hp photosmart 1215/1218

knowledge

invent

user's guide

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HP Customer Care

We're delighted that you've chosen an HP PhotoSmart 1215/1218 color printer. To help ensure trouble-free performance, your HP product comes with award-winning HP Customer Care.

Help Us Help You Better

Before you contact HP Customer Care, we'd like to ask you to do a few things. Record your printer's:

Serial number _____

Model number_____

Purchase date _____

Review this User's Guide. The fastest way to solve problems is to consult "Troubleshooting" on page 73.

HP Customer Care Online

Click your way to a great solution! HP Customer Care Online (**www.hp.com/photosmart**) is a great place to start for answers to questions about your HP color printer—24 hours a day, 7 days a week. See the inside back cover for a list of international Web site addresses.

HP Customer Care User Forums

Share in the great ideas and smart suggestions forum moderators and fellow users offer. Review existing messages left by other HP product owners or post your own questions, then check back later for ideas and suggestions. Access the forums directly through **www.hp.com/support/home_products**.

HP Customer Care by Phone

Call us direct and connect to a service technician who specializes in your product and who can typically answer your questions in one phone call. See the inside back cover for a list of phone numbers.

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Chapter 1 Getting started

Thank you for purchasing an HP PhotoSmart 1215/1218 color printer! Your new printer prints everything from laser quality black and white text documents to color photos. Before you get started, be sure to set up your printer—see the Quick Start poster included in the box. If you need more information about setting up your new printer, see "Connecting and upgrading your printer" on page 109.

Use your new HP PhotoSmart 1215/1218 printer to:

- Print photos directly from a digital camera's memory card without using your computer.

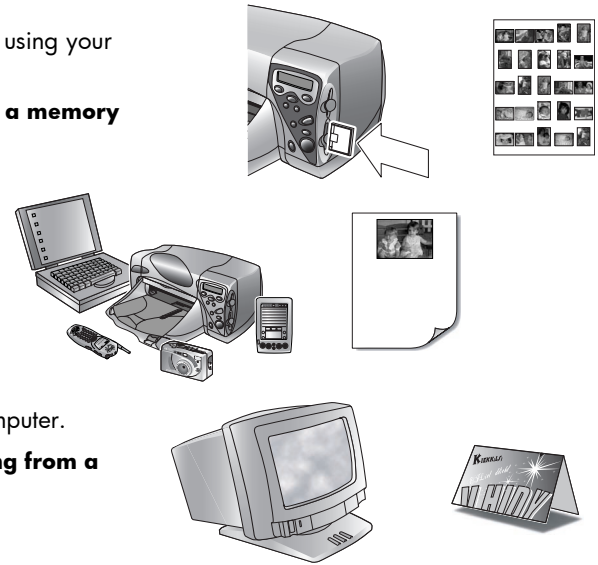
  To start printing using your memory card, see "Printing from a memory card" on page 30.

- Print files wirelessly from an infrared device such as a Personal Digital Assistant (PDA), laptop computer, cell phone, or digital camera.

  To start printing using infrared, see "Printing files using infrared (IR)" on page 36.

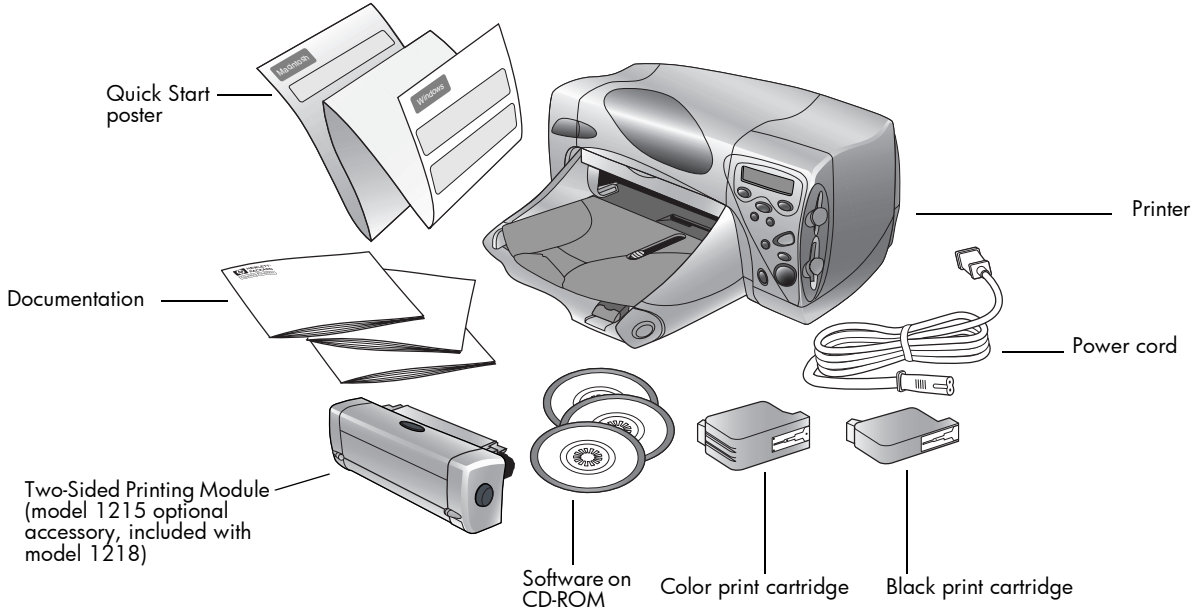
- Print high-quality documents and projects such as photo album pages, greeting cards, iron-on transfers, or newsletters from a computer.

  To start printing a document or project, see "Chapter 4 Printing from a computer" on page 39.



Unpacking your printer

Before you begin, check to be sure you have the following:



Other items you will need

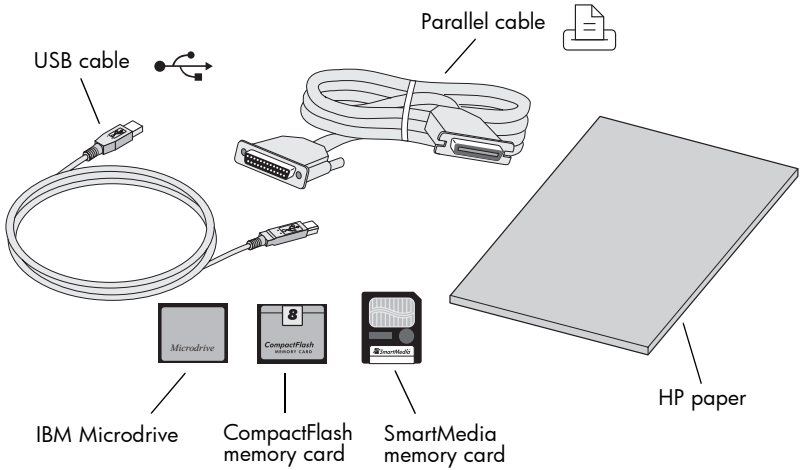
Depending on how you are using the printer, you will need additional items (listed below).

Cables

To connect the printer to a computer, you need a **bi-directional IEEE 1284-compliant parallel cable** or a **USB cable**. These cables are available where you purchased your printer or at most computer supply stores, and must be purchased separately.

Memory cards

If you use your digital camera's memory card with the printer, make sure the memory card is a **CompactFlash Type I or II**, **IBM Microdrive**, or **SmartMedia** memory card. See "Understanding memory cards" on page 24 for more information.



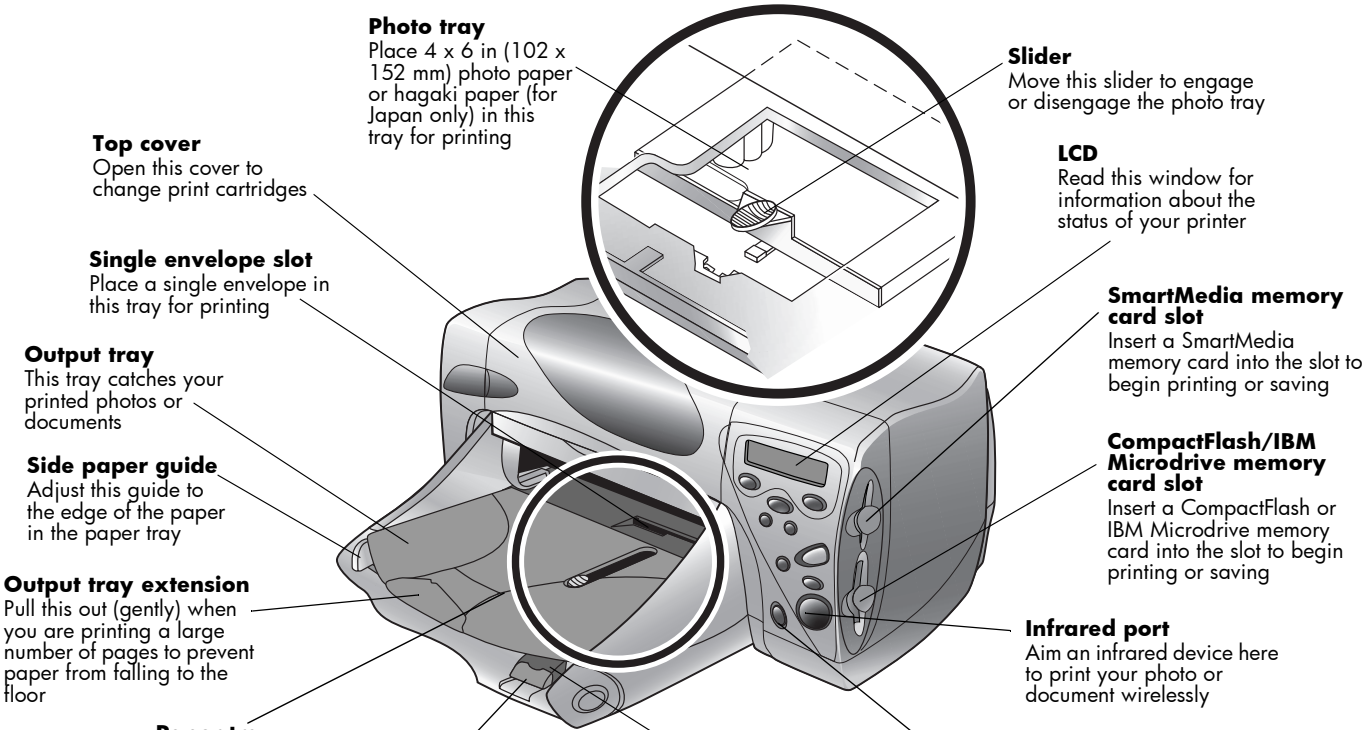
HP paper

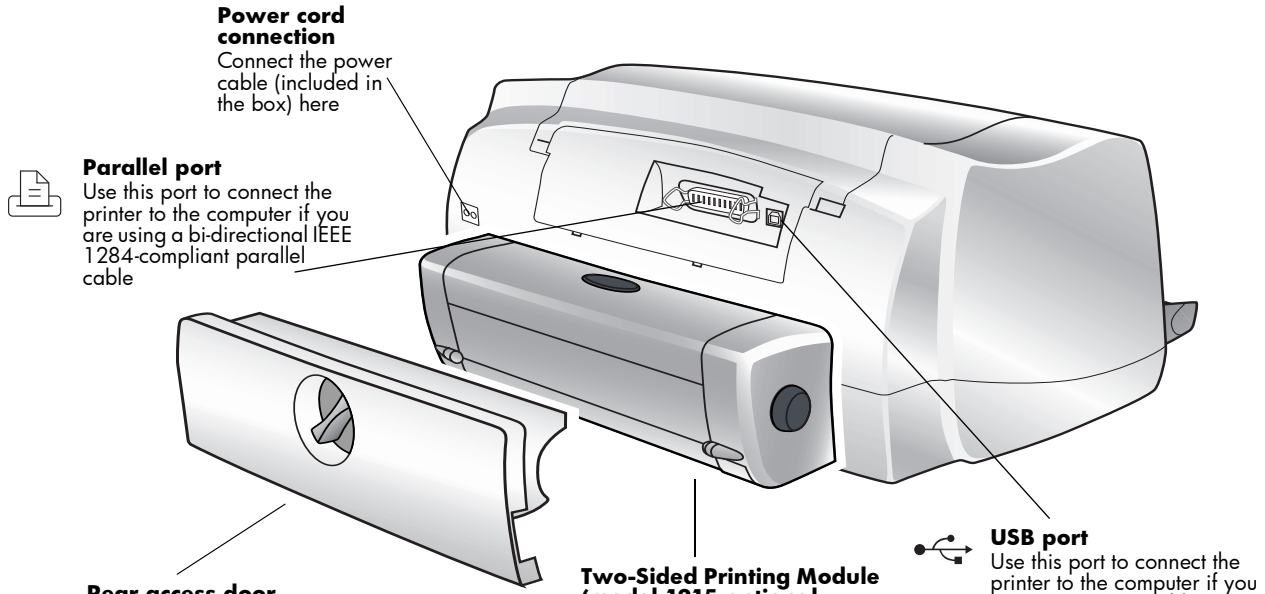
You can print on many different types and sizes of paper. We recommend using HP custom paper for the best output quality. For example, if you are printing a photo, be sure to print on HP Premium Plus Photo Paper for photo-quality results.

HP paper can be found at most computer and office supply stores or on the Web at **www.hpshopping.com**.

Note: Your printer has automatic paper type and size sensors to help you get great printing results automatically. The printer uses an optical sensor to detect paper type and size, then selects the print mode for great results. Depending on where you live, you may need to set the default paper size to use a particular large or small paper size, see "Page size" on page 17.

Printer parts





Note: This picture shows the Two-Sided Printing Module installed. The Two-Sided Printing Module replaces the rear access door. For more information, see "Installing the Two-Sided Printing Module (optional)" on page 8.

Front panel

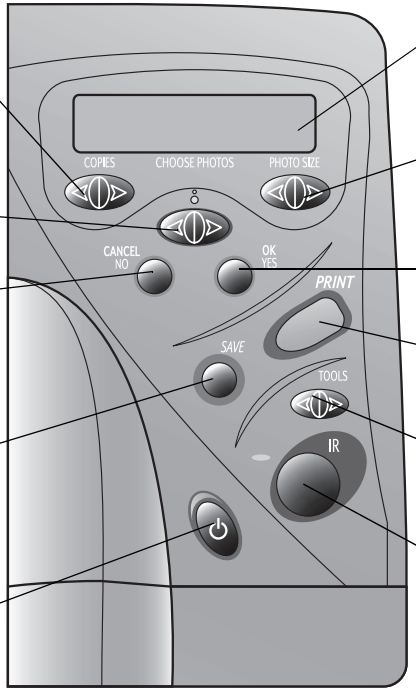
Copies
Use this button to select the number of copies you want to print

Choose Photos
Use this button to choose which photos you want to print or save from the memory card

Cancel/No
Press this button to stop printing or saving, cancel a selection, or answer "no" to a question on the LCD

Save
Press this button to start saving selected photos from the memory card to the computer

Power
Press this button to turn the printer on and off



LCD
Read this window for information about the status of your printer

Photo Size
Use this button to choose the printed size for all selected photos

OK/Yes
Press this button to make a selection or answer "yes" to a question on the LCD

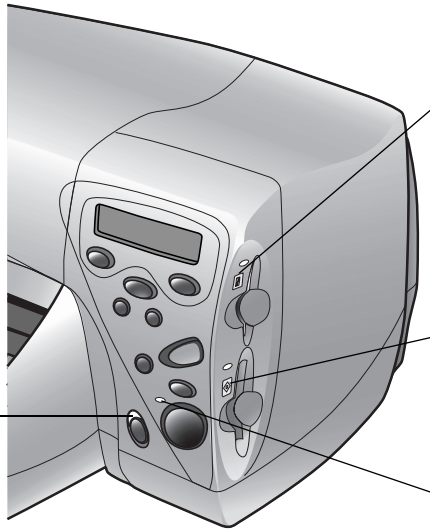
Print
Press this button to start printing the selected photos from a memory card

Tools
Use this button to change the printer settings

Infrared port
Aim an infrared device here to wirelessly printyour photo or document

Tip: To get maximum use from your print cartridges, do not unplug the printer or turn off the power source (such as a power strip), until the **Power** light is off.

