

# HP Photosmart 7800 series User's Guide

English





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## Regulatory model identification number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is VCVRA-0506. This regulatory number should not be confused with the marketing name (for example, HP Photosmart 7850 or HP Photosmart 8050) or with product numbers (for example, Q6335A or Q6351A).

## 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/](http://www.hp.com/hpinfo/globalcitizenship/environment/).

## Ozone production

This product generates no appreciable ozone gas (O<sub>3</sub>).

## 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](http://www.hp.com/go/msds). Customers without Internet access should contact HP 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.

## Disposal of waste equipment by users in private households in the European Union:



This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the shop where you purchased the product. For more information regarding return and recycling of HP products generally, please visit: [www.hp.com/hpinfo/globalcitizenship/environment/recycle/index.html](http://www.hp.com/hpinfo/globalcitizenship/environment/recycle/index.html).

# Contents

<b>1</b>	<b>Welcome</b> .....	<b>3</b>
	Accessing the onscreen HP Photosmart Printer Help .....	3
	Printer parts .....	4
<b>2</b>	<b>Getting ready to print</b> .....	<b>7</b>
	Loading paper .....	7
	Choosing the right paper .....	7
	Printing from the control panel or a computer .....	7
	Loading your paper .....	8
	Using print cartridges .....	10
	Purchasing replacement print cartridges .....	10
	Print cartridge tips .....	10
	Inserting and replacing the print cartridges .....	10
	Aligning the print cartridges for maximum results .....	11
	When you are not using a print cartridge .....	11
<b>3</b>	<b>Printing without a computer</b> .....	<b>13</b>
	Getting connected .....	13
	Printing from a memory card .....	14
	Inserting a memory card .....	14
	Memory card types .....	14
	Supported file formats .....	15
	Changing the default paper size .....	16
	Deciding which photos to print .....	16
	Selecting a photo layout .....	16
	Selecting photos to print .....	17
	Printing your photos .....	18
	Removing a memory card .....	18
	Printing photos from a digital camera .....	18
	Using a PictBridge camera .....	19
	Using a Bluetooth camera .....	19
	Printing photos from other Bluetooth devices .....	19
	Making the Bluetooth connection .....	20
	Printing photos from a Bluetooth device .....	20
	Printing photos from an HP iPod .....	20
<b>4</b>	<b>Printing from a computer</b> .....	<b>23</b>
	Using creative options in the printer software .....	23
	HP Image Zone .....	23
	HP Image Zone Express .....	24
	HP Instant Share .....	24
	Viewing photos on your computer screen .....	24
	Saving your photos to a computer .....	25
<b>5</b>	<b>Care and maintenance</b> .....	<b>27</b>
	Cleaning and maintaining the printer .....	27
	Cleaning the exterior of the printer .....	27
	Cleaning the print cartridges .....	27
	Manually cleaning the print cartridge contacts .....	27

Aligning the print cartridges .....	28
Updating the software .....	29
Storing the printer and print cartridges .....	29
Storing the printer .....	29
Storing the print cartridges .....	30
Maintaining the quality of photo paper .....	30
Storing photo paper .....	30
Handling photo paper .....	30
<b>6 Troubleshooting.....</b>	<b>31</b>
Printer hardware problems .....	31
Printing problems .....	33
Bluetooth printing problems .....	37
Printer screen status indicators .....	38
<b>7 HP Customer Care .....</b>	<b>39</b>
HP Customer Care by phone .....	39
Placing a call .....	40
Return to HP repair service (North America only) .....	40
Additional warranty options .....	40
<b>8 Specifications .....</b>	<b>41</b>
System requirements .....	41
Printer specifications .....	42
<b>9 HP Warranty.....</b>	<b>45</b>
<b>Index.....</b>	<b>47</b>

# 1 Welcome

Thank you for purchasing an HP Photosmart 7800 series printer! With your new photo printer you can print beautiful photos and save photos to your computer.

This guide primarily explains how to print without a computer. To learn how to print from your computer, install the HP Photosmart printer software and view the onscreen HP Photosmart Printer Help. For an overview of using a computer and the printer together, see [Printing from a computer](#). For information about installing the software, see the *Quick Start* booklet.

The printer comes with the following documentation:

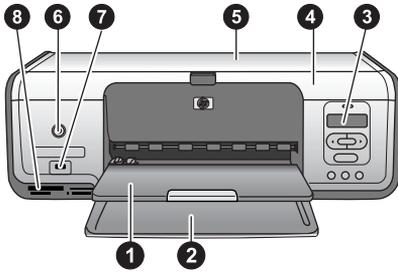
- **Quick Start booklet** — The *HP Photosmart 7800 series Quick Start* booklet contains quick and easy instructions to help you set up the printer and print your first photo.
- **User's Guide**— The *HP Photosmart 7800 series User's Guide* is the book you are reading. This book describes the basic features of the printer, explains how to use the printer without a computer, and contains hardware troubleshooting information.
- **HP Photosmart Printer Help**— The onscreen HP Photosmart Printer Help describes how to use the printer with a computer and contains software troubleshooting information.

