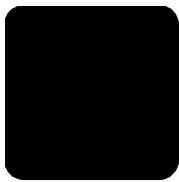


hp photosmart
140 series



reference guide





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Thank you for purchasing an HP Photosmart 140 Series printer! With your new, compact photo printer, you can print beautiful photos quickly and easily with or without a computer. Because it is portable and lightweight, you can even take your printer with you on vacations and to family gatherings and social events to instantly print and share photos with family and friends.

find more information

Your new printer comes with the following documentation to help you get started and get the most out of your printer:

- **Setup Guide**—The *HP Photosmart Setup Guide* contains quick and easy instructions to help you set up your printer and print your first photo.
- **Reference Guide**—The *HP Photosmart 140 Series Reference Guide* is the booklet you are reading. The Reference Guide provides an overview of your printer, selected installation troubleshooting information, selected printer specifications, warranty information, and support information.
- **HP Photosmart Printer Help**—The HP Photosmart Printer Help describes in detail how to use each feature of your new printer. The Printer Help includes information about printer care and maintenance, transporting your printer, printing and saving photos using your computer, advanced troubleshooting, and error messages.

After you have installed the HP Photosmart printer software on your computer, you can view and print the HP Photosmart Printer Help.

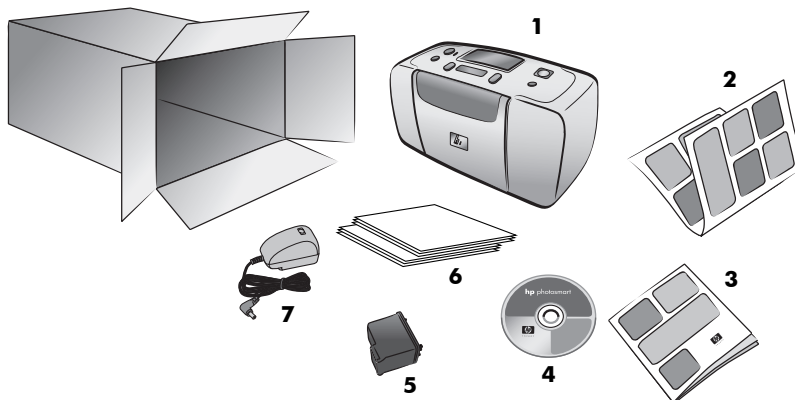
view the hp photosmart printer help

- **Windows® PC**: From the **Start** menu, select **Programs** or **All Programs**; **Hewlett-Packard**; **Photosmart 140, 240, 7200, 7600, 7700, 7900 Series**; **HP Photo & Imaging Director**. From the **HP Photo & Imaging Director**, click **Help**.
- **Macintosh®**: Insert the HP Photosmart CD. In the **User Docs** folder, select your language, then double-click the **photosmart 140.html** file.

print the hp photosmart printer help

- **Windows PC**: Click **Print** in the top navigation bar of the HP Photosmart Printer Help window.
- **Macintosh**: Click the frame you want to print. From the **File** menu, select **Print**, or click **Print** in the top navigation bar of the browser.

what's in the box



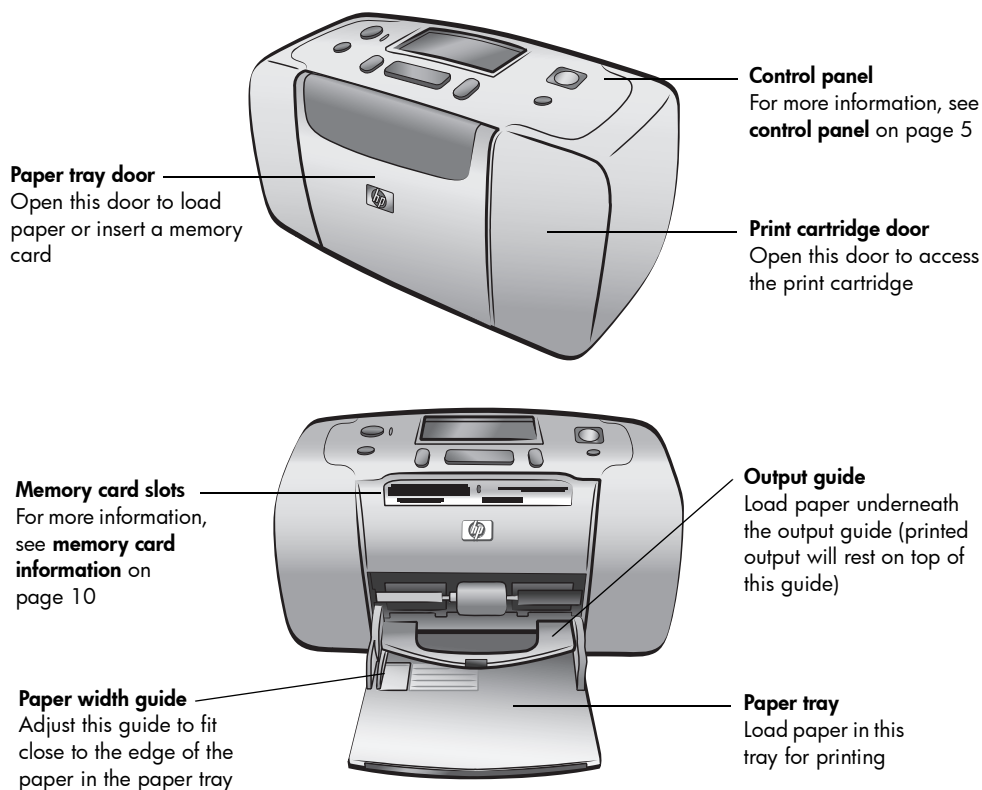
Your printer box contains the following items:

- 1 HP Photosmart 140 Series printer
- 2 *HP Photosmart 140 Series Setup Guide*
- 3 *HP Photosmart 140 Series Reference Guide*
- 4 HP Photosmart 140 Series printer software CD (some countries/regions may have more than one CD)
- 5 HP #57 tri-color print cartridge
- 6 Sample photo paper and index cards
- 7 Power supply (power supplies may vary in appearance or have an additional power cord)

Note: Contents may vary by country and region.

printer parts

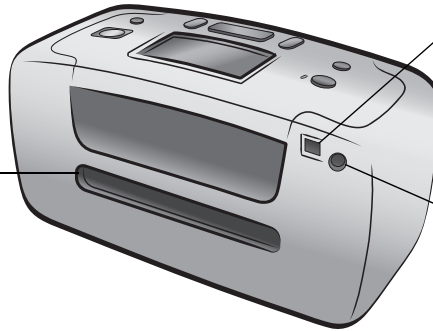
front of the printer



back of the printer

Rear paper slot

During printing, the printer pushes the paper partially through this slot and then pulls it back through to the front of the printer