Reading the indicator lights



Power light
On
The printer power is on
Blinking
The printer is busy (for example, printing or saving)
Off
The printer power is off

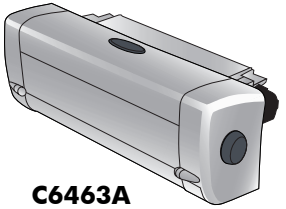
SmartMedia memory card slot light
On
The memory card is inserted correctly
Blinking
The memory card in the card slot is being accessed
Off
There is no memory card inserted, the memory card is not inserted correctly, or the other memory card slot is in use

CompactFlash/IBM Microdrive memory card slot light
On
The memory card is inserted correctly
Blinking
The memory card in the card slot is being accessed
Off
There is no memory card inserted, the memory card is not inserted correctly, or the other memory card slot is in use

Attention light
Blinking
Read the LCD for instructions

Caution:	**Do not remove the memory card while the indicator light is blinking. Removing a memory card while it is in use may damage the card or the files saved on the card.**

Installing the Two-Sided Printing Module (optional)

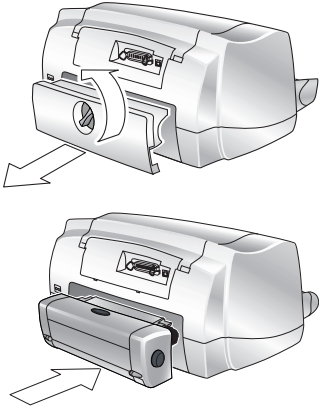


C6463A

The Two-Sided Printing Module enables the printer to automatically print on the second side of a piece of paper. If you have an HP PhotoSmart 1218 printer, the Two-Sided Printing Module is included in the box. If you have an HP PhotoSmart 1215 printer, you can purchase the module as an accessory. For ordering information visit the HP Web site at **www.hpshopping.com**.

For more information on how to print using the Two-Sided Printing Module, see "Two-sided printing" on page 54.

To...	Follow these steps...
Install the Two-Sided Printing Module	1. Remove the printer's rear access door: turn the knob on the door counter-clockwise 1/4 turn to the unlock position, then remove the door. 2. Insert the Two-Sided Printing Module (with the top button facing up) into the back of the printer until it "snaps" into place. **Note:** Store the rear access door to avoid damage while it is not in use.

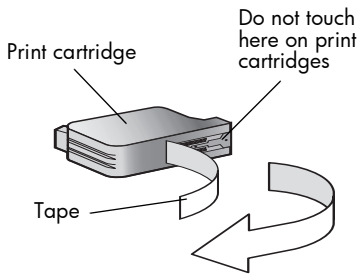


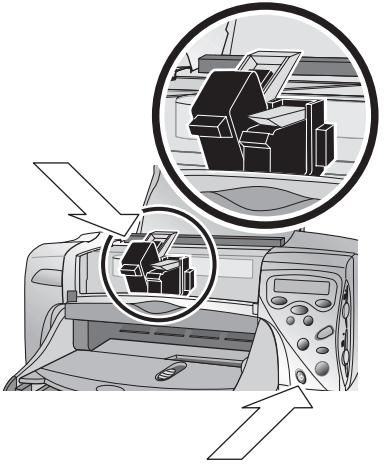
Replacing or installing print cartridges

To get the best performance from your printer, we recommend using only genuine HP supplies, including genuine HP factory-filled print cartridges.

Caution: **Check that you are using the correct print cartridges. Use one black print cartridge (HP 51645) and one color cartridge (HP C6578). Do not refill print cartridges yourself. Damage resulting from the modification or refilling of HP print cartridges is specifically excluded from HP printer warranty coverage.**

To...	Follow these steps...
Replace or install print cartridges *(continued on next page)*	1. On the printer front panel, press **Power** to turn the printer on. 2. Open the top cover. The print cartridge cradle moves to the center of the printer. 3. Lift the cradle latch for the print cartridge you want to replace or install. 4. If you are replacing a print cartridge, lift the old print cartridge out and discard it. 5. **Remove the tape** from the new print cartridge: • Take the print cartridge out of its package. • Grasp the tab and peel off the tape. **Note:** Do NOT touch the ink nozzles or the copper contacts. Touching these parts may cause print cartridge failure.



To...	Follow these steps...
Replace or install print cartridges *(continued)*	6. Insert the print cartridge: • Insert the print cartridge into the cradle. • Close the cradle latch to "lock" the print cartridge in place. 7. Close the top cover. 8. When the LCD prompts you, load plain paper in the paper tray. If you need more information, see "Loading paper" on page 11. 9. On the front panel, press **OK/Yes**. The printer begins printing a calibration page to align the print cartridges. Calibration page 

Loading paper

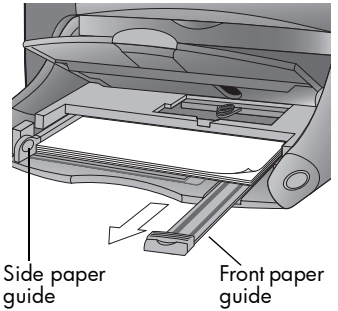
You can print on many different types and sizes of paper. We recommend using HP custom paper for the best output quality. For example, if you are printing a photo, be sure to print on HP Premium Plus Photo Paper for photo-quality results.

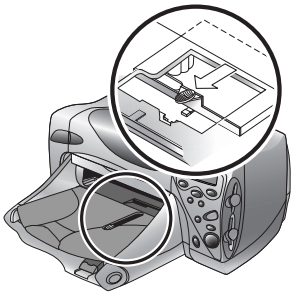
HP papers can be found at most computer and office supply stores or on the Web at **www.hpshopping.com**.

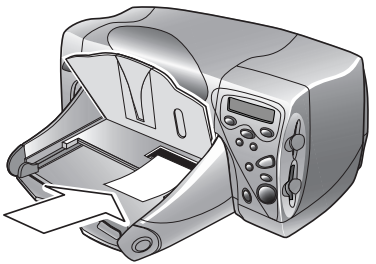
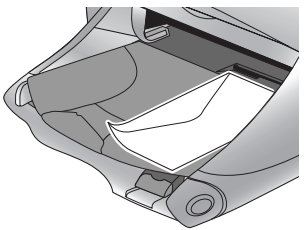
You can load a:

- Stack of paper.
- 4 x 6 inch (102 x 152 mm) photo paper in the printer's photo tray.
- Single envelope.
- Stack of envelopes.

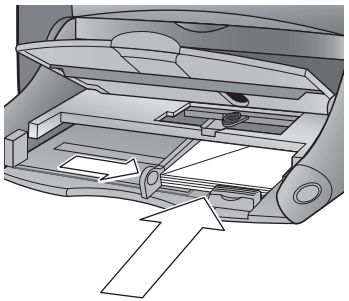
To...	Follow these steps...
Load paper in the paper tray Use the printer's paper tray to print on many different types of paper. You can use everything from plain paper to HP Premium Inkjet Transparency Film.	1. Pull out the front paper guide on the paper tray and slide the side paper guide as far to the left as it will go. 2. Place a stack of paper into the paper tray. • Load the paper **print side down**. The printer prints on the face-down side of the paper in the paper tray; the printed document faces up in the output tray. • Always load paper in the portrait direction, with the long edge against the long edge of the paper tray. • Be careful not to use too much or too little paper. It may be difficult for the printer to "grab" a sheet of paper when there are only one or two sheets in the paper tray. Check that the stack of paper contains several sheets but is no higher than the top of the front paper guide. • Use one kind and size of paper at a time. Do not mix paper types or sizes in the paper tray. 3. On the output tray, move the slider (visible through the output tray) toward you (away from the inside of the printer) until it stops. This disengages the photo tray. 4. Adjust the side and front paper guides to fit close to the edges of the paper, without bending the paper. This helps the paper feed straight into the printer.

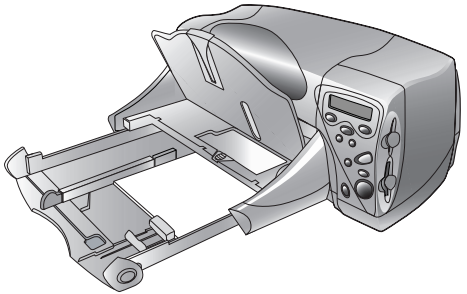




To...	Follow these steps...
Load paper in the photo tray Use the printer's photo tray to print on 4 x 6 inch (102 x 152 mm) photo paper. When you use the photo tray, you can leave your regular paper in the paper tray.	1. On the output tray, move the slider (visible through the output tray) toward you (away from the inside of the printer) until it stops. This disengages the photo tray. 2. Lift the output tray. 3. Load paper in the photo tray with the **print side down**. If you are using tabbed paper, feed or place the tabbed paper into the printer so the tab feeds in last. 4. Lower the output tray to its original position. 5. On the output tray, move the slider away from you (toward the inside of the printer) until it stops against the edge of the paper. This engages the photo tray.  **Note:** When you are finished using the photo tray, disengage it so the printer will use the paper in the paper tray.
Load a single envelope Use the printer's single-envelope slot to print one envelope at a time.	• Load the envelope into the single-envelope slot with the address side down and the flap on the left. Slide the envelope in until it stops. **Tip:** See the picture on the printer. 

To...	Follow these steps...
Load a stack of envelopes You can print multiple envelopes using the paper tray.	1. Pull out the front paper guide on the paper tray and slide the side paper guide as far to the left as it will go. 2. Place a stack of envelopes into the paper tray. • Load the envelopes against the right side of the paper tray. • Load the envelopes address side down with the flaps on the left. Check that the envelopes are not batched together with one flap surrounding several envelopes. • Be careful not to use more than 15–20 envelopes. The stack should fit below the front paper guide. • Use one kind and size of envelope at a time. Do not mix envelope types or sizes in the paper tray. 3. Adjust the side and front paper guides to fit close to the edges of the envelopes, without bending them. This helps the envelopes feed into the printer correctly.



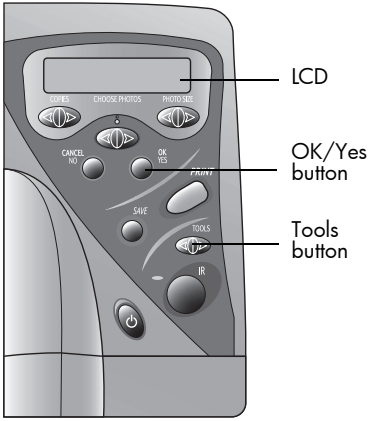
To...	Follow these steps...
Load index cards and other small media Use the printer's paper tray to print on small media.	1. Pull out the paper tray. 2. Lift the output tray. 3. Pull out the front paper guide on the paper tray and slide the side paper guide as far to the left as it will go. 4. Load paper in the paper tray with the **print side down**. 5. Adjust the side and fine-length paper guides to fit close to the edges of the paper, without bending them. This helps the paper to feed into the printer correctly. 6. Lower the output tray to its original position. 

Chapter 2 Getting to know your printer

Adjusting printer settings

You can use the **Tools** button on the printer's front panel to print a test page or adjust the printer's settings.

Note: An asterisk (*) on the LCD indicates the current setting.



Printing a test page

You can print a test page to check your print cartridges and make sure the paper is loaded correctly.

To print a test page:

1. Make sure plain paper is loaded in the paper tray. If you need more information, see "Loading paper" on page 11.
2. On the printer front panel, press **Tools** until the LCD asks if you want to print a test page, then press **OK/Yes**.

   The printer begins printing a test page.

Test page

Page size

By default, the printer automatically detects paper type and size by scanning the paper in the paper tray. You can also choose to override the automatic detection by manually setting paper type and size.

Depending on where you live, you may need to set the printer to use a particular small or large paper size. If you live in Japan, you need to set the default small paper size to either Hagaki or 4 x 6 inches. If you live in any other Asian or Pacific country, you need to set the default large paper size to either A4 or 8½ x 11 inches.

To...	Follow these steps...
Manually adjust the paper size	1. On the printer front panel, press **Tools** until the LCD asks if you want to select paper settings, then press **OK/Yes**. 2. Press the **right side** of the **Tools** button to select **Manually set**. 3. Press **OK/Yes**. Each time you print, the LCD will ask you to select the paper size and paper type (Plain Paper or Photo Paper).
Adjust the paper size in Japan	1. On the printer front panel, press **Tools** until the LCD asks if you want to select paper settings, then press **OK/Yes**. 2. Press **OK/Yes** again to select **Auto-detect**. The LCD will ask if you want to select **Small Paper Size**. 3. Press **OK/Yes**. 4. Press the **right side** of the **Tools** button to select **Hagaki** or **4 x 6**. 5. Press **OK/Yes**.
Adjust the paper size in other Asia or Pacific countries	1. On the printer front panel, press **Tools** until the LCD asks if you want to select paper settings, then press **OK/Yes**. 2. Press **OK/Yes** again to select **Auto-detect**. The LCD will ask if you want to select **Large Paper Size**. 3. Press **OK/Yes**. 4. Press the **right side** of the **Tools** button to select **A4** or **8½ x 11**. 5. Press **OK/Yes**.

Page layout

The page layout specifies how the printer positions photos on the page. You can choose:

- **Photo Album** – Select this option if you want to print photos using the orientation setting from the digital camera. The printer orients the page to fit as many photos as possible. For example, if your photos are all landscape, the page will print landscape. The printer uses the photo orientation setting from the camera to determine how to place the photo on the page.
- **Paper Saver** – Select this option if you want to fit as many photos as possible on each sheet of paper. Some photos may be turned sideways to fit on the page—they may not print right-side up.

To select the page layout:

1. On the printer front panel, press **Tools** until the LCD asks if you want to select the page layout, then press **OK/Yes**.
2. Press **Tools** again to select **Photo Album** or **Paper Saver**.
3. Press **OK/Yes**.

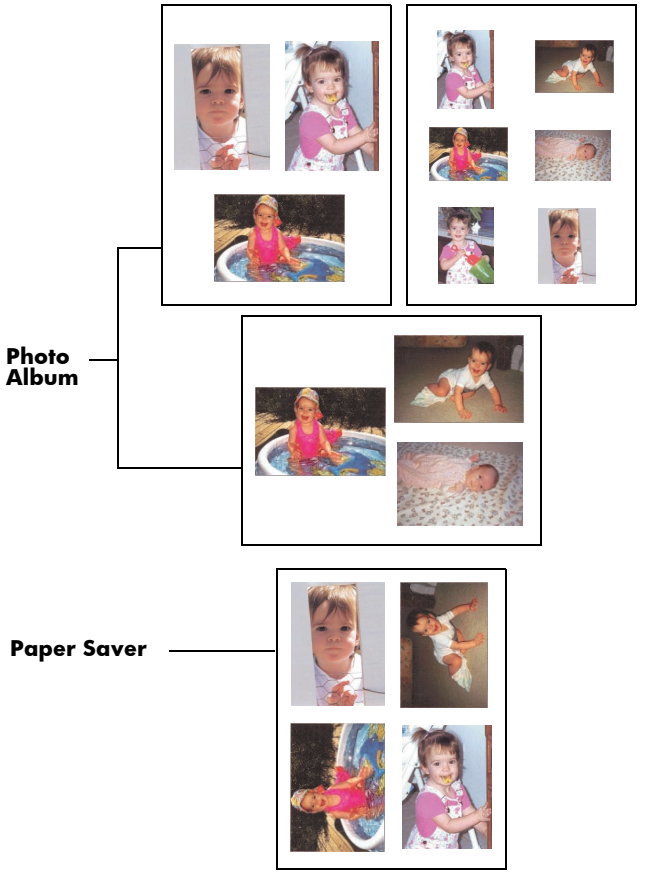


Photo cropping

The printer automatically crops a photo to the photo size you selected. For example, if you selected a 4 x 6 inch photo size, the printer will crop the photo to that size by measuring from the center of the photo. This is called **Standard Crop**. If you want to print the entire photo, select **Full Image**.