## Accessing the onscreen HP Photosmart Printer Help

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

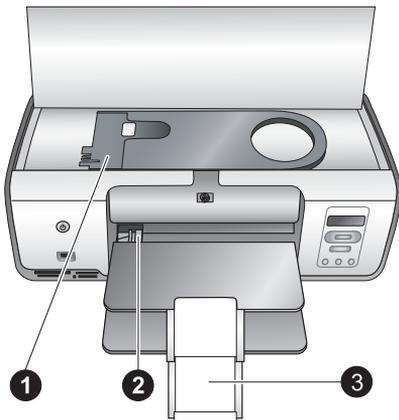
- **Windows PC:** From the **Start** menu, select **Programs** (in Windows XP, select **All Programs**) > **HP** > **Photosmart 7800 series** > **Photosmart Help**.
- **Macintosh:** Select **Help** > **Mac Help** in the Finder, then select **Help Center** > **HP Image Zone Help** > **HP Photosmart Printer Help**.

## Printer parts



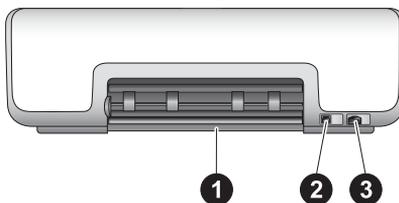
### Front view

- |   |  |
|---|--|
| 1 | <b>Output tray:</b> After printing, remove your photos and documents from this tray. Pull out the extender to hold larger-size paper.  |
| 2 | <b>Main tray:</b> Load paper here.   |
| 3 | <b>Printer screen:</b> View the photo index numbers, photo selection status, paper status, and print cartridge status. For details on how the paper status and print cartridge status appear on the printer screen, see <a href="#">Printer screen status indicators</a> . |
| 4 | <b>Main cover:</b> Raise the main cover to access the print cartridges.  |
| 5 | <b>Top cover:</b> Open the top cover to access the Photo cassette.   |
| 6 | <b>On:</b> Press this button to turn on the printer or put it into power save mode.  |
| 7 | <b>Camera port:</b> Connect a PictBridge digital camera, the optional HP Bluetooth wireless printer adapter, or an HP iPod.  |
| 8 | <b>Memory Card slots:</b> Insert memory cards here.  |



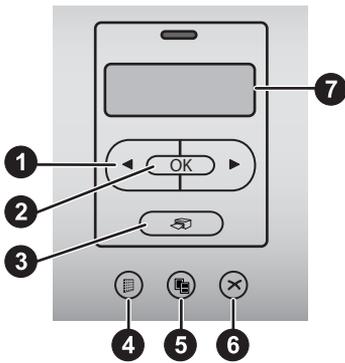
### Inside view

- 1 **Photo cassette:** Load photo paper or other supported small media into this cassette, and insert the cassette into the Main tray for printing. For information on how to load the photo cassette, see [Loading paper](#).
- 2 **Paper-width guide:** Adjust this guide for different paper widths.
- 3 **Output tray extender:** Lift the tab, and then pull it towards you to extend the Output tray. The Output tray extender catches the printed paper as it is ejected from the printer.



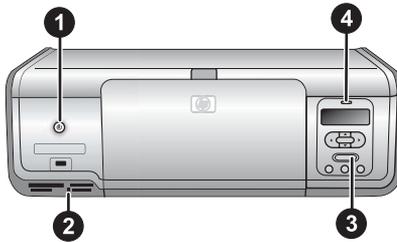
### Back of printer

- 1 **Rear access door:** Open this door to clear a paper jam.
- 2 **USB port:** Use this port to connect a computer to the printer.
- 3 **Power cord connection:** Use this port to connect the power cord included with the printer.



### Control panel

1	<b>Select Photos</b> ◀ and ▶: Scroll through photos on a memory card.
2	<b>OK</b> : Select or deselect the displayed photo index number for printing.
3	<b>Print</b> : Print selected photos from the inserted memory card.
4	<b>Print Index</b> : Print a photo index of all photos on a memory card.
5	<b>Layout</b> : Choose a photo layout.
6	<b>Cancel</b> : Cancel the current print job.
7	<b>Printer screen</b> : View photo index number and page layout information.



### Indicator lights

1	<b>On light</b> : Solid green if the printer is on, otherwise off.
2	<b>Memory Card light</b> : Solid green if a memory card is correctly inserted; flashing green if the printer is accessing a memory card; and off if no memory card is inserted or more than one card is inserted.
3	<b>Print light</b> : Solid green if the printer is ready to print, pulsing green if the printer is busy.
4	<b>Status light</b> : Flashing red if there is an error or if some user action is required.