USB port

Use this port to connect the printer to your computer or to an HP direct-printing digital camera

Power cord connection

Use this port to connect the power cord included with the printer

Note: Place the printer on a flat, stable surface with the back of the printer at least 10 inches (250 mm) away from any obstruction to allow space for the paper to move through the printer during printing. Make sure the power cord and USB cable do not block the rear paper path.



indicator lights

On/Attention light

On (Green)

The power is on

Off

The printer is in power-save mode

Blinking (Green)

The printer is busy

Blinking (Red)

The printer requires attention



Memory card light

On

The memory card is inserted correctly

Off

No memory card is inserted

Blinking

Information is being transmitted between the memory card and the printer or computer

control panel

ON

Press this button to turn on the printer or put it into power save mode

LCD screen

Use this screen to determine the status of your printer and the current print settings

PRINT

Press this button to print selected photos from a memory card

SAVE

Press this button to save photos from a memory card to your computer

CANCEL

Press this button to clear photos, to exit a menu, or to stop an action you have requested

LAYOUT

Press this button to select the number of photos to print per page

SELECT PHOTOS

Use the arrows to scroll through the photos on a memory card and through the menu options

OK

Press this button to select the current photo, to answer questions on the LCD screen, or to select menu options

COPIES

Press this button to select the number of copies you want to print

Note: The **SAVE** button works only when your printer is connected to a computer.

For an overview of the menu structure, see the HP Photosmart Printer Help. For information about viewing the Printer Help, see **view the hp photosmart printer help** on page 1.

LCD screen

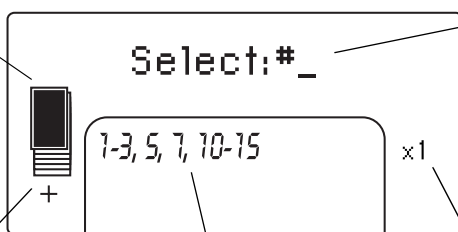
Photo Layout icon

Shows the photo layout that will print:

- Index (numbered thumbnail views)
- One, two, or four photos per page

Paper Count icon

Shows the number of sheets of paper needed to print the selected photos; a plus sign (+) below the Paper Count icon means that you need more than six sheets



Text Message

Shows text messages:

- For the printer menu
- To guide you through the printing process
- To provide information about printer status

Selected Photos





Shows the index numbers of the photos or range of photos that will print

Copies

Shows the number of times the selected photos will print

photo layout icon

Press the **LAYOUT +** or **-** button to scroll through the photo layouts. The Photo Layout icon on the printer's LCD screen shows the current layout. When you select a photo, the position where that photo will print on the page changes to black in the Photo Layout icon.

If the Photo Layout icon looks like this...	The printer prints...
	One photo per page
	Two photos per page; may change the orientation of the photos
	Four photos per page; may change the orientation of the photos
	a photo index with 28 numbered thumbnails per page, until it has printed all the photos on the memory card (up to 2000)

printer menu

You can view the printer menu on the printer's LCD screen when no memory card is inserted and the printer is turned on. Use the printer menu to:

- Clean the print cartridge
- Print a test page
- Calibrate the print cartridge
- Change the print quality
- Change the borderless printing option
- Change the language used on the printer's LCD screen

To navigate the printer menu:

- 1 Make sure there are no memory cards in any of the printer's memory card slots. For more information, see **remove a memory card** on page 13.
- 2 Press the **SELECT PHOTOS** ◀ or ▶ button to scroll through the menu options on the printer's LCD screen.
 - Press the **OK** button to select a displayed menu option.
 - Press the **CANCEL** button to exit the menu.

For detailed information about each of the options listed in the printer menu, see the HP Photosmart Printer Help. For information about viewing the Printer Help, see **view the hp photosmart printer help** on page 1.

print cartridge information

Your HP Photosmart 140 Series printer can print color and black and white photos. HP provides two types of print cartridges so you can choose the best print cartridge for your project. For the highest quality photos, follow these guidelines:

To print...	Use...
Color photos	HP #57 (C6657A) tri-color print cartridge
Black and white photos	HP #59 (C9359A) photo gray print cartridge (available Fall 2003)

Caution! Check that you are using the correct print cartridge. Also, note that HP does not recommend modifying or refilling HP print cartridges. Damage that results from modifying or refilling HP print cartridges is not covered by HP's warranty.

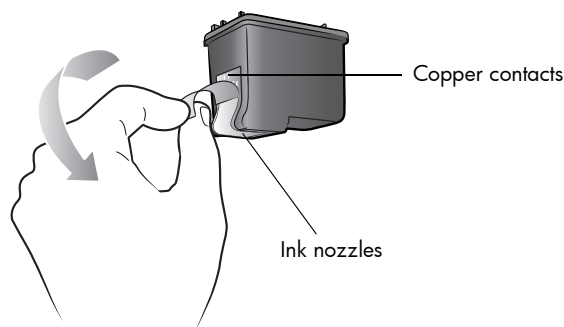
install or replace the print cartridge

To get the best performance from your printer, use only genuine HP factory-filled print cartridges.

When you install a new print cartridge, the printer calibrates the print cartridge and prints a calibration page.

- 1 If the printer is off, press the **ON** button on the printer's control panel.
- 2 Take the new print cartridge out of its package and pull the **pink tab** to remove the clear plastic tape. Be sure to install the print cartridge immediately after removing the tape; ink nozzles exposed longer than one minute may dry out and cause printing problems later. Once the tape is removed, do not attempt to replace it.

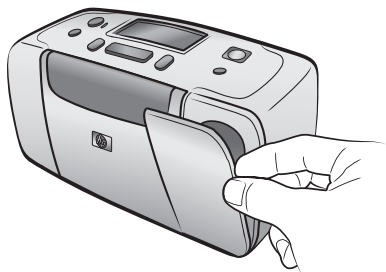
Caution! Do not touch the ink nozzles or the copper contacts on the print cartridge. Touching these parts may cause the print cartridge to fail.



