** Some Internet service providers (ISPs) require that you register the MAC address of the Network Card or LAN Adapter that was connected to your cable or DSL modem during installation.
IP Address	This address uniquely identifies the device on the network. IP addresses are assigned dynamically through DHCP or AutoIP. You can also set up a static IP address, though this is not recommended. **CAUTION:** Be careful when manually assigning an IP address. An invalid IP address during installation will prevent your network components from seeing the HP Photosmart.
Subnet Mask	A subnet is an IP address assigned by the installation software to make an additional network available as part of a larger network. Subnets are specified by a subnet mask. This mask determines which of the HP Photosmart IP address bits identify the network and subnet, and which bits identify the device itself. **NOTE:** It is recommended that the HP Photosmart and the computers that use it all reside on the same subnet.
Default Gateway	A node on a network that serves as an entrance to another network. A node in this instance can be a computer or some other device. **NOTE:** The address of the default gateway is assigned by the installation software, unless you have already set a manual ip address.

(continued)

Parameter	Description
Configuration Source	The protocol used to assign the IP address to the HP Photosmart: • **AutoIP**: The installation software automatically determines the configuration parameters. • **DHCP**: The configuration parameters are supplied by a dynamic host configuration protocol (DHCP) server on the network. On small networks, this could be a router. • **Manual**: The configuration parameters are set manually, such as a static IP address. • **Not Specified**: The mode used when the HP Photosmart is initializing.
DNS server	The IP address of the domain name service (DNS) for the network. When you use the web or send an e-mail message, you use a domain name to do it. For example, the URL http://www.hp.com contains the domain name hp.com. The DNS on the Internet translates the domain name into an IP address. Devices use the IP addresses to refer to one another. • **IP Address**: The IP address of the domain name server. • **Not Specified**: The IP address is not specified, or the device is initializing. NOTE: Check to see if a DNS IP address appears on the network configuration page. If no address is shown, obtain the DNS IP address from your Internet service provider (ISP).
Link Configuration	The speed at which data is transmitted over a network. Speeds include **10TX-Full**, **10TX-Half**, **100TX-Full**, and **100TX-Half**. When set to **None**, networking is disabled.
Total Packets transmitted	The number of packets transmitted by the HP Photosmart without error since it has been turned on. The counter clears after the HP Photosmart is turned off. When a message is transmitted over a packet-switching network, it is broken up into packets. Each packet contains the destination address as well as the data.
Total Packets received	The number of packets received by the HP Photosmart without error since it has been turned on. The counter clears after the HP Photosmart is turned off.

Wireless (802.11) network settings

The following table describes the 802.11 wireless settings shown on the network configuration page.

Parameter	Description
Hardware Address (MAC)	The Media Access Control (MAC) address that identifies the HP Photosmart. This is a unique 12-digit identification number assigned to networking hardware for identification, including wireless access points, routers, and other such devices. No two pieces of hardware have the same MAC address. Two MAC addresses are assigned: one for wired Ethernet and one for wireless 802.11. **NOTE:** Some Internet service providers (ISPs) require that you register the MAC address of the Network Card or LAN Adapter that was connected to your cable or DSL modem during installation.
IP Address	This address uniquely identifies the device on the network. IP addresses are assigned dynamically through DHCP or AutoIP. You can also set up a static IP address, though this is not recommended. **NOTE:** Manually assigning an invalid IP address during installation will prevent your network components from seeing the HP Photosmart.
Subnet Mask	A subnet is an IP address assigned by the installation software to make an additional network available as part of a larger network. Subnets are specified by a subnet mask. This mask determines which of the HP Photosmart IP address bits identify the network and subnet, and which bits identify the device itself. **NOTE:** It is recommended that the HP Photosmart and the computers that use it all reside on the same subnet.
Default Gateway	A node on a network that serves as an entrance to another network. A node in this instance can be a computer or some other device. **NOTE:** The address of the default gateway is assigned by the installation software.
Configuration Source	The protocol used to assign the IP address to the HP Photosmart: • **AutoIP**: The installation software automatically determines the configuration parameters. • **DHCP**: The configuration parameters are supplied by a dynamic host configuration protocol (DHCP) server on the network. On small networks, this could be a router. • **Manual**: The configuration parameters are set manually, such as a static IP address. • **Not Specified**: The mode used when the HP Photosmart is initializing.
DNS server	The IP address of the domain name service (DNS) for the network. When you use the Web or send an e-mail message, you use a domain name to do it. For example, the URL http://www.hp.com contains the domain name hp.com. The DNS on the Internet translates the domain name into an IP address. Devices use the IP addresses to refer to one another. • **IP Address**: The IP address of the domain name server. • **Not Specified**: The IP address is not specified, or the device is initializing.

(continued)

Parameter	Description
	NOTE: Check to see if a DNS IP address appears on the network configuration page. If no address is shown, obtain the DNS IP address from your Internet service provider (ISP).
Wireless Status	Status of the wireless network: • **Connected**: The HP Photosmart is connected to a wireless LAN and everything is working. • **Disconnected**: The HP Photosmart is not connected to the wireless LAN due to incorrect settings (such as the wrong WEP key), the HP Photosmart is out of range, or an Ethernet cable is plugged in and connected to an active network. • **Disabled**: The radio is turned off. • **Not applicable**: This parameter does not apply to this network type.
Communication Mode	An IEEE 802.11 networking framework in which devices or stations communicate with each other: • **Infrastructure**: The HP Photosmart communicates with other network devices through a wireless access point, such as a wireless router or base station. • **Ad hoc**: The HP Photosmart communicates directly with each device on the network. No wireless router or access point is used. This is also called a peer-to-peer network. • **Not applicable**: This parameter does not apply to this network type.
Network Name (SSID)	Service Set Identifier. A unique identifier (up to 32 characters) that differentiates one wireless local area network (WLAN) from another. The SSID is also referred to as the network name. This is the name of the network to which the HP Photosmart is connected.
Signal Strength (1-5)	The transmitting or return signal graded on a scale of 1 to 5: • **5**: Excellent • **4**: Good • **3**: Fair • **2**: Poor • **1**: Marginal • **No signal**: No signal detected on the network. • **Not applicable**: This parameter does not apply to this network type.
Channel	The channel number currently being used for wireless communication. This depends on the network in use, and might differ from the requested channel number. Value is from 1 to 14; countries/regions might limit the range of approved channels. • **(number)**: Value ranging from 1 to 14, depending on country/region. • **None**: No channel is in use. • **Not Applicable**: The WLAN is disabled or this parameter does not apply to this network type. **NOTE:** In ad hoc mode, if you are not able to receive or transmit data between your computer and the HP Photosmart, make sure that you are using the same communication channel on your computer and the HP Photosmart. In infrastructure mode, the channel is dictated by the access point.

Parameter	Description
Authentication type	Type of authentication in use: • **None**: No authentication in use. • **Open System** (ad hoc and infrastructure): No authentication • **Shared Key**: WEP key is required. • **WPA-PSK** (infrastructure only): WPA with Pre-Shared Key. • **Not applicable**: This parameter does not apply to this network type. Authentication verifies the identity of a user or device before granting access to the network, making it more difficult for unauthorized users to access network resources. This security method is common on wireless networks. A network using **Open System** authentication does not screen network users based on their identities. Any wireless user can have access from the network. However, such a network might use WEP (Wired Equivalent Privacy) encryption to provide a first level of security against casual eavesdroppers. A network using **Shared Key** authentication provides increased security by requiring users or devices to identify themselves with a static key (a hexadecimal or alphanumeric string). Every user or device on the network shares the same key. WEP encryption is used along with shared key authentication, using the same key for both authentication and encryption. A network using server-based (**WPA-PSK**) authentication provides significantly stronger security, and is supported in most wireless access points and wireless routers. The access point or router verifies the identity of a user or device requesting access to the network before granting that access. Several different authentication protocols might be used on an authentication server.
Encryption	The type of encryption in use on the network: • **None**: No encryption is in use. • **64-bit WEP**: A 5-character or 10-hex-digit WEP key is in use. • **128-bit WEP**: A 13-character or 26-hex-digit WEP key is in use. • **WPA-AES**: Advanced Encryption Standard encryption is in use. This is an encryption algorithm for securing sensitive but unclassified material by US Government agencies. • **WPA-TKIP**: Temporal Key Integrity Protocol, an advanced encryption protocol, is in use. • **Automatic**: AES or TKIP is in use. • **Not applicable**: This parameter does not apply to this network type. WEP aims to provide security by encrypting data over radio waves so that it is protected as it is transmitted from one end point to another. This security method is common on wireless networks.
Access Point HW Address	The hardware address of the wireless router or access point on the network to which the HP Photosmart is connected: • **(MAC address)**: The unique MAC (Media Access Control) hardware address of the access point. • **Not applicable**: This parameter does not apply to this network type.
Total Packets transmitted	The number of packets transmitted by the HP Photosmart without error since it has been turned on. The counter clears after the HP Photosmart is turned off. When a message is transmitted over a packet-switching network, it is broken up into packets. Each packet contains the destination address as well as the data.

Finish setup

(continued)

Parameter	Description
Total Packets received	The number of packets received by the HP Photosmart without error since it has been turned on. The counter clears after the HP Photosmart is turned off.

Bluetooth settings

The following table describes the Bluetooth settings shown on the network configuration page.

Parameter	Description
Device Address	The hardware address of the Bluetooth device.
Device Name	The device name assigned to the printer, which can identify it on a Bluetooth device.
Passkey	A value that the user must enter in order to print via Bluetooth.
Visibility	Shows whether or not the HP Photosmart is visible to Bluetooth devices that are within range. • **Visible to all**: Any Bluetooth device within range can print to the HP Photosmart. • **Not visible**: Only Bluetooth devices that have stored the device address of the HP Photosmart can print to it.
Security	The level of security set for an HP Photosmart connected by Bluetooth. • **Low**: The HP Photosmart does not require a passkey. Any Bluetooth device within range can print to it. • **High**: The HP Photosmart requires a passkey from the Bluetooth device before allowing the device to send a print job.

Network glossary

access point	A network router that has wireless capability.
ASCII	American Standard Code for Information Interchange. The standard for numbers used by computers to represent all the uppercase and lowercase Latin letters, numbers, punctuation, etc.
AutoIP	A feature of the installation software, which determines the configuration parameters of devices on the network.
DHCP	Dynamic Host Configuration Protocol. A server on the network that supplies configuration parameters to devices on the network. On small networks, this could be a router.
DNS	Domain Name Service. When you use the Web or send an e-mail message, you use a domain name to do it. For example, the URL http://www.hp.com contains the domain name hp.com. The DNS on the Internet translates the domain name into an IP address. Devices use the IP addresses to refer to one another.
DNS-SD	See DNS. The SD portion stands for Service Discovery. This is part of a protocol developed by Apple that enables automatic discovery of computers, devices, and services on IP networks.
DSL	Digital Subscriber Line. A high-speed connection to the Internet.

(continued)

Ethernet	The most common local network technology that connects computers using copper cabling.
Ethernet cable	The cable used to connect network elements in a wired network. The CAT-5 Ethernet cable is also known as a straight-through cable. When using an Ethernet cable, the network elements must be attached to a router. An Ethernet cable uses an RJ-45 connector.
EWS	Embedded Web Server. A browser-based utility that provides a simple way to manage the HP Photosmart. You can monitor status, configure HP Photosmart networking parameters, or access HP Photosmart features.
Gateway	A computer or other device, such as a router, that serves as an entrance to the Internet or another network.
HEX	Hexadecimal. The base 16 numbering system, which uses the digits 0-9 plus the letters A-F.
host computer	The computer at the center of a network.
Hostname	The TCP/IP name assigned by the installation software to the device. By default, this is the letters HP followed by the last 6 digits of the Media Access Control (MAC) address.
hub	No longer commonly used in modern home networks, a hub takes its signal from each computer and sends it to all of the other computers connected to the hub. Hubs are passive; other devices on the network plug into the hub in order to communicate with one another. A hub does not manage the network.
IP address	A number that uniquely identifies the device on the network. IP addresses are assigned dynamically through DHCP or AutoIP. You can also set up a static IP address, though this is not recommended.
MAC address	Media Access Control (MAC) address that uniquely identifies the HP Photosmart. This is a unique 12-digit identification number assigned to networking hardware for identification. No two pieces of hardware have the same MAC address.
network name	The SSID or network name identifies a wireless network.
NIC	Network Interface Card. A card on your computer that provides an Ethernet connection so that you can connect your computer to a network.
RJ-45 connector	The connector on the ends of an Ethernet cable. Although standard Ethernet cable connectors (RJ-45 connectors) look similar to standard telephone cable connectors, they are not interchangeable. 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.
router	A router provides a bridge between two or more networks. A router can link a network to the Internet, link two networks and connect both to the Internet, and help secure networks through the use of firewalls and assigning dynamic addresses. A router can also act as a gateway, while a switch cannot.
SSID	The SSID or network name identifies a wireless network.
switch	A switch makes it possible for several users to send information over a network at the same time without slowing each other down. Switches allow different nodes (a network connection point, typically a computer) of a network to communicate directly with one another.
WEP	Wired Equivalent Privacy (WEP) is a type of encryption used for wireless network security.

(continued)

WPA	Wi-Fi Protected Access (WPA) is a type of encryption used for wireless network security. WPA offers greater security than WEP.

5 How do I?

This section contains links to commonly performed tasks, such as printing and sharing photos.

- "How do I print 10 x 15 cm (4 x 6 inch) borderless photos from a memory card?" on page 87
- "How do I print 13 x 18 cm (5 x 7 inch) or larger size photos from a memory card?" on page 87
- "How do I create special projects from the photos on my memory card?" on page 89
- "How do I save photos to my computer?" on page 91
- "How do I share my photos with family and friends?" on page 90
- "How do I print on both sides of the paper?" on page 75
- "How do I print wide-rule notebook paper and graph paper for my child's homework project?" on page 100

How do I?

How do I?

6 Load paper

You can load many different types and sizes of paper in the HP Photosmart, including letter or A4 paper, photo paper, transparencies, envelopes, and HP CD/DVD tattoo labels. 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 films, envelopes, or labels, or if you experience poor print quality using the **Automatic** setting, you can manually set the paper size and type for the print jobs.

This section contains the following topics:

- Choose papers for printing
- Load paper
- Avoid paper jams

Choose papers for printing

You can use different types and sizes of paper in the HP Photosmart. Review the following recommendations to get the best printing quality. Whenever you change paper types or sizes, remember to change those settings.

This section contains the following topics:

- Recommended papers for printing
- Papers to avoid

Recommended papers for 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. Using paper that is too thin or too thick, paper that has a slick texture, or paper that stretches easily can cause paper jams. Using paper that has a heavy texture or does not accept ink can cause printed images to smear, bleed, or not fill in completely.

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

HP Premium Plus Photo Paper

HP Premium Plus Photo Papers are the best HP photo paper, with image quality and fade resistance superior to store-processed photos. They are ideal for printing your high-resolution images for framing or including in a photo album. These papers are available in several sizes, including 10 x 15 cm (4 x 6 inch) (with or without tabs), A4, and 8.5 x 11 inch sizes for printing or copying photos from the HP Photosmart.

HP Premium Photo Paper

HP Premium Photo Papers are high-quality, glossy-finish or soft gloss-finish photo papers. They look and feel like store-processed photos and can be mounted under glass or in an album. These papers are available in several sizes, including 10 x 15 cm (4 x 6 inch) (with or without tabs), A4, and 8.5 x 11 inch sizes for printing or copying photos from the HP Photosmart.

HP Advanced Photo Paper or HP Photo Paper

HP Advanced Photo Paper or HP Photo Paper is a sturdy, glossy photo paper that 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, and 10 x 15 cm (4 x 6 inch) (with or without tabs) for printing or copying photos from the HP Photosmart. HP Advanced Photo Paper is marked on the nonprinting corners with the following symbol.

HP Premium Inkjet Transparency Film and HP Premium Plus Inkjet Transparency Film

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

HP Premium Inkjet Paper

HP Premium Inkjet Paper is the ultimate coated paper for high-resolution usage. A smooth, matte finish makes it ideal for your highest-quality documents.

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.

HP All-in-One Paper or HP Printing Paper

•   HP All-in-One Paper is specifically designed for HP Photosmart devices. It has an extra bright blue-white shade that produces sharper text and richer colors than ordinary multifunction papers.
•   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.

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 Photo Cards

HP Premium Photo Cards enable you to make your own greeting cards.

HP Brochure & Flyer Paper

HP Brochure & Flyer Paper (Gloss or Matte) is 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.

Load paper

HP Premium Presentation Paper

HP Premium Presentation Paper gives your presentation a quality look and feel.

HP CD/DVD Tattoos

HP CD/DVD Tattoos allow you to personalize your CDs and DVDs by printing high-quality, low-cost CD or DVD labels.

To order genuine HP supplies for the HP Photosmart, 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.

Papers to avoid

Using paper that is too thin or too thick, paper that has a slick texture, or paper that stretches easily can cause paper jams. Using paper that has a heavy texture or does not accept ink can cause printed images to smear, bleed, or not fill in completely.

Papers to avoid for all print jobs

- Any size paper other than those listed in "Specifications" on page 175 or in the printer driver.

  📝 **NOTE:** For a complete list of supported media sizes, see the printer driver.

- Paper with cutouts or perforations (unless specifically designed for use with HP inkjet devices).
- Highly textured stock, such as linen. It might not print evenly, and the ink can bleed into these papers.
- Extremely smooth, shiny, or coated papers not specifically designed for the HP Photosmart. They can jam the HP Photosmart or repel the ink.
- Multi-part forms, such as duplicate and triplicate forms. They can wrinkle or get stuck, and the ink is more likely to smear.
- Envelopes with clasps or windows. They can get stuck in the rollers and cause paper jams.
- Banner paper.

Load paper

This section describes the procedure for loading different types and sizes of paper into the HP Photosmart for your printouts.

💡 **TIP:** To help prevent rips, wrinkles, and curled or bent edges, store all paper flat in a resealable bag. If the paper is not stored properly, extreme changes in temperature and humidity might result in curled paper that does not work well in the HP Photosmart.

This section contains the following topics:

- Load full-size paper
- Load 10 x 15 cm (4 x 6 inch) photo paper
- Load index cards

- Load envelopes
- Load other types of paper

Load full-size paper

You can load many types of letter or A4 paper into the main input tray of the HP Photosmart.

To load full-size paper

1. Pull out the main input tray, and then slide the paper-width and paper-length guides to their outermost positions.
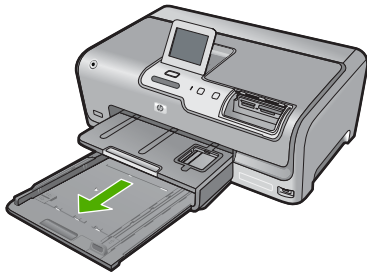
2. Tap a stack of paper on a flat surface to align the edges, and then check the paper for the following:
   - Make sure it is free of rips, dust, wrinkles, and curled or bent edges.
   - Make sure all the paper in the stack is the same size and type.

3. Insert the stack of paper into the main input tray with the short edge forward and the print side down. Slide the stack of paper forward until it stops.
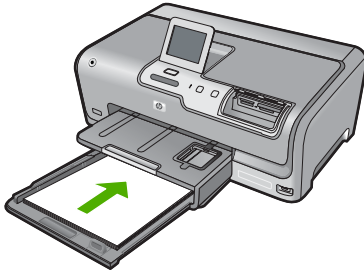
△ **CAUTION:** Make sure that the HP Photosmart is idle and silent when you load paper into the main input tray. If the HP Photosmart is servicing the ink cartridges or otherwise engaged in a task, the paper stop inside the device might not be in place. You could push the paper too far forward, causing the HP Photosmart to eject blank pages.

☼ **TIP:** If you are using letterhead, insert the top of the page first with the print side down. For more help on loading full-size paper and letterhead, refer to the diagram engraved in the base of the main input tray.

4. Slide the paper-width and paper-length guides inward until they stop at the edges of the paper.
Do not overload the main input tray; make sure the stack of paper fits within the main input tray and is no higher than the top of the paper-width guide.
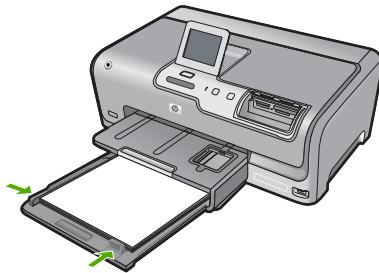
5. Push the main input tray back into the HP Photosmart.

6. Pull the output tray extender toward you, as far as it will go.
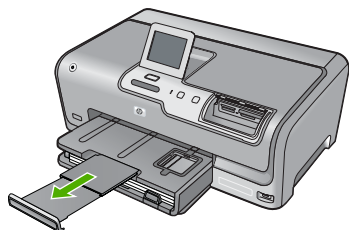
NOTE: When you use legal-size paper, leave the tray extender closed.

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

You can load up to 10 x 15 cm (4 x 6 inch) photo paper into the photo tray of the HP Photosmart. For the best results, use 10 x 15 cm (4 x 6 inch) HP Premium Plus Photo Paper or HP Premium Photo Paper.