# 2 Getting ready to print

This section includes information on the following:

- Loading paper
- Using print cartridges

## Loading paper

Learn how to choose the right paper for your print job and how to load it in the Main tray or Photo cassette for printing.

## Choosing the right paper

For a list of available HP paper, or to purchase supplies, go to:

- [www.hpshopping.com](http://www.hpshopping.com) (U.S.)
- [www.hp.com/go/supplies](http://www.hp.com/go/supplies) (Europe)
- [www.hp.com/jp/supply\\_inkjet](http://www.hp.com/jp/supply_inkjet) (Japan)
- [www.hp.com/paper](http://www.hp.com/paper) (Asia/Pacific)

To get the best results from the printer, choose from these high-quality HP photo papers.

To print	Use this paper
High-quality, long-lasting prints and enlargements	HP Premium Plus photo paper (Also known as Colorfast photo paper in some countries/regions.)
Medium- to high-resolution images from scanners and digital cameras	HP Premium photo paper
Instant dry, water and fingerprint-resistant glossy photos	HP Advanced photo paper
Casual and business photos	HP Photo paper HP Everyday photo paper
Text documents, draft versions, test and alignment pages	HP Multipurpose paper

To keep your paper in good condition for printing:

- Store unused paper in its original packaging or in a plastic bag.
- Keep the paper flat in a cool, dry place. If the corners curl, place the paper in a plastic bag and gently bend it in the opposite direction until it lies flat.
- Hold photo paper by the edges to avoid smears.

## Printing from the control panel or a computer

When printing from a computer, the printer prints paper sizes from 7.6 x 12.7 cm to 22 x 61 cm (3 x 5 inch to 8.5 x 14 inch). The list below describes which paper sizes

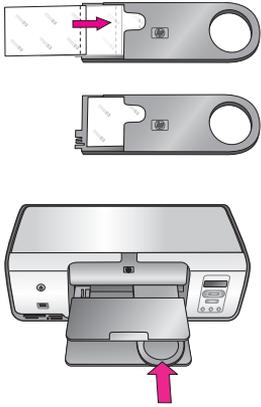
are supported when printing directly from the control panel. Supported sizes when printing from the control panel A6, A4, 10 x 15 cm (4 x 6 inch) with or without a tab, 8.5 x 11 inch, Hagaki, and L-size.

### Loading your paper

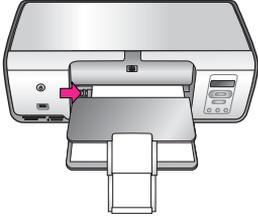
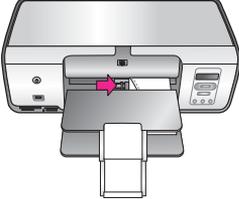
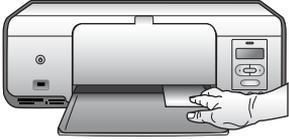
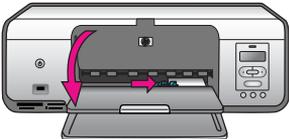
Paper loading tips:

- Before loading paper, slide out the paper-width guide to make room for the paper.
- Load only one type and size of paper at a time. Do not mix paper types or sizes in the Main tray or the Photo cassette.
- After loading paper, extend the Output tray extender to hold your printed pages. This prevents printed pages from dropping off of the Output tray.

Use the directions in the following table to load the most commonly used paper sizes into the printer.

Paper type	How to load	Tray to load
<ul style="list-style-type: none"> <li>• 10 x 15 cm (4 x 6 inch) photo paper (with or without tab)</li> <li>• Index cards</li> <li>• Hagaki cards</li> </ul>	<ol style="list-style-type: none"> <li>1. Remove any paper that is loaded in the Main tray.</li> <li>2. Raise the top cover and remove the Photo cassette from its holder.</li> <li>3. Squeeze the paper-width guide and slide it to the left until it stops.</li> <li>4. Load up to 20 sheets of paper into the Photo cassette with the <b>side to be printed facing down</b>. If you are using tabbed paper, insert the tabbed end first.</li> <li>5. Line up the Photo cassette on the right side of the Main tray, and then slide it into the printer until it snaps into place.</li> <li>6. Extend the Output tray extender to hold your printed pages.</li> <li>7. When you finish printing, remove the Photo cassette and store it in the cassette storage area.</li> </ol>	<p><b>Photo cassette into the Main tray</b></p> 

(continued)

