# HP Photosmart 320 series Reference Guide

English

invent

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## Regulatory model identification number SDGOA-0406

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SDGOA-0406. This regulatory number should not be confused with the marketing name (HP Photosmart 320 series printer) or product number (Q3414A).

## 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.

- 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 onscreen HP Photosmart Printer Help.
- There are no operator serviceable parts inside. Refer servicing to qualified service personnel.
- Use in a well-ventilated area.

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# 1 Welcome

Thank you for purchasing an HP Photosmart 320 series printer! With your new, compact photo printer you can easily print beautiful photos with or without a computer.

## Find more information

Your new printer comes with the following documentation:

- **Setup Guide**: The *HP Photosmart 320 series Setup Guide* explains how to set up the printer and print your first photo.
- **User's Guide**: The *HP Photosmart 320 series User's Guide* describes the basic features of the printer, explains how to use the printer without connecting a computer, and contains hardware troubleshooting information. This guide is available in online format on the software CD. See Installing the software.
- **Reference Guide**: The *HP Photosmart 320 series Reference Guide* is the book you are reading. It provides basic information about the printer, including setup, operation, technical support, and warranty. For detailed instructions, see the *User's Guide*.
- **HP Photosmart Printer Help**: The onscreen HP Photosmart Printer Help describes how to use the printer with a computer and contains software troubleshooting information.

After you have installed the HP Photosmart printer software on your computer, you can view the onscreen Help:

- **Windows PC**: From the **Start** menu, select **Programs** (in Windows XP, select **All Programs**) > **HP** > **Photosmart 320, 370, 7400, 7800, 8100, 8400, 8700 series** > **Photosmart Help**.
- **Macintosh**: Select **Help** > **Mac Help** in the Finder, then select **Library** > **HP Photosmart Printer Help for Macintosh**.

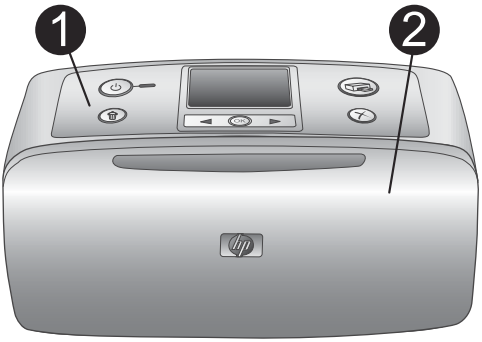
## What's in the box

The printer box contains the following items:

- The HP Photosmart 320 series printer
- The *HP Photosmart 320 series Setup Guide*
- The *HP Photosmart 320 series Reference Guide*
- The HP Photosmart 320 series printer software CD (some countries/regions may have more than one CD)
- Sample photo paper and index cards
- An HP Tri-color print cartridge
- A power supply (power supplies may vary in appearance or have an additional power cord)

**Note** Contents may vary by country/region.

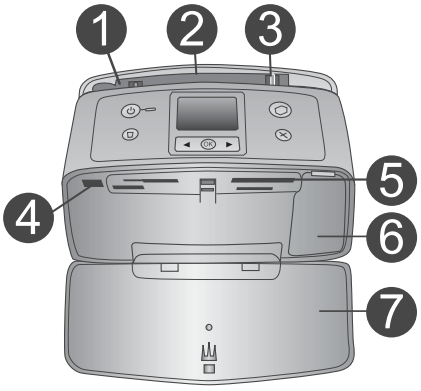
# Printer overview




## Front of printer

1 **Control panel**
Control the basic functions of the printer from here.

2 **Out tray (closed)**
Open this to print, insert a memory card, or connect a compatible digital camera.




## Inside front of printer

1 **In tray**
Load paper here.

2 **In tray extender**
Pull out to support paper.

3 **Paper-width guide**
Move to width of current paper to position the paper properly.

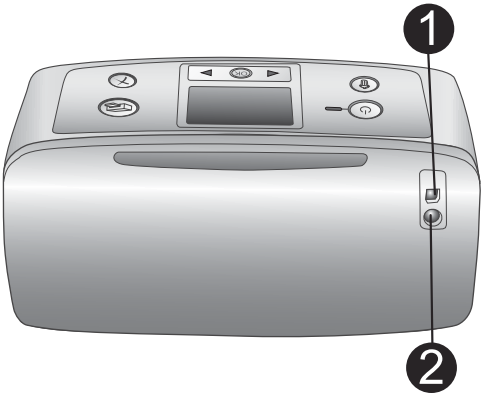
4 **Camera port**
Connect a PictBridge digital camera to this port or the optional HP Bluetooth wireless printer adapter.

5 **Memory card slots**
Insert memory cards into these slots. See Inserting memory cards.

6 **Print cartridge door**
Open to insert or remove a print cartridge.

7 **Out tray (open)**
The printer deposits printed photos here.

(continued)




## Rear of printer

1 **USB port**
Use this port to connect the printer to a computer or to an HP direct-printing digital camera.