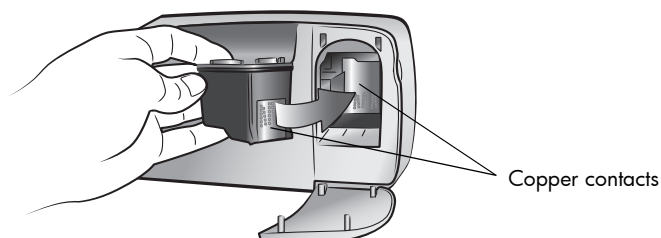
- 3 Open the print cartridge door.

The red On/Attention light flashes when the print cartridge door is open.

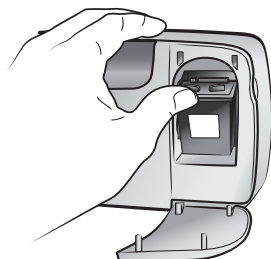
Note: For instructions on removing a previously installed print cartridge, see **remove the print cartridge** on page 8.



- 4 Place the new print cartridge in the print cartridge cradle with the copper contacts facing toward the inside of the printer and the ink nozzles facing down.



- 5 Push the print cartridge into the print cartridge cradle until you feel it snap into place.



- 6 Close the print cartridge door.

After you install a new print cartridge, a message appears on the printer's LCD screen asking you to load plain paper in the paper tray and press the **OK** button. When you press the **OK** button, the printer automatically calibrates the new print cartridge and prints a calibration page to confirm that the print cartridge is correctly installed and functioning properly.

remove the print cartridge

- 1 Open the print cartridge door.
- 2 Push down and pull outward on the top of the print cartridge to unsnap it from the print cartridge cradle.

3 Remove the print cartridge from the printer.

If there is ink in the print cartridge, place the cartridge in a print cartridge protector for storage. If the print cartridge is empty, discard or recycle the print cartridge. For information about recycling print cartridges, go to www.hp.com/recycle.



calibrate the print cartridge

Try calibrating the print cartridge if colors in your photos are misaligned or if the calibration page did not print correctly when you installed a new print cartridge.

To calibrate the print cartridge:

- 1 Make sure there are no memory cards in any of the printer's memory card slots. For more information, see **remove a memory card** on page 13.
- 2 Load paper in the paper tray. To conserve photo paper, use plain paper or index cards.
- 3 Press the **SELECT PHOTOS** ► button to scroll through the printer menu options until the message **CALIBRATE PRINTER?** appears on the printer's LCD screen. Press the **OK** button.
- 4 When the message **PRINTER CALIBRATION. LOAD PLAIN PAPER THEN PRESS OK.** appears on the printer's LCD screen, press the **OK** button.

The On/Attention light blinks while the printer calibrates the print cartridge and then prints a calibration page to confirm that the calibration was successful.

Calibration page

- The check marks verify that the print cartridge is installed correctly and functioning properly.
- If an "x" appears to the left of any of the bars, calibrate the print cartridge again. If the "x" still appears, replace the print cartridge.



memory card information

supported memory cards

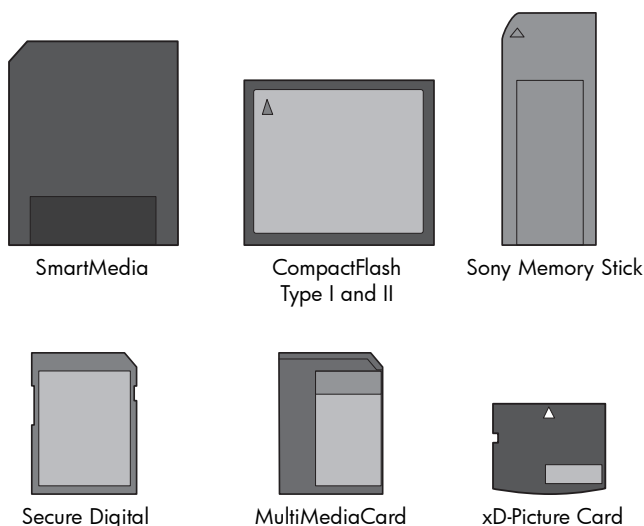
Your HP Photosmart printer can read the following memory cards:

- SmartMedia™
- CompactFlash™ Association (CFA) certified Type I and II
- Sony® Memory Sticks
- Secure Digital™
- MultiMediaCard™
- xD-Picture Card™

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.

Caution! Using any other type of memory card may damage the memory card and the printer.

The following illustration shows the top sides of the supported memory cards. This is the side that faces up when you insert the memory card into the printer.



supported file formats

You can print JPEG and uncompressed TIFF files directly from the memory card. If your digital camera supports other file types, such as FlashPix and RAW, save the photos to your computer and print them using a software application. For more information, see the HP Photosmart Printer Help. For information about viewing the Printer Help, see **view the hp photosmart printer help** on page 1.

insert a memory card

After you take pictures with your digital camera, remove the memory card from the camera and insert it into your printer. When the memory card is inserted correctly, the memory card light blinks and then remains solid.

Caution! Do not pull out the memory card while the memory card light is blinking. Removing a memory card while it is being accessed may damage the printer or the memory card, or corrupt the information on the memory card. For more information, see **remove a memory card** on page 13.

To insert a memory card:

- 1 Open the paper tray door and push it down as far as it will go.
- 2 Remove any memory cards that are already inserted into any of the memory card slots. For more information, see **remove a memory card** on page 13.
- 3 Find the correct slot for your memory card.



Note: If you are using a Sony Memory Stick Duo™ memory card, attach the adapter that came with the memory card before you insert it into the printer's memory card slot.

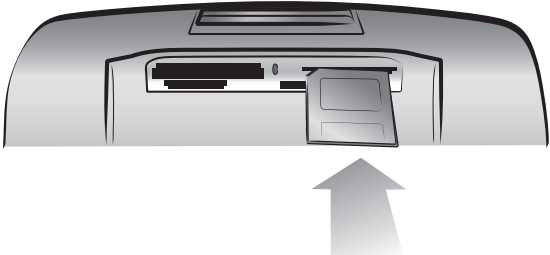
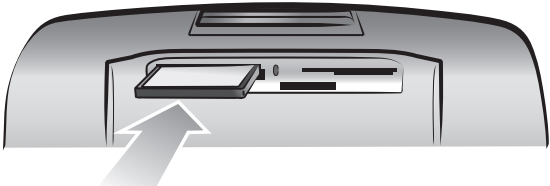
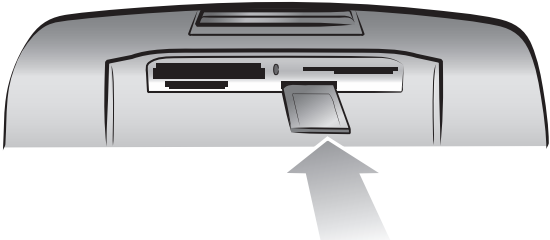
- 4 Insert the memory card into the appropriate memory card slot with the copper contacts down and going into the printer first, or the metal pinholes facing toward the printer. If the memory card label has an arrow, insert the card with the arrow on the top side, pointing toward the printer.