To load 10 x 15 cm (4 x 6 inch) photo paper in the photo tray

1. Raise the output tray, and then pull out the photo tray.
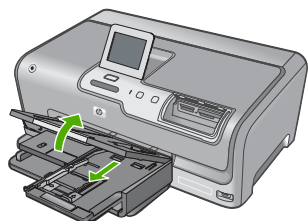
2. Insert the stack of photo paper into the photo tray with the short edge forward and the print side down. Slide the stack of photo paper forward until it stops.
If the photo paper you are using has perforated tabs, load the photo paper so that the tabs are closest to you.

Load paper

3. Slide the paper-length and paper-width guides inward against the stack of photo paper until the guides stop.

   Do not overload the photo tray; make sure the stack of photo paper fits within the photo tray and is no higher than the top of the paper-width guide.
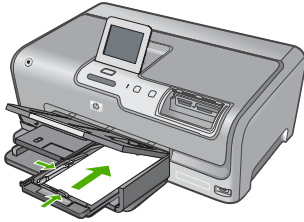
4. Push in the photo tray, and then lower the output tray.

   Related topics
   • "Recommended papers for printing" on page 55
   • "Print your photos" on page 87
   • "Print a borderless image" on page 72
   • "Print a photo on photo paper" on page 73

Load index cards

You can load index cards into the photo tray of the HP Photosmart to print notes, recipes, and other text.

For best results, set the paper type and paper size before printing.

To load index cards in the photo tray
1. Raise the output tray, and then pull out the photo tray.
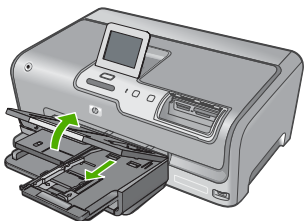
2. Insert the stack of cards into the photo tray with the short edge forward and the print side down. Slide the stack forward until it stops.

Load paper

3. Slide the paper-length and paper-width guides inward against the stack of cards until the guides stop.
   Do not overload the photo tray; make sure the stack of cards fits within the photo tray and is no higher than the top of the paper-width guide.
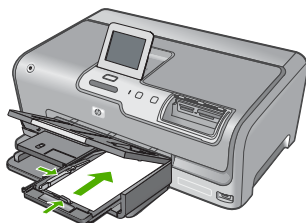
4. Push in the photo tray, and then lower the output tray.

Related topics

• "Load 10 x 15 cm (4 x 6 inch) photo paper" on page 60
• "Change the print settings for the current job" on page 66

Load envelopes

You can load one or more envelopes into the main input tray of the HP Photosmart. Do not use shiny or embossed envelopes or envelopes that have clasps or windows.

📝 **NOTE:** For specific details on how to format text for printing on envelopes, consult the help files in your word processing software. For best results, consider using a label for the return address on envelopes.

To load envelopes

1. Pull out the main input tray to load envelopes.
2. Remove all paper from the main input tray.
3. Insert one or more envelopes into the far-right side of the main input tray, with the envelope flaps on the left and facing up. Slide the stack of envelopes forward until it stops.

Load paper
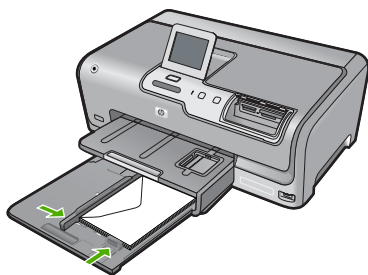
4. Slide the paper-width guide inward against the stack of envelopes until it stops.
   Do not overload the main input tray; make sure the stack of envelopes fits within the main input tray and is not higher than the top of the paper-width guide.
5. Push the main input tray back into the HP Photosmart.
6. Pull the output tray extender towards you, as far as it will go.

Load other types of paper

The following types of paper are designed for special projects. Create your project in the HP Photosmart Software or another application, set the paper type and size, and then print.

HP Premium Inkjet Transparency Film and HP Premium Plus Inkjet Transparency Film

▲ Insert the film so that the white transparency strip (with arrows and the HP logo) is on top and is going into the input tray first.

> **NOTE:** For best results, set the paper type to transparency film before printing on transparency film.

HP Iron-On Transfers

1. Flatten the transfer sheet completely before using it; do not load curled sheets.

> **TIP:** To prevent curling, keep transfer sheets sealed in the original package until you are ready to use them.

2. Locate the blue stripe on the nonprinting side of the transfer paper and then manually feed one sheet at a time into the input tray with the blue stripe facing up.

HP Greeting Cards, HP Photo Greeting Cards, or HP Textured Greeting Cards

▲ Insert a small stack of HP greeting card paper into the input tray with the print side down; slide the stack of cards forward until it stops.

> **TIP:** Make sure the area on which you want to print is inserted first, print side down in the input tray.

HP Inkjet labels

1. Always use letter or A4 label sheets designed for use with HP inkjet devices (such as HP inkjet labels), and make sure that the labels are no more than two years old. Labels on older sheets might peel off when the paper is pulled through the HP Photosmart, causing subsequent paper jams.
2. Fan the stack of labels to make sure none of the pages are sticking together.
3. Place a stack of label sheets on top of full-size plain paper in the input tray, label side down. Do not insert labels one sheet at a time.

For best results, set the paper type and paper size before printing.

HP CD/DVD Tattoo labels

▲ Place one sheet of CD/DVD tattoo paper in the input tray with the print side down; slide the CD/DVD tattoo paper forward until it stops.

> 📝 **NOTE:** When you use CD/DVD tattoo labels, leave the tray extender closed.

Related topics

- "Load 10 x 15 cm (4 x 6 inch) photo paper" on page 60
- "Change the print settings for the current job" on page 66

Avoid paper jams

To help avoid paper jams, follow these guidelines.

- Remove printed papers from the output tray frequently.
- Prevent curled or wrinkled paper by storing all unused paper flat in a resealable bag.
- Ensure that paper loaded in the input tray lays flat and the edges are not bent or torn.
- Do not combine different paper types and paper sizes in the input tray; the entire stack of paper in the input tray must be the same size and type.
- Adjust the paper-width guide in the input tray to fit snugly against all paper. Make sure the paper-width guide does not bend the paper in the input tray.
- Do not force paper too far forward in the input tray.
- Use paper types that are recommended for the HP Photosmart. For more information, see "Choose papers for printing" on page 55.

7 Print from your computer

The HP Photosmart can be used with any software application that allows printing. You can print a range of projects, such as borderless images, newsletters, greeting cards, iron-on transfers, and posters.

This section contains the following topics:

Print from a software application

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. Select the HP Photosmart as the printer.
   If you set the HP Photosmart as the default printer, you can skip this step. The HP Photosmart will already be selected.
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.

Make the HP Photosmart the default printer

You can set the HP Photosmart as the default printer to use from all software applications. This means that the HP Photosmart is automatically selected in the printer list when you select **Print** from the **File** menu in a software application. The default printer is automatically selected when you click the **Print** button in the toolbar of most software applications. For more information, see the Windows Help.

Change the print settings for the current job

You can customize the print settings of the HP Photosmart to handle nearly any print task.

This section contains the following topics:

- Set the paper size
- Set the paper type for printing
- View the print resolution
- Change the print speed or quality
- Change the page orientation
- Scale the document size
- Change the saturation, brightness, or color tone
- Preview your print job

Set the paper size

The **Size** setting helps the HP Photosmart determine the printable area on the page. Some of the paper size choices have a borderless equivalent, which allows you to print to the top, bottom, and side edges of the paper.

Usually, you set the paper size in the software application you used to create your document or project. However, if you are using custom-size paper, or if you cannot set the paper size from your software application, you can change the paper size in the **Properties** dialog box before printing.

To set the paper size

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 HP Photosmart 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 **Resizing Options** area, click the appropriate paper size from the **Size** list.
   The following table lists the suggested paper size settings for the different types of paper you can load in the input tray. Make sure to look at the long list of choices in

the **Size** list to see if a defined paper size already exists for the type of paper you are using.

Paper type	Suggested paper size settings
CD/DVD tattoo paper	5 x 7 in.
Copier, multi-purpose, or plain papers	Letter or A4
Envelopes	Appropriate listed envelope size
Greeting-card papers	Letter or A4
Index cards	Appropriate listed card size (if listed sizes are not appropriate, you can specify a custom paper size)
Inkjet papers	Letter or A4
Iron-on T-shirt transfers	Letter or A4
Labels	Letter or A4
Legal	Legal
Letterhead	Letter or A4
Panorama photo paper	Appropriate listed panorama size (if listed sizes are not appropriate, you can specify a custom paper size)
Photo papers	10 x 15 cm. (with or without tab), 4 x 6 in. (with or without tab), letter, A4, or appropriate listed size
Transparency films	Letter or A4
Custom-size papers	Custom paper size

Set the paper type for printing

If you print on special papers, such as photo paper, transparency film, envelopes, or labels, or if you experience poor print quality, you can set the paper type manually.

To set the paper type for printing
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 HP Photosmart 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 **Basic Options** area, click the appropriate paper type from the **Paper Type** list.

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 HP Photosmart 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 **Print Quality** drop-down list, select the appropriate print quality setting for your project.
7. In the **Paper Type** drop-down list, select the type of paper that you have loaded.
8. Click the **Resolution** button to view the print resolution dpi.

Change the print speed or quality

The HP Photosmart automatically chooses a print quality and speed setting depending on the paper type setting you select. You can also change the print quality setting to customize the speed and quality of the print process.

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 HP Photosmart 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 **Print Quality** drop-down list, select the appropriate quality setting for your project.

   > **NOTE:** To view the maximum dpi that the HP Photosmart will print, click **Resolution**.

7. In the **Paper Type** drop-down list, select the type of paper that you have loaded.

Change the page orientation

The page orientation setting allows you to print your document vertically or horizontally on the page.

Usually, you set the page orientation in the software application you used to create your document or project. However, if you are using custom-size or special HP paper, or if you cannot set the page orientation from your software application, you can change the page orientation in the **Properties** dialog box before printing.

To change the page orientation

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 HP Photosmart 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 **Basic Options** area, click one of the following:
   • Click **Portrait** to print the document vertically on the page.
   • Click **Landscape** to print the document horizontally on the page.

Scale the document size

The HP Photosmart allows you to print the document at a different size than the original.

To scale the document size
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 HP Photosmart 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 **Resizing options** area, click **Scale to paper size**, and then click the appropriate paper size from the drop-down list.

Change the saturation, brightness, or color tone

You can change the intensity of colors and the level of darkness in your printout by adjusting the **Saturation**, **Brightness**, or **Color Tone** options.

To change the saturation, brightness, or color tone
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 HP Photosmart 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 **Color** tab.

Preview your print job

You can preview your print job before sending it to the HP Photosmart. This helps to prevent wasting paper and ink on projects that do not print as expected.

To preview your print job
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 HP Photosmart 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. Select the print settings appropriate for your project on each of the tabs in the dialog box.
6. Click the **Features** tab.
7. Select the **Show Preview Before Printing** check box.
8. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.
   Your print job displays in the preview window.
9. In the **HP preview** window, do one of the following:
   • To print, click **Start Printing**.
   • To cancel, click **Cancel Printing**.

Change 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**.

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) HP Photo Papers with or without a tear-off tab.
• **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.

This section contains the following topics:

- Create printing shortcuts
- Delete printing shortcuts

Related topics
- "Print a borderless image" on page 72
- "Print a photo on photo paper" on page 73
- "Print on transparencies" on page 79
- "Print on both sides of the page" on page 75

Create printing shortcuts

In addition to the printing shortcuts that are available in the **Printing Shortcuts** list, you can create your own printing shortcuts.

If you frequently print on transparency film, for example, you can create a printing shortcut by selecting the **Presentation Printing** shortcut, changing the paper type to **HP Premium Inkjet Transparency Film**, and then saving the modified shortcut under a new name; for example, **Transparency Presentations**. After creating the printing shortcut, simply select it when printing on transparency film rather than changing the print settings each time.

To create a printing shortcut
1. On the **File** menu in your software application, click **Print**.
2. Make sure the HP Photosmart 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. In the **Type new shortcut name here** box, type a name for the new printing shortcut, and then click **Save**.
   The printing shortcut is added to the list.

Delete printing shortcuts

You might want to delete printing shortcuts that you no longer use.

To delete a printing shortcut
1. On the **File** menu in your software application, click **Print**.
2. Make sure the HP Photosmart 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.

Perform special print jobs

In addition to supporting standard print jobs, the HP Photosmart can perform special jobs such as printing borderless images, iron-on transfers, and posters.

This section contains the following topics:

- Print a borderless image
- Print a photo on photo paper
- Print custom CD/DVD labels
- Print using Maximum dpi
- Print on both sides of the page
- Print a multiple-page document as a booklet
- Print multiple pages on a single sheet
- Print a multiple-page document in reverse order
- Reverse an image for iron-on transfers
- Print on transparencies
- Print a group of addresses on labels or envelopes
- Print a poster
- Print a Web page

Print a borderless image

Borderless printing lets you print to the top, bottom, and side edges of 10 x 15 cm (4 x 6 inch) photo paper.

> **TIP:** For the best results, use HP Premium Photo Papers or HP Premium Plus Photo Papers to print your photos.

To print a borderless image

1. Load up to 10 x 15 cm (4 x 6 inch) paper in the photo tray or full-size photo paper in the main input tray.

2. On the **File** menu in your software application, click **Print**.

3. Make sure the HP Photosmart 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 **Size** list, click the size of photo paper loaded in the photo tray.
   If a borderless image can be printed on the specified size, the **Borderless printing** check box is enabled.
7. In the **Paper Type** drop-down list, click **More**, and then select the appropriate paper type.

> 📝 **NOTE:** You cannot print a borderless image if the paper type is set to **Plain paper** or to a type of paper other than a photo paper.

8. Select the **Borderless printing** check box if it is not already checked.
   If the borderless paper size and paper type are not compatible, the HP Photosmart software displays an alert and allows you to select a different type or size.
9. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.

Print a photo on photo paper

For high-quality photo printing, HP recommends you use HP Premium Plus Photo Papers with the HP Photosmart.

To print a photo on photo paper
1. Remove all paper from the input tray, and then load the photo paper print side down.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the HP Photosmart 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 **Basic Options** area, select the appropriate photo paper type from the **Paper Type** drop-down list.
7. In the **Resizing Options** area, click the appropriate paper size from the **Size** list.
   If the paper size and paper type are not compatible, the HP Photosmart software displays an alert and allows you to select a different type or size.
8. In the **Basic Options** area, select a high print quality, such as **Best** or **Maximum dpi** from the **Print Quality** drop-down list.
9. 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:** automatically focuses the image; moderately adjusts image sharpness.
   - **Full:** automatically lightens dark images; automatically adjusts sharpness, contrast, and focus of images; automatically removes red-eye.
10. Click **OK** to return to the **Properties** dialog box.
11. If you want to print the photo in black and white, click the **Color** tab and select the **Print in grayscale** check box.
12. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.

> ✎ **NOTE:** Do not leave unused photo paper in the input tray. The paper might start to curl, which could reduce the quality of your printout. Photo paper should be flat before printing.

Print custom CD/DVD labels

You can use the HP Photosmart Software or online templates from the HP Web site to create and print a custom label on CD/DVD tattoo paper. You can affix the printed CD/DVD tattoo to any CD/DVD.

To print a CD/DVD tattoo
1. Use the HP Photosmart Software, or go to www.hp.com to access templates for creating CD/DVD labels.
2. Load 13 x 18 cm (5 x 7 inch) CD/DVD tattoo paper in the main input tray.
3. On the **File** menu in your software application, click **Print**.
4. Make sure the HP Photosmart 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 **Paper Type** drop-down list, click **More**, and then select **HP CD/DVD tattoo paper** from the list.
8. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.

Print using **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 will print.

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 HP Photosmart 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, click **More**, and then select the appropriate paper type.

7. In the **Print Quality** drop-down list, click **Maximum dpi**.

> 📝 **NOTE:** To view the maximum dpi that the HP Photosmart will print, click **Resolution**.

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

Print on both sides of the page

You can print two-sided pages with the HP Photosmart manually. When printing two-sided pages, make sure to use paper that is thick enough so that images do not show through to the other side.

To print on both sides of the page
1. Load paper into the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the HP Photosmart 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 saving options** area, select **Manual** from the **Two-sided printing** drop-down list.
7. For binding, do one of the following:
   • For binding on the top like a notebook or calendar, select the **Flip Pages Up** check box.
     This causes the odd and even pages of your document to print opposite of each other top-to-bottom. This ensures that the top of the page is always at the top of the sheet when you flip the pages up in your bound document.
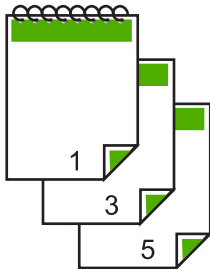
- For binding on the side like a book or magazine, click to clear the **Flip Pages Up** check box.

  This causes the odd and even pages of your document to print opposite of each other left-to-right. This ensures that the top of the page is always at the top of the sheet when you turn the pages in your bound document.
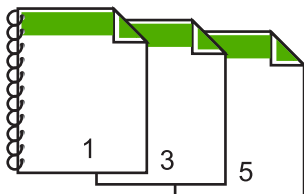
8. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.

   The HP Photosmart begins printing. Wait until all the odd-numbered pages are printed before removing any of the printed pages from the output tray.

   A dialog box displays instructions on the screen when it is time to process the second side of your job.

9. Click **Continue** when done.

Related topics

"Recommended papers for printing" on page 55

Print a multiple-page document as a booklet

The HP Photosmart allows you to print your document as a small booklet, which you can fold and then staple together.

For best results, design your document to fit on a multiple of four pages, such as an 8, 12, or 16-page program for a child's school play or for a wedding.

To print a multiple-page document as a booklet

1. Load paper into the input tray.

   The paper should be thick enough so that the images do not show through to the other side.

2. On the **File** menu in your software application, click **Print**.

3. Make sure the HP Photosmart 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 saving options** area, select **Manual** from the **Two-sided printing** drop-down list.

7. Select the binding edge from the **Booklet layout is** list, as appropriate for your language.

   - If your language reads left-to-right, click **Left edge binding**.
   - If your language reads right-to-left, click **Right edge binding**.

   The **Pages per sheet** box is automatically set to two pages per sheet.

8. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.

   The HP Photosmart begins printing.

   A dialog box displays instructions on the screen when it is time to process the second side of your job. Do **not** click **Continue** in the dialog box until you have reloaded the paper as instructed in the following steps.

9. Wait until the HP Photosmart has stopped printing for several seconds before removing any of the printed pages from the output tray.

   If you remove the pages while the document is still printing, the pages might get out of order.

10. Follow the instructions that appear on your screen for reloading the paper to print on the second side, and then click **Continue**.

11. When the entire document has finished printing, fold the stack of paper in half, so that the first page is on top, then staple the document along the crease.

   ☼ **TIP:** For best results, use a saddle stapler, or a heavy-duty stapler with a long reach to staple the booklet.
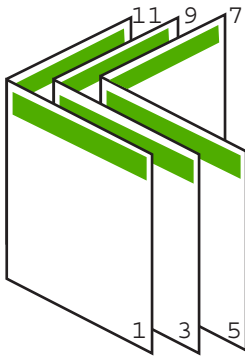
Figure 7-1 Left-edge binding for left-to-right languages
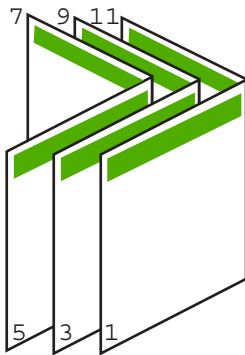
Figure 7-2 Right-edge binding for right-to-left languages

Print multiple pages on a single sheet

You can print up to 16 pages on a single sheet of paper.

To print multiple pages on a single sheet
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 HP Photosmart 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 **Pages per sheet** list, click **2**, **4**, **6**, **8**, **9**, or **16**.
7. If you want a border to appear around each page image printed on the sheet of paper, select the **Print page borders** check box.
8. In the **Page order** list, click an appropriate page order option.
   The sample output graphic is numbered to show how the pages will be ordered if you select each option.
9. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.

Print a multiple-page document in reverse order

Because of the way the paper feeds through the HP Photosmart, the first page that prints is print side up at the bottom of the stack. Usually this means you need to put the printed pages in the correct order.
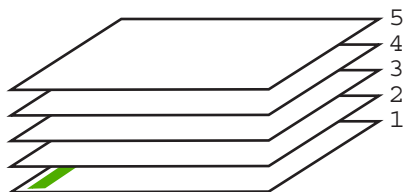
A better way is to print the document in reverse order so that the pages are stacked correctly.
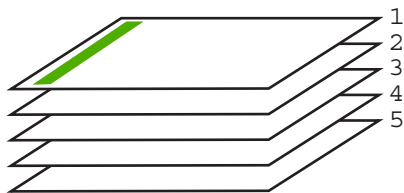
☆ **TIP:** Set this option as a default setting so you do not have to remember to set it every time you print a multiple-page document.

To print a multiple-page document in reverse order

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 HP Photosmart 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 **Layout Options** area, select **Front to Back** in the **Page Order** option.

   📝 **NOTE:** If you set your document to print on both sides of the page, the **Front to Back** option is not available. Your document will automatically print in the correct order.

7. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.

   📝 **NOTE:** When you are printing multiple copies, each set is printed completely before the next set is printed.

Reverse an image for iron-on transfers

This feature reverses an image so you can use it for iron-on transfers. This feature is also useful for transparencies when you want to make notations on the back of the transparency without scratching the original.