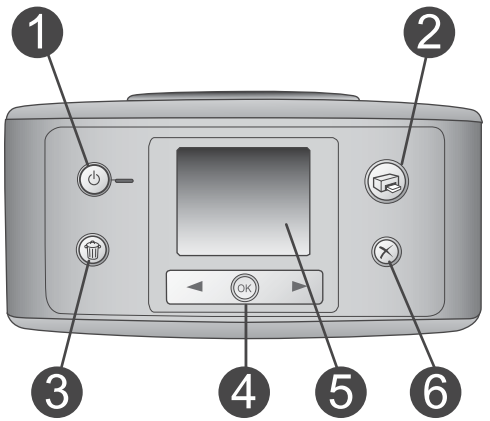
2 **Power cord connection**
Connect the power cord here.

## Indicator lights

1 **On light**

- Green: printer is on
- Green and flashing: printer is busy
- Red and flashing: printer requires attention

2 **Memory Card light**
The light indicates the memory card status. See Using memory cards.




## Control panel

1 **On**
Press to turn the printer on or off.

2 **Print**
Press to print selected photos from a memory card.

3 **Delete**
Press to delete the currently selected photo from a memory card.

4 **Select Photos buttons**
Use the arrows to scroll through photos on a memory card or navigate the printer menu. Press **OK** to select a photo or menu option.

5 **Printer screen**

View photos and menus here.

6 **Cancel**

Press to deselect photos, exit a menu, or stop an action.

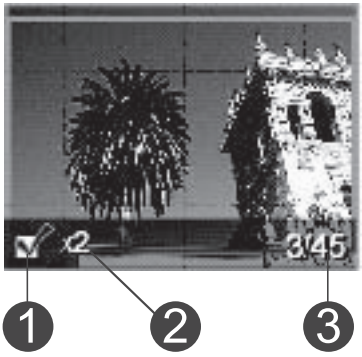
### Idle screen

1 **Battery indicator**

Displays the charge level of the HP Photosmart Internal battery, if installed.

2 **Ink level indicator**

Displays the ink level of the print cartridge.




### Select Photos screen

1 **Selection box**

Displays a check mark if photo is selected.

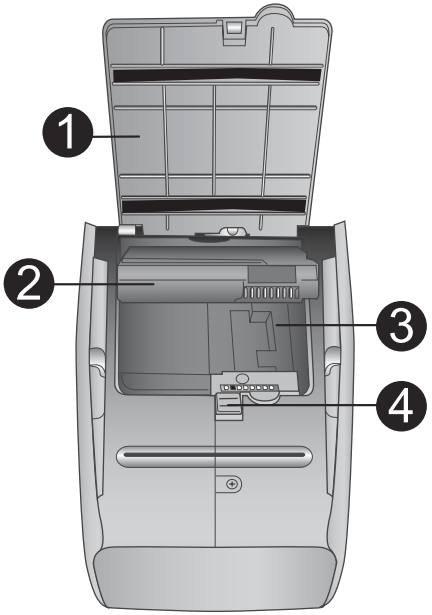
2 **Copies**

Displays number of copies to be printed of the current photo.

3 **Index number**

Displays index number of current photo and total number of photos on the inserted memory card.

(continued)




### Internal battery compartment

1 **Cover of the battery compartment**
Open this cover on the bottom of the printer to insert the optional HP Photosmart Internal Battery.

2 **HP Photosmart Internal Battery** (Model number: Q5599A)
A fully-charged battery has sufficient charge to print approximately 75 photos. You must purchase the battery separately.

3 **Internal battery compartment**
Insert the optional HP Photosmart Internal Battery here.

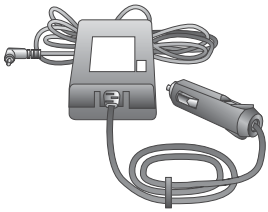
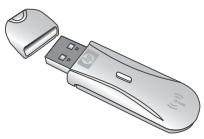
4 **Battery compartment button**
Slide to release the compartment cover.

## Available accessories

There are several accessories available for the HP Photosmart 320 series printer that enhance its portability for printing anywhere, anytime. The appearance of the accessories may vary from what is shown.

| Accessory name | Description |
|---|---|
| **HP Photosmart Internal Battery** | The HP Photosmart Internal Battery lets you take the printer with you wherever you go. (Model: Q5599A) |

(continued)

| Accessory name | Description |
|---|---|
|  **HP Photosmart Automobile DC Adapter** | The HP Photosmart Automobile DC Adapter lets you plug into your automobile for backup power and to recharge an optional HP Photosmart Internal Battery inserted in the printer. (Model: Q3448A) |
| **HP Photosmart Carrying Case for Compact Printers** | The lightweight, durable HP Photosmart Carrying Case for Compact Printers holds and protects everything needed for hassle-free printing on the go. (Model: Q3424A) |
|  **HP Bluetooth® wireless printer adapter** | The HP Bluetooth® wireless printer adapter goes into the camera port on the front of the printer and lets you use Bluetooth wireless technology for printing. (Model: Q3395A) |

# Printer menu

The printer menu contains many features for adjusting defaults, controlling print quality, and using special effects.

### To use the printer menu

1 If there is a memory card in the printer, remove it.
2 Press ◀ or ▶ on the printer control panel to access the printer menu.

### To navigate the printer menu

- Press ◀ or ▶ to scroll through the menu options displayed on the printer screen. Menu items that are not accessible are grayed out.
- Press **OK** to open a menu or select an option.
- Press **Cancel** to exit the current menu.