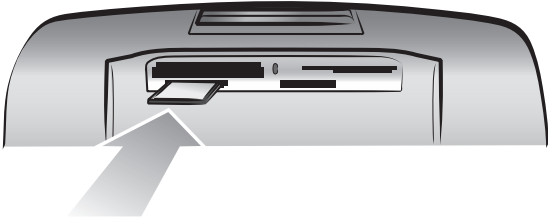
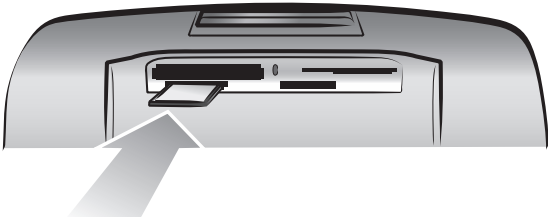
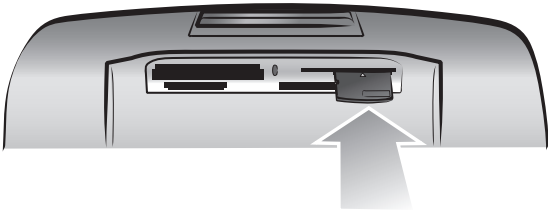
Caution! The memory card may not insert all the way into the printer. Inserting the memory card any other way or forcing the memory card into the printer too far may damage the memory card or the printer.

Note: If you insert a SmartMedia memory card upside down, the red On/Attention light blinks, and the messages, "CARD INSERTED INCORRECTLY" and "GOLD LABEL SHOULD FACE DOWN," flash alternately on the printer's LCD screen. Remove the memory card and reinsert it properly.

- 5 Gently push the memory card into the printer until it stops. The message **READING CARD** appears on the printer's LCD screen.

Note: If you used your digital camera to select photos on the memory card, a message appears on the printer's LCD screen asking if you want to print camera-selected photos. For more information, see **print camera-selected photos** on page 20.

Memory card	Memory card slot	How to hold and insert the memory card
SmartMedia	Upper portion of the top-right double slot	<ul style="list-style-type: none">Angled corner is on the left, and if the label has an arrow, the arrow points toward the printerMetal contacts face down 
CompactFlash Type I or II	Top-left slot	<ul style="list-style-type: none">Front label faces up, and if the label has an arrow, the arrow points toward the printerPinholes insert into the printer first 
Sony Memory Sticks	Bottom-right slot	<ul style="list-style-type: none">Angled corner is on the left, and arrow points toward the printerMetal contacts face down 

Memory card	Memory card slot	How to hold and insert the memory card
Secure Digital	Bottom-left slot	<ul style="list-style-type: none"> Label faces up, and angled corner is on the right Metal contacts face down 
MultiMediaCard	Bottom-left slot	<ul style="list-style-type: none"> Label faces up, angled corner is on the right, and arrow points toward the printer Metal contacts face down 
xD-Picture Card	Lower-right portion of the top-right double slot	<ul style="list-style-type: none"> Label faces up, and arrow points toward the printer Metal contacts face down 

remove a memory card

Once the memory card light stops blinking, gently pull the memory card to remove it from the printer's memory card slot.

Caution! Do not pull out the memory card while the memory card light is blinking. A blinking light means that the printer is accessing the memory card. Wait until the memory card light remains solid. Removing a memory card while it is being accessed may damage the printer and the memory card or corrupt the information on the memory card.

paper information

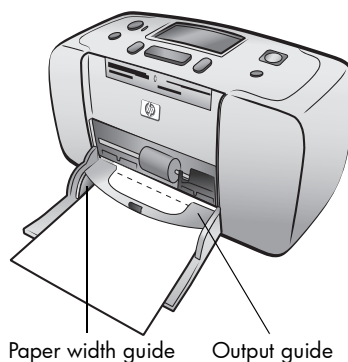
You can print on photo paper, plain paper, or index cards. Your printer supports the following paper types and sizes:

Type	Size	Purpose
Photo paper	4 x 6 inches (10 x 15 cm)	Printing photos
Photo paper with tab	4 x 6 inches with 0.5 inch tab (10 x 15 cm with 1.25 cm tab)	Printing borderless photos
Index cards	4 x 6 inches (10 x 15 cm)	Printing drafts, calibration pages, and test pages
Hagaki cards	3.94 x 5.83 inches (100 x 148 mm)	Printing photos
A6 cards	4.13 x 5.85 inches (105 x 148.5 mm)	Printing photos
L-size cards	3.5 x 5 inches (90 x 127 mm)	Printing photos
L-size cards with tab	3.5 x 5 inches with 0.5 inch tab (90 x 127 mm with 12.5 mm tab)	Printing borderless photos

load the paper

- 1 Open the paper tray door and push it down as far as it will go.
- 2 Place a stack of paper on the paper tray and slide it underneath the output guide.
 - The printer prints on the side of the paper that is facing up. If you are using photo paper, load the paper with the **glossy side up**. If you are using tabbed paper, load the paper into the paper tray so the **tab feeds into the printer first**.
 - Load 10 to 20 sheets of photo paper or index cards.
 - Use one type and size of paper at a time. Do not mix paper types or sizes in the paper tray.
- 3 Move the paper width guide on the paper tray to fit close to the left edge of the paper without bending the paper. This helps the paper feed straight into the printer.

Tip: With paper other than HP premium plus photo paper, you may experience paper feeding or ejecting problems. Try loading fewer sheets of paper at a time and make sure the edges of the paper stack are lined up.



2

print from a memory card

It's easy to print high-quality photos for yourself, family, and friends. If your digital camera uses a memory card to store photos, you can insert the memory card into the printer to print your photos. Messages on the printer's LCD screen guide you through the process—you don't have to turn on your computer or even have your printer connected to a computer!