To reverse an image for iron-on transfers

1. On the **File** menu in your software application, click **Print**.
2. Make sure the HP Photosmart 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 **Features** tab.
5. In the **Paper Type** drop-down list, click **More**, and then select **HP Iron-on Transfer** from the list.
6. If the selected size is not what you want, click an appropriate size in the **Size** list.
7. Click the **Advanced** tab.
8. In the **Printer Features** area, select **On** from the **Mirror Image** drop-down list.
9. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.

   📝 **NOTE:** To prevent jams, manually feed the iron-on transfer sheets into the input tray one sheet at a time.

Print on transparencies

For the best results, HP recommends you use HP transparency products with the HP Photosmart.

Print

To print on transparencies

1. Load the transparency into the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the HP Photosmart 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, click **More**, and then select the appropriate paper type.

   ☼ **TIP:** If you want to make notations on the back of the transparencies and erase them later without scratching the original, click the **Advanced** tab, and select the **Mirror Image** check box.

7. In the **Resizing Options** area, click an appropriate size in the **Size** list.
8. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.

   📝 **NOTE:** The HP Photosmart automatically waits for transparencies to dry before releasing them. Ink dries slower on film than on plain paper. Make sure you allow enough time for the ink to dry before handling the transparency.

Print a group of addresses on labels or envelopes

With the HP Photosmart, you can print on a single envelope, a group of envelopes, or label sheets designed for inkjet printers.

To print a group of addresses on labels or envelopes

1. Print a test page on plain paper first.
2. Place the test page on top of the label sheet or envelope, and hold both up to the light. Check the spacing for each block of text. Make adjustments as needed.
3. Load the labels or envelopes into the main input tray.

   △ **CAUTION:** Do not use envelopes with clasps or windows. They can get stuck in the rollers and cause paper jams.

4. Slide the paper-length and paper-width guides inward against the stack of labels or envelopes until the guides stop.
5. If you are printing on envelopes, do the following:
   a. Display the print settings, and click the **Features** tab.
   b. In the **Resizing Options** area, click the appropriate envelope size in the **Size** list.
6. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.

Print a poster

You can create a poster by printing a document on multiple pages. The HP Photosmart prints dotted lines on some pages to indicate where to trim the pages before taping them together.
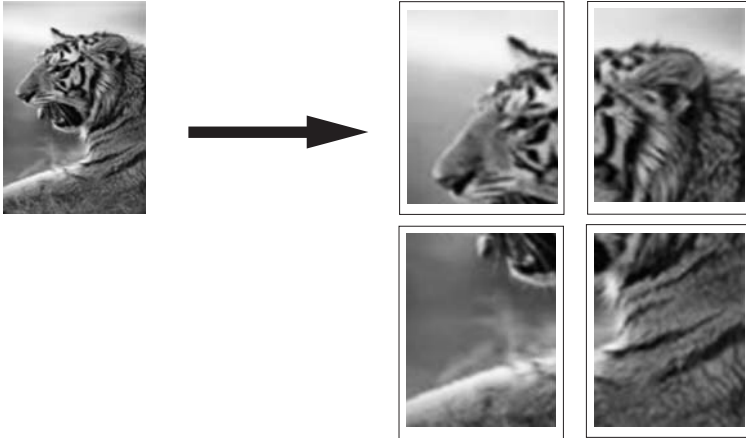
To print a poster

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 HP Photosmart 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. Expand **Document Options**, and then expand **Printer Features**.
7. In the **Poster Printing** drop-down list, click either **2x2 (4 sheets)**, **3x3 (9 sheets)**, **4x4 (16 sheets)**, or **5x5 (25 sheets)**.
   This selection tells the HP Photosmart to enlarge your document so that it fits on 4, 9, 16, or 25 pages.
   If your originals are of multiple pages, each of those pages will be printed on 4, 9, 16, or 25 pages. For example, if you have a one-page original and you select 3x3, you will get 9 pages; if you select 3x3 for a two-page original, 18 pages will print.
8. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.
9. After the poster has printed, trim the edges of the sheets and tape the sheets together.

Print a Web page

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

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 HP Photosmart 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**.

Stop a print job

Although you can stop a print job from either the HP Photosmart or the computer, HP recommends you stop it from the HP Photosmart for best results.

✎ **NOTE:** Although most software applications designed for Windows use the Windows print spooler, your software application might not use the spooler. An example of a software application that does not use the Windows print spooler is PowerPoint in Microsoft Office 97.

If you cannot cancel your print job by using one of the following procedures, consult the instructions for canceling background printing in the online help for your software application.

To stop a print job from the HP Photosmart

▲ Press **Cancel** on the control panel. If the print job does not stop, press **Cancel** again.
  It can take a few moments for the print job to be cancelled.

To stop a print job from the computer (Windows 2000 users)

1. On the Windows taskbar, click **Start**, point to **Settings**, and then click **Printers**.
2. Double-click the HP Photosmart icon.

   ☼ **TIP:** You can also double-click the printer icon in the Windows taskbar.

3. Select the print job you want to cancel.
4. On the **Document** menu, click **Cancel Printing** or **Cancel**, or press the **Delete** key on your keyboard.
   It can take a few moments for the print job to be cancelled.

To stop a print job from the computer (Windows XP users)

1. On the Windows taskbar, click **Start**, and then click **Control Panel**.
2. Open the **Printers and Faxes** control panel.

3. Double-click the HP Photosmart icon.

> ☼ **TIP:** You can also double-click the printer icon in the Windows taskbar.

4. Select the print job you want to cancel.
5. On the **Document** menu, click **Cancel Printing** or **Cancel**, or press the **Delete** key on your keyboard.
   It can take a few moments for the print job to be cancelled.

To stop a print job from the computer (Windows Vista users)
1. On the Windows taskbar, click **Start**, and then click **Control Panel**.
2. Click **Printers**.
3. Double-click the HP Photosmart icon.

> ☼ **TIP:** You can also double-click the printer icon in the Windows taskbar.

4. Select the print job you want to cancel.
5. On the **Document** menu, click **Cancel Printing** or **Cancel**, or press the **Delete** key on your keyboard.
   It can take a few moments for the print job to be cancelled.

8 Use the photo features

The HP Photosmart is equipped with memory card slots and a front USB port that enable you to print or edit photos from a memory card or storage device (such as a keychain drive, portable hard drive, or a digital camera in storage mode) without uploading your photos to a computer first. Additionally, if the HP Photosmart is network-connected or connected to a computer with a USB cable, you can also transfer your photos to the computer to print, edit, or share.

The HP Photosmart supports the memory cards described below. Each type of memory card can only be inserted in the appropriate slot for that card, and only one card may be inserted at a time.

△ **CAUTION:** Do not insert more than one memory card at a time. If more than one memory card is inserted, unrecoverable data loss might occur.
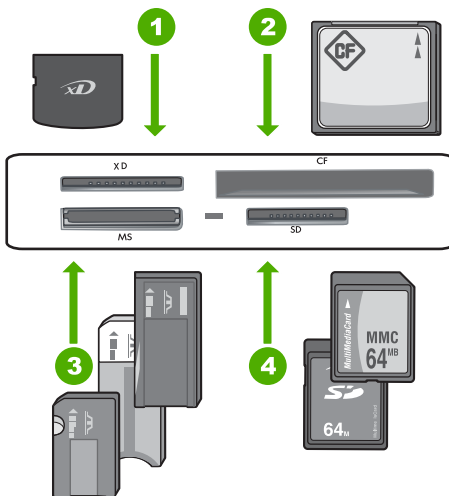
1	xD-Picture Card
2	CompactFlash (CF) types I and II
3	Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Duo Pro (adapter optional), or Memory Stick Micro (adapter required)
4	Secure Digital (SD), Secure Digital Mini (adapter required), Secure Digital High Capacity (SDHC), MultiMediaCard (MMC), MMC Plus, MMC Mobile (RS-MMC; adapter required), TransFlash MicroSD Card, or Secure MultiMedia Card

The memory card area also has a Photo light. This light blinks aqua-white when a memory card is being read or when an image is being printed from a card, and stays solid aqua-

white when images are ready to be viewed. The Photo light is located near the memory card slots and is indicated by a camera icon.

△ **CAUTION:** Do not pull out the memory card or storage device while the Photo light is flashing. A flashing light means the HP Photosmart is accessing the memory device. Wait until the light remains solid. Removing a memory card or storage device while it is being accessed might corrupt information on the memory device or damage the HP Photosmart, memory card, or storage device.

This section contains the following topics:

- View and select photos
- Print your photos
- Create special projects from your photos
- Share photos using HP Photosmart Software
- Save photos to your computer
- Edit photos using the control panel

View and select photos

You can view and select photos on your memory card or storage device before or while printing them.

To view and select photos

1. Insert a memory card into the appropriate slot on the HP Photosmart, or connect a storage device to the front USB port.
   The **Photosmart Express** menu appears, with the most recent photo shown on the display.

View

| Print | Create | Share | Save |

2. Load up to 10 x 15 cm (4 x 6 inch) photo paper in the photo tray or full-size photo paper in the main input tray.

3. Touch **View**.
   The **View Photos** screen appears.

4. Touch ◄ or ► to scroll through the thumbnails of your photos.

5. When the thumbnail of the photo you want to view appears, touch it.

6. When the photo appears by itself on the display, touch the image again.
   The **Photo Options** screen appears.

7. Touch **Print Preview**.
   The **Print Preview** screen appears, showing how your photo will look when printed. If you want to select additional photos to view and print, touch **Add More** and repeat steps 4–6.

   ☆ **TIP:** A checkmark appears to indicate each photo that is selected. You can change the number of copies by touching ▲ or ▼. The total number of photos that will print appears at the top of the display.

8. (Optional) If you want to check and/or modify any of your print settings, touch **Settings**.

9. To print the photo(s), touch **Print** or press the **Print Photos** button on the control panel.
   A print status screen displays the number of pages to print and the estimated time to complete.

   ☆ **TIP:** During printing, you can touch **Add more photos** to add more photos to the print queue.

Print your photos

You can print the photos on your memory card or storage device in a variety of sizes, from 10 x 15 cm (4 x 6 inch) up to the size of letter or A4 paper, including multiple small-size photos on a single page.

To print your photos

1. Insert a memory card into the appropriate slot on the HP Photosmart, or connect a storage device to the front USB port.
   The **Photosmart Express** menu appears, with the most recent photo shown on the display.

View

| Print | Create | Share | Save |
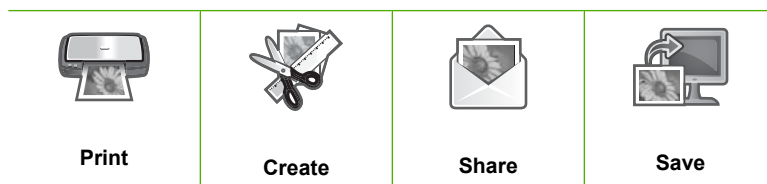
2. Load up to 10 x 15 cm (4 x 6 inch) photo paper in the photo tray or full-size photo paper in the main input tray.
3. Touch **Print**.
   The **Print Layout** screen appears.
4. Touch ◄ or ► to scroll through the layout options, then touch the print layout you want:

| ◄ | 4x6 | 5x7 | ► |

The **Select Photos** screen appears.

5. Touch ◄ or ► to scroll through the thumbnails of your photos.
6. When the thumbnail of the photo you want to print appears, touch it.
7. When the selected photo appears by itself on the display, touch the image again.
   A checkmark appears to indicate that the photo is selected. You can change the number of copies by touching ▲ or ▼. The total number of photos that will print appears at the top of the display.

8. Touch ◄ or ► to continue scrolling through and selecting photos, and then touch **Done**.
   The **Print Preview** screen appears, showing how your photo(s) will look when printed.
9. (Optional) If you want to check and/or modify any of your print settings, touch **Settings**.
10. Touch **Print** (or press the **Print Photos** button on the control panel).
    A print status screen displays the number of pages to print and the estimated time to complete.

Create special projects from your photos

The HP Photosmart enables you to create special projects from your photos, including:

- Photo albums
- Panorama prints
- Wallet-size photos
- Passport-size photos
- Video action prints (from your video frames)

To create special projects

1. Insert a memory card into the appropriate slot on the HP Photosmart, or connect a storage device to the front USB port.
   The **Photosmart Express** menu appears, with the most recent photo shown on the display.

View

Print	Create	Share	Save
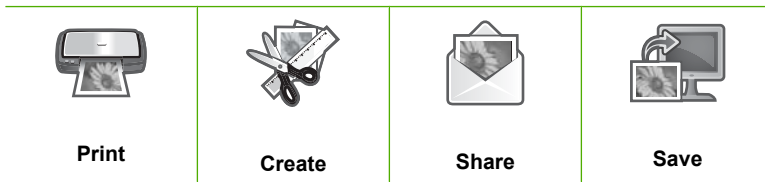
2. Make sure the photo tray or main input tray is loaded with the correct paper for the type of project you are creating.

3. Touch **Create**.
   The **Create** screen appears.
4. Touch ◀ or ▶ to scroll through the projects, and then touch one of the following projects.
   • **Album Pages**: Enables you to select multiple photos and print them onto a series of themed album pages, which you can then bind to create a photo album. The photos in your album pages are placed in the same orientation for a visually pleasing presentation.
   • **Panorama Prints**: Enables you to select multiple photos to "stitch" together to create a single wide view (or panorama) photo. The HP Photosmart automatically aligns the edges of the photos you select to create the smoothest transition from one photo to the next.
   • **Wallets**: Enables you to print your own wallet-size photos to carry with you or give to friends or relatives.
   • **Passport Photos**: Enables you to print your own passport-size photos. (If you have questions on guidelines or restrictions for passport photos, contact a local passport service agency.)
   • **Video Frame Prints**: If you have digital video files saved on your memory card or storage device, you can watch a video on the display, and then select up to 10 individual frames from the video to print as photos for framing or saving in a photo album.
5. Respond to the prompts for the project you are creating.
6. At the **Print Preview** screen, touch **Print**.
   A print status screen displays the number of pages to print and the estimated time to complete.

Share photos using HP Photosmart Software

You can use the HP Photosmart Software installed on your computer to transfer photos from a memory card or storage device to your computer's hard drive for sharing photos online and printing from your computer.

Before transferring photos to your computer, you need to remove the memory card from your digital camera and insert it in the appropriate memory card slot on the HP Photosmart, or connect a storage device to the front USB port.

To share photos from a memory card or storage device

1. Insert a memory card into the appropriate slot on the HP Photosmart, or connect a storage device to the front USB port.

   The **Photosmart Express** menu appears, with the most recent photo shown on the display.

View

Print	Create	Share	Save
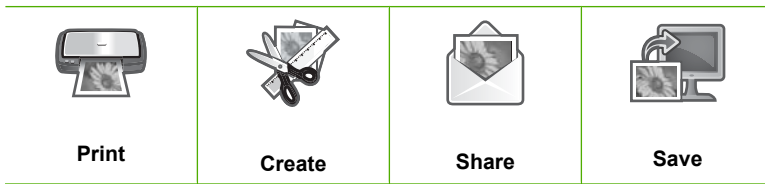
2. Touch **Share**.

   The **Select Photos** screen appears.

3. Touch ◀ or ▶ to scroll through the thumbnails of your photos.

4. When the thumbnail of the photo you want to share appears, touch it.

5. When the photo appears by itself on the display, touch the image again.

   A checkmark appears to indicate that the photo is selected.

6. Touch ◀ or ▶ to continue scrolling through and selecting photos, and then touch **Done**.

   The **Share Preview** screen appears, showing which photos you have selected.

7. Touch **Send**.

   If the HP Photosmart is network-connected, a list of available computers appears. Select the computer you want to use to send the photos, and then continue to the next step.

8. When the **Save to Computer** screen asks you to see the computer monitor for Share photo options, follow the onscreen prompts on your computer.

Save photos to your computer

You can use the HP Photosmart Software installed on your computer to transfer photos from a memory card or storage device to your computer's hard drive for sharing photos online and printing from your computer.

Before transferring photos to your computer, you need to remove the memory card from your digital camera and insert it in the appropriate memory card slot on the HP Photosmart, or connect a storage device to the front USB port.

To save photos

1. Insert a memory card into the appropriate slot on the HP Photosmart, or connect a storage device to the front USB port.
   The **Photosmart Express** menu appears, with the most recent photo shown on the display.

View

Print	Create	Share	Save
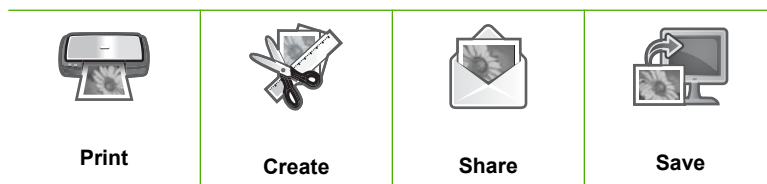
2. Touch **Save**.
   The **Save Photos** menu appears.
3. Touch **Save to Computer**.

   ☼ **TIP:** You can also transfer images from a memory card to a connected USB storage device by choosing the **Save to USB drive** option.

   If the HP Photosmart is network-connected, a list of available computers appears. Select the computer to which you want to transfer the photos, and then continue to the next step.
4. When the **Save to Computer** screen asks you to see the computer monitor for Import photo options, follow the onscreen prompts on your computer to save the photos to your computer.
   Only images that were not previously saved are copied to your computer.

Edit photos using the control panel

The HP Photosmart offers several basic editing features that you can use to edit your photos manually before you print them, as well as a feature that enables you to automatically enhance your photos.

This section contains the following topics:

- Zoom and pan to crop a photo
- Rotate a photo
- Adjust the brightness of your photos
- Print a frame around your photo
- Apply special color effects to your photos
- Remove red-eye
- Automatically enhance your photos

Zoom and pan to crop a photo

The HP Photosmart enables you to zoom in or out on a specific area of a photo. When you print the photo, the photo is cropped so only the area shown on the display prints.

📝 **NOTE:** The changes you make to the photo apply only to viewing and printing the photo. The changes will not be saved on the memory card or storage device.

To crop a photo

1. Insert a memory card into the appropriate slot on the HP Photosmart, or connect a storage device to the front USB port.
   The **Photosmart Express** menu appears, with the most recent photo shown on the display.
2. Touch **View**.
   The **View Photos** screen appears.
3. Touch ◀ or ▶ to scroll through the thumbnails of your photos.
4. When the thumbnail of the photo you want to edit appears, touch it.
5. When the selected photo appears by itself on the display, touch the image or touch **Options**.
   The **Options** menu appears.
6. Touch **Edit**.
   The **Edit** menu appears.
7. Touch **Crop**.
   The **Crop** screen appears.
8. Touch the Zoom In or Zoom Out magnifying glass icons on the right side of the display to zoom closer to or farther away from the subject of the photo.
   An outline appears on the photo to show you an approximate view of the area that will print.

9. Use the arrow buttons to pan around the photo and select a specific area to print.
10. Touch **Crop**.

To preview your cropped photo
▲ Touch the Back icon until you return to the **Options** menu, then touch **Print Preview**.

To print your cropped photo
▲ Touch the Back icon until you return to the **View Photos** screen, then touch **Print**.

Rotate a photo

Depending how a photo is saved, the photo might appear sideways or upside down on the display. You might need to rotate the photo to make it show or print properly.

📝 **NOTE:** When printing more than one photo on a page, the HP Photosmart automatically adjusts the orientation of your photos to fit a maximum number of photos on the page. The rotation you apply here is ignored to accommodate the number of photos selected per page.

To rotate a photo
1. Insert a memory card into the appropriate slot on the HP Photosmart, or connect a storage device to the front USB port.
The **Photosmart Express** menu appears, with the most recent photo shown on the display.
2. Touch **View**.
The **View Photos** screen appears.
3. Touch ◀ or ▶ to scroll through the thumbnails of your photos.
4. When the thumbnail of the photo you want to edit appears, touch it.
5. When the selected photo appears by itself on the display, touch the image or touch **Options**.
The **Options** menu appears.
6. Touch **Edit**.
The **Edit** menu appears.
7. Touch **Rotate**.
The **Rotate** screen appears.
8. Touch the Rotate Right or Rotate Left icons at the lower right of the screen to flip the image 90 degrees clockwise or counterclockwise.
9. When you are done rotating the image, touch **Done**.

To preview your rotated photo
▲ Touch the Back icon until you return to the **Options** menu, then touch **Print Preview**.

To print your rotated photo

▲ Touch the Back icon until you return to the **View Photos** screen, then touch **Print**.

Adjust the brightness of your photos

You can adjust the brightness of a photo so that it prints lighter or darker than the original photo you took with your digital camera.

📝 **NOTE:** The changes you make to the photo apply only to viewing and printing the photo. The changes will not be saved on the memory card or storage device.

To adjust the brightness

1. Insert a memory card into the appropriate slot on the HP Photosmart, or connect a storage device to the front USB port.
   The **Photosmart Express** menu appears, with the most recent photo shown on the display.
2. Touch **View**.
   The **View Photos** screen appears.
3. Touch ◀ or ▶ to scroll through the thumbnails of your photos.
4. When the thumbnail of the photo you want to edit appears, touch it.
5. When the selected photo appears by itself on the display, touch the image or touch **Options**.
   The **Options** menu appears.
6. Touch **Edit**.
   The **Edit** menu appears.
7. Touch **Brightness**.