Standard Crop for 4 x 6 inch photo size

Full Image

To select the full image:

1. On the printer front panel, press **Tools** until the LCD asks if you want to select a photo cropping option, then press **OK/Yes**.
2. Press the **right side** of the **Tools** button to select **Full Image**.
3. Press **OK/Yes**.

   An asterisk (*) will appear on the LCD beside the photo size to indicate that **Full Image** has been selected.

Photo brightness

If you want your photos to print lighter or darker than the originals, adjust the photo brightness.

To adjust the photo brightness:

1. On the printer front panel, press **Tools** until the LCD asks if you want to adjust the photo brightness, then press **OK/Yes**.
2. Press the **right side** of the **Tools** button to lighten your photos or the **left side** of the **Tools** button to darken your photos.
3. Press **OK/Yes**.

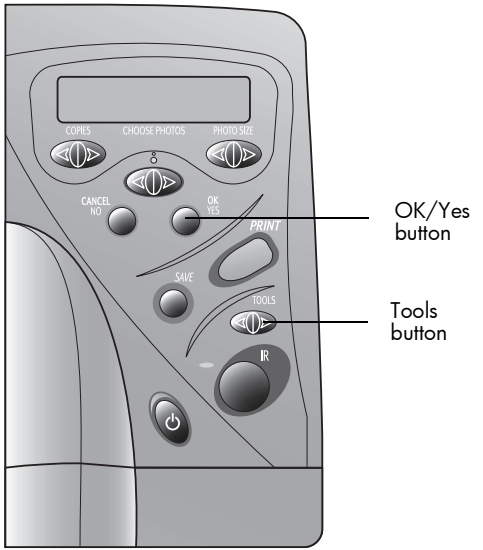


Photo color

In addition to color, you can set the printer to print photos in Black & White, Sepia, or Antique. Photos printed in Sepia print in brown tones and look similar to photos produced in the early 1900s. Photos printed in Antique print in the same brown tones as Sepia but with some pale colors added to give the appearance that they are hand colored.

1. On the printer front panel, press **Tools** until the LCD asks if you want to adjust the color options for the next print, then press **OK/Yes**.
2. Press the **right side** of the **Tools** button again to select **Color**, **Black & White**, **Sepia**, or **Antique**.
3. Press **OK/Yes**.

Note: After you finish printing the photo, the photo color setting returns to the default setting, **Color**. If you want to continue printing in Black & White, Sepia or Antique, you need to change the photo color setting before each print job.

Infrared (IR) type

You can set the printer to accept the file being transferred via infrared as a document or photo, or have the printer automatically detect the file type being transferred.

Note: **Automatic** is the default setting.

To select the IR type:

1. On the printer front panel, press **Tools** until the LCD asks if you want to select the default IR type, then press **OK/Yes**.
2. Press the **right side** of the **Tools** button to select **Automatic**, **Photo**, or **Document**.
3. Press **OK/Yes**.

Factory default settings

You can reset the printer to the original factory settings.

To use the factory settings:

1. On the printer front panel, press **Tools** until the LCD asks if you want to reset all the tools settings.
2. Press **OK/Yes**.

   The factory settings are as follows:

   - No default paper type or size (the printer automatically detects paper type and size)
   - Photo Album page layout.
   - Middle photo brightness setting.
   - Standard crop.
   - Photos print in color.
   - Autodetects infrared file type.

Understanding memory cards

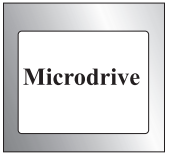
If your digital camera uses a memory card to store photos, you can insert the memory card into the printer to print or save your photos. The printer steps you through the process.

For more information on how to print files from a memory card, see "Printing from a memory card" on page 30. For more information on how to save files from a memory card to your computer, see "Chapter 5 Saving photos" on page 61.

CompactFlash Type I & II

Types of memory cards

The printer can read **CompactFlash Association (CFA) certified Type I & II, IBM Microdrive,** and **SmartMedia** memory cards. These cards are manufactured by several vendors and are available in a variety of storage capacities. You can purchase memory cards where you purchased your digital camera or at most computer supply stores.



IBM Microdrive

Caution: **Using another type of memory card may damage the memory card, the printer, or both.**

Inserting a memory card

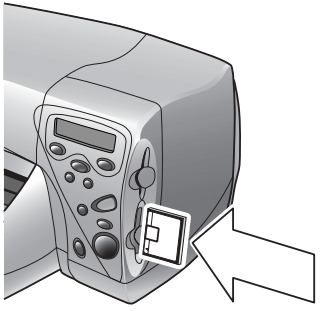
Once you have taken photos with your digital camera, you can print them immediately or save them directly to your computer using the printer. Before you insert a memory card, be sure the printer is turned ON.

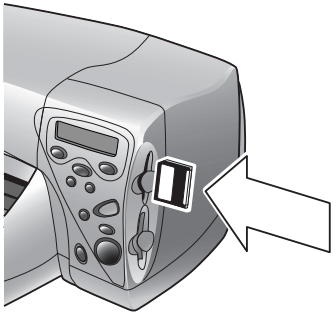
SmartMedia

Note: The printer can only access one memory card slot at a time.

When the memory card is inserted correctly, the card slot indicator light illuminates. The LCD screen displays **Reading** for a moment, shows the number of photos found on the memory card, then displays **ALL PHOTOS – 1 copy – Index.**

Caution: **Do not pull out the memory card while the LCD screen says Reading or while the light is blinking. This may damage the printer, the memory card, or the information on the memory card.**

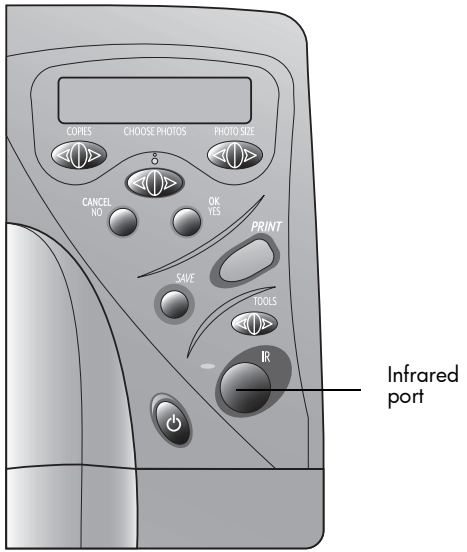
To...	Follow these steps...	
Insert a CompactFlash or IBM Microdrive memory card	• Insert the memory card into the **bottom** card slot so the front of the card faces away from you and the edge with pin-holes is placed into the printer first. • **If you do not insert the side with pin-holes into the printer first, you can damage the memory card, the printer, or both.**	 **CompactFlash or IBM Microdrive**

To...	Follow these steps...
Insert a SmartMedia memory card	• Insert the memory card into the **top** card slot so the front of the card (the gold side) faces toward you and the top of the card (the edge with the notch) is placed into the printer first.  **SmartMedia**

Understanding infrared

The printer includes an infrared (IR) port that can access and print information sent to it by another infrared device. If you have a device with infrared capability, such as a personal digital assistant (PDA), laptop computer, cell phone, or digital camera, you can transfer files directly from your infrared device to the printer for fast wireless printing. The printer communicates with devices that use **HP JetSend**, **OBEX** or **IrLPT**. Refer to your infrared device documentation to see if it uses one of these methods.

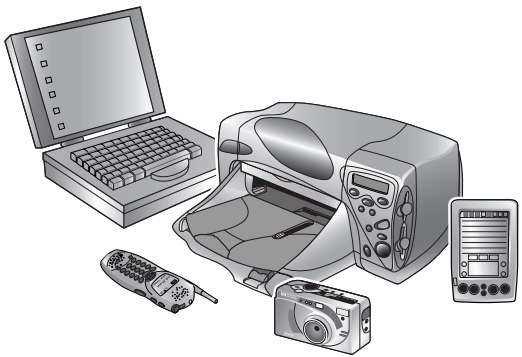
For more information on how to print files from infrared, see "Printing files using infrared (IR)" on page 36.



Supported devices

Some of the devices supported by infrared include:

- Laptop or notebook computers with infrared capability (including the HP Omnibook). It is recommended that you install the PrintConnect software that comes with the printer to configure your PC laptop or notebook computer to print using infrared. Macintosh PowerBook users only need to install the included printer software.
- Some Personal Digital Assistants (including the Palm product line). If your PDA uses a Palm operating system, it is recommended that you install the IrPrint software that comes with the printer so your documents print with the proper formatting.
- Some Windows CE devices (including the HP Jornada).
- Digital cameras with infrared capability and HP JetSend (including the HP PhotoSmart C500, 618, and 912).
- Some cellular phones with infrared capability.



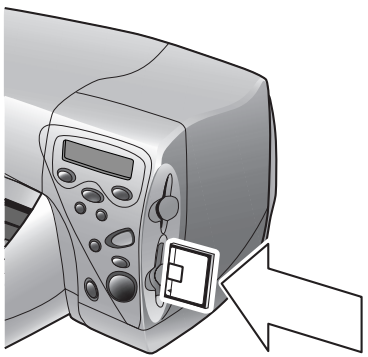
Tips for using infrared

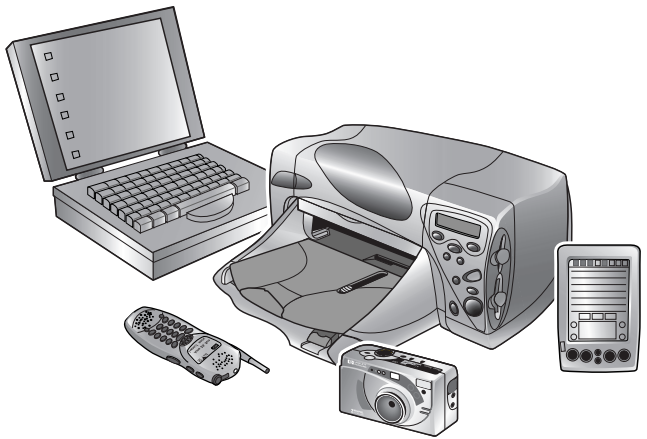
- When positioning the infrared device for sending a photo or document, be sure there is a clear line of sight between the infrared device and the printer's infrared port. If something is blocking the way, the infrared device and printer will not be able to communicate and the photo or document will not be transferred.
- It may help to place the infrared device on a table and then aim it toward the printer so it is stationary during the entire transfer process. This helps to avoid any interruptions in communication between the printer and infrared device.
- If the printer does not receive the photo or document, try adjusting the distance between the infrared device and the printer. Sometimes moving closer or farther away can help you successfully transfer the photo or document.
- Position the printer and the infrared device out of direct sunlight. Bright light can interrupt communication between the two devices.
-

Chapter 3 Printing directly from the printer

Your HP PhotoSmart 1215/1218 printer allows you to print directly from a memory card or using infrared without being connected to a computer. You can choose photos on a memory card from the front panel of the printer or send a file or photos from an infrared (IR) device.

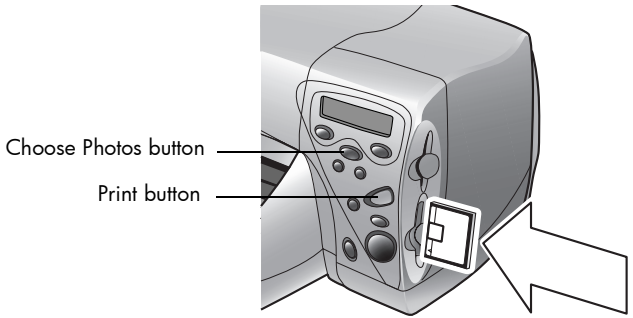
The printer gives you great printing results automatically by using an optical sensor to detect paper type and size and select the ideal print mode for most popular papers and films. Depending on where you live, you may need to set the default paper size to use a particular large or small paper size, see "Page size" on page 17. If you want to print photos on 4 x 6 in (102 x 152 mm) photo paper from the photo tray, check that the photo tray is engaged. See "Loading paper" on page 11 if you need more information.





Printing from a memory card

Printing directly from a memory card is as easy as: inserting the memory card into the printer, choosing the photos you want to print, and pressing **Print**.



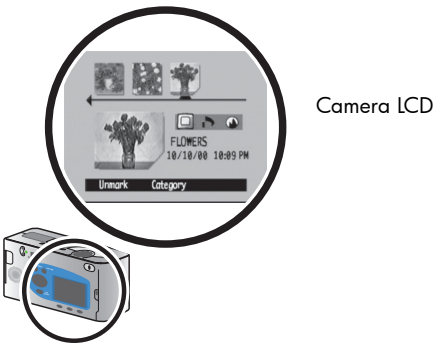
Deciding which photos to print

When you are deciding which photos to print, you can use:

- A printed index page to see all the photos stored on the memory card (recommended).
- Your digital camera to view photo thumbnails.

Note: The index numbers shown with the thumbnails on your digital camera may be different than the printer reference numbers on the printed index page. If you add or delete photos from your memory card, reprint an index page.

Example of an index page



Camera LCD

Printing an index page

An index page, which may be several pages long, shows thumbnail views of all the photos stored on the memory card. The file name, date and index number appear under each thumbnail.

Use the index number to select photos to print. This number may be different from the number associated with the photo on your digital camera. If you add photos to, or delete photos from, your memory card, you will need to reprint the index page to see the new index numbers.

Example of an index page

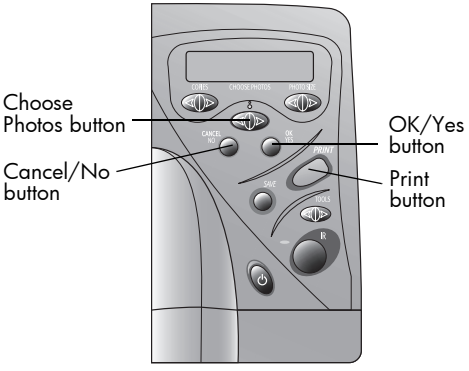
To...	Follow these steps...
Print an index page	1. Insert the memory card into the printer. See "Inserting a memory card" on page 24 if you need more information. 2. Check that the printer's LCD indicates: **ALL PHOTOS** **1 copy Index** If this is not the setting shown on the LCD, press **Cancel/No** to get to this setting. 3. Press **Print**.

Choosing photos on the printer's front panel

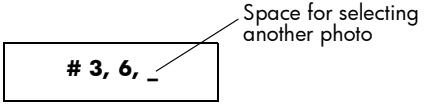
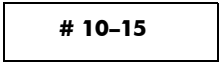
Once you have decided which photos to print, choose the corresponding index numbers on the printer's front panel. You can choose:

- All the photos on the memory card.
- Just selected photos.
- More than one copy of a selected photo.
- A continuous range of photos, such as photos 1–10.
- A Digital Print Order Format (DPOF) file.

Note: DPOF files are files you create using your digital camera. They are stored on the memory card and contain information such as which photos are selected and how many of each photo is to be printed or saved. The printer can read a DPOF file from a memory card so you don't have to re-select the photos to print or save. See your digital camera documentation to see if it supports Digital Print Order Format (DPOF).



To...	Follow these steps...
Choose all photos on the memory card	1. Insert the memory card into the printer. See "Inserting a memory card" on page 24 if you need more information. 2. Press **Choose Photos** until the printer's LCD displays **ALL**. 3. Press **OK/Yes**.