Note: You can also print photos using your computer. For more information, see the HP Photosmart Printer Help. For information about viewing the Printer Help, see **view the hp photosmart printer help** on page 1.

quick start

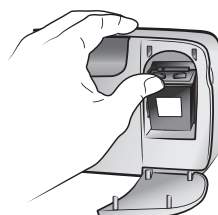
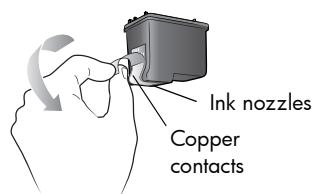
Printing photos is as easy as 1-2-3! Here's how you do it:

step 1: set up the printer

1 Install the print cartridge.

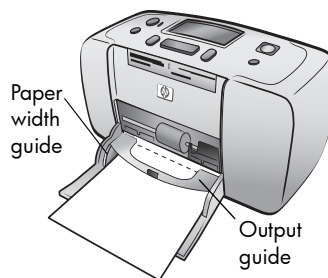
- Unpack the print cartridge and remove the tape. Do not touch the copper contacts or ink nozzles.
- Open the print cartridge door to the right of the paper tray.
- Insert the print cartridge so the copper contacts face in, and snap the cartridge into place.

Caution! You can permanently damage your printer if you do not correctly install the print cartridge. For complete directions on installing the print cartridge, see **install or replace the print cartridge** on page 7.



2 Load photo paper.

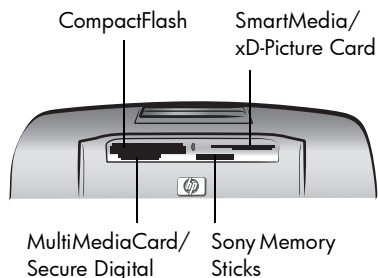
- Open the paper tray door and push it down as far as it will go.
- Load several index cards under the output guide. (If you have already printed a photo index and are ready to print photos, load several sheets of photo paper, glossy side up. Load tabbed paper with the tab feeding into the printer first.)
- Adjust the paper width guide to fit.



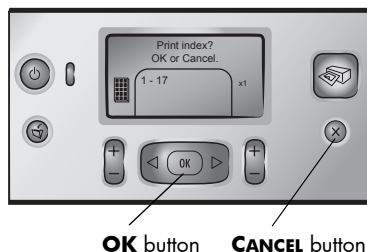
step 2: print a photo index

Caution! Inserting the memory card incorrectly or forcing the memory card into the printer too far may damage the memory card and the printer. For more information, see **insert a memory card** on page 11.

- 1 Insert a memory card that has photos on it.
 - a. Find the appropriate slot for your memory card.
 - b. Insert the card with the copper contacts down or the pinholes facing in and with any arrows on the top side of the card.
 - c. Gently push the memory card into the printer until it stops. The memory card may not insert all the way into the printer.

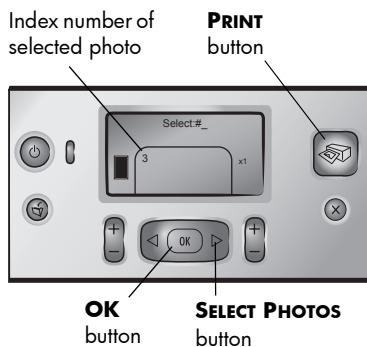


- 2 Press the **OK** button to print a photo index. Each thumbnail has an index number on it.
For more information about the photo index, see **decide which photos to print** on page 17.



step 3: print a photo

- 1 Press the **SELECT PHOTOS** button until you see the index number of the photo you want to print.
For more information about the many ways you can select photos, see **select and print photos** on page 18.
- 2 Press the **OK** button to select the photo.
- 3 Press the **PRINT** button to print the photo.



decide which photos to print

To print photos from your memory card, you must know their index numbers. Print photo index to see the photos on your memory card. a photo index shows thumbnail views and index numbers for all the photos stored on the memory card, up to 2000 photos. The photos appear in the order in which they are stored on the memory card. The index can print 28 photos per page.

Note: Depending on the number of photos stored on the memory card, a photo index could be several pages long.

The thumbnail views on a photo index print at low resolution in order to print quickly, so they do not represent the final print quality of the photos. Use the index numbers to identify the photos you want to print. If you use your digital camera or computer to add or delete photos from the memory card, reprint a photo index to see the new index numbers.



Note: The index number on the index may be different than the index number associated with the photo in your digital camera.

To print a photo index:

- 1 Insert a memory card into the printer's memory card slot. For more information, see **insert a memory card** on page 11.

The message PRINT INDEX? OK OR CANCEL. appears on the printer's LCD screen, and the number of photos found on the memory card appears as a range (for example, 1–25).

Note: If you used your digital camera to select photos on the memory card, PRINT CAMERA SELECTED PHOTOS? is the first message to appear on the printer's LCD screen. Press the **OK** or **PRINT** button to print all camera-selected photos, or press the **CANCEL** button to ignore the selections and continue.

Note: Load paper in the paper tray. To conserve photo paper, use plain paper or index cards. For more information, see **load the paper** on page 14.

- 2 Press the **OK** button to print a photo index showing all the photos stored on the memory card, up to 2000 photos. The message PRINTING PAGE 1 OF X appears on the printer's LCD screen.
- 3 If you want to continue without printing a photo index, press the **CANCEL** button.

select and print photos

Once you have viewed a photo index to decide which photos on the memory card you want to print, use the printer's control panel to select those photos.

Load several sheets of photo paper in the printer's paper tray. For more information, see **load the paper** on page 14.

- 1 Insert a memory card into the printer's memory card slot. For more information, see **insert a memory card** on page 11.

The message **PRINT INDEX? OK OR CANCEL** appears on the printer's LCD screen.

- 2 Since you already printed a photo index, press the **CANCEL** button.
- 3 When the message **SELECT:#1** appears on the printer's LCD screen, follow the instructions in this table to select photos for printing:

If you want to...	Do this...
Print one photo	<ol style="list-style-type: none"> 1 Press the SELECT PHOTOS ◀ or ▶ button until you see the index number of the photo. 2 Press the OK button to select the photo.
Print several photos	<ol style="list-style-type: none"> 1 Press the SELECT PHOTOS ◀ or ▶ button until you see the index number of the first photo you want to print. 2 Press the OK button to select the photo. 3 Repeat steps 1 and 2 until you have selected all the photos you want to print.
Print all photos	<ol style="list-style-type: none"> 1 Press the SELECT PHOTOS ◀ or ▶ button until SELECT:ALL appears on the printer's LCD screen. 2 Press the OK button to select all photos on the memory card.
Print new photos	<p>"New" photos are photos that you have not already printed from the printer's control panel. Photos that you took a long time ago or that you printed from the computer can still be "new."</p> <ol style="list-style-type: none"> 1 Press the SELECT PHOTOS ◀ or ▶ button until SELECT:NEW appears on the printer's LCD screen. 2 Press the OK button to select the new photos on the memory card.