   📝 **NOTE:** If the menu option you want is not visible on the screen, touch ▲ or ▼ to scroll through all the menu options.

   The **Brightness** screen appears.
8. Touch ◀ or ▶ to decrease or increase the brightness of the photo.
   The current brightness selection is indicated by the vertical line on the slidebar.
9. When you are done adjusting brightness, touch **Done**.

   To preview your edited photo

   ▲ Touch the Back icon until you return to the **Options** menu, then touch **Print Preview**.

   To print your edited photo

   ▲ Touch the Back icon until you return to the **View Photos** screen, then touch **Print**.

Print a frame around your photo

You can print a decorative colored border around the outside edge of your photo to frame the photo.

> **NOTE:** The changes you make to the photo apply only to viewing and printing the photo. The changes will not be saved on the memory card or storage device.

To print a frame around your photo

1. Insert a memory card into the appropriate slot on the HP Photosmart, or connect a storage device to the front USB port.
   The **Photosmart Express** menu appears, with the most recent photo shown on the display.
2. Touch **View**.
   The **View Photos** screen appears.
3. Touch ◀ or ▶ to scroll through the thumbnails of your photos.
4. When the thumbnail of the photo you want to edit appears, touch it.
5. When the selected photo appears by itself on the display, touch the image or touch **Options**.
   The **Options** menu appears.
6. Touch **Edit**.
   The **Edit** menu appears.
7. Touch **Add Frame**.
   The **Select Creative Frame** screen appears.
8. Touch ◀ or ▶ to scroll through the frames until you find the one you want, and then touch the frame.
   The selected frame is applied to the photo and shown by itself on the display.

To preview your edited photo

▲ Touch the Back icon until you return to the **Options** menu, then touch **Print Preview**.

To print your edited photo

▲ Touch the Back icon until you return to the **View Photos** screen, then touch **Print**.

Apply special color effects to your photos

You can apply special color effects to a photo so that it prints with a sepia, hand-tinted, or black-and-white finish.

> **NOTE:** The changes you make to the photo apply only to viewing and printing the photo. The changes will not be saved on the memory card or storage device.

To change the color effects

1. Insert a memory card into the appropriate slot on the HP Photosmart, or connect a storage device to the front USB port.
   The **Photosmart Express** menu appears, with the most recent photo shown on the display.
2. Touch **View**.
   The **View Photos** screen appears.

3. Touch ◀ or ▶ to scroll through the thumbnails of your photos.
4. When the thumbnail of the photo you want to edit appears, touch it.
5. When the selected photo appears by itself on the display, touch the image or touch **Options**.
   The **Options** menu appears.
6. Touch **Edit**.
   The **Edit** menu appears.
7. Touch **Color Effect**.

   ✎ **NOTE:** If the menu option you want is not visible on the screen, touch ▲ or ▼ to scroll through all the menu options.

   The **Color Effect** menu appears.
8. Touch one of the color effect options:

No Effect	Does not apply any special color effects to your photo.
Black & White	Prints the photo in black and white.
Sepia	Applies brown tones, similar to photos produced in the early 1900s, to your photo.
Antique	Applies brown tones along with some pale colors to your photo. With this option, your photo will look like it was hand-tinted.

The selected color effect is applied to the photo, and the photo is shown by itself on the display.

To preview your edited photo
▲ Touch the Back icon until you return to the **Options** menu, then touch **Print Preview**.

To print your edited photo
▲ Touch the Back icon until you return to the **View Photos** screen, then touch **Print**.

Remove red-eye

The flash on a camera (especially on older model cameras) can sometimes cause a subject's eyes to appear red in your photos. You can remove redness so that eyes appear the correct shade in your photos.

To remove red-eye from photos
1. Insert a memory card into the appropriate slot on the HP Photosmart, or connect a storage device to the front USB port.
   The **Photosmart Express** menu appears, with the most recent photo shown on the display.
2. Touch **View**.
   The **View Photos** screen appears.
3. Touch ◀ or ▶ to scroll through the thumbnails of your photos.

4. When the thumbnail of the photo you want to edit appears, touch it.

5. When the selected photo appears by itself on the display, press the **Red Eye Removal** button on the control panel.

> ☆ **TIP:** Another method is to choose **Red Eye Removal** from the **Edit** menu.

A red-eye icon blinks in the upper left corner of the photo, red-eye removal is applied, and the photo is shown by itself on the display.

Automatically enhance your photos

The HP Photosmart is set up, by default, to enhance your photos automatically when you print them. The changes are only visible on your printed output; you cannot see the changes on the display.

When this feature is enabled, the HP Photosmart uses HP Real Life Technologies to:

- Adjust the brightness or darkness of your photos.
- Adjust the lighting to make dark images appear brighter.
- Sharpen blurry images.

You can turn off the automatic photo enhancement feature for individual photos, on a per-image basis.

To turn off automatic photo enhancement

1. Insert a memory card into the appropriate slot on the HP Photosmart, or connect a storage device to the front USB port.
   The **Photosmart Express** menu appears, with the most recent photo shown on the display.

2. Touch **View**.
   The **View Photos** screen appears.

3. Touch ◀ or ▶ to scroll through the thumbnails of your photos.

4. When the thumbnail of the photo you want to edit appears, touch it.

5. When the selected photo appears by itself on the display, touch the image or touch **Options**.
   The **Options** menu appears.

6. Touch **Edit**.
   The **Edit** menu appears.

7. Touch **Photo Fix**.
   The **Photo Fix** menu appears.

8. To turn off automatic photo enhancement, touch **Off**.

9 Print reports and forms

The HP Photosmart enables you to print self-test reports. You can also print forms such as ruled papers and checklists.

This section contains the following topics:

- Print a self-test report
- Print forms

Print a self-test report

If you are experiencing problems with printing, print a self-test report before you replace the ink cartridges. This report provides useful information on several aspects of your device, including your ink cartridges.

To print a self-test report

1. Load letter, A4, or legal unused plain white paper into the input tray.
2. Touch **Setup** on the display.
3. Touch **Tools**.
4. Touch **Self-Test Report**.
   The HP Photosmart prints a self-test report, which contains the following information:
   - **Product information**: includes the model number, serial number, and other product information.
   - **Revision information**: includes the firmware version number.
   - **Ink delivery system information**: displays the approximate ink level of each installed ink cartridge, the status of each ink cartridge, the date each cartridge was installed, and the date each cartridge will expire.
   - **Print quality pattern**: displays six color blocks, representing each of the six installed cartridges. Solid, even blocks of color indicate there are no print quality problems. When streaks are displayed or there are missing blocks, clean the print head using the procedure described in "Clean the print head" on page 106. If the color blocks still show print quality problems after cleaning the print head, align the printer using the procedure described in "Align the printer" on page 105. If the color blocks continue to show print quality problems after cleaning and aligning, contact HP support.
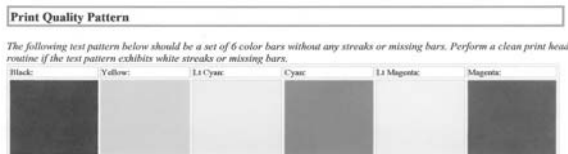
   - **History log**: contains information that might be used for diagnostic purposes if you need to call HP support.

Print 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, and music sheets on plain letter- or A4-size paper.

To print forms from the control panel
1. Make sure you have paper loaded in the input tray.
2. Touch **Setup** on the display.
3. Touch **Printable School Papers**.
4. Touch the form you want to print.

> **NOTE:** If the menu option you want is not visible on the screen, touch ▲ or ▼ to scroll through all the menu options.

10 Maintain the HP Photosmart

The HP Photosmart requires little maintenance. You might need to replace, align, or clean your ink cartridges from time to time ensure that your printouts are always of the highest quality. This section provides instructions for keeping the HP Photosmart in top working condition. Perform these simple maintenance procedures as necessary.

This section contains the following topics:

Check the estimated ink levels

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

NOTE: The HP Photosmart can only detect the ink levels for genuine HP ink. The ink levels in ink cartridges that are refilled or have been used in other devices might not register accurately.

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 device and cartridges for printing, and in printhead servicing, which keeps print nozzles clear and ink flowing smoothly. In addition, some residual ink is left in the cartridge after it is used. For more information, see www.hp.com/go/inkusage.

To check the ink levels from the control panel

1. Touch **Setup** on the display.
2. Touch **Tools**.
3. Touch **Display Ink Gauge**.
   The HP Photosmart displays a gauge that shows the estimated ink levels of all cartridges installed.
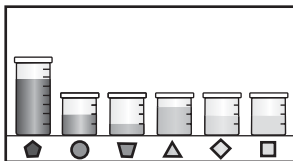
To check the ink levels from the HP Photosmart Software

1. In the HP Solution Center, click **Settings**, point to **Print Settings**, and then 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 **Services** tab, and then click **Service this device**.

   The **Printer Toolbox** appears.

2. Click the **Estimated Ink Level** tab.
   The estimated ink levels for the ink cartridges appear.

   TIP: You can also print a self-test report to see if ink cartridges might need to be replaced.

Related topics

Work with ink cartridges

To ensure the best print quality from the HP Photosmart, you will need to perform some simple maintenance procedures and, when prompted by a message on the display, replace the ink cartridges.

This section contains the following topics:

- Replace the ink cartridges
- Align the printer
- Clean the print head
- Clean the ink cartridge contacts
- Remove ink from your skin and clothing

Replace the ink cartridges

Follow these instructions when you need to replace ink cartridges.

NOTE: If you are installing ink cartridges in the HP Photosmart for the first time, be sure to use only the ink cartridges that came with the device. The ink in these cartridges is specially formulated to mix with the ink in the print head assembly at first-time setup.

If you do not already have replacement ink cartridges for the HP Photosmart, to order cartridges, 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.

To replace the ink cartridges

1. Make sure the HP Photosmart is turned on.
2. Open the ink cartridge door by lifting from the front center of the device, until the door locks into place.
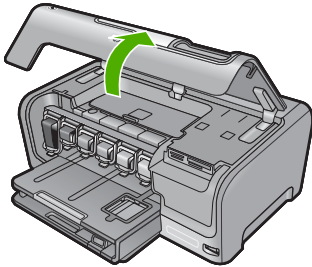
3. Squeeze the bottom of the latch below the ink cartridge you want to replace, and then lift the latch.

   If you are replacing the black ink cartridge, lift the latch on the far left.

   If you are replacing one of the five color ink cartridges, such as yellow, light cyan (blue), cyan, light magenta (pink), or magenta, lift the appropriate latch in the center area.
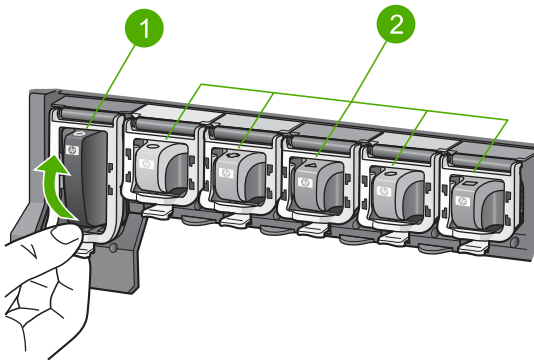
1	Ink cartridge latch for the black ink cartridge
2	Ink cartridge latches for the color ink cartridges

4. Pull the ink cartridge toward you out of its slot to remove it.
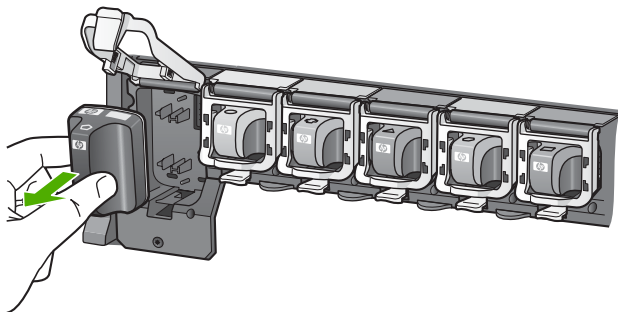
5. Remove the new ink cartridge from its packaging, and then, holding it by the handle, push the ink cartridge into the empty slot.
Match the color and pattern of the ink cartridge to the color and pattern on the print carriage.
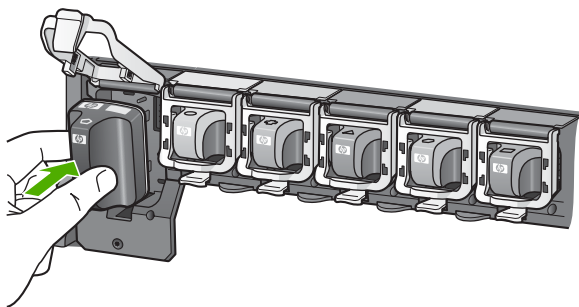
6. Close the latch and make sure it is secure.
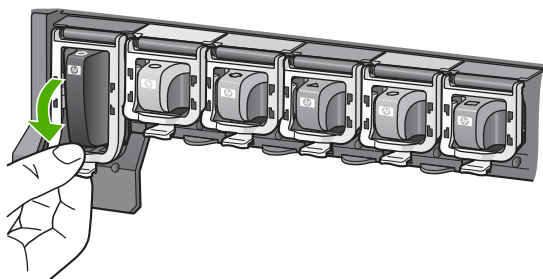
7. Repeat steps 3 through 6 for each ink cartridge you are replacing.
8. Close the ink cartridge door.
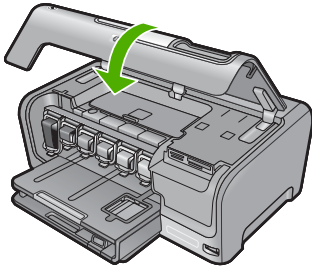
Related topics
"Shop for ink supplies" on page 111

Align the printer

The HP Photosmart automatically aligns the print head when you install the ink cartridges during the initial setup. The HP Photosmart also aligns the print head during periodic maintenance to ensure excellent print quality. You might want to use this feature when the self-test report shows streaking or white lines through any of the blocks of color.

If you still have print quality problems after aligning the printer, try cleaning the print head. If print quality problems persist after aligning and cleaning, contact HP support.

To align the printer from the control panel
1. Load letter, A4, or legal unused plain white paper into the input tray.
2. Touch **Setup** on the display.
3. Touch **Tools**.
4. Touch **Align Printer**.
5. The HP Photosmart prints a test page, aligns the print head, and calibrates the printer. Recycle or discard the page.
   A success or failure message appears.

   📝 **NOTE:** If you have colored paper loaded in the input tray when you align the printer, the alignment will fail. Load unused plain white paper into the input tray, and then try the alignment again.

   If the alignment fails again, you might have a defective sensor or ink cartridge. Contact HP support. Go to www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

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**, point to **Print Settings**, and then 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 **Services** tab, and then click **Service this device**.

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

Related topics

Clean the print head

Use this feature when the self-test report shows streaking or white lines through any of the blocks of color. Do not clean the print head unnecessarily, as this wastes ink and shortens the life of the ink nozzles on the print head.

To clean the print head from the control panel

1. Load letter, A4, or legal unused plain white paper into the input tray.
2. Touch **Setup** on the display.
3. Touch **Tools**.
4. Touch **Clean Print Head**.
   The HP Photosmart cleans the print head and prints a page that you can recycle or discard.

To clean the print head 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**, point to **Print Settings**, and then 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 **Services** tab, and then click **Service this device**.

   The **Printer Toolbox** appears.
3. Click the **Device Services** tab.
4. Click **Clean the Print Head**.
5. Follow the prompts until you are satisfied with the quality of the output, and then click **Done**.
   If print quality still seems poor after you clean the print head, try aligning the printer. If print quality problems persist after cleaning and aligning, contact HP support.

Related topics

Clean the ink cartridge contacts

Clean the copper-colored ink cartridge contacts if all ink cartridges are installed and a message appears on the display that says a cartridge is missing or damaged.

Before cleaning the ink cartridge contacts, remove the ink cartridge and verify that nothing is covering the ink cartridge contacts or the ink cartridge slot, then reinstall the ink cartridge. If you continue to get a message that says a cartridge is missing or damaged, clean the ink cartridge contacts. If you still get this message after cleaning the contacts, you will need a replacement ink cartridge. Remove the affected ink cartridge and look at the end-of-warranty date on the bottom. If it is before the end-of-warranty date, contact HP support to obtain a replacement ink cartridge.

Make sure you have the following materials available:

• Dry foam rubber swabs, lint-free cloth, or any soft material that will not come apart or leave fibers.

• Distilled, filtered, or bottled water (tap water might contain contaminants that can damage the ink cartridges).

△ **CAUTION:** Do **not** use platen cleaners or alcohol to clean the ink cartridge contacts. These can damage the ink cartridge or the HP Photosmart.

To clean the ink cartridge contacts

1. Make sure the HP Photosmart is turned on.
2. Lift the ink cartridge door.
3. Squeeze the bottom of the latch below the ink cartridge you want to clean, and then lift the latch.

   NOTE: Do not remove multiple ink cartridges at the same time. Remove and clean each ink cartridge one at a time. Do not leave an ink cartridge outside the HP Photosmart for more than 30 minutes.

4. Inspect the ink cartridge contacts for ink and debris buildup.
5. Dip a clean foam rubber swab or lint-free cloth into distilled water, and squeeze any excess water from it.

   NOTE: Hold the ink cartridge by its handle. Do not touch the copper-colored contacts with your hands or anything other than a foam rubber swab or lint-free cloth.

Maintain the HP Photosmart

6. Clean only the copper-colored contacts.
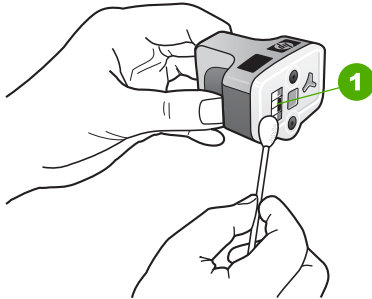
1	Copper-colored contacts

7. Place the ink cartridge back into the empty slot and press down on the gray latch until it clicks into place.
8. Repeat if necessary for the other ink cartridges.
9. Gently close the ink cartridge door.

Remove ink from your skin and clothing

Follow these instructions to remove ink from your skin and clothing:

Surface	Remedy
Skin	Wash the area with an abrasive soap.
White fabric	Wash the fabric in *cold* water and use chlorine bleach.
Color fabric	Wash the fabric in *cold* water and use sudsy ammonia.

△ **CAUTION:** Always use cold water to remove ink from fabric. Warm or hot water can set the ink into the fabric.

Clean the HP Photosmart

Use a soft cloth or slightly moistened sponge to wipe dust, smudges, and stains off the case. The interior of the HP Photosmart does not require cleaning. Keep fluids away from the control panel and the interior of the HP Photosmart.

△ **CAUTION:** To avoid damage to the exterior of the HP Photosmart, do not use alcohol or alcohol-based cleaning products.

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

Self-maintenance sounds

The HP Photosmart will make mechanical noises at various times to perform periodic maintenance functions, such as replenishing the ink levels in the print head assembly or cleaning the print head. This is normal operation and is necessary to ensure the HP Photosmart produces the best quality printouts.

△ **CAUTION:** A message on the display will notify you when the HP Photosmart is performing maintenance functions. Do not remove power from the device during this time.

Reduce energy consumption when the HP Photosmart is off

When the HP Photosmart is off, an amount of energy is still being consumed. Energy consumption can be lessened by enabling the Federal Energy Management Program (FEMP) mode.

📝 **NOTE:** When the HP Photosmart is in FEMP mode, it will take longer than usual to turn back on.

To enable FEMP mode

▲ Press and hold the **On** button for 3 seconds until the HP Photosmart turns off.

Turn off the HP Photosmart

To avoid damaging the HP Photosmart, you must properly shut it down by using the **On** button located on the device. Do not turn the HP Photosmart off by unplugging the power cord or turning off a power strip.

11 Shop for ink supplies

For a list of ink cartridge numbers, see the printed documentation that came with the HP Photosmart. You can also use the software that came with the HP Photosmart to find out the reorder number for all the ink cartridges. You can order ink cartridges online from the HP Web site. Additionally, you can contact a local HP reseller to find out the correct ink cartridge reorder numbers for your device and purchase ink cartridges.

To order genuine HP supplies for the HP Photosmart, 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: Ordering ink 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 ink cartridges.

To order ink cartridges from your desktop

▲ Click the **Shop for HP Supplies** icon on your desktop to connect to HP SureSupply. You will see a list of original HP printing supplies that are compatible with your device, as well as options to conveniently purchase the supplies you need (options vary by country/region).
   If you deleted this icon from your desktop, click the **Start** menu, point to the **HP** folder, then click **Shop for Supplies**.

To order HP printing supplies through the HP Solution Center

1. In the HP Solution Center, click **Settings**, point to **Print Settings**, and then 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 **Services** tab, and then click **Service this device**.

2. Click the **Estimated Ink Levels** tab.
3. Click **Ink Cartridge Ordering Information**.
   The ink cartridge reorder numbers appear.
4. Click **Order Online**.
   HP sends detailed printer information, including model number, serial number, and ink supply levels, to an authorized online reseller. The supplies you need are preselected; you can change quantities, add or remove items, and then check out.