For a more detailed explanation of the options on the printer menu, see the *HP Photosmart 320 series User Guide* PDF available on the software CD that came with the printer.

### Printer menu structure

| Top level menu | Submenus/options | Additional submenus/ options |
|---|---|---|
| Tools | Print quality | Print quality:<br>● Best (default)<br>● Normal |
| | Print sample page | |
| | Print test page | |
| | Clean cartridge | Continue to second level cleaning?<br>● Yes<br>● No |
| | | Continue to third level cleaning?<br>● Yes<br>● No |
| | Align printer | |
| Bluetooth<br>The Bluetooth menu options are needed if you equip the printer with the optional HP Bluetooth wireless printer adapter. | Device address | Device address: |
| | Device name | |
| | Passkey | |
| | Accessibility | Accessibility:<br>● Visible to all<br>● Not visible |
| | Security level | Security Level:<br>● Low<br>● High |
| | Reset Bluetooth options | |
| Help | Cartridges | Press ◀ or ▶ to scroll |
| | Photo sizes | Press ◀ or ▶ to scroll |
| | Paper loading | Press ◀ or ▶ to scroll |
| | Paper jam | |
| | Camera connect | |

Printer menu structure (continued)

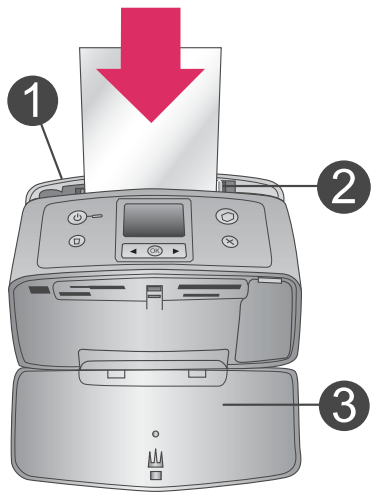
| Top level menu | Submenus/options | Additional submenus/ options |
|---|---|---|
| Preferences | Smart focus | Smart focus:<br>● On (default)<br>● Off |
| | Digital flash | Digital Flash:<br>● On<br>● Off (default) |
| | Date/time | Date/time stamp:<br>● Date/time<br>● Date only<br>● Off (default) |
| | Colorspace | Choose colorspace:<br>● Adobe RGB<br>● sRGB<br>● Auto-select (default) |
| | Borderless | Turn borderless printing:<br>● On (default)<br>● Off |
| | Passport photo mode | Turn passport photo mode:<br>● On<br>● Off (default)<br>Select Size: |
| | Auto-save | Turn auto-save:<br>● On (default)<br>● Off |
| | Preview animation | Turn preview animation:<br>● On (default)<br>● Off |
| | Restore defaults | Restore original factory preferences:<br>● Yes<br>● No |
| | Language | Select language: |
| | | Select country/region: |

# Paper information

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

| Type | Size | Purpose |
|---|---|---|
| Photo paper | 10 x 15 cm with or without 1.25 cm tab (4 x 6 inch with or without 0.5 inch tab) | Printing photos |
| Index cards | 10 x 15 cm (4 x 6 inch) | Printing drafts, alignment pages, and test pages |
| Hagaki cards | 100 x 140 mm (4 x 5.5 inch) | Printing photos |
| A6 cards | 105 x 148 mm (4.13 x 5.8 inch) | Printing photos |
| L-size cards | 90 x 127 mm with or without 12.5 mm tab (3.5 x 5 inch with or without 0.5 inch tab) | Printing photos |

## Load paper

| Paper type | How to load | |
|---|---|---|
| 10 x 15 cm (4 x 6 inch) photo paper<br>Index cards<br>L-size cards<br>Hagaki cards | 1 Open the In tray as far as it will go.<br>2 Load up to 20 sheets of paper with the print side or glossy side facing towards you. If you are using tabbed paper, insert it so the tabbed end feeds in last.<br>3 Adjust the paper-width guide to fit close to the edge of the paper without bending the paper.<br>4 Open the Out tray to prepare for printing. |  <br>1 In tray<br>2 Paper-width guide<br>3 Out tray |

# Print cartridge information

Your HP Photosmart 320 series printer can print color and black-and-white photos. HP provides different types of print cartridges so you can choose the best cartridge for your project. The cartridge number varies by country/region. Choose the correct cartridge number for your country/region.

For optimum printing results, HP recommends using only HP print cartridges. Inserting a cartridge that is not in this table may invalidate the printer warranty.

For the highest quality photos, follow these guidelines:

| To print… | Use… |
|---|---|
| Full-color photos | Tri-color (7 ml) HP #95 (North America, Latin America, Asia Pacific), #135 (Eastern Europe, Russia, Middle East, Africa, Japan), #343 (Western Europe), #855 (China, India)<br>Tri-color (14 ml) HP #97 (North America, Latin America, Asia Pacific), #134 (Eastern Europe, Russia, Middle East, Africa, Japan), #344 (Western Europe), #857 (China, India) |
| Black and white photos | Gray Photo HP #100 (worldwide) |
| Sepia or antique photos | Tri-color (7 ml) HP #95 (North America, Latin America, Asia Pacific), #135 (Eastern Europe, Russia, Middle East, Africa, Japan), #343 (Western Europe), #855 (China, India)<br>Tri-color (14 ml) HP #97 (North America, Latin America, Asia Pacific), #134 (Eastern Europe, Russia, Middle East, Africa, Japan), #344 (Western Europe), #857 (China, India) |
| Text and colored line drawings | Tri-color (7 ml) HP #95 (North America, Latin America, Asia Pacific), #135 (Eastern Europe, Russia, Middle East, Africa, Japan), #343 (Western Europe), #855 (China, India)<br>Tri-color (14 ml) HP #97 (North America, Latin America, Asia Pacific), #134 (Eastern Europe, Russia, Middle East, Africa, Japan), #344 (Western Europe), #857 (China, India) |