Paper type	How to load	Tray to load
<ul style="list-style-type: none"><li>• Letter or A4 paper</li><li>• Transparencies</li><li>• 20 x 25 cm (8 x 10 inch) photo paper</li><li>• Envelopes 28.0 cm (11 inches) wide and greater</li></ul>	<ol style="list-style-type: none"><li>1. Remove any paper that is loaded in the Main tray.</li><li>2. Squeeze the paper-width guide and move it all the way to the left.</li><li>3. Load plain paper, photo paper, envelopes, or transparencies in the Main tray with the <b>side to be printed facing down</b>. Load envelopes with the flap on the left. Tuck the flaps inside the envelopes to avoid paper jams.</li><li>4. Squeeze the paper-width guide, and then slide it to fit close to the edges of the paper without bending the paper.</li><li>5. Extend the Output tray extender to hold your printed pages.</li></ol>	 <p><b>Main tray – larger paper sizes</b></p>  <p><b>Main tray – envelopes</b></p>
<ul style="list-style-type: none"><li>• 7.62 x 13 cm (3 x 5 inch) photo paper</li><li>• A6 paper</li><li>• L-size cards</li><li>• 13 x 18 cm (5 x 7 inch) photo paper</li><li>• 2L-size paper</li><li>• 10 x 20 cm (4 x 8 inch) photo cards</li><li>• B5 paper</li><li>• Envelopes smaller than 28.0 cm (11 inches) wide</li></ul>	<ol style="list-style-type: none"><li>1. Raise the Output tray.</li><li>2. Load small photo paper or photo cards in the Main tray with the <b>side to be printed facing down</b>. Slide the paper in until it stops. If you are using tabbed paper, insert the tabbed end first. Load envelopes with the flap on the left. Tuck the flaps inside the envelopes to avoid paper jams.</li><li>3. Lower the Output tray.</li><li>4. Squeeze the paper-width guide, and then slide it to fit close to the edges of the paper without bending the paper.</li><li>5. Extend the Output tray extender to hold your printed pages.</li></ol>	 <p><b>Main tray – smaller paper sizes</b></p> <p><b>Tip</b> Raise the Output tray before loading small paper sizes not supported by the Photo cassette. Lower the Output tray after loading the paper.</p> 

## Using print cartridges

Your HP Photosmart 7800 series printer can print color and black-and-white photos. HP provides different types of print cartridges so you can choose the best cartridges for your project.

### Purchasing replacement print cartridges

When purchasing replacement cartridges, refer to the cartridge numbers that appear on the back cover of this guide. These cartridge numbers may vary by country/region. You can also find the cartridge numbers in the printer software.

#### To find the correct print cartridge numbers for Windows users

1. Right-click the HP Digital Imaging Monitor icon on the far right of the Windows® taskbar and select **Launch/Show HP Solution Center**.
2. Select **Settings** and select **Print Settings > Printer Toolbox**.
3. Select the **Estimated Ink Levels** tab, and then click **Print Cartridge Information**.

#### To find the correct print cartridge numbers for Macintosh users

1. Click **HP Image Zone** in the Dock.
2. Choose **Maintain Printer** from the **Settings** pop-up menu.
3. Click **Launch Utility**, and then choose **Supplies Status** from the pop-up menu.

### Print cartridge tips

HP Vivera Inks deliver true-to-life photo quality and exceptional fade resistance resulting in vivid colors that last for generations! HP Vivera Inks are specially-formulated and scientifically tested for quality, purity, and fade resistance.

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

For optimal printing results, HP recommends using only genuine HP print cartridges. Genuine HP print cartridges are designed and tested with HP printers to help you easily produce great results, time after time.



**Note** HP cannot guarantee the quality or reliability of non-HP ink. Printer service or repairs required as a result of printer failure or damage attributable to the use of non-HP ink will not be covered under warranty.

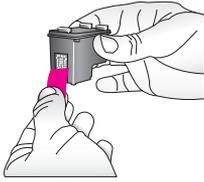


**Caution** To prevent ink loss or spillage: leave the print cartridges installed while transporting the printer, and avoid leaving used print cartridge(s) out of the printer for extended lengths of time.

### Inserting and replacing the print cartridges

#### To prepare the printer and cartridges

1. Make sure the power is on and you have removed the cardboard from inside the device.
2. Raise the main cover of the printer.
3. Remove the bright pink tape from the cartridges.

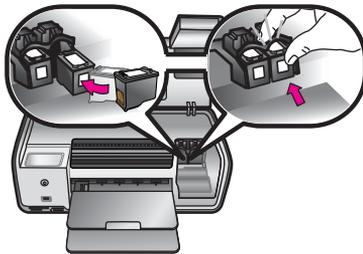


**Note** Do not touch the ink nozzles or the copper-colored contacts, and do not re-tape the cartridges.

### To insert the cartridges

1. If you are replacing an HP Black, HP Photo, or HP Gray Photo cartridge, push down and pull outward on the cartridge in the **right** stall to remove it.
2. Hold the new cartridge with the label on top. Slide the cartridge at a slight upward angle into the **right** stall so the copper-colored contacts go in first. Gently push the cartridge until it snaps into place.