To...	Follow these steps...
Choose individual photos	1. Press **Choose Photos** until the printer's LCD displays the index number of a photo you want to choose. 2. Press **OK/Yes**. The LCD displays a space where you can choose another photo.  3. To choose additional photos, press **Choose Photos** again until the LCD displays the index number of another photo you want to choose, then press **OK/Yes**. Repeat this step to continue selecting additional photos. You can choose a maximum of 1000 photos. 4. When you have finished selecting photos, press **OK/Yes**.
Choose more than one copy of a selected photo	• Choose the same number more than once. For example, if you choose **3, 3, 6, 6, 9** the printer will print two copies of photo number **3**, two copies of photo number **6**, and one copy of photo number **9**.
Select a continuous range of photos	• Press and hold down **OK/Yes** for about three seconds. For example, if you want to choose photos **10, 11, 12, 13, 14,** and **15**: 1. Press **Choose Photos** until the LCD displays the photo number **10**. 2. Press and hold down the **OK/Yes** button until a dash (–) appears on the LCD.  3. Press **Choose Photos** until the photo number **15** appears on the LCD after the dash. 4. Press **OK/Yes**.

To...	Follow these steps...
Select a DPOF file	1. Select the photos you want to use by creating a DPOF file on your digital camera. The settings you can specify (such as number of copies) are specific to your camera. See your digital camera documentation for details on how to create a DPOF file. 2. Insert the memory card into the printer. The printer automatically recognizes the DPOF file on the memory card and asks if you want to use the file. 3. Press **OK/Yes**.

Canceling a photo

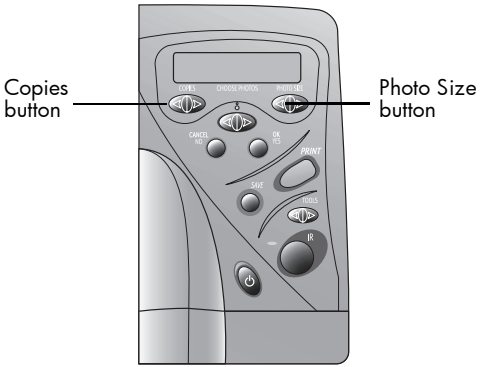
If you are choosing photos to print using the printer's front panel, you can cancel the last selected photo from your list without canceling all of the photos you have selected.

To...	Follow these steps...
Cancel the last selected photo	• Press **Cancel/No**.

Printing photos

Use the printer's front panel to print photos from a memory card. Note that the layout of your photos (how they are placed on the page) depends on several factors:

- Photo size.
- Orientation (selected on your digital camera if it has this option).
- Order in which you choose the photos.
- Photo Album vs. Paper Saver setting. See "Page layout" on page 19 if you need more information.



To...	Follow these steps...
Print photos from a memory card	**Note:** If you want to print your photos on photo paper, check that the photo tray contains paper and that the tray is engaged, or that the paper tray contains photo paper. See "Loading paper" on page 11 if you need more information. 1. Choose the photos you want to print. See "Choosing photos on the printer's front panel" on page 32 if you need more information. 2. Select the photo size: press **Photo Size** until the LCD displays the correct photo size. 3. Select the number of copies: press **Copies** until the LCD displays the number of copies you want to print. 4. Press **Print**.

Printing files using infrared (IR)

IR port – aim your infrared device here

If you have a device with infrared capability, such as a Personal Digital Assistant (PDA), laptop computer, cell phone, or digital camera, you can transfer files directly to the printer for fast wireless printing. If you need more information on what IR is, see "Understanding infrared" on page 27.

There are three ways to print using IR:

- **Automatic** detects the type of file you are sending. This is the default setting.
- **Document** receives and prints a **document** file.
- **Photo** receives and prints a **photo** file.

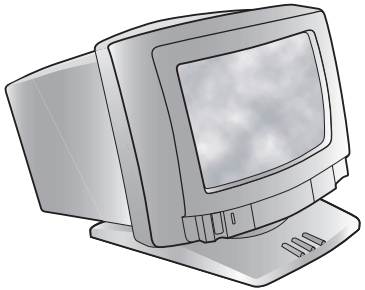
Photos printed using infrared print at 4 x 6 in (102 x 152 mm) only. You can print photos using photo paper loaded in the photo tray, or you can print them on standard size paper. If you print them on standard size paper, photos print centered horizontally at the top of the page.

To...	Follow these steps...
Automatically detect file type and print	1. Using your IR device, select the file you want to print. See your device's documentation if you need more information on selecting files. 2. Aim your device's IR port toward the IR port on the printer and send the file. 3. The printer's LCD displays **Connecting** when it starts communicating with the device. Continue to keep the device aimed at the printer's infrared port while the printer is receiving the file (**Receiving**). When the file begins printing (**Printing**) you can move the device away.

To...	Follow these steps...
Print a document	1. Set the printer to receive a document: press **Tools** until the LCD asks if you want to select the default IR type, then press **OK/Yes**. Press **Tools** again to select **Document**, then press **OK/Yes**. 2. Using your IR device, select the file you want to print. See your device's documentation if you need more information on selecting files. 3. Aim your device's IR port toward the IR port on the printer and send the file. 4. The printer's LCD displays **Connecting** when it starts communicating with the device. Continue to keep the device aimed at the printer's infrared port while the printer is receiving the file (**Receiving**). When the file begins printing (**Printing**) you can move the device away.
Print a photo 4 x 6 photo paper Standard letter or A4 sized paper	1. Set the printer to receive a photo: press **Tools** until the LCD asks if you want to select the default IR type, then press **OK/Yes**. Press **Tools** again to select **Photo**, then press **OK/Yes**. **Note:** If you want to print the photo on 4 x 6 photo paper, engage the photo tray. If you want to print the photo on standard-size paper, disengage the photo tray. See "Loading paper" on page 11 if you need more information. 2. Using your IR device, select the file you want to print. See your device's documentation if you need more information on selecting files. 3. Aim your device's IR port toward the IR port on the printer and send the file. 4. The printer's LCD displays **Connecting** when it starts communicating with the device. Continue to keep the device aimed at the printer's infrared port while the printer is receiving the file (**Receiving**). When the file begins printing (**Printing**) you can move the device away.

Chapter 4 Printing from a computer

Your HP PhotoSmart 1215/1218 printer allows you to print documents and projects (such as photo album pages, greeting cards, iron-on transfers or newsletters) from a Windows PC or Macintosh.



Printing from your Windows PC

To print from your Windows PC:

1. From your software application's **File** menu, select **Print**.

   Your software application's Print dialog box displays.

   Note: The Print dialog box is different for each software application.

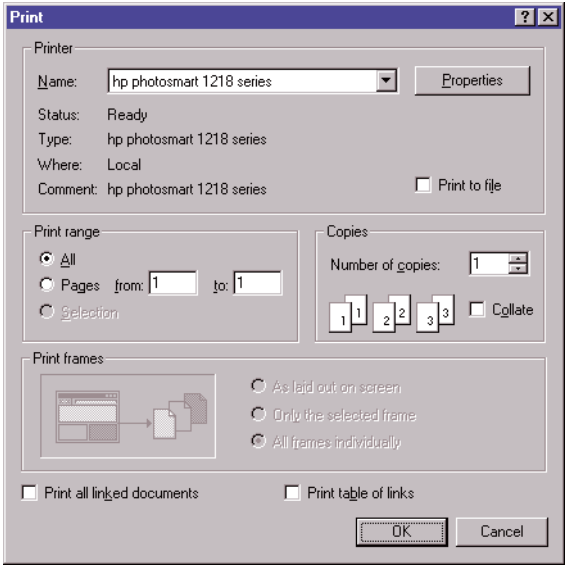
2. Select the print settings:

   - Make sure the **HP PhotoSmart 1215 or 1218 Series** printer is the selected printer.
   - Select the pages you want to print.
   - Select the number of copies.

   Note: Where you find these selections depends on the software application you are using. You may need to click a **Setup** button.

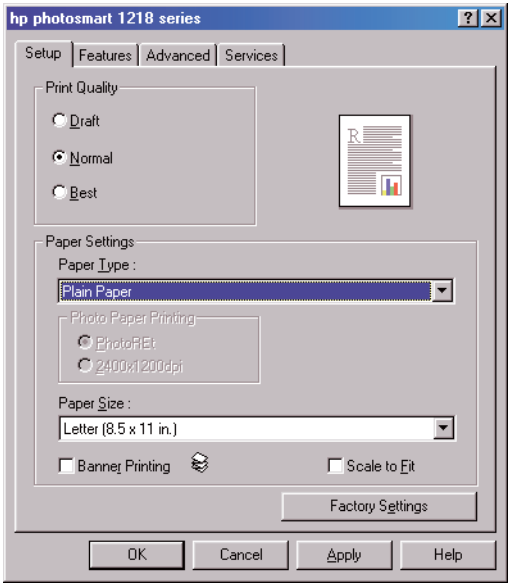
3. Click **Properties**.

   The HP PhotoSmart printer Properties dialog box displays.



4. Select the Properties as appropriate for your project (see "Selecting the printer Properties" on page 41).
5. Click **OK** to begin printing.

Selecting the printer Properties



Use the printer Properties to create customized high-quality prints.

Note: Each tab in the printer Properties contains a **Factory Settings** button. Click this button to return all of the settings on the tab to the factory defaults.

Setup – Use the Setup tab to change page settings such as paper type, paper size and print quality.

Features – Use the Features tab to specify settings such as paper orientation, automatic or manual two-sided printing, the printing sequence and the number of copies to print.

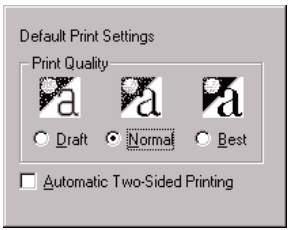
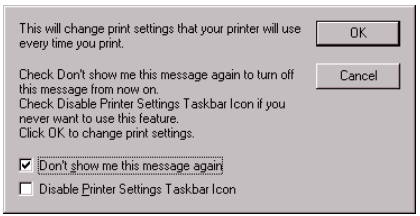
Advanced – Use the Advanced tab to adjust settings such as color.

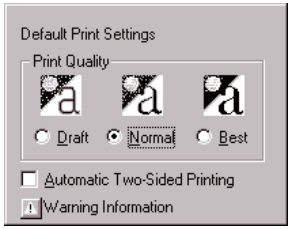
Services – Use the Services tab to open the printer's Toolbox.

Using the HP PhotoSmart Taskbar icon

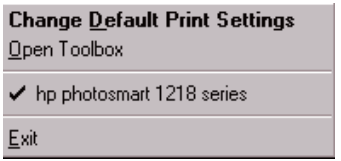
If you are using Windows, you can use the HP PhotoSmart Taskbar icon to determine the status of the printer, such as print cartridge status, and to adjust print settings, such as default print quality and automatic two-sided printing. The HP PhotoSmart Taskbar icon appears at the end of the Windows taskbar.

To...	Follow these steps...
Use the Warning Message Indicator	The outline color of the HP PhotoSmart Taskbar icon indicates whether or not there are print cartridge warning messages. When the icon is: • **Outlined in yellow and blinking** – The print cartridge warning messages need to be checked. • **Outlined in yellow and not blinking** – Previously checked print cartridge warning messages are pending. Once the warning issues are resolved, the icon outline disappears.
Determine the number of pending warning messages	• Position the pointer over the HP PhotoSmart Taskbar icon. A text box displays the name of your printer and indicates if any warning messages are pending. To view the warning messages see "Display print cartridge warning messages" on page 44.

To...	Follow these steps...
Open the default print settings dialog box	1. Open the Default Print Settings dialog box. • Click the HP PhotoSmart Taskbar icon. OR • Right-click the HP PhotoSmart Taskbar icon, then select **Change Default Print Settings**. The Default Print Settings dialog box displays. You can use this dialog to change the default print quality and to turn on Automatic Two-Sided Printing. If you need more information on automatic two-sided printing see "Two-sided printing" on page 54.  2. Select from the available options. 3. When you have finished, click anywhere outside the dialog box. A message indicates this feature allows you to change the print settings used every time you print. **Note:** If you do not want to see this message in the future, click **Don't show me this message again**. If you want to display it in the future, open the Toolbox, then from the Configuration tab, select **Display Printer Settings Confirmation**.  4. Click **OK**.

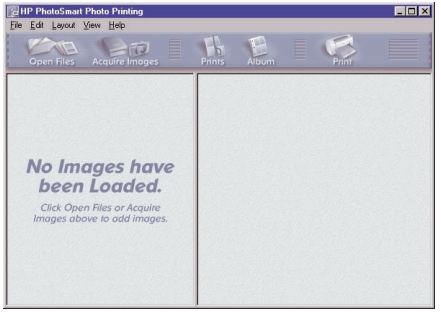
To...	Follow these steps...
Display print cartridge warning messages	1. Click the HP PhotoSmart Taskbar icon to open the Default Print Settings dialog box. 2. At the bottom of the dialog box, click the **Warning Information** button. The HP PhotoSmart Toolbox displays. The Warning Information tab displays any warning messages for your printer. 3. When you have finished viewing the messages, click the **Close** button in the top-right corner of the Toolbox. 
Open the printer Properties dialog box	1. Double-click the HP PhotoSmart Taskbar icon. The printer Properties dialog box displays. 2. When finished with the dialog box, click **OK**.

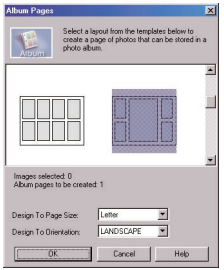
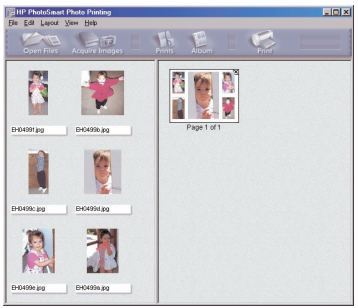
To...	Follow these steps...
Access the printer settings using the Taskbar icon shortcuts	1. Right-click the HP PhotoSmart Taskbar icon. The shortcut menu displays the names of most installed printers. A check mark appears next to the selected printer. 2. If you want to use a different printer, select the printer from the menu. 3. Choose one of the following: • **Change Default Print Settings** to display the Default Print Settings dialog box. • **Open Toolbox** to display the HP PhotoSmart Toolbox. If you need more information about the Toolbox, see "Using the HP PhotoSmart Toolbox (Windows PC)" on page 67. • **Exit** to remove the HP PhotoSmart Taskbar icon from the Windows taskbar.

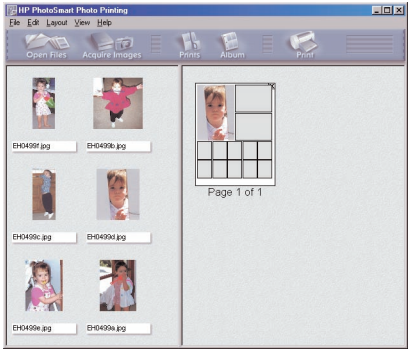


Using the HP Photo Printing software

If you have the HP Photo Printing software (Windows PC only) you can use the following information to get started. If you need more information, see the online help. To view the online help: from the **Help** menu, choose **Contents and Index**, then choose a topic from one of the three tabs, **Contents**, **Index** or **Find**.

To...	Follow these steps...
Start the software	1. From the Windows **Start** menu select **Programs**, **HP PhotoSmart**, **Photo Printing**, **HP Photo Printing**. This displays the photo printing software window. The following options are available: • **Open Files** – Select files from your computer's hard disk or the memory card (in the printer's card slot). • **Acquire Images** – Use images from your digital camera or scanner. • **Prints** – Select templates to print standard sized photos. • **Album** – Select templates to create album pages with different sized photos. • **Print** – Print images to your printer. 

To...	Follow these steps...
Create an album page	You can create and print album pages by selecting one or more images and displaying them in different sizes and orientations.  1. Start the HP Photo Printing software. 2. Open files or acquire images to use in your album page. To open files: • Click **Open Files**, select a photo, and click **Open**. The images you select appear in the gallery (left side of the window). To select additional images, repeat these steps. 3. Create an album page: • Click **Album**. • Select the layout, paper size and orientation of your page. • Click **OK**.  4. Place the images on the album page: • Click on an image in the gallery. • Drag the image into position on the album page. 5. Adjust the images as needed: • Double-click the image in the album page. • In the Image Adjustments window, adjust the Exposure, Color, Rotation, Scaling and Sharpness. See “Adjusting your images” on page 49 for details. • Click **Accept**. 6. Click **Print** to print the album page.