If you want to...	Do this...
Print a continuous range of photos	<ol style="list-style-type: none"> 1 Press the SELECT PHOTOS ◀ or ▶ button until SELECT:RANGE appears on the printer's LCD screen. 2 Press the OK button to select the option. SELECT:#_ FIRST IN RANGE appears on the printer's LCD screen. 3 Press the SELECT PHOTOS ◀ or ▶ button until you see the index number of the first photo in the range. 4 Press the OK button to select the photo. SELECT:#_ LAST IN RANGE appears on the printer's LCD screen. 5 Press the SELECT PHOTOS ◀ or ▶ button until you see the index number of the last photo in the range. 6 Press the OK button to select the photo. <p>If several photos or a range of photos are selected to print, the SELECT:RANGE option will no longer be available. That's okay! Just scroll to the first photo in the range and press the OK button for two seconds. The index number of that photo and a hyphen appear on the screen to indicate you are in range-select mode. Then scroll to the last photo in the range and press the OK button to select it.</p>

Tip: To scroll quickly through the index numbers and selection options, press and hold the **SELECT PHOTOS** ◀ or ▶ button.

The index number of the selected photo(s) appears in the Selected Photos section at the bottom of the printer's LCD screen.

- 5 Press the **LAYOUT** + or – button until the Photo Layout icon for the layout you want appears beside the Selected Photos section. For more information about photo layouts, see **photo layout icon** on page 6.
- 6 Press the **COPIES** + or – button until the number of copies you want to print of the selected photos appears beside the Selected Photos section.

Note: The layout and number of copies are global settings that apply to all selected photos.

- 7 Press the **PRINT** button to begin printing.

print camera-selected photos

Camera-selected photos are photos you marked for printing using your digital camera. When you select photos using your camera, the camera creates a Digital Print Order Format (DPOF) file that identifies which photos have been selected for printing.

Your printer can read the DPOF file from the memory card so you do not have to reselect the photos to print. Review the documentation that came with your digital camera to see if it supports camera-selected photos. Your printer supports DPOF file format 1.1.

Note: Not all digital cameras allow you to mark your photos for printing.

When you print camera-selected photos, the printer's control panel settings do not apply; the settings in the DPOF file for photo layout and number of copies override the printer's control panel.

To print camera-selected photos from a memory card:

- 1 Use your digital camera to select the photos you want to print. For more information, see the documentation that came with your camera.
- 2 Insert the memory card into the printer's memory card slot. For more information, see **insert a memory card** on page 11.

The printer automatically recognizes the DPOF file on the memory card and displays the message PRINT CAMERA SELECTED PHOTOS? PRESS OK OR CANCEL.

- 3 Load photo paper in the paper tray. For more information, see **load the paper** on page 14.
- 4 Press the **OK** button to print the camera-selected photos. To ignore the selections made with the digital camera, press the **CANCEL** button.

Note: The printer unmarks camera-selected photos after printing.

If you have an HP direct-printing digital camera, you can print camera-selected photos by connecting the camera directly to the printer. If your printer is connected to a computer and the computer is turned on, you can save all the photos and the DPOF file on the memory card to the computer. You can then print the camera-selected photos from your computer. For more information, see the HP Photosmart Printer Help. For information about viewing the Printer Help, see **view the hp photosmart printer help** on page 1.

clear photos

You can clear photos one at a time, starting from the last photo selected, or you can clear all selected photos at once.

Note: Clearing photos from the printer's LCD display does not delete them from the memory card.

To clear photos one at a time:

- ▶ To clear the last photo in the list of selected photos displayed on the printer's LCD screen, press the **CANCEL** button.

To clear all photos:

- 1 Press and hold the **CANCEL** button for two seconds.

The message CLEAR ALL SELECTIONS? and the message PRESS OK OR CANCEL. flash alternately on the printer's LCD screen.

- 2 Press the **OK** button to clear all selected photos, or press the **CANCEL** button to leave the list of selected photos as it is.

Note: When you press the **OK** button to clear all selected photos, any print settings you have entered for the selected photos will also be cleared.

3

installation troubleshooting

Your HP Photosmart printer is designed to be reliable and easy to use. This chapter contains solutions to printer software installation problems. For detailed troubleshooting information about all aspects of your printer, including Macintosh installation and error messages, see the HP Photosmart Printer Help. For information about viewing the Printer Help, see **view the hp photosmart printer help** on page 1.

Note: In the presence of high electromagnetic fields, output may be slightly distorted.

Note: HP recommends using a USB cable less than 10 feet (3 meters) in length to minimize injected noise due to potential high electromagnetic fields.

Before contacting HP support, read this section for troubleshooting tips or go to the online support services at **www.hp.com/support**.

Problem	Possible cause	Solution
When I connected the printer to my computer, the Found New Hardware Wizard opened but did not recognize the printer.	You connected the printer to your computer before inserting the HP Photosmart CD.	<ol style="list-style-type: none"> 1 Disconnect the USB cable from the printer and close the Found New Hardware Wizard. 2 Insert the HP Photosmart CD that came with your printer. When the Install Wizard appears, click Cancel. 3 From the Start menu, click Run. 4 Click Browse and navigate to your CD drive. 5 Select the Uninstaller.bat file and click Open. 6 Click OK to launch the Uninstaller. 7 Click Continue to uninstall the files created when you connected the printer to your computer. 8 Click Restart. When the computer restarts, remove the HP Photosmart CD and follow the setup instructions in the <i>HP Photosmart Setup Guide</i> that came with your printer.

Problem	Possible cause	Solution
During installation, the system requirements dialog box appears, indicating that my computer monitor's display resolution does not meet the minimum system requirements.	Your monitor's display resolution is set below minimum system requirements. For more information, see system requirements on page 30.	<ol style="list-style-type: none"> 1 Click Cancel in the system requirements dialog box. 2 Right-click on the Desktop and select Properties. 3 Click the Settings tab. 4 Move the slider to the right until the resolution is 800 x 600 or higher. 5 Click Apply. A Monitor Settings message appears. 6 Click Yes to accept the changes. 7 Reinstall the printer software.
The software did not install correctly on my computer. OR I need to reinstall the printer software.	There may be a conflict with your virus protection program. OR There may be a conflict with another software program.	<ol style="list-style-type: none"> 1 Uninstall the printer software. To do this, insert the HP Photosmart CD into your computer, click Uninstall, then follow the instructions on your computer screen. 2 When the uninstall is complete, restart your computer. 3 Pause or disable any active virus protection programs. 4 Reinstall the printer software.
Windows 98 only When I connect a USB cable between the printer and my computer, the Add New Hardware Wizard appears once, but the printer driver does not install completely. The Add New Hardware Wizard does not appear again.	Installation was cancelled, was not completed, or there was an error.	<ol style="list-style-type: none"> 1 Turn off the printer and disconnect the USB cable from the printer. 2 Unplug the power cord from the printer. 3 Wait about 10 seconds. 4 Plug the power cord into the printer and turn on the printer. 5 Uninstall the printer software. To do this, insert the HP Photosmart CD into your computer, then follow the instructions on your computer screen. 6 When the uninstall is complete, restart your computer. 7 Reinstall the printer software.