**Caution** Check that you are using the correct print cartridge. Also, note that HP does not recommend modifying or refilling HP cartridges. Damage that

results from modifying or refilling HP cartridges is not covered by the HP warranty.

For best print quality, HP recommends that you install all retail print cartridges before the date stamped on the box.

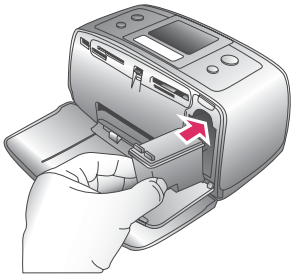
## Insert or replace the print cartridge

**Remove the pink tape**

**Do not touch here**

### Prepare the printer and cartridge

1. Make sure the power is on and you have removed the cardboard from inside the printer.
2. Open the print cartridge access door of the printer.
3. Remove the bright pink tape from the cartridge.



### Insert the cartridge

1. If you are replacing a cartridge, push down and pull outward on the cartridge in the cradle to remove it.
2. Hold the replacement cartridge with the label on top. Slide the cartridge at a slight upward angle into the cradle so the copper-colored contacts go in first. Push the cartridge until it snaps into place.
3. Close the print cartridge access door.

The idle screen of the printer displays an icon showing the approximate ink level for the installed cartridge (100%, 75%, 50%, 25%, and nearly empty). No ink-level icon appears if the cartridge is not a genuine HP cartridge.

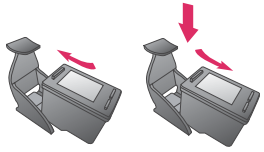
Each time you install or replace a print cartridge, a message appears on the printer screen asking you to load plain paper so the printer can align the cartridge. This ensures high-quality prints.

### Align the cartridge

1 Load paper in the In tray and press **OK**.
2 Follow the onscreen instructions to align the cartridge.

See Align the cartridge.

## When you are not using a print cartridge



Whenever you remove a print cartridge from the printer, store it in a print cartridge protector. The cartridge protector keeps the ink from drying out. Storing the cartridge improperly can cause the cartridge to malfunction.

In some countries/regions the cartridge protector is not included with the printer, but comes with the Gray Photo cartridge that can be purchased separately. In other countries/regions, the protector is included with the printer.

➔ To insert a cartridge into the cartridge protector, slide the cartridge into the protector at a slight angle and snap it securely into place.

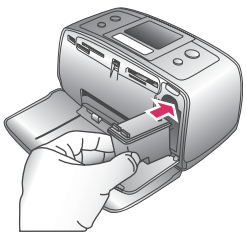
# 2 Printing with your new printer

It's easy to print high-quality photos for yourself, family, and friends. This section provides you with a quick start to printing, as well as detailed instructions on using memory cards, selecting photos, and more.

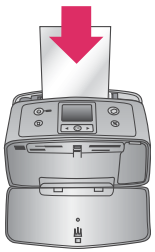
## Quick start

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

### Step 1: Getting ready to print



**Inserting a print cartridge**



**Loading paper**

1. Install the print cartridge.
   See Print cartridge information.
   a. Unpack the print cartridge and remove the tape. Do not touch the copper-colored contacts or ink nozzles.
   b. Open the front of the printer by extending the Out tray.
   c. Open the print cartridge door to the right of the memory card slots.
   d. Insert the print cartridge so the copper-colored contacts face in, and snap the cartridge into place.
2. Load photo paper
   See Paper information.
   a. Open the In tray on the back of the printer.
   b. Load several sheets of photo paper into the In tray.
   c. Adjust the paper width guide to fit.

### Step 2: Selecting photos

**Inserting a memory card**

1. Insert a memory card that has photos on it.

(continued)

### Step 2: Selecting photos

**Selecting a photo**

**Caution** Inserting a memory card incorrectly can damage the card and the printer. For more information on memory cards, see Inserting memory cards.

2 When the printer prompts you to choose a print page layout, use ◀ or ▶ to highlight the desired layout, then press **OK**.

3 Press ◀ or ▶ to scroll through the photos on the card.

4 Press **OK** to select a photo that you want to print. A check mark appears in the left corner of the photo on the printer screen.

For more information about selecting photos, see Selecting photos.

### Step 3: Printing

**Printing photos**

➔ Press **Print** to print the selected photos.

# Printing without a computer

The HP Photosmart 320 series printer lets you print amazing photos without even going near a computer.

## Using memory cards

After you have taken pictures with a digital camera, you can remove the memory card from the camera and insert it into the printer to view and print your photos. The printer can read the following types of memory cards: CompactFlash™, Memory Sticks, MultiMediaCard™, Secure Digital™, SmartMedia™, and xD-Picture Card™. The Microdrive is not supported.