12 Troubleshooting

This section contains the following topics:

- Troubleshooting tips
- Hardware setup troubleshooting
- Software installation troubleshooting
- Network troubleshooting
- Print quality troubleshooting
- Print troubleshooting
- Memory card and front USB port troubleshooting
- Errors

Troubleshooting tips

This section contains the following topics:

- Communication problems over a USB connection
- Information on ink cartridges and the print head
- Information on paper
- Clear paper jams
- View the Readme file

Communication problems over a USB connection

NOTE: For information on network communication problems, see "Network troubleshooting" on page 125. For information on communication problems involving a memory card, PictBridge camera, or storage device, see "Memory card and front USB port troubleshooting" on page 145.

If the HP Photosmart and computer are not communicating with each other, try the following:

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

- Check the USB cable. If you are using an older cable, it might not be working properly. Try connecting it to another product to see if the USB cable works. If you experience problems, the USB cable might need to be replaced. Also verify that the cable does not exceed 3 meters (9.8 feet) in length.

- Check the connection from the HP Photosmart to your computer. Verify that the USB cable is securely plugged into the USB port on the back of the HP Photosmart. Make

sure the other end of the USB cable is plugged into a USB port on your computer. After the cable is connected properly, turn the HP Photosmart off and then on again.
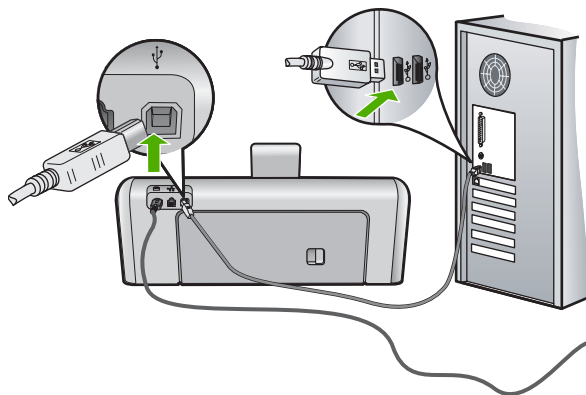
- If you are connecting the HP Photosmart through a USB hub, make sure the hub is turned on. If the hub is on, try connecting directly to your computer.
- Check other printers or scanners. You might need to disconnect older products from your computer.
- Try connecting the USB cable to another USB port on your computer. After you check the connections, try restarting your computer. Turn the HP Photosmart off and then on again.
- If necessary, remove the software you installed with the HP Photosmart and then install it again.

For more information, see:

- "Uninstall and reinstall the software" on page 123
- "Find more information" on page 15

Information on ink cartridges and the print head

The following tips help maintain HP ink cartridges and ensure consistent print quality.

- Install the ink cartridge on or before the install by date, which is printed on the ink cartridge package.
- Keep all ink cartridges in the original sealed packages until they are needed.
- Turn off the HP Photosmart by pressing the **On** button located on the device. Do not turn off the device by turning off a power strip or unplugging the power cord from the HP Photosmart. If you improperly turn off the HP Photosmart, the print head assembly might not return to the correct position.
- Store ink cartridges at room temperature (15.6°-26.6° C or 60°-78° F).
- HP recommends that you do not remove the ink cartridges from the HP Photosmart until you have replacement cartridges available to install.
  If you are transporting the HP Photosmart make sure you turn off the device by pressing the **On** button to power it down properly. Also, make sure you leave the ink cartridges installed. Doing these actions will prevent ink leaking from the print head assembly.

- Clean the print head when you notice a significant decrease in print quality.
- Do not clean the print head unnecessarily. This wastes ink and shortens the life of the cartridges.
- Handle ink cartridges carefully. Dropping, jarring, or rough handling during installation can cause temporary printing problems.

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 Premium 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.
- Store printed photos under glass or in a storage book to prevent bleeding over time from high humidity. Use HP Premium Plus photo paper for maximum performance.

Clear paper jams

If the HP Photosmart has a paper jam, first check the rear door. If the jammed paper is not in the rear rollers, check the top door.

To clear a paper jam from the rear door
1. Turn off the HP Photosmart.
2. Press in the tab on the rear door to release the door. Remove the door by pulling it away from the HP Photosmart.

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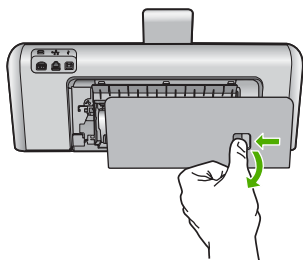
3. Gently pull the paper out of the rollers.

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

4. Replace the rear door. Gently push the door forward until it snaps into place.

5. Turn on the HP Photosmart, and then touch **OK** to continue the current job.

To clear a paper jam from the top door

1. Turn off the HP Photosmart.

2. Open the ink cartridge door.
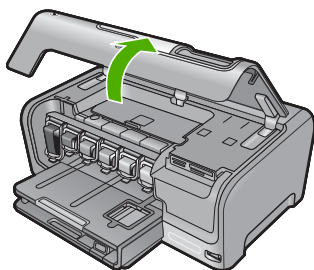
3. Lift the top door that is located behind the ink cartridges and print head assembly.
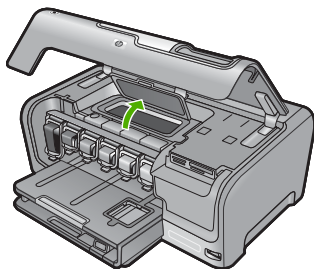
4. Gently pull the paper out of the rollers.

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

5. Close the top door.
6. Close the ink cartridge door.
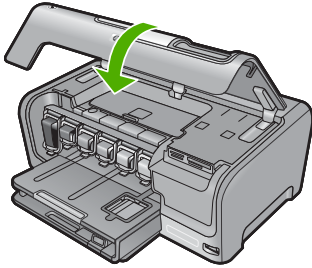
7. Turn on the HP Photosmart, and then touch **OK** to continue the current job.

View the Readme file

You might want to refer to the Readme file for information on system requirements and possible installation problems.

You can access the Readme file by clicking **Start**, pointing to **Programs** or **All Programs**, pointing to **HP**, pointing to **Photosmart D7400 series**, and then clicking **Readme**.

You can access the Readme file by double-clicking the icon located in the top-level folder of the HP Photosmart software CD-ROM.

Hardware setup troubleshooting

This section contains hardware troubleshooting information for the HP Photosmart.

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

Troubleshooting common setup issues
1. Disconnect the USB cable from the computer.
2. Uninstall the software (if you have already installed it).
3. Restart your computer.

4. Turn off the HP Photosmart, 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 HP Photosmart will not turn on
- I connected the USB cable, but I am having problems using the HP Photosmart with my computer
- The display shows the wrong language
- The wrong measurements are showing in menus on the display
- I received a message on the display that the printer alignment failed
- I received a message on the display about a paper jam or a blocked print head assembly

The HP Photosmart will not turn on

Cause: The HP Photosmart is not properly connected to a power supply.

Solution:

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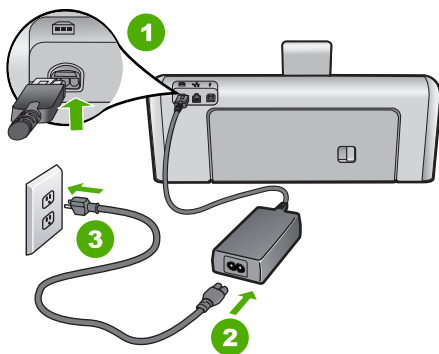
1	Power connection
2	Power cord and adapter
3	Grounded power outlet

- If you are using a power strip, make sure the power strip is on. Or, try plugging the HP Photosmart directly into a grounded power outlet.

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

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

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

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

I connected the USB cable, but I am having problems using the HP Photosmart with my computer

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

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

Once you have installed the software, connecting your computer to the HP Photosmart with a USB cable is straightforward. Simply plug one end of the USB cable into the back of your computer and the other into the back of the HP Photosmart. You can connect to any USB port on the back of your computer.
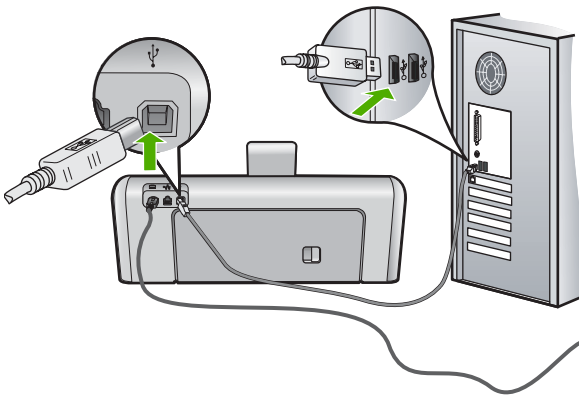
For more information on installing the software and connecting the USB cable, see the Setup Guide that came with the HP Photosmart.

The display shows the wrong language

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

Solution: You can change the language settings at any time from the **Preferences** menu.

For more information, see:

"Set your language and country/region" on page 17

The wrong measurements are showing in menus on the display

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

Solution: You can change the country/region settings from the **Preferences** menu.

For more information, see:

"Set your language and country/region" on page 17

I received a message on the display that the printer alignment failed

Cause: The incorrect type of paper is loaded in the input tray (for example, colored paper, paper with text on it or, certain recycled paper).

Solution: Load unused plain white letter or A4 paper into the input tray, and then try the alignment again.

If the alignment fails again, you might have a defective sensor on the print head assembly. 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.

For more information, see:

"Align the printer" on page 105

I received a message on the display about a paper jam or a blocked print head assembly

Cause: The HP Photosmart has a paper jam.

Solution: Clear the paper jam, and then follow the prompts on the display or the computer screen to continue.

For more information, see:

"Clear paper jams" on page 115

Cause: The print head assembly is blocked.

Solution: There might be some packing material inside the HP Photosmart. Turn the HP Photosmart off and open the ink cartridge door. Remove any objects that are blocking the print head assembly (including any packing materials), and then turn the HP Photosmart on again. Follow the prompts on the display or the computer screen to continue.

Software installation troubleshooting

Use this section to solve any problems you might encounter while setting up the HP Photosmart software.

This section contains the following topics:

- When I insert the CD-ROM into my computer's CD-ROM drive, nothing happens
- The minimum system checks screen appears
- A red X appears on the USB connect prompt
- I received a message that an unknown error has occurred
- The registration screen does not appear
- Uninstall and reinstall the software
- Missing HP Photosmart Software

When I insert the CD-ROM into my computer's CD-ROM drive, nothing happens

Cause: The installation failed to run automatically.

Solution: If the installation does not run automatically, you can start it manually.

To start the installation from a Windows computer

1. From the Windows **Start** menu, click **Run** (or click **Accessories**, and then **Run**).
2. In the **Run** dialog box, enter **d:\setup.exe**, and then click **OK**.
   If your CD-ROM drive is not assigned to drive letter D, enter the appropriate drive letter.

The minimum system checks screen appears

Cause: Your system does not meet the minimum requirements to install the software.

Solution: Click **Details** to see what the specific problem is, and then correct the problem before attempting to install the software.

A red X appears on the USB connect prompt

Cause: Normally, a green check appears indicating that the usb connection is successful. A red X indicates that the usb connection failed.

Solution: Check that the HP Photosmart is turned on, and then try the usb connection again.

To retry the usb connection
1. Unplug the HP Photosmart power cord, and then plug it in again.
2. Verify that the USB cable and power cord are plugged in.
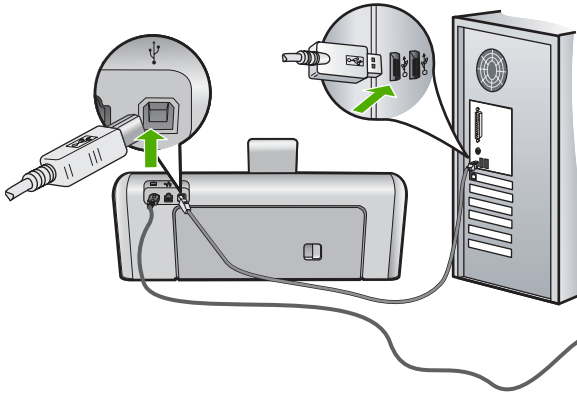
3. Click **Retry** to retry the connection. If this does not work, continue to the next step.
4. Verify that the USB cable is set up properly as follows:
   • Unplug the USB cable and plug it in again or try plugging the USB cable into a different USB port.
   • Do not attach the USB cable to a keyboard.
   • Verify that the USB cable is 3 meters (9.8 feet) or less in length.
   • If you have several USB devices attached to your computer, you might want to unplug the other devices during the installation.
5. Continue with the installation and restart the computer when prompted.

For more information, see:

"Uninstall and reinstall the software" on page 123

I received a message that an unknown error has occurred

Cause: The source of the error is unknown.

Solution: Try to continue with the installation. If that does not work, stop and then restart the installation, and follow the directions on the screen. If an error occurs, 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.

For more information, see:

The registration screen does not appear

Cause: The registration screen did not launch automatically.

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 D7400 series**, and then clicking **Product Registration**.

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 from a Windows computer, method 1

1. Disconnect the HP Photosmart from your computer. Do not connect the HP Photosmart to your computer until after you have reinstalled the software.
2. On the Windows taskbar, click **Start**, **Programs** or **All Programs**, **HP**, **Photosmart D7400 series**, **Uninstall**.
3. Follow the onscreen instructions.
4. If you are asked whether you would like to remove shared files, click **No**.
   Other programs that use these files might not work properly if the files are deleted.
5. Restart your computer.

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

6. To reinstall the software, insert the HP Photosmart CD-ROM into your computer's CD-ROM drive, and follow the onscreen instructions and the instructions provided in the Setup Guide that came with the HP Photosmart.
7. After the software is installed, connect the HP Photosmart to your computer.
8. Press the **On** button to turn the HP Photosmart on.
   After connecting and turning on the HP Photosmart, you might have to wait several minutes for all of the Plug and Play events to complete.
9. Follow the onscreen instructions.

To uninstall from a Windows computer, method 2

NOTE: Use this method if **Uninstall** is not available in the Windows Start menu.

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

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

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

To uninstall from a Windows computer, method 3

📝 **NOTE:** Use this method if **Uninstall** is not available in the Windows Start menu.

1. Insert the HP Photosmart CD-ROM into your computer's CD-ROM drive and then start the Setup program.
2. Disconnect the HP Photosmart from your computer.
3. Select **Uninstall** and follow the onscreen directions.
4. Restart your computer.

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

5. Start the Setup program for the HP Photosmart again.
6. Select **Install**.
7. Follow the onscreen instructions and the instructions provided in the Setup Guide that came with the HP Photosmart.

Missing HP Photosmart Software

Cause: The HP Photosmart Software is not installed.

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

To install the HP Photosmart Software
1. Insert the HP Photosmart 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 Setup Guide that came with the HP Photosmart.

Cause: The HP Photosmart is turned off.

Solution: Turn the HP Photosmart on.

Cause: The computer is turned off.

Solution: Turn the computer on.

Cause: The HP Photosmart is not properly connected to the computer.

Solution: Check the connection from the HP Photosmart to your computer. Verify that the USB cable is securely plugged into the USB port on the back of the HP Photosmart. Make sure the other end of the USB cable is plugged into a USB port on your computer. After the cable is connected properly, turn the HP Photosmart off and then on again.
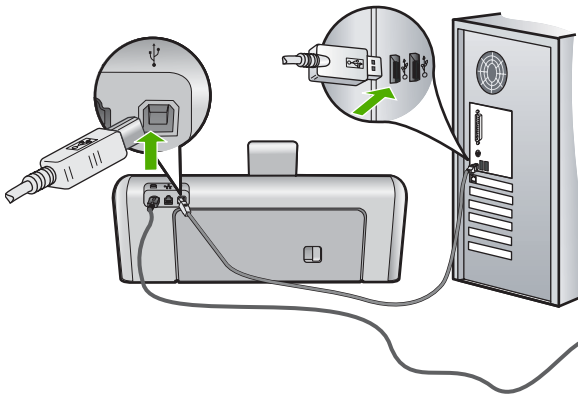
For more information on setting up the HP Photosmart and connecting it to your computer, see the Setup Guide that came with the HP Photosmart.

Network troubleshooting

This section addresses problems you might encounter while setting up a network.

This section contains the following topics:

- Wired network setup troubleshooting
- Wireless setup troubleshooting

Wired network setup troubleshooting

This section addresses problems you might encounter setting up a wired network.

This section contains the following topics:

- The computer is unable to discover the HP Photosmart
- The Printer not Found screen appears during installation

The computer is unable to discover the HP Photosmart

Cause: Cables are not connected properly.

Solution: Check the following cables to ensure they are connected properly.
- Cables between the HP Photosmart and the hub or router
- Cables between the hub or router and your computer
- Cables to and from your modem or HP Photosmart Internet connection (if applicable)

Cause: Your computer's Local Area Network card (LAN card) is not set up properly.

Solution: Make sure that your LAN card is set up properly.

To check your LAN card (Windows 2000 and XP)
1. Right-click **My Computer**.
2. In the **System Properties** dialog box, click the **Hardware** tab.
3. Click **Device Manager**.
4. Make sure your card shows up under **Network Adapters**.
5. Refer to the documentation that came with your card.

To check your LAN card (Windows Vista)
1. On the Windows taskbar, click **Start**, **Computer**, and then click **Properties**.
2. Click **Device Manager**.
3. Make sure your card shows up under **Network Adapters**.
4. Refer to the documentation that came with your card.

Cause: You do not have an active network connection.

Solution: Check to see if you have an active network connection.

To see if you have an active network connection
▲ Check the two Ethernet indicator lights on the top and bottom of the RJ-45 Ethernet jack on the back of the HP Photosmart. The lights indicate the following:
   a. Top light: If this light is a solid green, the device is properly connected to the network, and communications have been established. If the top light is off, there is no network connection.
   b. Bottom light: This yellow light flashes when data is being sent or received by the device over the network.

To establish an active network connection
1. Check the cable connections from the HP Photosmart to your gateway, router, or hub to ensure connections are secure.
2. If the connections are secure, turn off the power on the HP Photosmart, and then turn it on again. Press the **On** button on the control panel to turn the HP Photosmart off, and press it again to turn the device on. Also, turn off the power on your router or hub, and then turn it on again.

Cause: You were able to connect the HP Photosmart to the network previously, but now it will not connect.

Solution: Turn off the HP Photosmart, the computer, and the router. Wait 30 seconds. Turn on the router first, and then turn on the HP Photosmart and the computer.

Cause: The HP Photosmart and computer are not connected to the same network.

Solution: Try accessing the Embedded Web Server on the HP Photosmart. To find the IP address, print a network configuration page.

Related topics
- "View and print network settings" on page 39
- "Use the Embedded Web Server" on page 42

The Printer not Found screen appears during installation

Cause: The HP Photosmart is not turned on.

Solution: Turn on the HP Photosmart.

Cause: You do not have an active network connection.

Solution: Make sure you have an active network connection.

To make sure your network connection is active
1. If the connections are secure, turn off the power on the HP Photosmart, and then turn it on again. Press the **On** button on the control panel to turn the HP Photosmart off, and press it again to turn the device on. Also, turn off the power on your router or hub, and then turn it on again.
2. Check the cable connections from the HP Photosmart to your gateway, router, or hub to ensure connections are secure.
3. Make sure the HP Photosmart is connected to the network with a CAT-5 Ethernet cable.

Cause: Cables are not connected properly.

Solution: Check the following cables to ensure they are connected properly:
- Cables between the HP Photosmart and the hub or router
- Cables between the hub or router and your computer
- Cables to and from your modem or HP Photosmart Internet connection (if applicable)

Cause: A firewall, anti-virus, or anti-spyware application is preventing the HP Photosmart from accessing your computer.

Solution: Uninstall the HP Photosmart software, and then reboot your computer. Temporarily disable anti-virus or anti-spyware applications, and then reinstall the HP Photosmart software. You can re-enable your anti-virus or anti-spyware

applications after installation is complete. If you see firewall pop-up messages, you must always accept or allow the pop-up messages.

If the screen still appears, try uninstalling the HP Photosmart software, rebooting your computer, and temporarily disabling your firewall before reinstalling the HP Photosmart software. You can re-enable your firewall application after installation is complete. If you still see firewall pop-up messages, you must always accept or allow the pop-up messages.

For more information, see the documentation provided with the firewall software.

Cause: A Virtual Private Network (VPN) is preventing the HP Photosmart from accessing your computer.

Solution: Try temporarily disabling the VPN before proceeding with the installation.

NOTE: The HP Photosmart is not accessible during VPN sessions. However, print jobs are saved in the print queue. When you exit the VPN session, print jobs in the print queue will be printed.

Wireless setup troubleshooting

This section addresses problems you might encounter setting up a network. Check the device display for specific error messages.

This section contains the following topics:

- During wireless network setup you do not see the SSID (network name) displayed
- Weak signal
- Cannot connect to network during setup
- Invalid WEP key during wireless setup
- Invalid passphrase during wireless setup
- The Printer Not Found screen appears during installation

During wireless network setup you do not see the SSID (network name) displayed

Cause: Your wireless router is not broadcasting its network name (SSID) because the **Broadcast SSID** option is turned off.

Solution: Access the router's Embedded Web Server and turn on the **Broadcast SSID** option. See the user guide that came with your wireless router for information on how to access the Embedded Web Server and check the Broadcast SSID setting.