 **Caution** To avoid print carriage jams, make sure the print cartridge snaps securely into place as you insert it.



3. Repeat the previous step to install the HP Tri-color cartridge in the **left** stall.
4. Lower the main cover.
5. **Important:** Align the print cartridges. For instructions, see [Aligning the print cartridges](#).

### Aligning the print cartridges for maximum results

It is important to align the print cartridges whenever you install or replace a print cartridge. Aligning the print cartridges allows them to perform with maximum results in print speed and quality. For instructions, see [Aligning the print cartridges](#).

### When you are not using a print cartridge

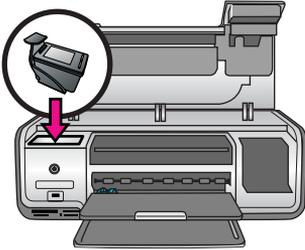
Whenever you remove a print cartridge from the printer, store it in the print cartridge protector. The cartridge protector keeps the ink from drying out when the cartridge is

not being used. Failure to properly store your cartridge can cause the cartridge to malfunction.

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



Once you have inserted a cartridge into the cartridge protector, place it in the storage area located in the printer.



# 3 Printing without a computer

The HP Photosmart 7800 series lets you print high-quality photos without even going near a computer. After setting up the printer using the instructions in the *HP Photosmart 7800 series Quick Start* booklet, refer to these steps for start-to-finish printing.

Once you have set up the printer, you can print from any of the following:

- Memory card
- PictBridge-compatible digital camera
- Bluetooth device
- HP iPod (with photos stored in it)

## Getting connected

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	This lets you...
<b>Memory cards</b> A compatible digital camera memory card. Insert the memory card into the appropriate memory card slot on the front of the printer.	<ul style="list-style-type: none"><li>• Print directly from a memory card to the printer. See <a href="#">Printing from a memory card</a>.</li><li>• Print quick proofs of photos on a memory card directly from the printer control panel.</li></ul>
<b>PictBridge</b> A PictBridge-compatible digital camera and a USB cable. 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 <a href="#">Printing photos from a digital camera</a> and the camera documentation.
<b>Bluetooth</b> An optional HP Bluetooth wireless printer adapter. Connect the HP Bluetooth wireless printer adapter to the camera port on the front of the printer.	Print from any device with Bluetooth wireless technology to the printer.
<b>HP iPod</b> An HP iPod and the USB cable that came with it. Connect the HP iPod to the camera port on the front of the printer.	Print directly from an HP iPod (with photos stored in it) to the printer. For more information, see <a href="#">Printing photos from an HP iPod</a> .

## Printing from a memory card

You can print photos from a memory card by inserting the card into the printer and using the printer control panel to select and print photos. You can also print camera-selected photos—photos you marked for printing using a digital camera—directly from a memory card.

Printing from a memory card is quick and easy, and does not drain the digital camera batteries. For more information on inserting memory cards, see [Inserting a memory card](#).



**Note** For the fastest print speed and best quality, align the print cartridges. For more information, see [Aligning the print cartridges](#).

This section tells you how to do the following:

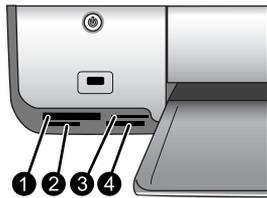
- Insert a memory card
- Change the default paper size
- Decide which photos to print
- Select photos
- Select a photo layout
- Print the selected photos

### Inserting a memory card

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 select and print your photos. The printer can read the following types of memory cards: CompactFlash, Memory Stick, Microdrive, MultiMediaCard, Secure Digital, and xD-Picture Card.



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



#### Memory card slots

1	CompactFlash I and II, Microdrive
2	Secure Digital, MultiMediaCard (MMC)
3	xD-Picture Card
4	Memory Stick

#### Memory card types

Find your memory card in the following table and use the instructions to insert the card into the printer.

Guidelines:

- Insert only one memory card at a time.
- Gently push the memory card into the printer until it stops. The memory card does not insert all the way into the printer; do not try to force it.
- When the memory card is inserted correctly, the Memory Card light flashes and then remains solid green.



**Caution 1** Inserting the memory card any other way may damage the card and the printer.

**Caution 2** Do not pull out a memory card while the Memory Card light is flashing green. For more information, see [Removing a memory card](#).