Problem	Possible cause	Solution
Windows 98 only When I connect a USB cable between the printer and my computer, the Add New Hardware Wizard does not appear.	Your USB cable may not be working or may not be connected properly.	<ol style="list-style-type: none"> 1 Turn off the printer and disconnect the USB cable from the printer. 2 Unplug the power cord from the printer. 3 Wait about 10 seconds. 4 Plug the power cord into the printer and turn on the printer. 5 Reconnect the USB cable to the printer. <p>If you are still having problems, try using another USB cable.</p> <p>OR</p> <ol style="list-style-type: none"> 1 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 controllers 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 computer manufacturer for more information about enabling and setting up USB.

4

support and specifications

This chapter contains the following information about your printer:

- **support** on page 27
- **specifications** on page 30
- **hardware services** on page 32
- **software services** on page 32
- **limited warranty statement** on page 32
- **safety information** on page 34
- **protecting the environment** on page 35
- **regulatory statements** on page 36
- **copyrights and trademarks** on page 36

support

If you have a problem, follow these steps:

- 1 Go to the HP Photosmart Printer Help for detailed information about how to use your printer and troubleshoot problems. For information about viewing the HP Photosmart Printer Help, see **view the hp photosmart printer help** on page 1.
- 2 If you are unable to solve the problem using the information in the HP Photosmart Printer Help, Web and E-mail support are available in the following languages: Dutch, English, French, German, Italian, Portuguese, Spanish, and Swedish.
 - Go to **www.hp.com/support** to access online support pages or send HP an E-mail message for one-on-one answers to your questions.
 - Go to **www.hp.com** to check for software updates.
- 3 If you are unable to solve the problem using the HP Photosmart Printer Help or HP Web sites, call HP support using the number for your country or region. For a list of country and region phone numbers, see the following section.

hp phone support

Your printer comes with a limited time of free phone support. For more information, see the **limited warranty statement** on page 32 or go to **www.hp.com/support** to check the duration of your free support.

After the free phone support period, help is available from HP at an additional cost. Contact your HP dealer or call the support phone number for your country or region for support options.

To receive HP support by phone, call the appropriate phone support number for your location. Standard phone company charges apply.

Note: Customers in Western Europe should go to **www.hp.com/support** to access phone support numbers in their country or region.

Country	Phone number
Algeria	(+212) 22404747
Bahrain	800 728
Czech Republic	42 (0)2 6130 7310
Egypt	02 532 5222
Greece	+ 30 1 60 73 603
Hungary	+ 36 (0)1 382 1111
Israel	972 (0) 9 830 4848
Morocco	(+212) 22404747
Poland	+ 48 22 865 98 00
Romania	01 315 44 42
Russia, Moscow	7 095 923 50 01
Russia, St. Petersburg	7 812 346 7997
Saudi Arabia	800 897 14440
Slovakia	+ 421-2-68208080
South Africa	086 000 1030 inside RSA + 27-11 258 9301 outside RSA
Tunisia	+ 216 1 891 222
Turkey	1 216 579 71 71
Ukraine	+ 7 (380-44) 490-3520
United Arab Emirates	971 4 883 8454

place a call

Call HP support while you are near the computer and printer. Be prepared to provide the following information:

- Printer model number (located on the front of the printer).
- Printer serial number (located on the bottom of the printer).
- Computer operating system.
- Version of printer driver:
 - **Windows PC:** To see the printer driver version, right-click the memory card icon in the Windows taskbar and select **About**.
 - **Macintosh:** To see the printer driver version, use the Print dialog box.
- Messages displayed on the printer's LCD screen or on the computer's monitor.
- Answers to the following questions:
 - Has the situation you are calling about happened before? Can you recreate the situation?
 - Did you install any new hardware or software on your computer around the time that the situation occurred?

specifications

This section lists minimum system requirements needed to install your HP Photosmart printer on a computer and provides selected printer specifications.

For a complete list of printer specifications, see the HP Photosmart Printer Help. For information about viewing the Printer Help, see **view the hp photosmart printer help** on page 1.

system requirements

Component	Minimum for Windows PC	Minimum for Macintosh
Operating system	Microsoft® Windows 98, 2000 Professional, ME, XP Home, and XP Professional	Mac® OS 9 v9.1 or later, OS X v10.1 through v10.2
Processor	Intel® Pentium® II (or equivalent) or higher	G3 or greater
RAM	64 MB (128 MB recommended)	Mac OS 9 v9.1 or later: 64 MB (128 MB recommended) Mac OS X v10.1 through v10.2: 128 MB
Free disk space	500 MB	500 MB
Video display	800 x 600, 16-bit or higher	800 x 600, 16-bit or higher
CD-ROM drive	4x	4x
Connectivity	USB: Windows 98, 2000 Professional, ME, XP Home, and XP Professional	USB: Mac OS 9 v9.1 or later, OS X v10.1 through v10.2
Browser	Microsoft Internet Explorer 5.5 or higher	Not required for installation

printer specifications

Connectivity USB: Microsoft Windows 98, 2000 Professional, ME, XP Home, and XP Professional; Mac OS 9 v9.1 or later, OS X v10.1 through v10.2

Image file formats JPEG Baseline
TIFF 24-bit RGB uncompressed interleaved
TIFF 24-bit YCbCr uncompressed interleaved
TIFF 24-bit RGB packbits interleaved
TIFF 8-bit gray uncompressed/packbits
TIFF 8-bit palette color uncompressed/packbits
TIFF 1-bit uncompressed/packbits/1D Huffman

Margins (minimum) Borderless printing:

- Top 0.0 inch (0.0 mm)
- Bottom 0.50 inch (12.5 mm)
- Left/right 0.0 inch (0.0 mm)

 Bordered printing:

- Top 0.16 inch (4 mm)
- Bottom 0.50 to 0.66 inch (12.5 to 16.8 mm)
- Left/right 0.16 inch (4 mm)