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

To learn about other ways of transferring photos from a digital camera to the printer, see Getting connected.

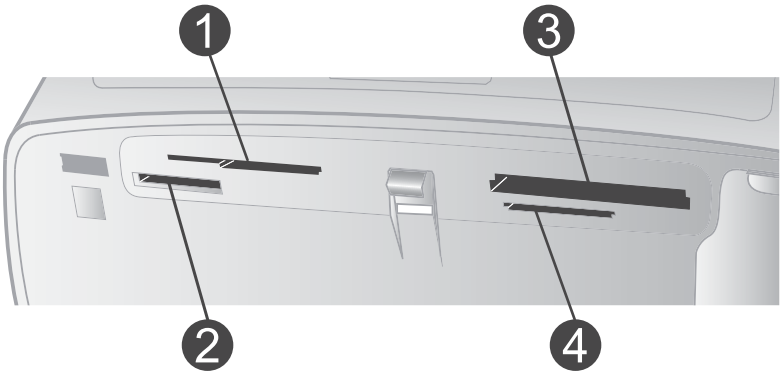
### Supported file formats

The printer can recognize and print the following file formats directly from a memory card: JPEG, uncompressed TIFF, Motion JPEG AVI, Motion-JPEG QuickTime, and MPEG-1. If your digital camera saves photos and video clips in other file formats, save the files to your computer and print them using a software application. For more information, see the onscreen Help.

### Inserting memory cards

After you take pictures with a digital camera, remove the memory card from the camera and insert it into the printer.

**Caution** Do not pull out a memory card while the Memory Card light is flashing. Removing a card while it is being accessed can damage the printer or the memory card, or corrupt the information on the card.




| | |
|---|---|
| 1 | SmartMedia, xD-Picture Card |
| 2 | Memory Sticks |
| 3 | CompactFlash |
| 4 | MultiMediaCard, Secure Digital |

1. Remove any memory cards that are already inserted into any of the memory card slots. You can have only one card inserted at a time.
2. Find the correct slot for your memory card.
3. Insert the memory card into the slot with the copper-colored contacts down or the metal pinholes facing toward the printer.
4. Gently push the memory card into the printer until it stops.

   The printer reads the memory card, prompts you to select a print page layout, and then displays the first photo on the card. If you used your digital camera to select photos on the card, the printer asks you if you want to print the camera-selected photos.

## Selecting photos

You can select one or more photos to print using the printer control panel.

### Select a photo

1 Insert a memory card.
2 Press ◀ or ▶ to highlight the print photo layout you want to use, then press **OK**.
3 Press ◀ or ▶ to navigate to the photo you want to print.

**Tip** To move quickly through the photos, press and hold ◀ or ▶.

4 Press **OK** to select the photo currently on the printer screen.
A check mark appears on the bottom left corner of the printer screen to indicate that the photo is selected for printing. Press **OK** repeatedly to print more than one copy of the photo. A number indicating how many copies are to be printed appears next to the check mark. Press **Cancel** to decrease the number of copies by one.
5 To select additional photos, repeat steps 3 and 4.

### Select all photos

➔ Press and hold **OK** until a message on the printer screen tells you that all photos are selected.

### Deselect a photo

1 Press ◀ or ▶ to navigate to the photo you want to deselect.
2 Press **Cancel**.

Deselecting photos does not delete them from the memory card.

### Deselect all photos

➔ If all the photos are selected, press and hold **OK** until a message on the printer screen tells you that all photos are deselected.

## Printing selected photos

You can print photos from a memory card or directly from a PictBridge or HP direct-printing digital camera.

### To print unmarked photos

1 Insert a memory card.
2 Use ◀ or ▶ to select a layout:
   – Print one photo per sheet
   – Print two photos per sheet
   – Print four photos per sheet
3 Press **OK**.
The printer may rotate your photos to fit the current print layout.
4 Press **OK** once for each copy of the current photo you want to print. Press **Cancel** to decrease the number of copies by one.
5 Press **Print**.

### To print camera-selected photos

1 Insert a memory card that contains camera-selected (DPOF) photos.
2 Select **Yes** when the printer asks you whether you want to print the camera-selected photos, then press **OK**.

### To print from a PictBridge camera

1 Turn on the PictBridge digital camera and select the photos you want to print.
2 Make sure the camera is in PictBridge mode, then connect it to the camera port on the front of the printer using the USB cable that came with the camera.

Once the printer recognizes the PictBridge camera, the selected photos print.

### To print from an HP direct-printing camera

1 Turn on the HP direct-printing digital camera and select the photos you want to print.
2 Connect the camera to the USB port on the back of the printer using the USB cable that came with the camera.
3 Follow the instructions on the camera screen.

## Changing printer preferences

Change the printer default settings to your own personal preferences by using the printer menu on the printer control panel. Printer preferences are global settings. They apply to every photo you print. For a complete list of available preferences and their default settings, see Printer menu.

Change printer preferences by using the following general procedure.

1 If there is a memory card in the printer, remove it.
2 Press ◀ or ▶ on the printer control panel to access the printer menu.
3 Select **Preferences**, then press **OK**.
4 Select the preference you want to change, then press **OK**.
5 Select the desired setting, then press **OK**.