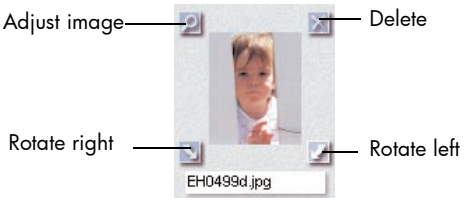
To...	Follow these steps...
Make reprints of your photos	You can make reprints of your photos in standard sizes, ranging from 8 x 10 inch to passport size. 1. Start the HP Photo Printing software. 2. Open files or acquire images. 3. Create reprints: • Click **Prints**. • Select the layout and paper size of your page. • Click **OK**. The template appears in the print preview section of the window. 4. Place the images on the page by dragging them from the gallery to the reprints page. 5. Adjust the images as needed. 6. Click **Print** to print the reprints page. 

Adjusting your images

As you are working with your images, in either the gallery or a template, you can adjust the quality of your images.

First, select the image in the gallery or in the album or reprints page.

- To adjust the image in the gallery, click on the tools at the corners of the image.
- To adjust the image in the album or reprints page, double-click the image.



To...	Follow these steps...
Adjust the exposure	1. Click **Exposure**. 2. Drag the buttons on the Highlights, Midtones, and Shadows controls to adjust the lightness and darkness of the image.
Adjust the color	1. Click **Color**. 2. Click on the Color control to adjust the mix of colors in the image. 3. Drag the button on the Saturation control to adjust the amount of color in the image.
Rotate your image	1. Click **Rotation**. 2. Click on the Counterclockwise, Flip, and Clockwise controls to adjust the orientation of the image.

To...	Follow these steps...
Scale your image	1. Click **Scaling**. 2. Click on the arrow to select the scaling percentage. OR Type in the width and height in pixels to customize the scaling.
Adjust the sharpness	1. Click **Sharpness**. 2. Drag the button on the Sharpness control to sharpen or soften the image.

- Close each dialog when you have finished adjusting the image.
- Click **Accept** to save the changes.

Printing from your Macintosh

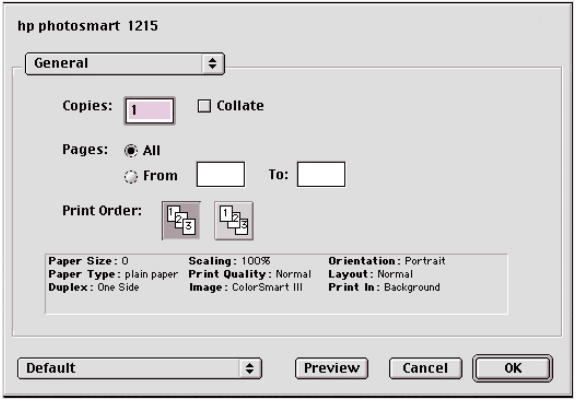
You can print documents from a software application or directly from the desktop.

To...	Follow these steps...
Print from a software application	1. From your software's **File** menu, select **Page Setup**, then select the appropriate **Page Attributes**. 2. From your software's **File** menu, select **Print**. The Print dialog box displays. 3. Select the **General** print settings: • Select the pages you want to print. • Select the number of copies. 4. Select the print settings appropriate for your project: • Click the drop-down menu to select the settings you want to change. 5. When you have finished selecting the settings, click **Print**.

To...	Follow these steps...
Print from the desktop	1. Select the document or documents you want to print. 2. Drag the document icons to the HP PhotoSmart printer icon on the desktop. The Print dialog displays. 3. Select the **General** print settings: • Select the pages you want to print. • Select the number of copies. 4. Select the specific print settings appropriate for your project: • Click the drop-down menu to select the settings you want to change. 5. When you have finished selecting the settings, click **Print**.

Using the Print dialog box

Use the Print dialog box to create customized high-quality prints.



General – Use the General panel to specify settings such as the number of copies to print and the printing sequence.

Paper Type/Quality – Use the Paper Type/Quality panel to change page settings such as paper type, paper size, and print quality. You can also adjust the ink density and dry time.

Layout – Use the Layout panel to specify the number of pages printed on each piece of paper, or to specify the number of pieces of paper used to print a poster. You also use this panel to set up the HP PhotoSmart software for two-sided printing.

Color – Use the Color panel to specify the Image settings (HP Color Matching, ColorSync, Grayscale, or Black & White). You can also adjust the Saturation, Brightness and Color Tone settings or optimize printing for photocopying or faxing.

Background Printing – Use the Background Printing panel to specify if you want to continue working while printing.

Two-sided printing

When you are printing from your computer and you want to print on both sides of a sheet of paper, use two-sided printing. If you are using the Two-Sided Printing Module, you can set up your computer to automatically print on the second side of a piece of paper. For a list of supported paper types, visit the Web at **www.hp.com/photosmart**. If you are not using the Two-Sided Printing Module, you can print on the second side of a piece paper manually. See "Manually reloading paper to print the second side" on page 60 for details.

Note: The Two-Sided Printing Module is an optional accessory for model 1215. It is included with model 1218. For ordering information, visit the Web at **www.hpshopping.com**.

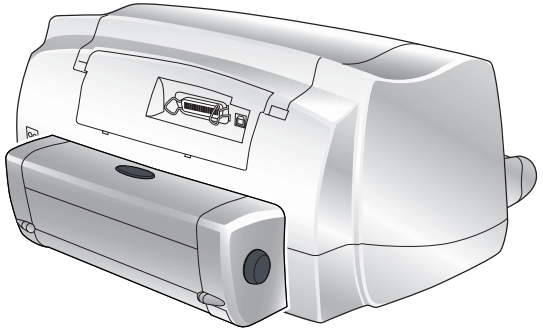
For information on how to print two-sided documents from a Windows PC, see "Two-sided printing from your Windows PC" on page 55.

For information on how to print two-sided documents from a Macintosh, see "Two-sided printing from your Macintosh" on page 58.

Using the Two-Sided Printing Module (optional)

The Two-Sided Printing Module enables the printer to automatically print on the second side of a piece of paper when you are printing from your computer. Automatic two-sided printing requires three steps:

1. Install the Two-Sided Printing Module. If you need more information, see "Installing the Two-Sided Printing Module (optional)" on page 8.
2. Set up the HP PhotoSmart printer software. See below for details.
3. When you print, select **Automatic Two-Sided Printing** in the print settings.



Two-sided printing from your Windows PC

Setting up the HP PhotoSmart printer software for two-sided printing

Before you use the Two-Sided Printing Module for the first time, you need to set up the printer software for automatic two-sided printing.

Note: You only need to set up the printer software once.

To set up the HP PhotoSmart printer software:

1. Open the HP PhotoSmart printer Toolbox: from the Windows **Start** menu, choose **Programs**, **HP PhotoSmart**, **1215/1218**, then **HP PhotoSmart 1215/1218 Series Toolbox**.
2. Select the **Configuration** tab.
3. Make sure **Automatic Two-Sided Printing Module** is selected, then click **Apply**.
4. Close the Toolbox window: click the **X** in the upper right corner of the window.

Automatic two-sided printing

1. Load paper in the paper tray. See “Loading paper” on page 11 for details.
2. From your software application’s **File** menu, choose **Print**.

   Your software application’s Print dialog box displays.

   Note: The Print dialog box is different for each software application.
3. Select the print settings:
   - Make sure the HP PhotoSmart 1215/1218 Series is the selected printer.
   - Select the pages you want to print.
   - Select the number of copies you want to print.

Where you find these settings depends on the software application you are using. You may need to click a **Setup** button.

4. Click the **Properties** button.

   The printer Properties dialog box displays.

5. Select the **Setup** tab and select the print quality, paper type and paper size.

6. Select the **Features** tab, choose the paper orientation (**Portrait** or **Landscape**), then choose **Two-Sided Printing**.

   The HP PhotoSmart 1215/1218 printer software may have to increase the margin at the top of the page when automatically printing on both sides of a sheet of paper. This results in adding more pages to your document or reducing the size of content to fit. If you print the second side by manually feeding the paper back into the printer, rather than using the Automatic Two-Sided Printing Module, the top margin will remain as you orignally set it in the document.

7. When the printer software asks you how to set the margins for the paper, select one of the following, then click **OK**.

   - **Reduce content size to fit smaller area** if do not want additional pages added to your document.

   OR

   - **Do not reduce content size** if you do not mind additional pages added to your document.

8. Select a binding option:

   - **Book** – if you want to bind your document on the left (like a book).

   OR

   - **Tablet** – if you want to bind your document along the top (like a calendar).

9. Select **Automatic** to turn on automatic two-sided printing.

10. If your document contains a lot of color, you may want to increase the dry time for the first side of the page.
    - Select the **Advanced** tab.
    - In the **Extra Dry Time** area, click and drag the slider to the right to increase the dry time. Click and drag the slider to the left to decrease the dry time.
11. Click **OK** to close the Properties dialog box, then click **OK** again to begin printing your document.

    After printing the first side of the page, the printer holds the paper in the output tray while the ink dries. When the ink is dry, the Two-Sided Printing Module pulls the paper back into the printer, and begins printing the second side of the page. When the printer finishes printing both sides of the page, it releases the page in the output tray.

    Note: You can click **OK** to close the Dry Time Pause dialog box or it will automatically close for you.

Manually reloading paper to print the second side

1. Follow steps 1–9 of "Automatic two-sided printing" above.
2. Make sure **Automatic** is deselected.
3. Click **OK** to close the Properties dialog box, then click **OK** again to begin printing your document.
4. When the first side of your document finishes printing, remove the paper from the output tray.
5. Follow the instructions on the screen to determine how to place the paper back into the paper tray.
6. On your computer screen, click **Continue**.

Two-sided printing from your Macintosh

Setting up the HP PhotoSmart printer software for two-sided printing

Before you use the Two-Sided Printing Module for the first time, you need to set up the printer software for automatic two-sided printing.

Note: You only need to set up the printer software once.

To set up the HP PhotoSmart printer software:

1. From the **Apple** menu, select **Chooser**.
2. In the left side of the Chooser window, select the **HP PhotoSmart** icon.
3. In the right side of the **Chooser** window, click **Setup**.
4. In the **Duplex Unit** field, select **Installed**.
5. Click **OK**, then close the **Chooser**.

Automatic two-sided printing

1. Load paper in the paper tray. See "Loading paper" on page 11 for details.
2. From your software's **File** menu, choose **Print**.

   The Print dialog box displays.
3. Select the **General** print settings:
   - Select the number of copies you want to print.
   - Select the pages you want to print.
   - Select the print order.
4. Click the drop down menu to select the **Layout** settings you want.

5. Select **Print Both Sides**.

   The HP PhotoSmart 1215/1218 printer software may have to increase the margin at the top of the page when automatically printing on both sides of a sheet of paper. This results in adding more pages to your document or reducing the size of content to fit.

   To print the page with the top margin the same on each side, you can:

   - Print the second side by manually feeding the paper back into the printer, rather than using the Automatic Two-Sided Printing Module.

   OR

   - Select Two-sided safe margin in the Page Setup dialog.

6. Select a binding option:

   - **Book** – if you want to bind your document on the left (like a book).

   OR

   - **Tablet** – if you want to bind your document along the top (like a calendar).

7. Select **Automatic** to turn on the automatic two-sided printing.
8. Click **OK**.

Manually reloading paper to print the second side

1. Click the drop down menu to select **Layout**.
2. Select **Print Both Sides**.
3. Select a binding option:
   - **Book** – if you want to bind your document on the left (like a book).

   OR

   - **Tablet** – if you want to bind your document along the top (like a calendar).
4. Select **Manual**.
5. Click **OK**.
6. When the first side of your document finishes printing, remove the paper from the output tray.
7. Follow the instructions on the screen to determine how to place the paper into the paper tray.
8. On your computer screen, click **Continue**.

Chapter 5 Saving photos

Your printer allows you to save directly from a memory card to your computer.

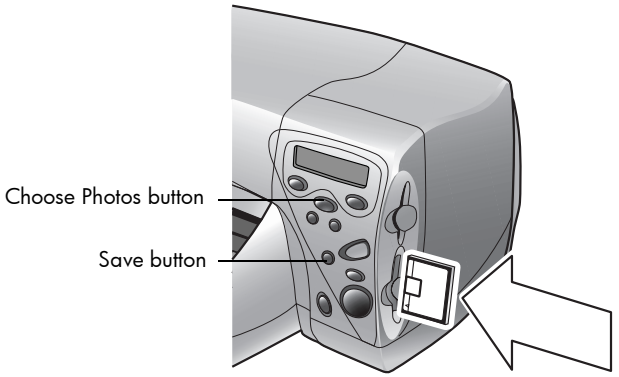
Saving from a memory card

Saving directly from a memory card is as easy as: inserting the memory card into the printer, choosing the photos you want to save, and pressing **Save**.

For more information on inserting the memory card, see "Inserting a memory card" on page 24.

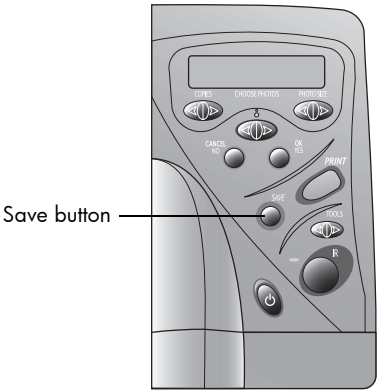
For more information on:

- Deciding which photos to save, see "Deciding which photos to print" on page 30.
- Choosing the photos on the printer's front panel, see"Choosing photos on the printer's front panel" on page 32.



Saving photos from a memory card to your Windows PC

You can save photos directly from your memory card to your Windows PC. You can use the **HP PhotoSmart Save Utility** or you can use **Windows Explorer** or **My Computer** to drag and drop files from the memory card to a location on your computer's hard drive.



To save photos from a memory card:

1. Choose the photos you want to save. If you need more information, see "Choosing photos on the printer's front panel" on page 32.

   Note: If you selected to save **ALL PHOTOS**, the printer will automatically save all files on the memory card, including non-photo files (such as audio files).

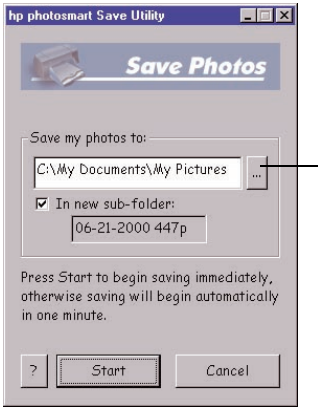
2. On the printer front panel, press **Save**.

   A new sub-folder is automatically created using the current date and time for its name. This sub-folder is located in **C:\My Documents\My Pictures**.

   Note: If you are using Windows 2000 the sub-folder is located in **C:\Documents and Settings\<your username>\My Documents\My Pictures**.

3. If you want to save your photos in a different location:
   - Click and select the location.
   - De-select **In new sub-folder** if you do not want to create a sub-folder. If you leave this option selected, a new folder will be created within the folder you chose in the **Save my photos to** field.
4. Click **Start**.

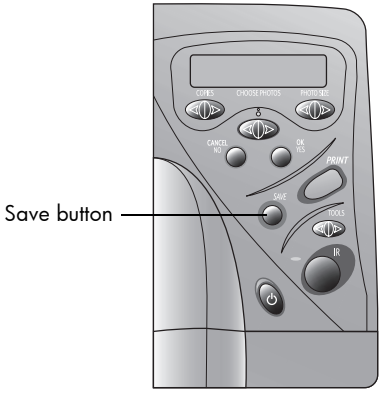
   Note: If you do not make any selections within one minute, the Save dialog box automatically closes and the photos are saved to the specified location.