For more information, see:

"Connect to an integrated wireless WLAN 802.11 network" on page 30

Cause: The wireless router (infrastructure) or computer (ad hoc) is too far from the HP Photosmart or there is interference.

Solution: In order to establish a good signal between the HP Photosmart and wireless router (infrastructure) or computer (ad hoc), you might have to experiment a

bit. Assuming the equipment is functioning properly, try doing the following things separately or in combination:

- If there is a long distance between your computer or wireless router and the HP Photosmart, move them closer together.
- If there are metal objects (such as a metal bookcase or refrigerator) in the transmission path, clear the path between the HP Photosmart and the computer or wireless router.
- If a cordless telephone, microwave, or other device that emits radio signals transmitting at 2.4 GHz is nearby, move it farther away to reduce radio interference.
- If your computer or wireless router is near an external wall, move them away from the wall.

Cause: Your network name (SSID) may be at the bottom of the SSID list that is displayed when you install the HP Photosmart on a wireless network.

Solution: Touch ▼ to scroll to the bottom of the list. Infrastructure entries are listed first, ad hoc last.

Weak signal

Cause: The HP Photosmart is too far away from the wireless router or there is interference.

Solution: In order to establish a good signal between the HP Photosmart and the wireless router, you might have to experiment a bit. Assuming the equipment is functioning properly, try doing the following things separately or in combination:

- If there is a long distance between your computer or wireless router and the HP Photosmart, move them closer together.
- If there are metal objects (such as a metal bookcase or refrigerator) in the transmission path, clear the path between the HP Photosmart and the computer or wireless router.
- If a cordless telephone, microwave, or other device that emits radio signals transmitting at 2.4 GHz is nearby, move it farther away to reduce radio interference.
- If your computer or wireless router is near an external wall, move them away from the wall.

Cannot connect to network during setup

Cause: The equipment is not turned on.

Solution: Turn on the networked devices, such as the wireless router for an infrastructure network, or the computer for an ad hoc network. For more information on how to turn on the wireless router, see the documentation that came with your wireless router.

Cause: The HP Photosmart is not receiving a signal.

Solution: Move the wireless router and the HP Photosmart closer together. Then run the wireless setup again.

For more information, see:

"Integrated wireless WLAN 802.11 network setup" on page 29

Cause: If you manually entered your network name (SSID), you might have entered it incorrectly.

Solution: Run the wireless setup process again and enter your network name (SSID) carefully. Remember that the SSID is case-sensitive.

For more information, see:

"Connect to an integrated wireless WLAN 802.11 network" on page 30

Cause: The setting for MAC address filtering might be enabled on your wireless router.

Solution: Disable MAC address filtering on your wireless router until the HP Photosmart has successfully connected to your network. If you re-enable MAC address filtering on your wireless router, make sure the MAC address of the HP Photosmart is on the list of acceptable MAC addresses.

Invalid WEP key during wireless setup

Cause: If you are using WEP security, you might have entered the WEP key incorrectly during the wireless setup process.

Solution: During the wireless setup process, you might have entered the WEP key incorrectly. Some wireless routers provide up to four WEP keys. The HP Photosmart uses the first WEP key (selected by the wireless router as the default WEP key). Run the wireless setup process again and be sure to use the first WEP key provided by the wireless router. Enter the WEP key exactly as it appears in the wireless router settings. The WEP key is case sensitive.

If you do not know the WEP key, see the documentation that came with your wireless router for information on how to access the router's Embedded Web Server. You can find the WEP key by logging onto the router's Embedded Web Server using a computer on the wireless network.

Invalid passphrase during wireless setup

Cause: During the wireless setup process, you might have entered the WPA passphrase incorrectly.

Solution: Run the wireless setup process again and enter the correct passphrase. The passphrase is case-sensitive.

The Printer Not Found screen appears during installation

Cause: A firewall, anti-virus, or anti-spyware application is preventing the HP Photosmart from accessing your computer.

Solution: Uninstall the HP Photosmart software, and then reboot your computer. Temporarily disable anti-virus or anti-spyware applications, and then reinstall the HP Photosmart software. You can re-enable your anti-virus or anti-spyware applications after installation is complete. If you see firewall pop-up messages, you must always accept or allow the pop-up messages.

If the screen still appears, try uninstalling the HP Photosmart software, rebooting your computer, and temporarily disabling your firewall before reinstalling the HP Photosmart software. You can re-enable your firewall application after installation is complete. If you still see firewall pop-up messages, you must always accept or allow the pop-up messages.

For more information, see the documentation provided with the firewall software.

Cause: A Virtual Private Network (VPN) is preventing the HP Photosmart from accessing your computer.

Solution: Temporarily disable the VPN before proceeding with the installation.

📝 **NOTE:** The HP Photosmart functionality will be limited during VPN sessions.

Cause: The HP Photosmart is not turned on.

Solution: Turn on the HP Photosmart.

Print quality troubleshooting

If you are having problems with print quality, try the solutions in this section and observe the following guidelines:

- Replace refilled or empty ink cartridges with genuine HP ink cartridges.
- Check the device settings to make sure that the print mode and paper selection is correct for the paper and the task.
  For more information, see "Set the paper type for printing" on page 67 and "Choose papers for printing" on page 55.
- Print and evaluate a self-test report.
  For more information, see "Print a self-test report" on page 99.
  If the self-test report shows a defect, try the following:
  - Clean the ink cartridges automatically. For more information, see "Clean the print head" on page 106.
  - If you are missing lines when you print, clean the electrical contacts. For more information, see "Clean the ink cartridge contacts" on page 107.
- If the self-test report does not show a problem, investigate other causes, such as the image file or software program.

For additional ink cartridge troubleshooting, visit the HP Web site at www.hp.com/support.

This section contains the following topics:

Ink is bleeding or smearing

Cause: The paper type is not suitable for the HP Photosmart.

Solution: Use HP Premium Papers or any other paper type that is appropriate for the HP Photosmart.

Cause: The print head needs to be cleaned.

Solution: Clean the print head, and then print a self-test report. Check the color blocks in the report for any problems. If the color blocks show print quality problems, perform a printer alignment.

If the problem persists after cleaning and aligning, contact HP support for help. 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:

- "Clean the print head" on page 106
- "Print a self-test report" on page 99
- "Align the printer" on page 105

Cause: The paper is too close to the print head.

Solution: If the paper is too close to the print head during printing, the ink might be smeared. This can happen if the paper is raised, wrinkled, or very thick, such as a mailing envelope. Make sure the paper lays flat in the input tray and is not wrinkled.

Ink is not filling the text or graphics completely

Cause: The **Paper Type** setting is incorrect.

Solution: Change the paper type setting to match the type of paper loaded in the input tray.

For more information, see:

"Set the paper type for printing" on page 67

Cause: The print quality setting on the HP Photosmart is set too low.

Solution: Load high-quality paper in the input tray and print the image with a high print quality setting, such as **Best**, **Maximum dpi**, or **High Resolution**. Always make sure the paper you are printing on is flat. For best results when printing images, use HP Premium Plus Photo Paper.

If the problem persists, use the software you installed with the HP Photosmart or another software application to rotate your image 180 degrees so that the light blue, gray, or brown hues in your image do not print at the bottom of the page.

For more information, see:

"Information on paper" on page 115

Cause: The print head needs to be cleaned.

Solution: Clean the print head, and then print a self-test report. Check the color blocks in the report for any problems. If the color blocks show print quality problems, perform a printer alignment.

If the problem persists after cleaning and aligning, contact HP support for help. 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:

• "Clean the print head" on page 106
• "Print a self-test report" on page 99
• "Align the printer" on page 105

Cause: You are using non-HP ink.

Solution: 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 ink. Printer service or repairs required as a result of printer failure or damage attributable to the use of non-HP ink will not be covered under warranty.

The text edges are jagged

Cause: The font is a custom size.

Solution: Some software applications offer custom fonts that have jagged edges when enlarged or printed. Also, if you want to print bitmapped text, it might have jagged edges when enlarged or printed.

Use TrueType or OpenType fonts to ensure that the HP Photosmart is able to print smooth fonts. When selecting a font, look for the TrueType or OpenType icon.

The printout has a horizontal band of distortion near the bottom of the page

Cause: Your image has light blue, gray, or brown hues that print near the bottom of the page.

Solution: Load high-quality paper in the input tray and print the image with a high print quality setting, such as **Best**, **Maximum dpi**, or **High Resolution**. Always make sure the paper you are printing on is flat. For best results when printing images, use HP Premium Plus Photo Paper.

If the problem persists, use the software you installed with the HP Photosmart or another software application to rotate your image 180 degrees so that the light blue, gray, or brown hues in your image do not print at the bottom of the page.

For more information, see:

"Information on paper" on page 115

Colors run into each other on the printout

Cause: The print quality setting is set too high for the type of paper loaded in the HP Photosmart.

Solution: Check the quality setting. Use a lower quality setting to decrease the amount of ink used for printing.

For more information, see:

"Change the print speed or quality" on page 68

Cause: The paper type is not suitable for the HP Photosmart.

Solution: Use HP Premium Papers or any other paper type that is appropriate for the HP Photosmart.

Cause: You are printing on the wrong side of the paper.

Solution: Load paper with the side you want to print on facing down. For example, if you are loading glossy photo paper, load the paper with the glossy side down.

For more information, see:

"Load paper" on page 57

Cause: You are using non-HP ink.

Solution: 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 ink. Printer service or repairs required as a result of printer failure or damage attributable to the use of non-HP ink will not be covered under warranty.

Cause: The print head needs to be cleaned.

Solution: Clean the print head, and then print a self-test report. Check the color blocks in the report for any problems. If the color blocks show print quality problems, perform a printer alignment.

If the problem persists after cleaning and aligning, contact HP support for help. 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:

• "Clean the print head" on page 106
• "Print a self-test report" on page 99
• "Align the printer" on page 105

Printouts have horizontal streaks or lines

Cause: The paper is not feeding properly or is loaded incorrectly.

Solution: Make sure the paper is loaded correctly.

For more information, see:

"Load full-size paper" on page 58

Cause: The printouts are dull or fuzzy.

Solution: Load high-quality paper in the input tray and print the image with a high print quality setting, such as **Best**, **Maximum dpi**, or **High Resolution**. Always make sure the paper you are printing on is flat. For best results when printing images, use HP Premium Plus Photo Paper.

If the problem persists, use the software you installed with the HP Photosmart or another software application to rotate your image 180 degrees so that the light blue, gray, or brown hues in your image do not print at the bottom of the page.

For more information, see:

"Information on paper" on page 115

Cause: The print head needs to be cleaned.

Solution: Clean the print head, and then print a self-test report. Check the color blocks in the report for any problems. If the color blocks show print quality problems, perform a printer alignment.

If the problem persists after cleaning and aligning, contact HP support for help. 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:

- "Clean the print head" on page 106
- "Print a self-test report" on page 99
- "Align the printer" on page 105

Printouts are faded or have dull colors

Cause: The **Paper Type** setting is incorrect.

Solution: Load high-quality paper in the input tray and print the image with a high print quality setting, such as **Best**, **Maximum dpi**, or **High Resolution**. Always make sure the paper you are printing on is flat. For best results when printing images, use HP Premium Plus Photo Paper.

If the problem persists, use the software you installed with the HP Photosmart or another software application to rotate your image 180 degrees so that the light blue, gray, or brown hues in your image do not print at the bottom of the page.

For more information, see:

"Information on paper" on page 115

Cause: The paper type is not suitable for the HP Photosmart.

Solution: Use HP Premium Papers or any other paper type that is appropriate for the HP Photosmart.

Cause: The **Paper Type** setting is incorrect.

Solution: Change the paper type setting to match the type of paper loaded in the input tray.

For more information, see:

"Set the paper type for printing" on page 67

Cause: The print head needs to be cleaned.

Solution: Clean the print head, and then print a self-test report. Check the color blocks in the report for any problems. If the color blocks show print quality problems, perform a printer alignment.

If the problem persists after cleaning and aligning, contact HP support for help. Go to:

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

For more information, see:

- "Clean the print head" on page 106
- "Print a self-test report" on page 99
- "Align the printer" on page 105

Printouts seem blurry or fuzzy

Cause: The paper type is not suitable for the HP Photosmart.

Solution: Use HP Premium Papers or any other paper type that is appropriate for the HP Photosmart.

Cause: The **Paper Type** setting is incorrect.

Solution: Change the paper type setting to match the type of paper loaded in the input tray.

For more information, see:

"Set the paper type for printing" on page 67

Cause: The **Paper Type** setting is incorrect.

Solution: Load high-quality paper in the input tray and print the image with a high print quality setting, such as **Best**, **Maximum dpi**, or **High Resolution**. Always make sure the paper you are printing on is flat. For best results when printing images, use HP Premium Plus Photo Paper.

If the problem persists, use the software you installed with the HP Photosmart or another software application to rotate your image 180 degrees so that the light blue, gray, or brown hues in your image do not print at the bottom of the page.

For more information, see:

"Information on paper" on page 115

Cause: You are printing on the wrong side of the paper.

Solution: Load paper with the side you want to print on facing down. For example, if you are loading glossy photo paper, load the paper with the glossy side down.

For more information, see:

"Load paper" on page 57

Printouts have vertical streaks

Cause: The paper type is not suitable for the HP Photosmart.

Solution: Use HP Premium Papers or any other paper type that is appropriate for the HP Photosmart.

Printouts are slanted or skewed

Cause: The paper is not feeding properly or is loaded incorrectly.

Solution: Make sure the paper is loaded correctly.

For more information, see:

"Load full-size paper" on page 58

Cause: More than one type of paper is loaded in the input tray.

Solution: Load only one type of paper at a time.

Cause: The rear door might not be securely installed.

Solution: Make sure the rear door is securely installed.

Paper is not picked up from the input tray

Cause: There is not enough paper in the input tray.

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

For more information, see:

"Load paper" on page 57

Print troubleshooting

Use this section to solve these printing problems:

- Envelopes print incorrectly
- Borderless printing produces unexpected results
- The HP Photosmart is not responding
- The HP Photosmart prints meaningless characters
- Nothing happens when I try to print
- The pages in my document came out in the wrong order
- The margins are not printing as expected
- Text or graphics are cut off at the edge of the page
- A blank page came out while printing
- Ink is spraying the inside of the HP Photosmart when I print a photo

Envelopes print incorrectly

Cause: A stack of envelopes is loaded incorrectly.

Solution: Remove all paper from the input tray. Load a stack of envelopes in the input tray, with the envelope flaps facing up and to the left.

📝 **NOTE:** To avoid paper jams, tuck the flaps inside the envelopes.
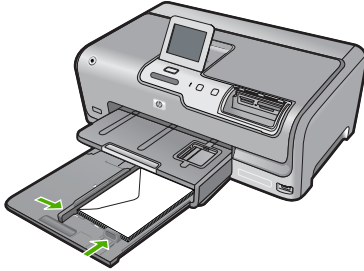
Cause: The wrong type of envelope is loaded.

Solution: Do not use shiny or embossed envelopes or envelopes that have clasps or windows.

Borderless printing produces unexpected results

Cause: Printing a borderless image from a non-HP software application produces unexpected results.

Solution: Try printing the image from the photo imaging software that came with the HP Photosmart.

The HP Photosmart is not responding

Cause: The HP Photosmart is busy with another task.

Solution: Some documents take a long time to print. If nothing has printed several minutes after you sent a print job to the HP Photosmart, check your computer to see if there are any messages.

Cause: The HP Photosmart has a paper jam.

Solution: Clear the paper jam.

For more information, see:

Cause: The HP Photosmart is out of paper.

Solution: Load paper in the input tray.

For more information, see:

"Load paper" on page 57

Cause: The print head assembly has stalled.

Solution: Turn the HP Photosmart off, remove any objects that are blocking the print head assembly (including any packing materials), and then turn the HP Photosmart on again.

Cause: The computer is not communicating with the HP Photosmart.

Solution: If the HP Photosmart is not properly connected to the computer, communication errors can occur. Make sure the USB cable is connected to the HP Photosmart and the computer as shown below.
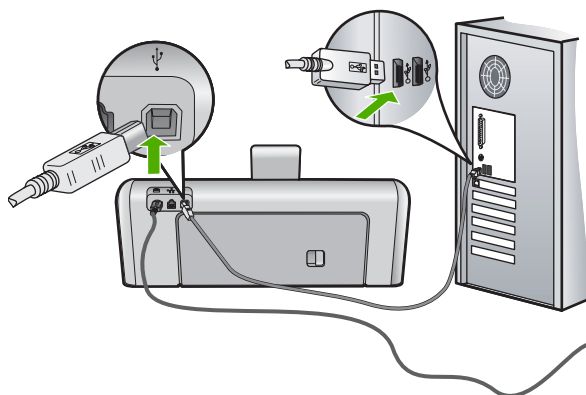
If the connections are secure, and nothing has printed several minutes after you sent a print job to the HP Photosmart, check the status of the HP Photosmart. In the HP Photosmart Software, click **Status**.

For more information, see:

"Communication problems over a USB connection" on page 113

Cause: The HP Photosmart is turned off.

Solution: Look at the **On** button located on the top of the HP Photosmart. If it is not lit, the HP Photosmart is turned off. Make sure the power cord is firmly connected to the HP Photosmart and plugged into a power outlet. Press the **On** button to turn on the HP Photosmart.

Cause: The HP Photosmart experienced an error.

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

Cause: The status of the printer driver has changed.

Solution: The printer driver status might have changed to either **offline** or **stop printing**.

To check the printer driver status
1. In the HP Solution Center, click the device tab.
2. Click **Settings**.
3. Click **Status**.
   If the status is **offline** or **stop printing**, change the status to **ready**.

Cause: A deleted print job is still in the queue.

Solution: A print job might remain in the queue after it has been cancelled. The cancelled print job jams the queue and prevents the next print job from printing.

From your computer, open the printer folder and see if the cancelled job remains in the print queue. Try to delete the job from the queue. If the print job remains in the queue, try one or both of the following:

- Disconnect the USB cable from the HP Photosmart, restart the computer, and then reconnect the USB cable to the HP Photosmart.
- Shut down the HP Photosmart, restart the computer, and then restart the HP Photosmart.

The HP Photosmart prints meaningless characters

Cause: There is no more available memory in the HP Photosmart.

Solution: Turn off the HP Photosmart and your computer for 60 seconds, then turn them both on and try printing again.

Cause: The document is corrupt.

Solution: Try printing another document from the same software application. If this works, then try printing a previously saved version of the document that is not corrupt.

Nothing happens when I try to print

Cause: The HP Photosmart is turned off.

Solution: Look at the **On** button located on the top of the HP Photosmart. If it is not lit, the HP Photosmart is turned off. Make sure the power cord is firmly connected to the HP Photosmart and plugged into a power outlet. Press the **On** button to turn on the HP Photosmart.

Cause: The HP Photosmart is busy with another task.

Solution: Some documents take a long time to print. If nothing has printed several minutes after you sent a print job to the HP Photosmart, check your computer to see if there are any messages.

Cause: The HP Photosmart is not the selected printer.

Solution: Make sure the HP Photosmart is the selected printer in your software application.

☆ **TIP:** You can set the HP Photosmart as the default printer to ensure that the printer is automatically selected when you select **Print** in the **File** menu of your different software applications.

Cause: The computer is not communicating with the HP Photosmart.

Solution: If the HP Photosmart is not properly connected to the computer, communication errors can occur. Make sure the USB cable is connected to the HP Photosmart and the computer as shown below.

If the connections are secure, and nothing has printed several minutes after you sent a print job to the HP Photosmart, check the status of the HP Photosmart. In the HP Photosmart Software, click **Status**.

For more information, see:

Cause: The HP Photosmart has a paper jam.

Solution: Clear the paper jam.

For more information, see:

Cause: The print head assembly has stalled.

Solution: Turn the HP Photosmart off, remove any objects that are blocking the print head assembly (including any packing materials), and then turn the HP Photosmart on again.

Cause: The HP Photosmart is out of paper.

Solution: Load paper in the input tray.

For more information, see:

"Load paper" on page 57

The pages in my document came out in the wrong order

Cause: The print settings are set to print the first page of your document first. Because of the way the paper feeds through the HP Photosmart, this means the first page will be print side up at the bottom of the stack.

Solution: Print the document in reverse order. When the document finishes printing, the pages will be in correct order.

For more information, see:

The margins are not printing as expected

Cause: The margins are not set correctly in your software application.

Solution: Check the printer margins.

Make sure the margin settings for the document do not exceed the printable area of the HP Photosmart.

To check your margin settings
1. Preview your print job before sending it to the HP Photosmart.
2. Check the margins.
   The HP Photosmart uses the margins you have set in your software application, as long as they are greater than the minimum margins the HP Photosmart supports.
3. Cancel the print job if the margins are not satisfactory, and then adjust the margins in your software application.

Cause: The paper size setting might not be set correctly for the project you are printing.

Solution: Verify that you have selected the proper paper size setting for your project. Make sure that you have loaded the correct paper size in the input tray.

Cause: The paper guides are not positioned 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:

Cause: A stack of envelopes is loaded incorrectly.

Solution: Remove all paper from the input tray. Load a stack of envelopes in the input tray, with the envelope flaps facing up and on the left.