Memory card	How to insert the memory card
<b>CompactFlash</b> 	<ul style="list-style-type: none"><li>● Front label faces up, and if the label has an arrow, the arrow points toward the printer</li><li>● Edge with metal pinholes goes into the printer first</li></ul>
<b>Memory Stick</b> 	<ul style="list-style-type: none"><li>● Angled corner is on the left</li><li>● Metal contacts face down</li><li>● If you are using a Memory Stick Duo or Memory Stick PRO Duo card, attach the adapter that came with the card before you insert the card into the printer</li></ul>
<b>Microdrive</b> 	<ul style="list-style-type: none"><li>● Front label faces up, and if the label has an arrow, the arrow points toward the printer</li><li>● Edge with metal pinholes goes into the printer first</li></ul>
<b>MultiMediaCard</b> 	<ul style="list-style-type: none"><li>● Angled corner is on the right</li><li>● Metal contacts face down</li></ul>
<b>Secure Digital</b> 	<ul style="list-style-type: none"><li>● Angled corner is on the right</li><li>● Metal contacts face down</li></ul>
<b>xD-Picture Card</b> 	<ul style="list-style-type: none"><li>● Curved side of card points toward you</li><li>● Metal contacts face down</li></ul>

### Supported file formats

The printer can recognize and print JPEG and uncompressed TIFF files directly from the memory card. If your digital camera saves photos in other file formats, save the files to your computer and print them using a software application. For more information, see the onscreen HP Photosmart Printer Help.

### Changing the default paper size

Use the **Toolbox** to change the default paper sizes when printing directly from a memory card. The default small paper size for printing from the Photo cassette is 10 x 15 cm (4 x 6 inch), and the default large paper size for printing is 21.6 x 28.0 cm (8.5 x 11 inch).

#### To change default paper sizes

1. Right-click the HP Digital Imaging Monitor icon on the far right of the Windows taskbar and select **Launch/Show HP Solution Center**.
2. Click **Settings** and select **Print Settings > Printer Toolbox**.
3. Click the **Configure Paper Size** tab.
4. Select the default paper sizes for small paper and large paper.

### Deciding which photos to print

Decide which photos to print by first printing a photo index. A photo index shows thumbnail views and index numbers for all the photos on a memory card (2000 maximum). You will use the index numbers on the printout to indicate which photos you want to print.

#### To print a photo index

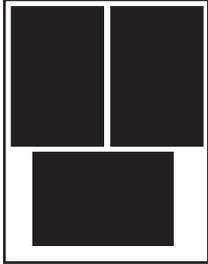
1. Insert a memory card.
2. Make sure the photo cassette is not inserted in the Main tray.
3. Make sure there are a few sheets of plain paper loaded in the Main tray.
4. Press **Print Index**.

### Selecting a photo layout

Press **Layout** on the printer to select a layout for the photos you want to print. All photos selected from the printer control panel will print in this layout. The actual size of the prints will vary according to the size of paper you load in the printer, as shown in the following table. For a complete list of supported photo sizes, see [Printer specifications](#).

For this layout	Paper size (photo size)
One photo per sheet	4 x 6 inch (4 x 6 inch)
	10 x 15 cm (10 x 15 cm)
	5 x 7 inch (5 x 7 inch)
	8.5 x 11 inch (8.5 x 11 inch)
	A4 (21.0 x 29.7 cm)
	Hagaki (10.0 x 14.8 cm)

(continued)

For this layout	Paper size (photo size)
	L (9.0 x 12.7 cm)
<b>Three photos per sheet</b> 	3.5 x 5 inch (1.5 x 2.25 inch) 4 x 6 inch (1.75 x 2.625 inch) 5 x 7 inch (2.25 x 3.375 inch) 8 x 10 inch (3.33 x 5 inch) 8.5 x 11 inch (4 x 6 inch) A6 (4.77 x 7.15 cm) A4 (10 x 15 cm) Hagaki (4.52 x 6.78 cm) L (3.96 x 5.94 cm)

## Selecting photos to print

Using a photo index as a guide, you can select and print photos from the control panel.



**Note** Once your selected photos print, the printer automatically deselects them.

If you want to...	Do this
<b>Select one or more photos</b>	<ol style="list-style-type: none"><li>1. Make sure your memory card is still inserted in the printer.  <b>Note</b> Instead of inserting a memory card, you can also select photos from an HP iPod that is connected to the front camera port. For more information, see <a href="#">Printing photos from an HP iPod</a>.</li><li>2. Refer to the photo index you printed and decide which photo(s) to select for printing. Note their corresponding index numbers.</li><li>3. Press <b>Select Photos</b> ◀ or ▶ until the index number of the first photo you want to print appears on the printer screen. Press and hold the button to view the index numbers rapidly.</li><li>4. Press <b>OK</b> to select the photo for printing. A check mark appears next to the number on the printer screen to indicate your selection.</li><li>5. Repeat steps 2 through 4 until you have selected all the photos you want to print.</li></ol>

(continued)

If you want to...	Do this
	<p><b>Note</b> To deselect a photo, press <b>Cancel</b>. To print multiple copies of the same photo, press <b>OK</b> until the number of copies you want to print appears below the check mark.</p>
<p><b>Select all photos on the memory card</b></p>	<ol style="list-style-type: none"> <li>1. Make sure your memory card is still inserted in the printer.</li> <li>2. Press and hold <b>OK</b> for three seconds. The printer screen briefly displays twelve dashes, and then check marks appear next to each index number on the screen.</li> </ol>
<p><b>Deselect the selected photos</b></p>	<p>To deselect all selected photos, press and hold <b>OK</b> for three seconds.</p>

## Printing your photos



**Note** For the fastest print speed and best quality, align the print cartridges. For more information, see [Aligning the print cartridges](#).