To save non-photo files:

- If you want to save all files, including non-photo files (such as audio files), from a memory card using the front panel, choose **ALL PHOTOS** when you are selecting the photos you want to save. The non-photo files are automatically saved along with the photo files. If you need more information on how to select photos using the front panel, see "Choosing photos on the printer's front panel" on page 32.
- If you only want to save specific files (such as one photo and one non-photo file), access the memory card directly using **Windows Explorer** or **My Computer**.

Saving photos from a memory card to your Macintosh



You can save photos directly from a memory card to your Macintosh. You can use the **HP PhotoSmart Photo Saver** or you can use **Finder** to drag and drop files from the memory card to a location on your computer's hard drive.

To save photos from a memory card:

1. Choose the photos you want to save. If you need more information, see "Choosing photos on the printer's front panel" on page 32.

   Note: If you selected to save **ALL PHOTOS**, you will automatically save all photo files on the memory card. Supported photo formats include the following extensions—jpg, jpe, tif, mpg, and avi. If you want to save all the files saved on the memory card, access the memory card directly from the desktop.

2. On the printer front panel, press **Save**.

   A new sub-folder is automatically created using the current date and time for its name. This sub-folder is located on the hard disk in **Documents\Photos**.

3. If you want to save your photos in a different location:

   - Enter a new name for the sub-folder.
   - De-select **Create new sub-folder** if you do not want to create a sub-folder.

4. Click **Start**.

   Note: If you do not make any selections within one minute, the Save dialog box automatically closes and the photos are saved to the specified location.

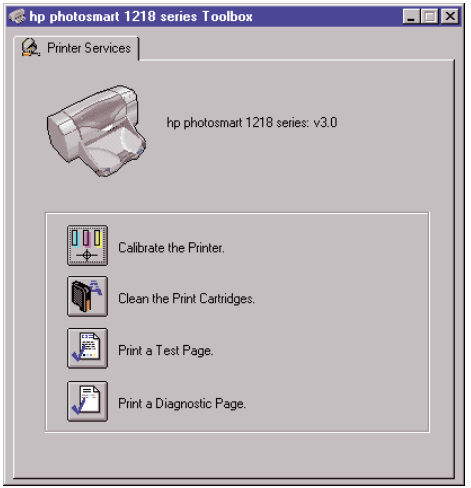
To save non-photo files:

- If you want to save all files, including non-photo files (such as audio files), from a memory card using the front panel, choose **ALL PHOTOS** when you are selecting the photos you want to save. The non-photo files are automatically saved along with the photo files. If you need more information on how to select photos using the front panel, see "Choosing photos on the printer's front panel" on page 32.
- If you only want to save specific files (such as one photo and one non-photo file), access the memory card directly from the desktop.

Chapter 6

Care and maintenance

The printer requires very little maintenance. You can use the HP PhotoSmart 1215/1218 Toolbox to help take care of your printer. Be sure to keep the print cartridges fresh (don't let them sit unused for long periods of time) and keep the printer clean and in good condition.



Using the HP PhotoSmart Toolbox (Windows PC)

Use the HP PhotoSmart Toolbox to calibrate and clean your printer, and to print a test page. How you open the Toolbox depends on the type of computer system you are using.

Use the Toolbox to:

- **Open the User's Guide** to see a portable document format (PDF) version of this guide.
- **Calibrate the printer** to align the print cartridges.
- **Clean the print cartridges** when lines and dots are missing from your printout.
- **Print a test page** to check for clarity after cleaning or to verify that the printer can receive data and print from the computer correctly.
- **Print a diagnostic page** to show how the print cartridge nozzles are working.

  Note: It is only necessary to print a diagnostic page if HP Customer Care asks you to.
- **Calibrate the photo tray** to correctly position your photos.
- **View estimated print cartridge ink levels**.
- **Adjust the printer's configuration**.

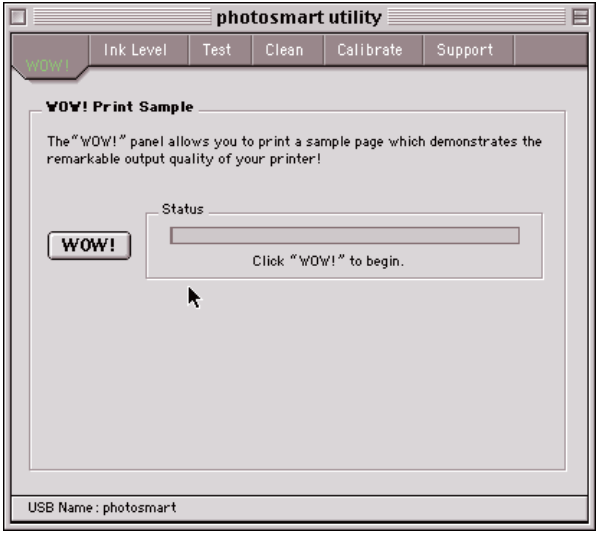
To...	Follow these steps...
Open the Toolbox using a Windows PC	• From the Windows **Start** menu, select **Programs**, **HP PhotoSmart 1215/1218 Series**, **HP PhotoSmart 1215/1218 Series Toolbox**. OR • From the printer **Properties**, select the **Services** tab, then click **Open the HP PhotoSmart Toolbox**.

Using the HP PhotoSmart Utility (Macintosh)

Use the HP PhotoSmart Utility to calibrate and clean your printer, and to print a test page. Open the Utility from the Utilities folder on your hard drive.

Use the Utility to:

- **Select the printer**.
- **Print a WOW!** sample page to see the printer's photo print quality.
- **Check the ink level** of the print cartridges.
- **Print a test page** to check for clarity after cleaning or to verify that the printer can receive data and print from the computer correctly.
- **Clean the print cartridges** when lines and dots are missing from your print out.
- **Calibrate the printer** to align the print cartridges.
- **Find technical support** via links to HP Customer Care.



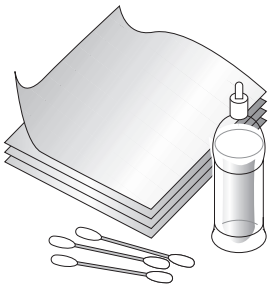
To...	Follow these steps...
Open the Utility using a Macintosh	• From the computer's hard drive, open the **Utilities** folder, then select **HP PhotoSmart Utility**.

Cleaning the printer

Materials you will need

Before you begin, make sure you have the following:

- Cotton swabs or any soft material that will not leave fibers.
- Distilled, filtered, or bottled water.
- Paper to set the print cartridges on while you are cleaning.



Cleaning the print cartridges

If you notice white lines or single-color streaks on your prints, the print cartridges may need to be cleaned.

Note: You can also clean the print cartridges using the HP PhotoSmart Toolbox (Windows PC) or the HP PhotoSmart Utility (Macintosh). If you need more information, see "Using the HP PhotoSmart Toolbox (Windows PC)" on page 67 or "Using the HP PhotoSmart Utility (Macintosh)" on page 69.

To clean the print cartridges using the front panel:

1. Make sure plain paper is loaded in the paper tray. If you need more information, see "Loading paper" on page 11.
2. On the printer front panel, press **Tools** until the LCD asks if you want to clean the print cartridges, then press **OK/Yes**.
3. When the LCD asks you to load plain paper, press **OK/Yes**.

   The printer begins cleaning the print cartridges and the Power light begins blinking. When the printer has finished cleaning the print cartridges, it stops making noises AND the Power light stops blinking. The printer then begins printing a test page. If the test page has white streaks or missing colors, we suggest cleaning the print cartridges manually.

To clean the print cartridges manually:

1. Remove the print cartridges. If you need more information, see "Replacing or installing print cartridges" on page 9.

   Note: To keep the ink from drying out, make sure you replace the print cartridges in the printer within thirty minutes.

2. Grasp one of the print cartridges by the top.

   Note: Be careful not to get ink on your hands or clothing.

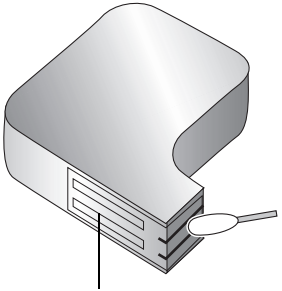
3. Dip a clean cotton swab into distilled water and squeeze any excess water from the swab.

4. Clean the face and edges of the print cartridge. **DO NOT** wipe the nozzle plate (this could damage the cartridge).

5. Replace the print cartridge in the print cartridge holder. If you need more information, see "Replacing or installing print cartridges" on page 9.

6. Repeat these steps to clean the other print cartridge.

Note: If you need more information about the print cartridges, see the documentation that comes with the cartridges.

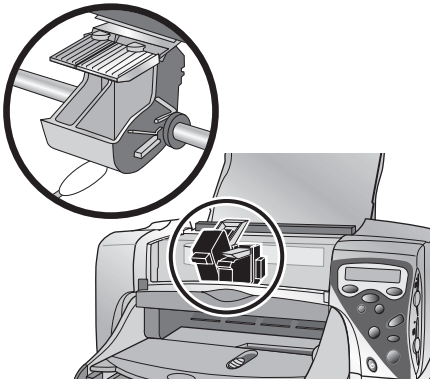


Cleaning the print cartridge cradle

If you notice vertical streaks or lines on your prints, the print cartridge cradles may need to be cleaned.

Note: Be careful not to get ink on your hands or clothing.

To clean the print cartridge cradles:



1. Remove the print cartridges. If you need more information, see "Replacing or installing print cartridges" on page 9.

   Note: To keep the ink from drying out, make sure you replace the print cartridges in the printer within thirty minutes.

2. Place the print cartridges (wide-side down) on a piece of paper to prevent staining any surfaces. Be careful not to touch or cover the print cartridge nozzles (on the bottom of the cartridge).
3. On the printer's front panel, press **Power** to turn the printer power OFF.
4. **Unplug** the power cord from the back of the printer.
5. Position yourself so you can see the underside of the print cartridge holder.
6. Using clean, lightly moistened cotton swabs, gently wipe the underside of the print cartridge cradle where paper fibers, dust, and ink may collect and come in contact with the paper. Repeat this process until you no longer see any ink residue on a clean cotton swab.
7. Replace the print cartridges in the print cartridge cradle. If you need more information, see "Replacing or installing print cartridges" on page 9.

Cleaning the outside of the printer

- To clean the outside of the printer, use a cloth that has been lightly moistened with water. Do not use any other type of cleaner, as cleansers may damage the printer's finish.

Chapter 7 Troubleshooting

The printer is designed to be reliable and easy to use. The following pages offer tips and advice for addressing frequently asked questions. Before you begin, make sure:

- All the cable connections between your printer and computer are secure.
- You are using the correct cable for your operating system—a parallel or a USB cable. If you need more information about using the correct cable, see the Appendix.

Find answers to your questions quickly on the following pages:

- The printer software will not install. **See "Software solutions" on page 74**.
- The printer is very slow. **See "Hardware solutions" on page 77**.
- My photos are not printing correctly. **See "Printing solutions" on page 83**.
- Automatic two-sided printing is not available. **See "Automatic two-sided printing solutions" on page 94**.
- The printer cannot establish communication with the other infrared device. **See "Infrared (IR) solutions" on page 97**.
- There is an error message on the printer's LCD. **See "Error messages" on page 99**.

Software solutions

Problem	Possible cause	Solution
I inserted the printer software CD, but the computer could not read it.	The CD was not properly installed. The CD player may be damaged. The CD may be damaged.	1. Reinsert the CD and try again. 2. Try inserting a CD that you know works. If that CD does not work, you may need to service your CD player. 3. If other CDs work but the printer software CD does not, you may have a damaged CD. You can download the printer software from the HP Web site or call the software distribution center. See the inside back cover of this guide for contact information.
The software did not install correctly. OR You need to uninstall the printer software for any reason. *(continued next page)*	There may be a conflict with your virus protection program. There may be a conflict with another software program. There may be a conflict with a peripheral device connected to the printer.	**Windows PC** Remove the printer software and then reinstall it. • Insert the printer software CD into the computer. • Click **Remove HP PhotoSmart 1215/1218 Series software**. • Follow the instructions on your computer screen to uninstall the software. • When the uninstall is completed, turn the computer **OFF** and then **ON** again. • Reinstall the software. See the separate software installation instructions. If you are still having problems with the software installation, see the inside back cover of this guide for HP Customer Care contact information.

Problem	Possible cause	Solution
The software did not install correctly. OR You need to uninstall the printer software for any reason.	There may be a conflict with your virus protection program. There may be a conflict with another software program. There may be a conflict with a peripheral device connected to the printer.	**Macintosh** 1. Uninstall your printer software. Insert the printer software CD into your computer, select **Uninstall** from the Installer, then follow the instructions on your computer screen. 2. Close any active virus protection programs. 3. Exit all software programs. 4. Reinstall the printer software. If you are still having problems with the software installation, see the inside back cover of this guide for HP Customer Care contact information.

Problem	Possible cause	Solution
The binding margin appears in the wrong place.	You may not have chosen the correct paper orientation.	**Windows PC** • Make sure you have chosen the correct paper orientation for Two-Sided Printing, either **Book** or **Tablet**, on the **Features** tab of Printer Properties. **Macintosh** • Make sure you have chosen the correct **Binding** option on the **Layout** panel in the Print dialog.
Automatic is set as the paper type, but the printer does not use the optimal print mode.	The paper may be marked, scratched, or wrinkled. The paper may be letterhead or stationery with a preprinted pattern at the top edge. The paper may be dark in color or contain metallic fibers.	The printer may detect this type of media as Plain Paper. **PC** • Select the appropriate paper type on the **Setup** tab of **Printer Properties**. **Macintosh** • Select the appropriate paper type on the **Paper Type/Quality** panel of the **Print** dialog. If the paper is damaged in any way, the sensor may not detect paper type and size accurately. Make sure the paper is clear and free of scratches or wrinkles.

Hardware solutions

Problem	Possible cause	Solution
My printer is connected with a USB cable through another USB device or a hub and when I try to print I get a message saying "There was an error writing to <name of USB port>."	Your printer may not be getting good data from the other device or hub. Two-way communication between the printer and the computer was interrupted by another device attached to the hub.	• Connect the printer directly to the USB port on the computer. • Try disconnecting other USB devices from the hub and print your document again.
I've connected my printer using a USB cable, and when I try to print I get a message saying "There was an error writing to Dot4." (Windows PC only)	You may not have plugged your USB cable in before installing the software.	1. Disconnect the USB cable from your printer and your computer. 2. Remove the printer software and then reinstall it. • Insert the printer software CD into the computer. • Click **Remove HP PhotoSmart 1215/1218 Series software**. • Follow the instructions on your computer screen to uninstall the software. 3. Reconnect the USB cable to your printer and your computer. The USB installation dialog should appear on your computer screen. 4. Reinstall the printer software. See the separate software installation instructions.

Problem	Possible cause	Solution
When I connect a USB cable between the printer and my computer, the "New Hardware Wizard" message does not appear. (Windows PC only)	You may not be using Windows 98, 2000, or Me.	Make sure your computer's operating system is Windows 98, 2000, or Me and that your computer is connected using a USB cable. If you do not have Windows 98, 2000, or Me, you need to use a parallel cable.
	Your USB cable may not be working or may not be connected properly.	1. Disconnect and then reconnect the USB cable from your printer. 2. Make sure the cable is securely attached both to the computer and to the printer. 3. If you are still having problems, try using another USB cable.
	You may not have USB enabled.	1. In Windows 98, 2000, or Me, click **Start**, **Settings**, **Control Panel**. 2. Double-click the **System** icon. 3. Click the **Device Manager** tab. 4. Click the (**+**) icon next to the Universal Serial Bus Controller option. If you see a USB host controller and a USB root hub listed, USB is probably enabled. If you do not see these devices listed, refer to your computer's documentation or contact the manufacturer for more information on enabling and setting up USB. If you cannot enable USB, you can always use a parallel cable to connect your printer to your computer.