## Getting connected

Use your printer to stay connected to other devices and people.

### Connecting to other devices

This printer offers several ways of connecting to computers or other devices. Each connection type lets you do different things.

| Connection type and what you need | What this lets you do |
|---|---|
| **USB**<br>● A Universal Serial Bus (USB) 2.0 full-speed compliant cable 3 meters (10 feet) or less in length. For instructions about connecting the | ● Print from your computer to the printer. For more information, see the onscreen Help.<br>● Save photos from a memory card inserted in the printer to your computer where you can enhance |

(continued)

| Connection type and what you need | What this lets you do |
|---|---|
| printer with a USB cable, see the *Setup Guide*.<br>● A computer with Internet access (to use HP Instant Share). | or organize them in the HP Image Zone software.<br>● Share photos through HP Instant Share.<br>● Print directly from an HP Photosmart direct-printing digital camera to the printer. For more information, see Printing without a computer and the camera documentation. |
| **PictBridge**<br>A PictBridge-compatible digital camera and a USB cable.<br>Connect the camera to the camera port on the front of the printer. | Print directly from a PictBridge-compatible digital camera to the printer. For more information, see Printing without a computer and the camera documentation. |
| **Bluetooth**<br>The optional HP Bluetooth wireless printer adapter.<br>If the printer came with this accessory or you have purchased it separately, see the accompanying documentation and the onscreen Help for instructions. | Print from any device with Bluetooth wireless technology to the printer.<br>If you connect the optional HP Bluetooth wireless printer adapter to the printer through the camera port, be sure to set the Bluetooth printer menu options as needed. See Printer menu. |

### Connecting through HP Instant Share

Use HP Instant Share to share photos with friends and relatives using e-mail, online albums, or an online photo finishing service. The printer must be connected through a USB cable to a computer with Internet access and have all the HP software installed. If you try to use HP Instant Share and do not have all the required software installed or configured, a message prompts you through the required steps. See Installing the software.

### To use HP Instant Share to send photos

1 Insert a memory card that contains the photos you want to share.
2 Follow the prompts on your computer to save the photos to the computer.
3 Use the HP Instant Share features of the HP Image Zone software to share your photos with others.

See the onscreen HP Image Zone Help for information about using HP Instant Share.

# 3 Installing the software

The printer comes with optional software you can install on a computer. This software includes:

**The software includes:**

| The software | What it does |
|---|---|
| The HP Photosmart printer driver | Lets you print from applications on your computer to the HP Photosmart 320 series printer. Online help is included. |
| The HP Image Zone software | Lets you edit, enhance, organize, and share your photos before you print them. Online help is included. |

**To install the software:**

| Windows users | Macintosh users |
|---|---|
| **Important:** Do not connect the USB cable until you are prompted.<br>HP Image Zone software and full printer functionality is installed automatically when you choose the Typical installation of your HP software.<br>1 Insert the HP Photosmart CD into your computer's CD-ROM drive.<br>2 Click **Next** and follow the onscreen instructions. If instructions do not appear, locate the **setup.exe** file on the CD-ROM drive and double-click it. Wait several minutes while the files load.<br>3 When prompted, connect one end of the USB cable to the USB port on the back of the printer, and connect the other end to the USB port on your computer.<br>4 Follow the onscreen instructions until the installation is finished and your computer restarts. When the Congratulations page appears, click **Print a demo page**. | **Important:** Do not connect the USB cable until you are prompted.<br>1 Insert the HP Photosmart CD into your computer's CD-ROM drive.<br>2 Double-click the **HP Photosmart CD** icon.<br>3 Double-click the **HP Photosmart Install** icon. Follow the onscreen instructions to install the printer software.<br>4 When prompted, connect one end of the USB cable to the USB port on the back of the printer, and connect the other end to the USB port on your computer.<br>5 Select the printer in the Print dialog box. If the printer does not appear in the list, click **Edit Printer List** to add the printer. |

# 4 Support and warranty

This section contains information about technical support and the printer warranty.

## HP Customer Care

If you have a problem, follow these steps:

1. Check the documentation that came with the printer.
   - **Setup Guide**: The *HP Photosmart 320 series Setup Guide* explains how to set up the printer and print your first photo.
   - **User's Guide**: The *HP Photosmart 320 series User's Guide* describes the basic features of the printer, explains how to use the printer without connecting a computer, and contains hardware troubleshooting information. This guide is available in online format on the software CD.
   - **Reference Guide**: The *HP Photosmart 320 series Reference Guide* is the book you are reading. It provides basic information about the printer, including setup, operation, technical support, and warranty. For detailed instructions, see the *User's Guide*.
   - **HP Photosmart Printer Help**: The onscreen HP Photosmart Printer Help describes how to use the printer with a computer and contains software troubleshooting information. See Installing the software.
2. If you are unable to solve the problem using the information in the documentation, visit www.hp.com/support to do the following:
   - Access online support pages
   - Send HP an e-mail message for answers to your questions
   - Connect with an HP technician by using online chat
   - Check for software updates

   Support options and availability vary by product, country/region, and language.
3. Contact your local point of purchase. If the printer has a hardware failure, you will be asked to bring the printer to where you purchased it. Service is free during the printer limited warranty period. After the warranty period, you will be quoted a service charge.
4. If you are unable to solve the problem using the onscreen Help or HP websites, call HP Customer Care using the number for your country/region. For a list of country/region phone numbers, see the following section.