### To print photos from a memory card

1. Insert a memory card.
2. Load photo paper in the Main tray or Photo cassette.
3. Select one or more photos as described earlier in this section.
4. Press **Print**. Once the selected photos print, the printer automatically deselects them.



**Note** Some digital cameras have a menu feature that allows you to select photos on a memory card to be printed. The camera-selected photos are listed for printing in a temporary Digital Print Order Format (DPOF) file. The DPOF file is automatically deleted after the selected photos have printed.

If you have selected photos using the DPOF feature, **dPOF** appears on the printer screen when you insert the memory card. Press **Print** to print these camera-selected photos, or press **Cancel** to deselect them.

## Removing a memory card

Wait until the Memory Card light stops flashing and remains solid green, and then gently pull the memory card to remove it from the printer.



**Caution** If the Memory Card light is flashing green, then the printer is accessing the memory card. Do not remove a memory card while it is being accessed because this may damage the printer or the memory card.

## Printing photos from a digital camera

You can print photos by connecting a PictBridge-compatible digital camera directly to the camera port of the printer with a USB cable. If you have a digital camera with Bluetooth wireless technology, you can insert the optional HP Bluetooth wireless

printer adapter into the camera port of the printer and send photos to the printer wirelessly.

When you print from a digital camera, the printer uses the settings that you selected on the camera. For more information, see the documentation that came with the camera.



**Note** For the fastest print speed and best quality, align the print cartridges. For more information, see [Aligning the print cartridges](#).

## Using a PictBridge camera

Using a PictBridge-compatible camera with the printer is easy and fast.



**Note** Some PictBridge cameras might list the 5 x 7 inch paper size as 2L, 127 x 178 mm, or 13 x 18 cm.

### To connect a PictBridge-compatible camera to the printer

1. Set the camera PictBridge mode, and then select the photos you want to print.
2. Load photo paper in the printer. For information, see [Loading your paper](#).
3. Connect the PictBridge-compatible digital camera 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-compatible camera, the selected photos print automatically.

## Using a Bluetooth camera

If you have a digital camera with Bluetooth wireless technology, you can purchase the optional HP Bluetooth wireless printer adapter and print from a camera using a Bluetooth wireless connection.

### To print photos from a Bluetooth camera

1. Load photo paper in the printer. For information, see [Loading your paper](#).
2. Insert the HP Bluetooth wireless printer adapter into the camera port on the **front** of the printer. The light on the adapter will flash when the adapter is ready to receive data.
3. Follow the instructions in the documentation that came with the digital camera to send photos to the printer.

## Printing photos from other Bluetooth devices

You can also print from other devices with Bluetooth wireless technology, such as PDAs, notebook computers, and mobile phones. For more information, see [Getting connected](#), the onscreen HP Photosmart Printer Help, and the documentation that came with the Bluetooth device.



**Note** For the fastest print speed and best quality, align the print cartridges. For more information, see [Aligning the print cartridges](#).

## Making the Bluetooth connection

To use Bluetooth connectivity, all devices must have the necessary hardware and software installed. In addition, an HP Bluetooth wireless printer adapter must be connected to the camera port on the front of the printer. The adapter is available separately. For more information, see the documentation that came with the adapter.

## Printing photos from a Bluetooth device

The basic procedure for printing from any Bluetooth device is the same:

### To print photos from a Bluetooth device

1. Have the device search for available Bluetooth printers.
2. Select the printer when it appears on the device.
3. Print.

Check the documentation that came with the device for detailed instructions.

## Printing photos from an HP iPod

Before using the steps below to import photos to and print photos from your HP iPod, make sure your images and your HP iPod meet the following requirements:

- The images you copy to the HP iPod must be in JPEG format.
- Make sure the HP iPod is formatted in Windows (FAT 32 file structure). The HP iPod defaults to the Windows file structure. To check if your HP iPod was formatted for Windows, go to **Settings > About** on your HP iPod. If it was formatted in Windows, it will display **Format Windows** at the bottom of the screen. If it was not formatted in Windows, you must connect the HP iPod to a Windows PC using the USB cable that came with the HP iPod and follow the onscreen instructions.



**Note 1** HP iPods that have only been connected to a Macintosh are not compatible with the printer; however, you can connect the HP iPod to a Windows PC to make it compatible. After connecting to a Windows PC, Macintosh users can still fully synchronize their HP iPods back to Macintosh and Mac iTunes and maintain printer support.

**Note 2** HP iPods might not be available in your country/region.

**Note 3** For the fastest print speed and best quality, align the print cartridges. For more information, see [Aligning the print cartridges](#).