Media sizes	<p>Photo paper (4 x 6 inches, 10 x 15 cm)</p> <p>Photo paper with tab (4 x 6 inches with 0.5 inch tab, 10 x 15 cm with 1.25 cm tab)</p> <p>Index cards (4 x 6 inches, 10 x 15 cm)</p> <p>Hagaki cards (3.94 x 5.83 inches, 100 x 148 mm)</p> <p>A6 cards (4.13 x 5.85 inches, 105 x 148.5 mm)</p> <p>L-size cards (3.5 x 5 inches, 90 x 127 mm)</p> <p>L-size cards with tab (3.5 x 5 inches with 0.5 inch tab, 90 x 127 mm with 12.5 mm tab)</p>
Media types	<p>Paper (plain, photo)</p> <p>Cards (index, Hagaki, A6, L-size)</p>
Memory cards	<p>CompactFlash Type I and II</p> <p>MultiMediaCard</p> <p>Secure Digital</p> <p>SmartMedia</p> <p>Sony Memory Sticks</p> <p>xD-Picture Card</p>
Memory card supported file formats	<p>Printing: Supported image file formats</p> <p>Saving: All file formats</p>
Operating temperature	<p>32–113 °F (0–45 °C)</p> <p>[Optimum 59–95 °F (15–35 °C)]</p>
Paper tray	One 4 x 6 inch (10 x 15 cm) photo paper tray
Paper tray capacity	20 sheets, maximum thickness 11.5 mil (292 µm) per sheet
Power consumption	<p>Printing: 8.1 W</p> <p>Idle: 2.1 W</p> <p>Off: 2.0 W</p>
Print cartridge	<p>1 tri-color HP #57 (C6657A) or</p> <p>1 photo gray HP #59 (C9359A) (available Fall 2003)</p>
USB support	<p>USB: Microsoft Windows 98, 2000 Professional, ME, XP Home, and XP Professional; Macintosh OS 9 v9.1 or later, OS X v10.1 through v10.2</p> <p>HP recommends that the USB cable be less than 10 feet (3 meters) in length</p>

hardware services

If you are experiencing printer hardware failure, contact the store where you purchased your printer. Or, go to www.hp.com/cpso-support/guide/psd/repairhelp.html for the nearest sales and service office. Service is free of charge during the limited warranty period. Beyond the warranty period, a service fee will be charged. For more information about the HP limited warranty, see **limited warranty statement** on page 32.

software services

HP periodically provides updates to the printer software. You can download these updates by going to www.hp.com/support or by using the software that came with your printer. Updates of the HP Photo & Imaging software are available on CD only.

To receive printer software updates using the software that came with your printer, follow these steps:

- **Windows PC**—From the **Start** menu, select **Programs** or **All Programs**, **Hewlett-Packard**, **HP Software Update**.
- **Macintosh**—From the HP Inkjet Utility, select **Support** from the pop-up menu, then click **Support**.

limited warranty statement

Region	Europe, Middle East, Africa
Software warranty	90 days
Printer warranty	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:
 - Improper maintenance or modification;
 - Software, media, parts, or supplies not provided or supported by HP; or
 - 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 or region 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 or regions where the product is distributed by HP or by an authorized importer. For phone support in Europe please check for the details and conditions of phone support in your country or region by consulting the following Web site: www.hp.com/support. Alternatively, you can ask your dealer or call HP at the phone number indicated in this booklet. As part of our constant efforts to improve our phone support service, we advise you to check our Web site on a regular basis for new information regarding service features and delivery.

B. Limitations of Warranty

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 or region to region 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:
 - Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g. the United Kingdom);
 - Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
 - 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.

safety information

Always follow basic safety precautions when using this product to reduce risk of injury from fire or electric shock.

Warning! To prevent fire or shock hazard, do not expose this product to rain or any type of moisture.

Warning! Potential shock hazard.

- Read and understand all instructions in the *HP Photosmart Setup Guide*.
- Use only a grounded electrical outlet when connecting the unit to a power source. If you do not know whether the outlet is grounded, check with a qualified electrician.
- Observe all warnings and instructions marked on the product.
- Unplug this product from wall outlets before cleaning.
- Do not install or use this product near water or when you are wet.
- Install the product securely on a stable surface.
- Install the product in a protected location where no one can step on or trip over the power cord, and where the power cord will not be damaged.
- If the product does not operate normally, see the troubleshooting information in the HP Photosmart Printer Help.
- There are no operator serviceable parts inside. Refer servicing to qualified service personnel.
- Use in a well-ventilated area.

environmental statements

Hewlett-Packard Company is committed to providing quality products in an environmentally sound manner.

protecting the environment

This printer has been designed with several attributes to minimize impact on our environment. For more information, go to HP's Commitment to the Environment Web site at www.hp.com/hpinfo/globalcitizenship/environment/index.html.

ozone production

This product generates no appreciable ozone gas (O₃).

energy consumption

Energy usage drops significantly while in ENERGY STAR® mode, which saves natural resources and saves money without affecting the high performance of this product. This product qualifies for ENERGY STAR, which is a voluntary program established to encourage the development of energy-efficient office products.



ENERGY STAR is a U.S. registered mark of the U.S. EPA. As an ENERGY STAR partner, Hewlett-Packard Company has determined that this product meets the ENERGY STAR guidelines for energy efficiency. For more information, go to www.energystar.gov.

paper use

This product is suited for the use of recycled paper according to DIN 19309.

plastics

Plastic parts over 0.88 ounces (24 grams) are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of the printer's life.

material safety data sheets

Material Safety Data Sheets (MSDS) can be obtained from the HP Web site at www.hp.com/go/msds. Customers without Internet access should contact HP support.

recycling program

HP offers an increasing number of product return and recycling programs in many countries, and partners with some of the largest electronic recycling centers throughout the world. HP conserves resources by reselling some of its most popular products.

This HP product contains lead in the solder, which may require special handling at the end of its life.

regulatory statements

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SDGO-0314. This regulatory number should not be confused with the marketing name (hp photosmart 140 series printer) or product number (Q3025A).

Australia EMC statement



This equipment complies with Australian EMC requirements.

Canada EMC statement

Le présent appareil numérique n'émet pas de bruit radioélectrique dépassant les limites applicables aux appareils numériques de la classe B prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus set out in the Radio Interface Regulations of the Canadian Department of Communications.

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Printed in U.S., 5/03



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Hewlett-Packard Company has determined that this
product meets the ENERGY STAR® guidelines for
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