### HP Customer Care by phone

While the printer is under warranty, you can obtain free phone support. For more information, see Limited warranty statement, or go to www.hp.com/support to check the duration of your free support.

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

To receive HP support by phone, call the appropriate support phone 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/region.

## www.hp.com/support

| | |
|---|---|
| 61 56 45 43 | الجزائر |
| Argentina<br>Argentina | (54) 11-4778-8380<br>0-810-555-5520 |
| Australia | 13 10 47 |
| 800 171 | البحرين |
| Brasil (dentro da grande São Paulo)<br>Brasil (fora da grande São Paulo) | (11) 3747-7799<br>0800-157751 |
| Canada | (800) 474-6836 |
| Caribbean | 1-800-711-2884 |
| Central America | 1-800-711-2884 |
| Chile | 800-360-999 |
| 中国 | (8621) 38814518 |
| Columbia | 01-800-011-4726 |
| Costa Rica | 0-800-011-4114 +<br>1-800-711-2884 |
| Česká republika | 261 307 310 |
| Ecuador (Andinatel)<br>Ecuador (Pacifitel) | 1-800-711-2884<br>1-800-225528 |
| 2 532 5222 | مصر |
| Greece (international)<br>Greece (in-country)<br>Greece (Cyprus) | + 30 210 6073603<br>801 11 22 55 47<br>800 9 2649 |
| Guatemala | 1-800-999-5105 |
| 香港特別行政區 | 852-2802 4098 |
| Magyarország | 1 382 1111 |
| India | 1 600 44 7737 |
| Indonesia | 62 (21) 350 3408 |
| (0) 9 830 4848 | ישראל |
| Jamaica | 0-800-7112884 |
| 日本 | 0570-000511 |
| 日本 (携帯電話の場合) | +81-3-3335-9800 |

| | |
|---|---|
| 한국 | 1588-3003 |
| Malaysia | 1800-80-5405 |
| México (Ciudad de México)<br>México (fuera de Ciudad de México) | (55)5258-9922<br>01-800-4726684 |
| 22 404747 | المغرب |
| New Zealand | 0800 441 147 |
| Nigeria | 1 3204 999 |
| Panama | 001-800-7112884 |
| Perú | 0-800-10111 |
| Philippines | 63 (2) 867-3551 |
| Polska | 22 5666 000 |
| Puerto Rico | 1-877-232-0589 |
| Republica Dominicana | 1-800-7112884 |
| România | (21) 315 4442 |
| Russia (Moscow)<br>Russia (St. Petersburg) | 095 7973520<br>812 3467997 |
| 800 897 1444 | السعودية |
| Singapore | 65 6272 5300 |
| Slovakia | 2 50222444 |
| South Africa (Intl.)<br>South Africa (RSA) | + 27 11 2589301<br>086 0001030 |
| Rest Of West Africa | + 351 213 17 63 80 |
| 臺灣 | (02) 8722-8000 |
| Thailand | 66 (2) 353 9000 |
| 71 89 12 22 | تونس |
| Trinidad & Tobago | 1-800-7112884 |
| Türkiye | (212) 444 7171 |
| Ukraine | (380 44) 4903520 |
| 800 4520 | الإمارات العربية المتحدة |
| United States | (800) 474-6836 |
| Venezuela | 01-800-4746.8368 |
| Việt Nam | 84 (8) 823 4530 |
| For Bangladesh, Brunei, Cambodia, Pakistan, and Sri Lanka | Fax to:<br>+65-6275-6707 |

### Placing a call

Call HP Customer Care 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 screen or on the computer 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?

## Limited warranty statement

The limited warranty statement is included separately in the box.

# 5 Specifications

This section lists the minimum system requirements for installing the HP Photosmart printer software, and provides selected printer specifications.

For a complete list of printer specifications and system requirements, see the onscreen Help. For information about viewing the onscreen Help, see Find more information.

## System requirements

| Component | Windows PC minimum | Macintosh minimum |
|---|---|---|
| **Operating system** | Microsoft® Windows 98, 2000 Professional, ME, XP Home, and XP Professional | Mac® OS X 10.1 through 10.3 |
| **Processor** | Intel® Pentium® II (or equivalent) or higher | G3 or greater |
| **RAM** | 64 MB (128 MB recommended) | Mac OS 10.1 through 10.3: 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 2.0 full-speed**: Microsoft Windows 98, 2000 Professional, ME, XP Home, and XP Professional<br>**PictBridge**: using front camera port<br>**Bluetooth**: using optional HP Bluetooth wireless printer adapter | **USB 2.0 full-speed**: Mac OS X 10.1 through 10.3<br>**PictBridge**: using front camera port<br>**Bluetooth**: using optional HP Bluetooth wireless printer adapter |
| **Browser** | Microsoft Internet Explorer 5.5 or later | — |

## Printer specifications

| Category | Specifications |
|---|---|
| **Connectivity** | USB 2.0 full-speed: Microsoft Windows 98, 2000 Professional, ME, XP Home, and XP Professional; Mac OS X 10.1 through 10.3 |
| **Image file formats** | JPEG Baseline<br>TIFF 24-bit RGB uncompressed interleaved<br>TIFF 24-bit YCbCr uncompressed interleaved |