Problem	Possible cause	Solution
When I connected a USB cable between the printer and my computer, the "New Hardware Wizard" message appeared once, but the printer did not install. Now the "New Hardware Wizard" will not appear again. (Windows PC only)	Installation was not completed, it was canceled, or there was an error.	1. Disconnect the printer from your computer and then reconnect it. • Unplug the USB cable, then plug it back in. 2. Remove the printer software and then reinstall it. • Insert the printer software CD into the computer. • Click **Remove HP PhotoSmart 1215/1218 Series software**. • Follow the instructions on your computer screen to uninstall the software. • When the uninstall is completed, turn the computer **OFF** and then **ON** again. • Reinstall the software. See the separate software installation instructions.
When I connect a USB cable between the printer and my computer, an "Unknown device" message appears. (Windows PC only)	Static electricity has built up in the cable between your computer and printer. You may have a defective USB cable. The software could not identify the new printer; the printer-USB connection may be defective.	1. Disconnect the USB cable from your printer. 2. Disconnect the power cable from the printer. 3. Wait approximately 30 seconds. 4. Plug the power cable back into the printer. 5. Plug the USB cable back into the printer. 6. If "Unknown device" continues to appear in the "New hardware found" dialog, check the Web for updates or contact HP Customer Care. See the back cover for contact information.

Problem	Possible cause	Solution
The printing is very slow. *(continued next page)*	Your computer may have less than the recommended system requirements.	Check the amount of RAM (memory) and Processor speed in your computer. See the Appendix for system requirements.
	Too many software programs may be running at the same time.	Close all unnecessary software programs.
	You may be using outdated printer software.	Check the printer driver you are using. Check HP's Web site for the most recent software updates. See the inside back cover of this guide for a list of Web site addresses.
	You may be printing a complex document containing graphics or photographs.	• Free up some space on your hard drive. Having less than 100MB of free space of your computer's hard drive can mean longer processing time. • Be patient. Large, complex documents containing graphics or photographs print slower than text documents.

Problem	Possible cause	Solution
The printing is very slow.	You may have chosen **2400 x 1200** dpi. You may be trying to print a photo.	**Windows PC** • In Printer Properties, in **Photo Paper Printing**, select **PhotoREt** instead of **2400 x 1200** dpi, then print your document again. **Macintosh** 1. On the **Paper Type/Quality** panel, select **Best** quality instead of **High Resolution Photo**. 2. Try printing again.
	You may be using a USB cable and other USB devices are in use.	• Attach the printer's USB cable directly to the computer rather than to a hub (if one is being used). • Avoid using other devices attached to the hub while printing.
	The **Paper Type** option may be set to **Automatic**.	When the paper type is set to **Automatic**, the printer scans the paper to determine the appropriate paper type. This may take a few seconds. To avoid this, select a paper type. **PC** • Select the appropriate paper type on the **Setup** tab of **Printer Properties**. **Macintosh** • Select the appropriate paper type on the **Paper Type/Quality** panel of the **Print** dialog.

Problem	Possible cause	Solution
The printer will not turn on.	The printer may have drawn too much power.	Disconnect the printer from the power cord for approximately 10 seconds. Reconnect the power cord and press the **Power** button to turn on the printer.
The power light is blinking.	The printer may be processing information.	Be patient. The printer needs some time to finish processing the information.
The attention light is blinking.	The printer needs attention.	Read the printer LCD for instructions.
Paper falls to the floor after printing.	The output tray extension may not be pulled out.	Gently pull out the output tray extension. When your print job finishes, push the output tray extension back into its storage slot.
The connection icon appears in the taskbar. (Windows PC only)	There is a connection or communication problem between the printer and the computer.	Click the connection icon, then click **Connect** in the dialog. If there is still a connection problem, check that the connection cable is securely attached both to the computer and to the printer.

Printing solutions

Problem	Possible cause	Solution
No page came out of the printer. *(continued on next page)*	The printer needs attention.	Read the printer LCD for instructions.
	Power may be off or there may be a loose connection.	1. Make sure the power is on. 2. Make sure that all cable connections are secure.
	You may not have any paper in the paper tray.	Check that paper is placed in the paper tray correctly.
	The printer's top cover may be open.	Close the printer's top cover.
	A problem may exist with one of the print cartridges.	Replace the print cartridge.
	The printer may still be processing information.	See "The printing is very slow." on page 80.

Problem	Possible cause	Solution
No page came out of the printer. *(continued on next page)*	There may be a paper jam.	1. Check the printer's LCD for any instructions. 2. Pull the paper out of either the paper tray or the output tray. • If you were printing labels, make sure a label did not become unglued from the label sheet while going through the printer. 3. If the paper jam has cleared, print your document again. If the paper jam has not cleared, try removing the rear access door. 1. Unplug the printer, open the rear access door by turning the knob counter-clockwise, and remove the door. 2. Gently pull the jammed paper out of the printer, then replace the rear access door. 3. Plug the printer back in and turn it on. When you have cleared the paper jam, print your document again.

Problem	Possible cause	Solution
No page came out of the printer.	There may be a paper jam in the Automatic Two-Sided Printing Module.	1. Turn your printer off. 2. Press the button on top of the Automatic Two-Sided Printing Module and lower the access door. 3. Gently pull the jammed paper out of the Module, then close the access door. 4. Turn your printer back on. 5. Print your document again. **Note:** If you are still having problems, try removing the Automatic Two-Sided Printing Module and reinstalling the rear access door.
	There is a paper jam in the back of the printer and the Automatic Two-Sided Printing Module is attached.	1. Turn your printer off. 2. Simultaneously press the release buttons, located on each side of the Automatic Two-Sided Printing Module, to remove the Module. 3. Gently pull the jammed paper out of the printer, then replace the Module. 4. Turn your printer back on. 5. Print your document again.
	The rear access door or the Automatic Two-Sided Printing Module may be missing.	1. Attach either the rear access door or the Automatic Two-Sided Printing Module to the back of the printer. 2. Print your document again.

Problem	Possible cause	Solution
A blank page came out of the printer.	You may be out of ink.	Replace the print cartridge.
	You may have forgotten to remove the vinyl tape from the print cartridge.	Make sure you have removed the protective piece of vinyl tape on each of the print cartridges.
	You may be trying to print a fax.	1. Save the fax in a graphic format, such as tiff. 2. Place it in a word processing document and print it from there.
	You may have previously begun a print job and then cancelled it.	If you cancel a print job before the file has printed, the printer may have already loaded paper in preparation for printing. When you start the next print job, the printer ejects the blank page before continuing with the current job.
The document printed at an angle or is off-center.	Paper may not be loaded correctly.	1. Make sure the paper is correctly oriented in the paper tray. 2. Make sure the paper guides fit snugly against the paper.
The document did not print using the selected default print settings.	The printer's default print settings may be different from the application's print settings. In this situation, the application's print settings will be used.	Select the appropriate print settings within the application.

Problem	Possible cause	Solution
Parts of the document are missing or are in the wrong place. *(continued on next page)*	You may have selected the wrong paper orientation.	**Windows PC** • Make sure you have selected the correct orientation (portrait or landscape) on the **Features** tab of Printer Properties. **Macintosh** • Make sure you have selected the correct orientation (portrait or landscape) on the Page Setup dialog.
	You may have selected the wrong paper size.	**Windows PC** • Make sure you have selected the correct paper size on the **Setup** tab of Printer Properties. **Macintosh** • Make sure you have selected the correct paper size in the Page Setup dialog.
	You may have selected the wrong margins.	Make sure the margins are within the printable areas.
	You may have accidentally left **Poster Printing** on.	**Windows PC** • Uncheck **Poster Printing** on the **Features** tab of Printer Properties. **Macintosh** • Uncheck **Poster Printing** on the **Layout** panel in the Print dialog.

Problem	Possible cause	Solution
Parts of the document are missing or are in the wrong place.	You may have incorrectly scaled text or graphics.	**Windows PC** • Make sure text or graphics are scaled correctly using **Scale to Fit** on the **Setup** tab. **Macintosh** • Make sure text and graphics are scaled correctly in your document.
Print quality is poor. *(continued on next page)*	You may be running out of ink.	**Windows PC** • Check the print cartridge status in the **HP PhotoSmart Toolbox**. **Macintosh** • Check the print cartridge status in the **HP PhotoSmart Utility**. If you are running out of ink, replace the print cartridge.
	You may not be using the best paper type.	• Make sure you are using a paper type intended for the printer. • Choose paper that is specifically designed for the output (photographs, for example) rather than plain paper.
	You may be printing on the wrong side of the paper.	Make sure the paper is loaded **print side down**.

Problem	Possible cause	Solution
Print quality is poor. *(continued on next page)*	You may not have selected the correct paper type in the printer software.	**Windows PC** • Make sure you have selected the correct paper type on the **Setup** tab of Printer Properties. **Macintosh** • Make sure you have selected the correct paper type on the **Paper Type/Quality** panel.
	You may need to clean the print cartridges.	See "Cleaning the print cartridges" on page 70.
	Your print cartridges may be out of alignment.	**Windows PC** • If the color and black ink are not lining up on the printed page, go to the **Printer Services** tab of the **HP PhotoSmart Toolbox** and click **Calibrate the Printer**. **Macintosh** • If the color and black ink are not lining up on the printed page, go to the **Calibrate** tab of the **HP PhotoSmart Utility** and click **Align**.
	You may be printing in **Draft** mode.	**Windows PC** • Click **Normal** or **Best** instead of **Draft** on the **Setup** tab. **Macintosh** • If printing appears faded or dull, click **Normal** or **Best** instead of **Draft** on the **Paper Type/Quality** panel.

Problem	Possible cause	Solution
Print quality is poor.	If you have smearing, you may be using too much ink.	**Windows PC** 1. Click **Normal** or **Draft** instead of **Best** on the **Setup** tab. 2. Reduce the amount of ink by going to the **Advanced** tab and using the **Ink Volume** slider. 3. Increase the dry time by going to the **Advanced** tab and using the **Dry Time** slider. **Macintosh** 1. Click **Normal** or **Draft** instead of **Best** on the **Paper Type/ Quality** panel. 2. Reduce the amount of ink. On the **Paper Type/Quality** panel, select the **Ink** tab. Use the sliders to adjust ink density. 3. Increase the dry time. On the **Paper Type/Quality** panel, select the **Ink** tab. Use the sliders to adjust dry time.

Problem	Possible cause	Solution
Photos are not printing correctly. *(continued on next page)*	You may not have inserted the photo paper correctly.	Insert the photo paper **print side down**.
	The photo paper may not be fully engaged.	1. Insert the photo paper as far as it will go into the paper tray. 2. Make sure that the paper guides rest snugly against the photo paper. See "Loading paper" on page 11 for more information.
	You may not have selected the appropriate paper type or paper size.	**Windows PC** 1. Go to the **Setup** tab in the printer software. 2. Select the appropriate HP Photo Paper as the **Paper Type**. See the paper's packaging. 3. Select the photo paper's size as the **Paper Size**. **Macintosh** 1. From the Page Setup dialog, select **Photo 4x6 in**, **102 x152 mm (with tear-off tab)** as the paper size. 2. In the Print dialog, on the **Paper Type/Quality** panel, select **HP Premium Plus Photo Paper**, **Glossy** as the **Paper Type**. 3. Click **Save Settings**. 4. Print your document.

Problem	Possible cause	Solution
Photos are not printing correctly.	You may not have selected **Best** print quality.	**Windows PC** 1. In the Printer Properties, select the **Setup** tab. 2. Select **Best** print quality. **Macintosh** 1. In the Print dialog, select the **Paper Type/Quality** panel. 2. Select **Best** print quality.
Banners are not printing correctly. *(continued on next page)*	You may have forgotten to raise the output tray.	Make sure that the output tray is up.
	You may have forgotten to select **Banner** in the printer software.	**Windows PC** • Make sure that you have selected **Banner** on the **Setup** tab. **Macintosh** • Make sure you selected the paper size **U.S. Letter Banner** or **A4 Banner** in the Page Setup dialog.

Problem	Possible cause	Solution
Banners are not printing correctly.	You may have problems with the banner paper.	• If several sheets feed into the printer together, unfold and refold the paper. • If the paper does not feed into the printer correctly, be sure that the unattached edge of the banner paper stack is toward the printer. • If the paper creases going through the printer, the paper might be unsuitable for banner printing.
The print quality is different if the paper type is set to **Automatic** rather than the specific paper type.	When the paper type is set to **Automatic**, the print quality is automatically set to **Normal**. When the paper type is set to a specific paper type, the default print quality may be different.	**PC** • Select the appropriate paper type on the **Setup** tab of **Printer Properties**, then choose the desired print quality. **Macintosh** • Select the appropriate paper type on the **Paper Type/Quality** panel of the **Print** dialog, then choose the desired print quality.
Automatic is set as the paper type, but when preparing to print, the printer ejects the paper.	The printer may be placed in direct sunlight, overwhelming the Automatic Paper-Type Sensor.	Move the printer out of direct sunlight.

Automatic two-sided printing solutions

Problem	Possible cause	Solution
Windows PC In the Two-Sided Printing section of the **Features** tab, the **Automatic** option is missing.	The Automatic Two-Sided Printing Module is not enabled in the Toolbox.	1. Go to the **Configuration** tab of the HP PhotoSmart Toolbox. 2. Check **Automatic Two-Sided Printing Module** and click **Apply**. 3. Go to the **Features** tab of the Printer Properties dialog. 4. Select **Two-Sided Printing**. 5. Choose a content size option and click **OK**. 6. Make sure **Automatic** is selected.
Macintosh In the Layout panel, the **Automatic** option is missing.	The Automatic Two-Sided Printing Module is not enabled in Chooser.	1. From the **Apple** menu, select **Chooser**. 2. Select the **HP PhotoSmart** icon, and then click **Setup** in the right side of the **Chooser** window. 3. In the **Duplex Unit** field, select **Installed**. 4. Click **OK**, then close the **Chooser**.
Windows PC In the Two-Sided Printing section of the **Features** tab, you cannot select the **Automatic** option.	You may have selected an unsupported paper type or size on the **Setup** tab of Printer Properties.	On the **Setup** tab in Printer Properties, make sure you have selected a paper type and size supported by the Automatic Two-Sided Printing Module. See HP's Web site for a list of supported paper types.

Problem	Possible cause	Solution
Macintosh In the **Layout** panel, you cannot select the **Automatic** option.	You may have selected an unsupported paper type or size in the **Layout** panel of the Print dialog.	On the **Layout** panel in the Print dialog, make sure you have selected a paper type and size supported by the Automatic Two-Sided Printing Module. See HP's Web site for a list of supported paper types.
Windows PC When Automatic two-sided printing is selected on the **Features** tab, the paper size automatically changes.	The paper size selected on the **Setup** tab in Printer Properties is not supported by the Automatic Two-Sided Printing Module.	On the **Setup** tab in Printer Properties, make sure you have selected a paper size supported by the Automatic Two-Sided Printing Module. See HP's Web site for a list of supported paper types.
Macintosh When Automatic two-sided printing is selected in the Layout panel, the paper size automatically changes.	The paper size selected in the **Page Setup** dialog is not supported by the Automatic Two-Sided Printing Module.	In the **Page Setup** dialog, make sure you have selected a paper size supported by the Automatic Two-Sided Printing Module. See HP's Web site for a list of supported paper types.

Problem	Possible cause	Solution
Automatic two-sided printing was selected, but printing is only on one side of the paper.	The application you are using to print supports only manual two-sided printing. It does not support automatic two-sided printing.	Print using the manual two-sided printing feature.
	You have **Automatic** selected as the paper type and are using a media type that is not supported by the Automatic Two-Sided Printing Module.	Switch to a paper type supported by the Automatic Two-Sided Printing Module or use manual two-sided printing. See HP's Web site for a list of supported paper types.