📝 **NOTE:** To avoid paper jams, tuck the flaps inside the envelopes.
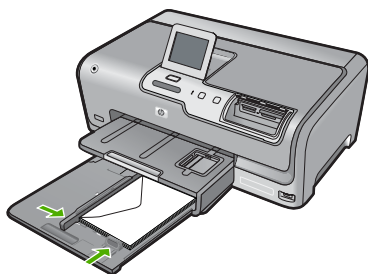
For more information, see:

"Load envelopes" on page 62

Text or graphics are cut off at the edge of the page

Cause: The margins are not set correctly in your software application.

Solution:

To check your margin settings
1. Preview your print job before sending it to the HP Photosmart.
2. Check the margins.
   The HP Photosmart uses the margins you have set in your software application, as long as they are greater than the minimum margins the HP Photosmart supports.
3. Cancel the print job if the margins are not satisfactory, and then adjust the margins in your software application.

Make sure the margin settings for the document do not exceed the printable area of the HP Photosmart.

Cause: The size of the document you are printing is larger than the paper loaded in the input tray.

Solution: Make sure the layout of the document you are trying to print fits on a paper size supported by the HP Photosmart.

To preview the print layout
1. Load the correct paper size into the input tray.
2. Preview your print job before sending it to the HP Photosmart.

3. Check the graphics in the document to make sure that the current size fits within the printable area of the HP Photosmart.

4. Cancel the print job if the graphics do not fit in the printable area of the page.

☼ **TIP:** Some software applications allow you to scale the document to fit the paper size currently selected. Additionally, you can scale the size of a document from the print **Properties** dialog box.

Cause: The paper is loaded incorrectly.

Solution: If the paper is misfeeding, it could cause parts of the document to cut off.

Remove the stack of paper from the input tray, and then reload the paper following the steps below.

For more information, see:

"Load paper" on page 57

A blank page came out while printing

Cause: The document you are printing contains an additional blank page.

Solution: Open the document file in your software application and remove any extra pages or lines at the end of the document.

Cause: The HP Photosmart picked up two sheets of paper.

Solution: If the HP Photosmart has only a few sheets remaining, load more paper in the input tray. If there is plenty of paper in the input tray, remove the paper, tap the stack of paper against a flat surface, and reload the paper into the input tray.

For more information, see:

"Load paper" on page 57

Ink is spraying the inside of the HP Photosmart when I print a photo

Cause: The borderless print settings require photo paper to be loaded in the input tray. You are using the wrong paper type.

Solution: Make sure you load photo paper in the input tray before you print a borderless print job.

Memory card and front USB port troubleshooting

Use this section to solve these memory card problems:

- My memory card no longer works in my digital camera
- The HP Photosmart does not read the memory card or storage device
- The Photo light next to the memory card slots is blinking
- The Attention light blinks when I insert my memory card or storage device

My memory card no longer works in my digital camera

Cause: You 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.

Solution: Reformat your memory card in your camera or format your memory card in a Windows XP computer by selecting the FAT format.

The HP Photosmart does not read the memory card or storage device

Cause: The card is inserted backwards or upside down.

Solution: Turn the memory card so that the label side is up and the contacts are facing the HP Photosmart, 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 HP Photosmart will not respond and the Photo light (near the memory card slots) will not turn on.

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

Cause: The memory card or storage device is not fully inserted.

Solution: Make sure you fully insert the memory card into the appropriate slot on the HP Photosmart. Or, if you are using a storage device such as a keychain drive, make sure you fully insert the storage device into the front USB port.

If the memory card or storage device is not inserted properly, the HP Photosmart will not respond and the Photo light (near the memory card slots) will not turn on.

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

Cause: You have inserted more than one memory card, or you have an inserted a memory card and a storage device at the same time.

Solution: If you have inserted more than one memory card, remove one of the memory cards. You can use only one memory card at a time.

If you have a memory card and a storage device connected, remove either the memory card or the storage device. You can use only one at a time.

Cause: The file system is corrupted.

Solution: Check the display for an error message telling you about the problem and how to solve it.

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.

The Photo light next to the memory card slots is blinking

Cause: The HP Photosmart is reading the memory card.

Solution: Do not pull out the memory card while the Photo light is flashing. A flashing light means the HP Photosmart is accessing the memory card. Wait until the light remains solid. Removing a memory card while it is being accessed might corrupt information on the card or damage the HP Photosmart and card.

The Attention light blinks when I insert my memory card or storage device

Cause: The HP Photosmart has detected an error with the memory card.

Solution: Remove and reinsert the memory card. You might have inserted it incorrectly. Turn the memory card so that the label side is up and the contacts are facing the HP Photosmart, and then push the card forward into the appropriate slot until the Photo light turns on.

If the problem continues, the memory card might be defective.

Cause: You have inserted more than one memory card, or you have an inserted a memory card and a storage device at the same time.

Solution: If you have inserted more than one memory card, remove one of the memory cards. You can use only one memory card at a time.

If you have a memory card and a storage device connected, remove either the memory card or the storage device. You can use only one at a time.

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

Cause: The HP Photosmart Software is not installed.

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

To install the HP Photosmart Software

1. Insert the HP Photosmart 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 Setup Guide that came with the HP Photosmart.

Cause: The HP Photosmart is turned off.

Solution: Turn the HP Photosmart on.

Cause: The computer is turned off.

Solution: Turn the computer on.

Cause: The HP Photosmart is not properly connected to the computer.

Solution: If the HP Photosmart is directly connected to a computer with a USB cable, check the physical connection from the HP Photosmart to the computer. Verify that the USB cable is securely plugged into the USB port on the back of the HP Photosmart. Make sure the other end of the USB cable is plugged into a USB port on your computer. After the cable is connected properly, turn the HP Photosmart off and then on again.

If the HP Photosmart is network-connected, check physical network connections and make sure the network is operational. Once you verify network connectivity, retry the task.

For more information, see:

- "Communication problems over a USB connection" on page 113
- "Network troubleshooting" on page 125

Memory card or storage device is not available

Cause: If this message appears on your display, it means that another user is accessing the memory card or storage device over the network. Other users who try to use the same memory device might see a read/write error message. The memory device might not appear, as expected, in a list of shared network drives. In addition, if the HP Photosmart is connected to your computer by a USB cable, the computer might be accessing the memory card or storage device, making it inaccessible to the HP Photosmart.

Solution: Wait until the other user has finished using the memory card or storage device.

Photos in a connected digital camera with PictBridge do not print

Cause: The digital camera is not in 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 images are not in a supported 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: You did not select any photos on the camera for printing.

Solution: Before you connect the digital camera to the front USB port on the HP Photosmart, 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.

The file name appears as meaningless text

Cause: The HP Photosmart does not support Unicode. This is a limitation of the Common Internet File System (CIFS) server.

The CIFS server is included in all network-connected HP Photosmart devices. It provides network drive letter access to the memory card or storage device in the HP Photosmart. This lets you read/write files on the network from the memory card or storage device in the HP Photosmart. The CIFS server appears on your computer as a network drive. In addition to reading/writing files from your memory card or storage device, you can also create folders and store other information.

Solution: If a file name was created with Unicode by another application, it will display as arbitrary characters.

Other users on the network can access my memory card or storage device

Cause: The Common Internet File System (CIFS) server in the HP Photosmart does not support authentication. This is a limitation of the CIFS server.

The CIFS server is included in all network-connected HP Photosmart devices. It provides network drive letter access to the memory card or storage device in the HP Photosmart. This lets you read/write files on the network from the memory card or storage device in the HP Photosmart. The CIFS server appears on your computer as a network drive. In addition to reading/writing files from your memory card or storage device, you can also create folders and store other information.

Solution: Every user on the network can access the memory card or storage device.

Error message: Cannot find the file or item. Make sure the path and file name are correct.

Cause: The Common Internet File System (CIFS) server in the HP Photosmart is not operational.

The CIFS server is included in all network-connected HP Photosmart devices. It provides network drive letter access to the memory card or storage device in the HP Photosmart. This lets you read/write files on the network from the memory card or storage device in the HP Photosmart. The CIFS server appears on your computer as a network drive. In addition to reading/writing files from your memory card or storage device, you can also create folders and store other information.

Solution: Retry your task at a later time.

Errors

This section contains the following categories of messages on your device:

- Device messages
- File messages
- General user messages
- Paper messages
- Power and connection messages
- Ink cartridge messages

Device messages

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

- Firmware revision mismatch
- Mechanism error
- Photo tray problem
- Photo tray cannot engage
- Photo tray cannot disengage

Firmware revision mismatch

Cause: The revision number of the HP Photosmart firmware does not match the revision number of the software.

Solution: To find support and warranty information, go to the HP Web site at www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Mechanism error

Cause: The HP Photosmart has a paper jam.

Solution: Clear the paper jam.

For more information, see:

"Clear paper jams" on page 115

Cause: The print head assembly is blocked or stalled.

Solution: Turn the HP Photosmart off and open the ink cartridge door. Remove any objects that are blocking the print head assembly (including any packing materials), and then turn the HP Photosmart on again.

Photo tray problem

Cause: There is not enough 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.

Cause: The paper is not feeding properly or is loaded incorrectly.

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

Cause: There might be too much paper loaded in 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: Two or more pieces of paper might be 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: The photo paper might be 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: You might be using the printer in an extremely high- or low-humidity environment.

Solution: Load one sheet of photo paper at a time.

Photo tray cannot engage

Cause: The photo tray might not be pushed all the way in.

Solution: Lift the output tray, then push the photo tray all the way in. Push the output tray all the way down.

Photo tray cannot disengage

Cause: The output tray might not be lowered all the way.

Solution: Push the output tray all the way down.

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
- File format not supported
- Invalid file name
- Supported file types for the HP Photosmart
- File corrupted

Error reading or writing the file

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

Solution: Check to see if you typed the correct folder and file name.

Unreadable files. NN files could not be read

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

Solution: Reinsert the memory card in the HP Photosmart or try transferring the files to your computer using a memory card reader or a USB cable. If you already transferred the files to your computer, try printing those files by using the HP Photosmart Software. The copies might not be damaged. If these solutions do not work, retake the photos with your digital camera as a last resort.

Photos not found

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

Solution: Reinsert the memory card in the HP Photosmart or try transferring the files to your computer using a memory card reader or a USB cable. If you already transferred the files to your computer, try printing those files by using the HP Photosmart Software. The copies might not be damaged. If these solutions do not work, retake the photos with your digital camera as a last resort.

Cause: There are no photos found on the memory card or storage device.

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

File not found

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

Solution: Close some applications and try the task again.

File format not supported

Cause: The HP Photosmart software did not recognize or support the file format of the image you are trying to open or save. If the file extension indicates it is a supported file type, the file might be corrupted.

Solution: Open the file in another application, and save it in a format that the HP Photosmart software recognizes.

For more information, see:

Invalid file name

Cause: The file name you entered is invalid.

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

NOTE: Although the file name might look correct, it could still include invalid characters. Overwrite the existing file name with a new name.

Supported file types for the HP Photosmart

The HP Photosmart software recognizes the following file formats: BMP, DCX, FPX, GIF, JPG, PCD, PCX, and TIF.

File corrupted

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

Solution: Reinsert the memory card or storage device in the HP Photosmart or try transferring the files to your computer using a memory card reader or a USB cable. If you already transferred the files to your computer, try printing those files by using the HP Photosmart Software. The copies might not be damaged. If these solutions do not work, retake the photos with your digital camera as a last resort.

Cause: The file system is corrupted.

Solution: Check the display for an error message telling you that the images on the memory card or storage device 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.

General user messages

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

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

Memory card error

Cause: There are two or more memory cards inserted into the HP Photosmart at the same time.

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

Cause: You have inserted a Compact Flash memory card backwards or upside down.

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

Cause: You have not fully inserted the memory card.

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

Disconnected

Cause: Several situations can cause this error message to appear.

- Your computer is not turned on.
- Your computer is not connected to the HP Photosmart.
- The software that came with the HP Photosmart was not installed correctly.
- The software that came with the HP Photosmart is installed, but it is not running.

Solution: Make sure your computer is turned on and is connected to the HP Photosmart. Also make sure you installed the software that came with the HP Photosmart.

For more information, see:

- "Communication problems over a USB connection" on page 113
- "Network troubleshooting" on page 125

Out of disk space

Cause: There is not enough available memory on your computer to perform the task.

Solution: Close some applications and try the task again.

Card access error

Cause: There are two or more memory cards inserted into the HP Photosmart at the same time.

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

Cause: You have inserted a Compact Flash memory card backwards or upside down.

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

Cause: You have not fully inserted the memory card.

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

Use only one card at a time

Cause: Multiple memory cards are inserted in the HP Photosmart.

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 display. Remove the additional memory card to resolve the problem.

Card is inserted incorrectly

Cause: The card is inserted backwards or upside down.

Solution: Turn the memory card so that the label side is up and the contacts are facing the HP Photosmart, 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 HP Photosmart will not respond and the Photo light (near the memory card slots) will not turn on.

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

Card is not fully inserted

Cause: The card is not fully inserted.

Solution: Make sure you fully insert the memory card into the appropriate slot on the HP Photosmart.

If the memory card is not inserted properly, the HP Photosmart will not respond and the Photo light (near the memory card slots) will not turn on.

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

Card is damaged

Cause: You 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.

Solution: Reformat your memory card in your camera or format your memory card in a Windows XP computer by selecting the FAT format.

Cause: The file system is corrupted.

Solution: Check the display 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.

Paper messages

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

- Cannot load paper from input tray
- Ink is drying
- Out of paper
- Paper jam, misfeed or blocked carriage

- [Paper mismatch](#)
- [Wrong paper width](#)

Cannot load paper from input tray

Cause: There is not enough paper in the input tray.

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

For more information, see:

"Load full-size paper" on page 58

Ink is drying

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

Solution: Leave the sheet in the output tray until the message disappears. If it is necessary to remove the printed sheet before the message disappears, carefully hold the printed sheet on the underside or the edges, and place it on a flat surface to dry.

Out of paper

Cause: There is not enough paper in the input tray.

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

For more information, see:

"Load full-size paper" on page 58

Cause: The rear door is off the HP Photosmart.

Solution: If you removed the rear door to clear a paper jam, replace it.

For more information, see:

"Clear paper jams" on page 115

Paper jam, misfeed or blocked carriage

Cause: Paper has jammed the HP Photosmart.

Solution: Clear the jam. Touch **OK** to continue your print job.

For more information, see:

"Clear paper jams" on page 115

Cause: The print head assembly is blocked or stalled.

Solution: Turn the HP Photosmart off and open the ink cartridge door. Remove any objects that are blocking the print head assembly (including any packing materials), and then turn the HP Photosmart on again.

Paper mismatch

Cause: The print setting for the print job does not match the paper type or size loaded in the HP Photosmart.

Solution: Change the print setting or load the appropriate paper in the input tray.

For more information, see:

• "Set the paper type for printing" on page 67
• "Set the paper size" on page 66
• "Information on paper" on page 115

Wrong paper width

Cause: The print setting chosen for the print job does not match the paper loaded in the HP Photosmart.

Solution: Change the print setting or load the appropriate paper in the input tray.

For more information, see:

• "Information on paper" on page 115
• "Change the print settings for the current job" on page 66

Power and connection messages

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

• Communication test failed
• HP Photosmart not found
• Improper shutdown
• Two-way communication lost

Communication test failed

Cause: The HP Photosmart is turned off.

Solution: Look at the display on the HP Photosmart. If the display is blank and the **On** button is not lit, the HP Photosmart is turned off. Make sure the power cord is

firmly connected to the HP Photosmart and plugged into a power outlet. Press the **On** button to turn on the HP Photosmart.

Cause: The HP Photosmart is not connected to the computer.

Solution: If the HP Photosmart is not properly connected to the computer, communication errors can occur. Make sure the USB cable is securely connected to the HP Photosmart and the computer, as shown below.
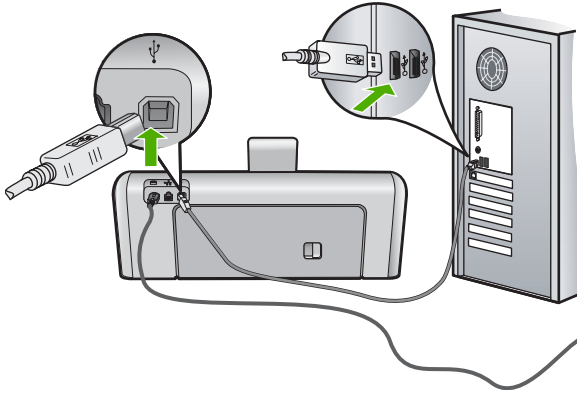
For more information, see:

"Communication problems over a USB connection" on page 113

HP Photosmart not found

Cause: This error applies only to USB-connected devices. The USB cable is not plugged in properly.

Solution: If the HP Photosmart is not properly connected to the computer, communication errors can occur. Make sure the USB cable is securely connected to the HP Photosmart and the computer, as shown below.
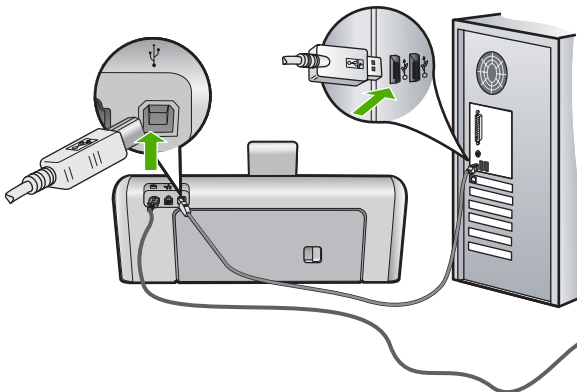
For more information, see:

"Communication problems over a USB connection" on page 113

Improper shutdown

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

Solution: Press the **On** button located on the control panel of the HP Photosmart to turn the device on and off.

Two-way communication lost

Cause: The HP Photosmart is turned off.

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

Cause: The HP Photosmart is not connected to the computer.

Solution: If the HP Photosmart is not properly connected to the computer, communication errors can occur. Make sure the USB cable is securely connected to the HP Photosmart and the computer, as shown below.
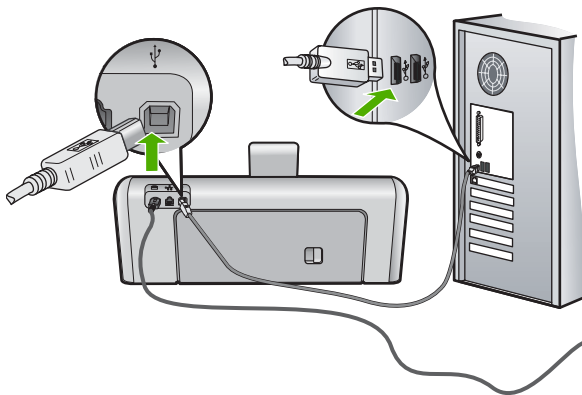
For more information, see:

"Communication problems over a USB connection" on page 113

Ink cartridge messages

The following is a list of ink cartridge error messages:

- Calibration error
- Cannot print
- Incorrect ink cartridge(s)
- The following ink cartridges cannot be used after device initialization and must be replaced
- Ink cartridge problem
- Ink cartridge(s) are empty
- Ink delivery failure
- Ink supply error
- Ink cartridge(s) are expired
- Ink expiration near
- Non-HP ink
- Original HP ink depleted
- Print head assembly is stalled
- Print head failure
- Alignment failed
- Replace ink cartridges soon
- Scheduled maintenance
- Wrong ink cartridge(s) installed
- Ink cartridge is missing, incorrectly installed, or not intended for your device

Calibration error

Cause: An incorrect type of paper is loaded in the input tray.

Solution: If you have color or photo paper loaded in the input tray when the printer aligns, the calibration might fail. Load unused plain white letter or A4 paper into the input tray, and then follow the prompts on the display to continue.

Cannot print

Cause: The indicated ink cartridge(s) are out of ink.

Solution: Replace the indicated ink cartridge(s) immediately so that you can resume printing.

The HP Photosmart cannot continue printing until the indicated ink cartridge(s) are replaced. All printing will stop.

For more information, see:

"Replace the ink cartridges" on page 102

Incorrect ink cartridge(s)

Cause: The wrong ink cartridge(s) are installed.

Solution: The indicated ink cartridge(s) cannot be used after the device has undergone first-time setup. Replace the ink cartridge(s) with the appropriate ink

cartridges for the HP Photosmart. To find out the reorder number for all the ink cartridges that the HP Photosmart supports, see the printed documentation that came with the HP Photosmart.

For more information, see:

"Replace the ink cartridges" on page 102

Cause: The ink cartridge(s) are not intended for use in this device.

Solution: 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.

The following ink cartridges cannot be used after device initialization and must be replaced

Cause: The wrong ink cartridge(s) are installed.

Solution: The indicated ink cartridge(s) cannot be used after the device has undergone first-time setup. Replace the ink cartridge(s) with the appropriate ink cartridges for the HP Photosmart. To find out the reorder number for all the ink cartridges that the HP Photosmart supports, see the printed documentation that came with the HP Photosmart.

For more information, see:

"Replace the ink cartridges" on page 102

Cause: The ink cartridge(s) are not intended for use in this device.

Solution: 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.

Ink cartridge problem

Cause: The indicated ink cartridge(s) are missing or are damaged.

Solution: Replace the indicated ink cartridge(s) immediately so that you can resume printing. If there are no ink cartridges missing from the HP Photosmart, the ink cartridge contacts might need to be cleaned.