(continued)

| Category | Specifications |
|---|---|
| | TIFF 24-bit RGB packbits interleaved<br>TIFF 8-bit gray uncompressed/packbits<br>TIFF 8-bit palette color uncompressed/packbits<br>TIFF 1-bit uncompressed/packbits/1D Huffman |
| **Margins** | Borderless printing: Top 0.0 mm (0.0 inch) ; Bottom 12.5 mm (0.50 inch); Left/right 0.0 mm (0.0 inch)<br>Bordered printing: Top 4 mm (0.16 inch); Bottom 12.5 mm (0.50 inch); Left/right 4 mm (0.16 inch) |
| **Media sizes** | Photo paper 10 x 15 cm (4 x 6 inches)<br>Photo paper with tab 10 x 15 cm with 1.25 cm tab (4 x 6 inches with 0.5 inch tab)<br>Index cards 10 x 15 cm (4 x 6 inches)<br>Hagaki cards 100 x 148 mm (3.9 x 5.8 inches)<br>A6 cards 105 x 148 mm (4.1 x 5.8 inches)<br>L-size cards 90 x 127 mm (3.5 x 5 inches)<br>L-size cards with tab 90 x 127 mm with 12.5 mm tab (3.5 x 5 inches with 0.5 inch tab) |
| **Media types** | Paper (photo)<br>Cards (index, Hagaki, A6, L-size) |
| **Memory cards** | CompactFlash Type I and II<br>MultiMediaCard<br>Secure Digital<br>SmartMedia<br>Memory Sticks<br>xD-Picture Card |
| **Memory card-supported file formats** | Printing: All supported image and video file formats<br>Saving: All file formats |
| **Operating temperature** | 0–45 degrees C (32–113 degrees F)<br>[15–35 degrees C (59–95 degrees F) recommended] |
| **Paper tray** | One 10 x 15 cm (4 x 6 inch) photo paper tray |
| **Paper tray capacity** | 20 sheets, maximum thickness 292 µm (11.5 mil) per sheet |
| **Power consumption** | **U.S.**<br>Printing: 12.3 W<br>Idle: 6.29 W<br>Off: 4.65 W<br>**International** |

(continued)

| Category | Specifications |
|---|---|
| | Printing: 11.4 W<br>Idle: 5.67 W<br>Off: 4.08 W |
| **Print cartridge** | **Tri-color (7 ml)** HP #95 (North America, Latin America, Asia Pacific), #135 (Eastern Europe, Russia, Middle East, Africa, Japan), #343 (Western Europe), #855 (China, India)<br>**Tri-color (14 ml)** HP #97 (North America, Latin America, Asia Pacific), #134 (Eastern Europe, Russia, Middle East, Africa, Japan), #344 (Western Europe), #857 (China, India)<br>**Gray Photo** HP #100 (worldwide) |
| **USB 2.0 full-speed support** | Microsoft Windows 98, 2000 Professional, ME, XP Home, and XP Professional<br>Mac OS X 10.1 through 10.3<br>HP recommends that the USB cable be less than 3 meters (10 feet) in length |
| **Video file formats** | Motion JPEG AVI<br>Motion JPEG QuickTime<br>MPEG-1 |

# 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 website at www.hp.com/hpinfo/globalcitizenship/environment/.

## Ozone production

This product generates no appreciable ozone gas ($O_3$).

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

## Material safety data sheets

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

## Recycling program

HP offers an increasing number of product return and recycling programs in many countries, and partners with some of the largest electronics 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.

## Declaration of conformity

According to ISO/IEC Guide 22 and EN 45014

| | |
|---|---|
| Manufacturer's name and address: | |
| Hewlett-Packard Company, 16399 West Bernardo Drive, San Diego, CA 92127-1899, USA | |
| Regulatory model number: | SDGOA-0406 |
| Declares that the product: | |
| Product name: | Photosmart 320 series (Q3414A) |
| Model number(s): | Photosmart 325 (Q3414A) |
| Power adapters: | HP Part # Q3419-60040 (domestic)<br>HP Part # Q3419-60041 (international) |
| Conforms to the following product specifications: | |
| Safety: | IEC 60950: 3rd Edition: 1999<br>EN 60950:2000<br>UL1950/CSA22.1 No.950, 3rd Edition:1995<br>NOM 019–SFCI-1993<br>GB4943:2001 |
| EMC: | CISPR 22: 1997 / EN 55022: 1998, Class B<br>CISPR 24: 1997 / EN 55024: 1998<br>IEC 61000-3-2: 2000 / EN 61000-3-2: 2000<br>IEC 61000-3-3/A1: 2001 / EN 61000-3-3/A1: 2001<br>CNS13438: 1998, VCCI-2<br>FCC Part 15-Class B/ICES-003, Issue 2<br>GB9254: 1998 |
| Supplementary Information:<br>The Product herewith complies with the requirements of the Low Voltage Directive 73/23/EEC and the EMC Directive 89/336/EEC and carries the CE marking accordingly. | |
| European Contact for regulatory topics only: Hewlett Packard GmbH, HQ-TRE, Herrenberger Strasse 140, D-71034 Böblingen Germany. (FAX +49-7031-14-3143) | |