Infrared (IR) solutions

Problem	Possible cause	Solution
A connection cannot be established or the transmission seems to be taking longer than usual.	The device from which you are trying to print may not support HP JetSend, OBEX, or IrLPT.	Refer to the IR device's documentation to check that it uses a supported IR protocol.
A connection cannot be established or the transmission seems to be taking longer than usual.	The IR device from which you are trying to print and the printer are not positioned properly.	• Position the IR device from which you are printing up to 3 feet (1 meter) from the printer and within a 30-degree total angle from the printer's infrared lens. • Make sure the path between the two infrared devices is clear of obstacles. • Make sure the two infrared lenses are clean—free from dirt and grease.
	Your laptop or notebook may not be configured for infrared.	Make sure your laptop or notebook is configured for infrared. See your laptop or notebook's user manual.
	Bright lights may be interfering with the signal.	• Make sure that no bright light of any type is shining directly into either infrared lens. • Position the device from which you are printing closer to the infrared lens on the printer.

Problem	Possible cause	Solution
The printer prints only part of a page or document.	The device from which you are printing may have been moved out of range of the printer's infrared lens.	Try to realign the devices within approximately 3–30 seconds. If the print job does not resume, you must begin the printing process again.
Your Personal Digital Assistant (PDA) is only able to print a single calendar appointment.	Your Personal Digital Assistant (PDA) may not have a printing application installed.	A printing application must be installed in order to print more than one calendar appointment at a time.

Error messages

LCD Message	Problem	Solution
Some photos are corrupted. Some files are corrupted.	The printer detects that one or more files specified in the job are corrupted and cannot be accessed.	• Press **OK/Yes**. The printer may not print the file or it may not print the file correctly. OR • Press **Cancel/No** to cancel the print job. OR • If you are printing from a memory card, try saving the file from the memory card to your computer, and then print the file from your computer software. See "Saving from a memory card" on page 61 for more information. OR • If a photo is missing, check that you have not accidently deleted the photo from the memory card.
Photo is too large. File is too large.	The file received from the camera via infrared is too large to be processed.	
Some photos are missing.	One or more photos specified for the job are missing from the card.	
Photo type is not supported. File type is not supported.	The file specified for the job is not of a supported file type.	
Some photos are not on the card. Job was cancelled. Press OK. Some photos are not on the card. Check the DPOF file. Press OK.	At the begining of the print job or during the print job, the printer checks the photo selection and detects that some of the specified photos are missing or have been deleted.	Make sure that you have not accidently deleted any photos from the memory card. Print a new index page to see the index numbers associated with each photo. See "Printing an index page" on page 31 for more information.

LCD Message	Problem	Solution
Cannot print photos. Cannot print files.	Some files specified for the print job have errors or are corrupted. If there are more than 10 errors the printer will cancel the print job.	Select another file and restart the print job.
File directory structure is corrupted.	The printer detects that the file directory on the inserted memory card is corrupted and cannot be accessed.	• Use another memory card. OR • Reformat the memory card.
Card access error.	The printer cannot access the files on the memory card.	
Card may be damaged.	The printer cannot access the memory card.	
Printer memory is full. Job was cancelled. Press OK.	The printer is out of memory and the job has to be cancelled.	1. Press **OK/Yes**. 2. Print files one at a time.
Paper is too long. See PC screen. Paper is too short. See PC screen.	The paper size is too long or too short to be used in the Automatic Two-Sided Printing Module.	1. Press **Cancel/No**. 2. Remove the Automatic Two-Sided Printing Module. 3. Reinstall the rear access door. 4. Change the software settings from **Automatic** to **Manual**. 5. Manually feed the paper into the printer for two-sided printing.

LCD Message	Problem	Solution
Paper size mismatch. Load correct paper size. Press OK to continue or press CANCEL to cancel the job.	The paper size has changed in the middle of the job.	Load the correct sized paper, and then press **OK/Yes**.
Media scan failed. Press OK to retry or press CANCEL to cancel the job.	The printer cannot detect the size of the paper in the paper tray.	In the printer settings, override **Automatic** paper size by selecting the appropriate paper size.
Wrong paper size. Cropping may occur. Press OK to continue. Or you can CANCEL the job.	The size of paper to be printed does not match the specified size.	• Load appropriate sized paper, then press **OK/Yes** to continue. OR • Press **Cancel/No** to quit the print job.
Transfer was interrupted. Photo transfer was interrupted.	The infrared transmission of files from the IR device has been interrupted.	1. Press **OK/Yes**. 2. Resend the file.
PC data was not received. check PC connection. Press OK to continue.	The printer has not received data sent from the computer.	Check that the connection cable is securely attached to the printer and to the computer.
Use only 1 card. Please remove a memory card.	The printer can access only one memory card slot at a time.	Remove one of the memory cards from the printer.

LCD Message	Problem	Solution
Memory card in backwards.	The memory card was inserted backwards.	See "Inserting a memory card" on page 24 for more information.
Card is not fully inserted. Push card in a little more.	The memory card was not inserted correctly.	

Chapter 8 Specifications, regulatory and warranty information

Specifications

Paper Trays	1 letter-size, 1 4 x 6 inch photo
Input Capacity	100 sheets letter, 20 sheets 4 x 6 in photo, 15 envelopes, 20 banners, 30 cards, 30 transparencies, 20 sheets of labels
Output Capacity	50 sheets (for Normal and Best print quality), 35 sheets (for Draft print quality)
Duplex Printing	Yes, automatic accessory optional with 1215, automatic accessory standard with 1218
Media Types	Paper (plain, inkjet, photo, and banner), envelopes, transparencies, labels, cards (index, greeting), iron-on transfers
Media Sizes, Std	Letter, legal, executive (3 x 3 inch to 8.5 x 14 inch, 4 x 6 inch photo)
Memory	16 MB
Memory Card Compatibility	CompactFlash Type I and II, IBM Microdrive, SmartMedia
Connectivity, Standard	IEEE 1284-compliant bi-directional parallel, USB (Windows 98, 2000, Me, and Mac OS 8.6 or higher only), infrared (IR)
Connectivity, Optional	HP JetDirect external print servers 1215 printer 70x (Windows PC) 1218 printer 70x, 170x, 300x, (Windows PC); 300x (Macintosh)
Print Quality, Black	600 dpi with REt (Resolution Enhancement Technology)
Print Quality, Color	HP PhotoREt lll (up to 2400 x 1200 dpi)

Technology, Black Print Resolution	REt (Resolution Enhancement Technology)
Print Technology	Drop on-demand thermal inkjet printing
Print Cartridges	1 black, 1 color
Prints Color	Yes
Technology, Color	HP PhotoREt lll, HP ColorSmart III, HP SmartFocus, Automatic Contrast Enhancement
Print languages	HP PCL 3 enhanced
System Requirements	Windows (95, 98, Me, NT 4.0, 2000): Pentium 233, 64–128 MB RAM, 200-500 MB free disk space, 800 x 600 16-bit color display, 4X CD-ROM Mac OS 8.6 or higher, G3–G4 based system with built-in USB, 64 MB RAM
Dimensions	17 x 8 x 15 in. (17 x 8 x 17 in. with Two-Sided Printing Module) 440 x 204 x 375 mm (440 x 204 x 435 mm with Two-Sided Printing Module)
Weight	14 lb (15.5 lb with Two-Sided Printing Module) 6.5 kg (7 kg with Two-Sided Printing Module)

Regulatory and warranty information

Regulatory notices

U.S.A.

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.

Canada

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

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。

Korea

사용자 안내문 (B급 기기)

이 기기는 비업무용으로 전자파장해검정을 받은 기기로서, 주거지역은 물론 모든 지역에서 사용할 수 있읍니다.

Hewlett-Packard Limited Warranty Statement

HP Product	Duration of Limited Warranty
HP Photo Printing software	90 Days
HP PhotoSmart 1215/1218 color printer	1 Year

A. Extent of Limited Warranty

1. Hewlett-Packard (HP) warrants to the end-user customer that the HP products specified above will be free from defects in material and workmanship for the duration specified above, which duration begins on the date of purchase by the customer.
2. For software products, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be uninterrupted or error free.
3. HP's limited warranty covers only those defects which arise as a result of normal use of the product, and does not cover any other problems, including those which arise as a result of:
   a. Improper maintenance or modification;
   b. Software, media, parts, or supplies not provided or supported by HP; or
   c. Operation outside the product's specifications.
4. For HP printer products, the use of a non-HP ink cartridge or a refilled ink cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.
5. If HP receives, during the applicable warranty period, notice of a defect in any product which is covered by HP's warranty, HP shall either repair or replace the defective product, at HP's option.
6. If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.
7. HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
8. Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the product being replaced.
9. HP products may contain remanufactured parts, components, or materials equivalent to new in performance.
10. HP's limited warranty is valid in any country where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, are available from any authorized HP service facility in countries where the product is distributed by HP or by an authorized importer.

B. Limitations of Warranty

1. TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKE ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED, WITH RESPECT TO THE HP PRODUCTS, AND SPECIFICALLY DISCLAIM THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

C. Limitations of Liability

1. To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.
2. TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

D. Local Law

1. This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.
2. To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
   a. Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g. the United Kingdom);
   b. Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
   c. Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or not allow limitations on the duration of implied warranties.
3. FOR CONSUMER TRANSACTIONS IN AUSTRALIA AND NEW ZEALAND, THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THE HP PRODUCTS TO SUCH CUSTOMERS.

Hewlett-Packard Year 2000 Warranty for Consumer Products Distributed Through Authorized Resellers

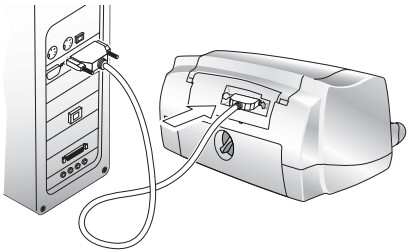
Subject to all of the terms and limitations of the HP Limited Warranty Statement provided with this HP Product, HP warrants that this HP Product will be able to accurately process date data (including, but not limited to, calculating, comparing, and sequencing) from, into, and between the twentieth and twenty-first centuries, and the years 1999 and 2000, including leap year calculations, when used in accordance with the Product documentation provided by HP (including any instructions for installing patches or upgrades), provided that all other products (e.g. hardware, software, firmware) used in combination with such HP Product(s) properly exchange date data with it. The duration of the Year 2000 warranty extends through January 31, 2001.

Appendix Connecting and upgrading your printer

Connecting the printer to your Windows PC

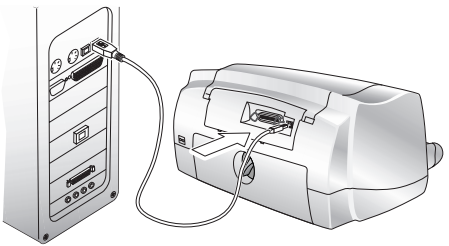
You can use the HP PhotoSmart printer with a Windows PC or a Macintosh. For system requirements, see the following page.

Note: We recommend that you connect the printer directly to your Windows PC for the best results. Do not connect the printer to another device (such as an Iomega Zip Drive or switchbox) that is already connected to your computer.



Parallel connection

Note: You will need a **bi-directional IEEE 1284-compliant parallel cable** to connect the HP PhotoSmart printer to your computer's parallel port. The cable should be 9 feet (3 meters) or shorter. This cable is available where you purchased your printer or at most computer supply stores, and must be purchased separately.



USB connection

Note: You will need a **USB cable** to connect the HP PhotoSmart printer to your computer's USB port. This cable is available where you purchased your printer or at most computer supply stores, and must be purchased separately.

System requirements

Component	Recommended
Operating system	Windows 95, 98, Me, NT 4.0, 2000
Processor	Pentium 233 MHz
RAM	64–128 MB
Free disk space	200–500 MB
Video display	800x600, 16-bit or higher
CD-ROM	4x or better

Connecting the printer

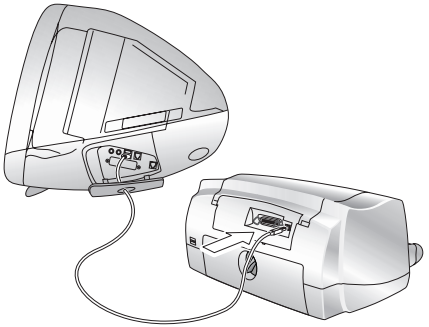
To...	Follow these steps...
Connect the printer with a parallel cable	1. Shut down Windows and turn the computer off. 2. Connect the printer to the computer, using the parallel cable you purchased. 3. Plug in the printer, using the power cord that came in the package. 4. On the printer front panel, press **Power** to turn on the printer. 5. Turn on the computer. 6. Install the print cartridges and load paper. 7. Install the printer software.
Connect the printer with a USB cable	If you are using Windows 98, Windows 2000, or Windows Me and your computer has a USB port, you can connect the printer to the computer using USB. **Note:** The computer can be ON when you connect the printer with a USB cable. 1. Connect the printer to the computer, using the USB cable you purchased. 2. Plug in the printer, using the power cord that came in the package. 3. On the printer front panel, press **Power** to turn the printer on. 4. Install the print cartridges and load paper. 5. Install the printer software.

Networking the printer

If you are connecting the printer to a network, see the Networking Guide for Windows PCs on the Web at **www.hp.com/photosmart**.

Connecting the printer to your Macintosh

You will need a **USB cable** to connect the HP PhotoSmart printer to your computer's USB port. This cable is available where you purchased your printer or at most computer supply stores, and must be purchased separately.



USB connection

System requirements

Component	Recommended
Operating system	Mac OS 8.6 or better
Processor	G3–G4 with built-in USB
RAM	64 MB
Free disk space	200–500 MB
Video display	800x600, 16-bit or higher
CD-ROM	4x or better

Connecting the printer

To...	Follow these steps...
Connect the printer with a USB cable	**Note:** The computer can be ON when you connect the printer with a USB cable. 1. Connect the printer to the computer, using the USB cable you purchased. 2. Plug in the printer, using the power cord that came in the package. 3. On the printer front panel, press **Power** to turn the printer on. 4. Install the print cartridges and load paper. 5. Install the printer software.

Networking the printer

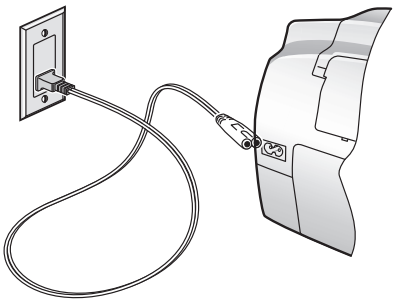
You can print to an HP PhotoSmart 1218 color printer using an AppleTalk network connection if:

- Your HP PhotoSmart 1218 printer is turned on and connected to your AppleTalk network with an HP JetDirect 300X External Print Server. If you need more information, see the instructions that came with the printer server.
- Your computer is turned on and connected to your AppleTalk network.
- AppleTalk is active on your computer.

To...	Follow these steps...
Set up an AppleTalk network connection	1. Make sure the computer and printer are both turned on and connected to your AppleTalk network. You will need an HP JetDirect 300X External Print Server to connect the printer to your AppleTalk network. 2. From the **Apple** menu, select **Chooser**. 3. Click the **Active** button next to AppleTalk. 4. In the left side of the Chooser window, click the **HP PhotoSmart** printer icon. 5. Select the printer zone, if necessary. 6. In the right side of the Chooser window, click **HP PhotoSmart**. 7. Close the Chooser.

Connecting the printer to a power source

Using the electrical power cord included with your printer, plug one end of the cord into the back of the printer, and the other end into an electrical power outlet, as shown in the diagram.



Installing the printer software

How you install the HP PhotoSmart 1215/1218 printer software depends on the computer system you are using. See the software installation instructions included in the box for more information.

Upgrading your printer

Your HP PhotoSmart 1215/1218 printer is upgradable to accept future file formats. Visit **www.hp.com/photosmart** for any available updates.

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