If there are no ink cartridges missing from the HP Photosmart, and you still receive this message after cleaning the ink cartridge contacts, you might have a damaged

ink cartridge. Check to see if your ink 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. 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:

- "Replace the ink cartridges" on page 102
- "Clean the ink cartridge contacts" on page 107
- "Ink cartridge warranty information" on page 169
- "Shop for ink supplies" on page 111

Ink cartridge(s) are empty

Cause: The indicated ink cartridge(s) are out of ink.

Solution: Replace the indicated ink cartridge(s) with new ink cartridge(s).

For more information, see:

"Replace the ink cartridges" on page 102

Ink delivery failure

Cause: The print head assembly or the ink delivery system has failed and the HP Photosmart can no longer print.

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

If you continue to receive this message, 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.

Ink supply error

Cause: The indicated ink cartridge was removed during maintenance.

Solution: Replace the indicated ink cartridge with the previous ink cartridge during the maintenance procedure. After the maintenance procedure is complete, you can insert the new ink cartridge.

For more information, see:

"Replace the ink cartridges" on page 102

Ink cartridge(s) are expired

Cause: The ink in the indicated ink cartridge(s) is at the expiration date.

Solution: Each ink cartridge has an expiration date. The purpose of expiration is to protect the printing system and to ensure ink quality. When you receive an ink cartridge(s) are expired message, remove and replace the expired ink cartridge, and then close the message. You can also continue printing without replacing the ink cartridge, by following the instructions on the HP Photosmart or the ink cartridge expiration message on your computer screen. HP recommends replacing the expired ink cartridges. HP cannot guarantee the quality or reliability of expired ink cartridges. Device service or repairs required as a result of using expired ink will not be covered under warranty.

For more information, see:

"Replace the ink cartridges" on page 102

Ink expiration near

Cause: The ink in the indicated ink cartridge(s) is near expiration.

Solution: One or more of the ink cartridges are near their expiration date.

Each ink cartridge has an expiration date. The purpose of expiration is to protect the printing system and to ensure ink quality. When you receive an ink cartridge(s) are expired message, remove and replace the expired ink cartridge, and then close the message. You can also continue printing without replacing the ink cartridge, by following the instructions on the HP Photosmart or the ink cartridge expiration message on your computer screen. HP recommends replacing the expired ink cartridges. HP cannot guarantee the quality or reliability of expired ink cartridges. Device service or repairs required as a result of using expired ink will not be covered under warranty.

For more information, see:

"Replace the ink cartridges" on page 102

Non-HP ink

Cause: The HP Photosmart detected non-HP ink.

Solution: Replace the indicated ink cartridge(s).

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 ink. Printer service or repairs required as a result of printer failure or damage attributable to the use of non-HP ink will not be covered under warranty.

If you believe you purchased genuine HP ink cartridge(s), go to:

For more information, see:

"Replace the ink cartridges" on page 102

Original HP ink depleted

Cause: The original HP ink in the indicated ink cartridge(s) has been depleted.

Solution: Replace the indicated ink cartridge(s) or touch **OK** to continue.

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 ink. Printer service or repairs required as a result of printer failure or damage attributable to the use of non-HP ink will not be covered under warranty.

For more information, see:

"Replace the ink cartridges" on page 102

Print head assembly is stalled

Cause: The print head assembly is blocked.

Solution: Remove any objects that are blocking the print head assembly.

To clear the print head assembly

1. Open the ink cartridge door by lifting from the front center of the device, until the door locks into place.
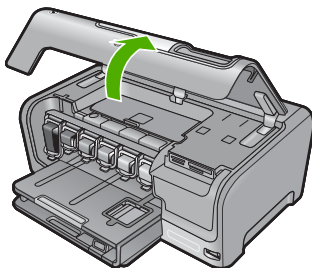
2. Remove any objects that are blocking the print head assembly, including any packing materials.
3. Turn the HP Photosmart off, then turn it on again.
4. Close the ink cartridge door.

Print head failure

Cause: The print head assembly or the ink delivery system has failed and the HP Photosmart can no longer print.

Solution: 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.

Alignment failed

Cause: An incorrect type of paper is loaded in the input tray.

Solution: If you have color or photo paper loaded in the input tray when you align the printer, the alignment might fail. Load unused plain white letter or A4 paper into the input tray, and then try the alignment again. If the alignment fails again, you might have a defective sensor.

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 print head assembly or sensor is defective.

Solution: 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.

Replace ink cartridges soon

Cause: The indicated ink cartridge is estimated to be low on ink and might need to be replaced soon.

Solution: You might be able to continue printing for a short period of time with ink remaining in the print head assembly. Replace the indicated ink cartridge(s) or follow the prompts on the display or computer screen to continue.

For more information, see:

"Replace the ink cartridges" on page 102

Scheduled maintenance

Cause: The HP Photosmart performs a periodic maintenance procedure to ensure excellent print quality.

Solution: Load unused plain white letter or A4 paper in the input tray. Then follow the prompts on the display or computer screen to continue.

Wrong ink cartridge(s) installed

Cause: The wrong ink cartridge(s) are installed.

Solution: The first time you set up and use the HP Photosmart, make sure to install the ink cartridges that were shipped with your device. The ink in these ink cartridges is specially formulated to mix with the ink in the print head assembly.

To resolve this error, replace the affected ink cartridge(s) with the ink cartridges that were shipped with the HP Photosmart.

For more information, see:

"Replace the ink cartridges" on page 102

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

Cause: One or more ink cartridges are missing.

Solution: Remove and reinsert the ink cartridges and verify that they are fully inserted and locked in place.

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

Solution: Remove and reinsert the ink cartridges and verify that they are fully inserted and locked in place. If the problem persists, clean the copper-colored contacts of the ink cartridges.

For more information, see:

• "Replace the ink cartridges" on page 102
• "Clean the ink cartridge contacts" on page 107

Cause: The ink cartridge is defective or not intended for use in this device.

Solution: Replace the indicated ink cartridge(s) immediately so that you can resume printing. If there are no ink cartridges missing from the HP Photosmart, the ink cartridge contacts might need to be cleaned.

If there are no ink cartridges missing from the HP Photosmart, and you still receive this message after cleaning the ink cartridge contacts, you might have a damaged ink cartridge. Contact HP support. Go to:

www.hp.com/support

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

For more information, see:

"Replace the ink cartridges" on page 102

Cause: The wrong ink cartridge(s) are installed.

Solution: The first time you set up and use the HP Photosmart, make sure to install the ink cartridges that were shipped with your device. The ink in these ink cartridges is specially formulated to mix with the ink in the print head assembly.

To resolve this error, replace the affected ink cartridge(s) with the ink cartridges that were shipped with the HP Photosmart.

For more information, see:

"Replace the ink cartridges" on page 102

13 HP warranty and support

Hewlett-Packard provides Internet and phone support for the HP Photosmart.

This section contains the following topics:

Warranty

For more information about the warranty, see the printed documentation that came with the HP Photosmart.

Ink 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/DD format, may be found on the product as indicated:
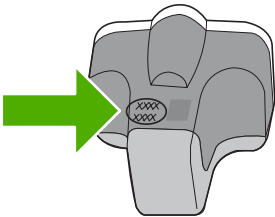
For a copy of the HP Limited Warranty Statement, see the printed documentation that came with the HP Photosmart.

Support process

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

Before you call HP support

Software programs from other companies might be included with the HP Photosmart. If you experience problems with any of those programs, you will receive the best technical assistance by calling the experts at that company.

If you need to contact HP support, do the following before you call:
1. Make sure that:
   a. The HP Photosmart is plugged in and turned on.
   b. The specified ink cartridges are installed correctly.
   c. The recommended paper is properly loaded in the input tray.
2. Reset the HP Photosmart:
   a. Turn off the HP Photosmart by pressing the **On** button.
   b. Unplug the power cord from the back of the HP Photosmart.
   c. Plug the power cord back into the HP Photosmart.
   d. Turn on the HP Photosmart by pressing the **On** button.
3. To find support and warranty information, go to the HP Web site at www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.
   Check the HP Web site for updated information or troubleshooting tips for the HP Photosmart .
4. If you are still experiencing problems and need to speak with an HP support representative, do the following:
   a. Have the specific name of the HP Photosmart, as it appears on the control panel, available.
   b. Print a self-test report.
   c. Make a color copy to have available as a sample printout.
   d. Be prepared to describe your problem in detail.
   e. Have your serial number ready.
      You can view the serial number by looking at the sticker on the rear side of the HP Photosmart. The serial number is the 10-character code in the upper left corner of the sticker.
5. Call HP support. Be near the HP Photosmart when you call.

Related topics

HP support by phone

For a list of support phone numbers, see the printed documentation that came with the device.

This section contains the following topics:

-
-
-

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 HP Photosmart. Be prepared to provide the following information:

- Model number (located on the label on the front of the HP Photosmart)
- Serial number (located on the back or bottom of the HP Photosmart)
- 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, HP Photosmart was moved, etc.)?

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.

HP Quick Exchange Service (Japan)

インク　カートリッジに問題がある場合は以下に記載されている電話番号に連絡してください。インク　カートリッジが故障している、または欠陥があると判断された場合、HP Quick Exchange Service がこのインク カートリッジを正常品と交換し、故障したインク カートリッジを回収します。保障期間中は、修理代と配送料は無料です。また、お住まいの地域にもよりますが、プリンタを次の日までに交換することも可能です。

電話番号： 0570-000511（自動応答）

03-3335-9800（自動応答システムが使用できない場合）

サポート時間： 平日の午前 9:00 から午後 5:00 まで

土日の午前 10:00 から午後 5:00 まで

祝祭日および 1 月 1 日から 3 日は除きます。

サービスの条件:
- サポートの提供は、カスタマケアセンターを通してのみ行われます。
- カスタマケアセンターがプリンタの不具合と判断した場合に、サービスを受けることができます。

   ご注意：ユーザの扱いが不適切であったために故障した場合は、保障期間中であっても修理は有料となります。詳細については保証書を参照してください。

その他の制限:
- 運搬の時間はお住まいの地域によって異なります。詳しくは、カスタマケアセンターに連絡してご確認ください。
- 出荷配送は、当社指定の配送業者が行います。
- 配送は交通事情などの諸事情によって、遅れる場合があります。
- このサービスは、将来予告なしに変更することがあります。

For instructions on how to pack your device for exchange, see "Pack the HP Photosmart" on page 174.

Call HP Korea customer support

HP 한국 고객 지원 문의
- 고객 지원 센터 대표 전화
  1588-3003
- 제품가격 및 구입처 정보 문의 전화
  080-703-0700
- 전화 상담 가능 시간:
  평   일 09:00~18:00
  토요일 09:00~13:00
  (일요일, 공휴일 제외)

Prepare the HP Photosmart for shipment

If, after contacting HP support or returning to the point of purchase, you are requested to send the HP Photosmart in for service, make sure you remove and keep the following items before returning your device:

• The control panel faceplate
• The power cord, USB cable, and any other cable connected to the HP Photosmart

⚠️ **CAUTION:** The replacement HP Photosmart will not be shipped with a power cord. Store the power cord in a safe place until the replacement HP Photosmart arrives.

• Any paper loaded in the input tray
• Remove any originals you might have loaded in the HP Photosmart

This section contains the following topics:

• Secure the ink system
• Remove the control panel faceplate

Secure the ink system

Contact HP support for information about how you should secure the ink system to prevent ink from leaking in the HP Photosmart during shipment. They might instruct you to replace the ink cartridges with replacement ink cartridges.

If you receive a replacement HP Photosmart, refer to the instructions included in the box for information about how to secure the ink system. The replacement HP Photosmart might come with ink cartridges that you can use to install in your device to prevent the ink system from leaking during shipment.

📝 **NOTE:** This information does not apply to customers in Japan. For information on service options in Japan, see "HP Quick Exchange Service (Japan)" on page 172.

Related topics
"Replace the ink cartridges" on page 102

Remove the control panel faceplate

Remove the control panel faceplate before returning the HP Photosmart for repair.

📝 **NOTE:** This information does not apply to customers in Japan. For information on service options in Japan, see "HP Quick Exchange Service (Japan)" on page 172.

⚠️ **CAUTION:** The HP Photosmart must be unplugged before following these steps.

To remove the control panel faceplate
1. Press the **On** button to turn off the HP Photosmart.
2. Unplug the power cord, and then disconnect it from the HP Photosmart. Do not return the power cord with the HP Photosmart.
3. Remove the control panel faceplate as follows:
   a. Place your hands on each side of the control panel faceplate.
   b. Use your fingertips to pry the control panel faceplate off.
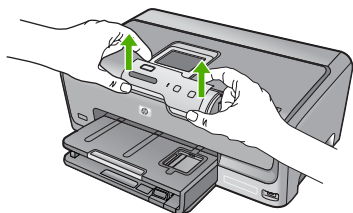
4. Retain the control panel faceplate. Do not return the control panel faceplate with the HP Photosmart.

> △ **CAUTION:** The replacement HP Photosmart might not come with a control panel faceplate. Store your control panel faceplate in a safe place, and when the replacement HP Photosmart arrives, reattach your control panel faceplate. You must attach your control panel faceplate to use the control panel functions on the replacement HP Photosmart.

> ✎ **NOTE:** See the Setup Guide that came with the HP Photosmart for instructions on how to attach your control panel faceplate. The replacement HP Photosmart might come with instructions for setting up your device.

Pack the HP Photosmart

Complete the following steps after you have prepared the HP Photosmart for shipment.

To pack the HP Photosmart
1. If available, pack the HP Photosmart for shipment by using the original packing materials or the packaging materials that came with your exchange device.
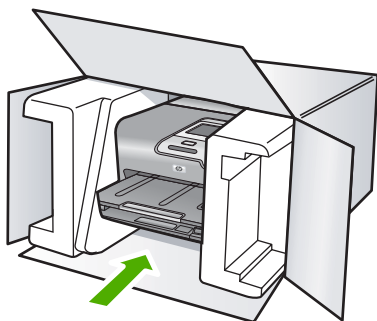
If you do not have the original packaging materials, please use other adequate packaging materials. Shipping damage caused by improper packaging and/or improper transportation is not covered under the warranty.
2. Place the return shipping label on the outside of the box.
3. Include the following items in the box:
   • A complete description of symptoms for service personnel (samples of print quality problems are helpful).
   • A copy of the sales slip or other proof of purchase to establish the warranty coverage period.
   • Your name, address, and a phone number where you can be reached during the day.

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:

Specifications

Technical specifications for the HP Photosmart are provided in this section. For additional specifications, see the printed documentation that came with the HP Photosmart.

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.

Paper specifications

Type	Paper weight	Input tray*	Output tray†	Photo tray*
Plain paper	20 to 24 lb. (75 to 90 gsm)	Up to 100 (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)	50 (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 10	10	n/a
Transparency film	n/a	Up to 20	15 or fewer	n/a
Labels	n/a	Up to 20	25	n/a
5 x 7 inch (13 x 18 cm) Photo paper	145 lb. (236 gsm)	Up to 20	25	n/a
4 x 6 inch (10 x 15 cm) Photo paper	145 lb. (236 gsm)	Up to 20	25	Up to 20

Type	Paper weight	Input tray*	Output tray†	Photo tray*
8.5 x 11 inch (216 x 279 mm) Photo paper	n/a	Up to 20	10	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.
    *   Maximum capacity.

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

Print specifications
- Up to 1200 x 1200 rendered dpi black when printing from a computer
- Up to 4800 x 1200 optimized dpi color when printing from a computer and 1200-input dpi
- Print speeds vary according to the complexity of the document
- Panorama-size printing
- Method: drop-on-demand thermal inkjet
- Language: PCL3 GUI
- Duty cycle: Up to 3000 printed pages per month

Print resolution
To find out about the printer resolution, see the printer software. For more information, see "View the print resolution" on page 67.

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

Acoustic information
If you have Internet access, you can get acoustic information from the HP Web site. Go to: www.hp.com/support.

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:

- Paper use
- Plastics
- Material safety data sheets
- Recycling program
- HP inkjet supplies recycling program
- Energy consumption
- Special handling of materials
- Attention California users
- NDL battery disposal

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/

Energy consumption

This product is designed to reduce power consumption and save natural resources without compromising product performance. It has been designed to reduce total energy consumption both during operation and when the device is not active. Specific information on power consumption may be found in the printed documentation that came with the HP Photosmart.

Special handling of materials

This HP product contains a lithium-manganese dioxide battery located on the main printed circuit assembly that may require special handling at end-of-life.

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

NDL battery disposal

NL — Batterij niet weggooien, maar inleveren als KCA. ✕	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.

Technical information

Taiwan battery statement

廢電池請回收

Please recycle waste batteries.

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.

Česky

Likvidace vysloužilého 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 vysloužilé zařízení bude předáno k likvidaci do stanovených sběrných míst určených k recyklaci vysloužilých elektrických a elektronických zařízení. Likvidace vysloužilého 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 vysloužilé zařízení předat k recyklaci, můžete získat od úřadů místní samosprávy, od společnosti 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 menneskers 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 μονάδα συλλογής απορριμμάτων 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 πού 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 atliekamą įrangą bus atskirai surenkama ir perdirbama, bus išsaugomi natūralūs ištekliai ir užtikrinama, kad įranga yra perdirbta žmogaus sveikatą ir gamtą tausojančiu būdu. Dėl 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 dos 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 ľudské 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.

Technical information

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
- Notice to users in Korea
- VCCI (Class B) compliance statement for users in Japan
- Notice to users in Japan about power cord
- Geräuschemission

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-0711. This regulatory number should not be confused with the marketing name (HP Photosmart D7400 series, etc.) or product numbers (CC247A, 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.

Notice to users in Korea

사용자 안내문(B급 기기)

이 기기는 비업무용으로 전자파 적합 등록을 받은 기기로서, 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.

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 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。

Geräuschemission

Geräuschemission

LpA < 70 dB am Arbeitsplatz im Normalbetrieb nach DIN 45635 T. 19

Regulatory wireless statements

This section contains the following regulatory information pertaining to wireless products:

• Wireless: Exposure to radio frequency radiation
• Wireless: Notice to users in Brazil
• Wireless: Notice to users in Canada
• European Union Regulatory Notice
• Wireless: Notice to users in Taiwan

Wireless: 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.

Wireless: 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).

Wireless: 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 73/23/EEC
- 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.

CE ①

The wireless telecommunications functionality of this product may be used in the following EU and EFTA countries:

Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, 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).

Wireless: 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。

Declaration of conformity (European Economic Area)

The Declaration of Conformity in this document complies with ISO/IEC 17050-1 and EN 17050-1. It identifies the product, manufacturer's name and address, and applicable specifications recognized in the European community.

HP Photosmart D7400 series declaration of conformity

<table>
<tr><td colspan="3">**DECLARATION OF CONFORMITY**
according to ISO/IEC 17050-1 and EN 17050-1</td></tr>
<tr><td>**Manufacturer's Name:**</td><td>Hewlett-Packard Company</td><td>DoC#: SDGOB-0711-rel.1.0</td></tr>
<tr><td>**Manufacturer's Address:**</td><td colspan="2">16399 West Bernardo Drive
San Diego, CA 92127, USA</td></tr>
</table>

declares, that the product

Product Name:	HP Photosmart D7400 Series (CC247A,B,C,D,E,F,G)
Regulatory Model:[4]	SDGOB-0711
Product Options:	ALL
Radio Module:	RSVLD-0608
Power Adapter:	0957-2230

conforms to the following Product Specifications:

SAFETY:	IEC 60950-1:2001 / EN60950-1:2001 IEC 60825-1 Ed. 1.2: 2001 / EN 60825-1 + A2 + A1: 2002 (LED) GB4943: 2001
EMC:	CISPR 22:1997 +A1:2000 +A2:2002 / EN55022:1998 +A1:2000 +A2:2003 Class B [3] CISPR 24:1997 +A1:2001 +A2:2002 / EN 55024:1998 +A1:2001 + A2:2003 Class B [3] EN 301 489-1 V1.4.1: 2002 EN 301 489-17 V1.2.1: 2002 IEC 61000-3-2: 2000 + A1:2000 + A2:2005 / EN 61000-3-2: 2000 +A2:2005 IEC 61000-3-3:1994 +A1: 2001 / EN 61000-3-3:1995 +A1: 2001 FCC Title 47 CFR, Part 15 Class B / ICES-003, Issue 4 GB9254-1998, GB17625.1-2003
RADIO:	EN 300 328 V1.6.1:2004-11
HEALTH:	EU: 1999/519/EC

Supplementary Information:

1. The product herewith complies with the requirements of the EMC Directive 2004/108/EC, the Low Voltage Directive 73/23/EEC and the R&TTE Directive 1999/5/EC and carries the CE-Marking accordingly

2. 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

3. The product was tested in a typical configuration.

4. For regulatory purposes, these products are assigned a Regulatory model number. This number should not be confused with the product name or the product number(s).

San Diego, CA, USA
15 September, 2006

For Regulatory Topics only, contact:

European Contact:	Your Local Hewlett-Packard Sales and Service Office or Hewlett-Packard Gmbh, Department HQ-TRE / Standards Europe, Herrenberger Strasse 140, D-71034 Böblingen, Germany (FAX: +49-7031-14-3143)
USA Contact:	Product Regulations Manager, Hewlett Packard Company, San Diego, (858) 655-4100

Technical information

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