### To import photos to an HP iPod

1. Copy photos from a memory card to your HP iPod using the Belkin Media Reader for iPod.
2. Verify that photos are on your HP iPod by selecting **Photo Import** on the HP iPod menu. Photos appear as **Rolls**.

### **To print photos from an HP iPod**

1. Connect the HP iPod to the camera port on the **front** of the printer using the USB cable that came with the HP iPod.
2. Select the photo(s) you want to print and press **Print**. Once the selected photos print, the printer automatically deselects them. For more information on selecting and printing photos, see [Selecting photos to print](#).

If you are unable to print to the HP Photosmart printer using your HP iPod, please contact HP Customer Care. See [HP Customer Care](#).



# 4 Printing from a computer

All HP photo printers come with the HP Image Zone software, which helps you do more with your photos than ever before. Use it to get creative with your pictures: edit them, share them, and create fun projects such as album pages.

The HP Photosmart printer software interface appears whenever you print. It controls the resolution and color, and it usually chooses those settings automatically. If you are printing a digital photo, adjust the printer software settings to produce the best-quality print.

For information on installing the HP Image Zone and HP Photosmart printer software, see the *Quick Start* booklet.

Be sure to download the latest printer software update every couple of months to ensure you have the latest features and improvements.

## Using creative options in the printer software

Read through these tips on how to open and use HP Image Zone, HP Image Zone Express, and HP Instant Share.

### HP Image Zone

HP Image Zone is an easy-to-use software program that gives you everything you need to have fun with your photos, in addition to basic photo editing and printing. This software also gives you access to HP Instant Share so that you can easily share your photos.

#### Open HP Image Zone (Windows users)

→ Double-click the **HP Image Zone** icon on your desktop. If you need help, see the onscreen Help within HP Image Zone.

#### Open HP Image Zone (Macintosh users)

→ Click the **HP Image Zone** icon in the Dock. If you need help, select **HP Image Zone Help** from the **Help** menu.

Explore the many features of HP Image Zone:

- **View** — View photos in multiple sizes and ways. Easily organize and manage your photos.
- **Edit** — Crop your photos and fix photos with red eye. Automatically adjust and enhance your photos in different sizes and in multiple layouts.
- **Print** — Print your photos in different sizes and in multiple layouts.
- **Share** — Send photos to family and friends without the bulky attachments using HP Instant Share, a better way to send e-mail.
- **Create** — Easily create album pages, cards, calendars, panoramic photos, CD labels, and more.
- **Back-up** — Make back-up copies of your photos to store and save.

## HP Image Zone Express

HP Image Zone Express is an easy-to-use software program that gives you basic photo editing and printing capabilities. This software also gives you access to HP Instant Share so that you can easily share your photos. HP Image Zone Express is only available for Windows users.

### Open HP Image Zone Express (Windows users)

→ Double-click the **HP Image Zone Express** icon on your desktop. If you need help, see the onscreen Help within HP Image Zone Express.

Explore the many features of HP Image Zone Express:

- **View** — View photos in multiple sizes and ways. Easily organize and manage your photos.
- **Edit** — Crop your photos and fix photos with red eye. Automatically adjust and enhance your photos to make them perfect.
- **Print** — Print your photos in different sizes and in multiple layouts.
- **Share** — Send photos to family and friends without the bulky attachments with HP Instant Share, a better way to send e-mail.

## HP Instant Share

HP Instant Share allows you to send photos to family and friends without bulky e-mail attachments. The printer must be connected through a USB cable to a computer with Internet access and have all the HP software installed. For more information, see the HP Image Zone or HP Image Zone Express onscreen Help.

### Open HP Instant Share (Windows users)

→ Click the **HP Instant Share** tab within HP Image Zone or HP Image Zone Express.

### Open HP Instant Share (Macintosh users)

→ Click the **Applications** tab in HP Image Zone, then double-click **HP Instant Share**.

## Viewing photos on your computer screen

When the printer is connected to a computer, you can insert a memory card in the printer and view the photos on your computer screen. When you insert the memory card, the HP Photosmart software gives you the option of viewing or saving the photos to the computer. For information about how to connect the printer to your computer, see the *Quick Start* booklet.

### To view memory card photos onscreen

1. Make sure the printer is connected to a computer at the USB port on the back of the printer, and that you have installed the software from the HP Photosmart 7800 series CD.
2. Insert a memory card into the printer. The HP Photosmart software will give you the option of viewing or saving your photos.
3. Click **View** to open the Photo Viewer and display the first image on the memory card.
4. On the printer control panel, press **Select Photos** ◀and▶ to scroll through the photos on the card.

## Saving your photos to a computer

When you connect the printer to a computer, you can save your photos from a memory card to the computer.

### To save your photos from a memory card to a computer

1. Make sure the printer is connected to a computer at the USB port on the back of the printer, and that you have installed the software from the HP Photosmart 7800 series CD.
2. Insert a memory card into the printer. The HP Photosmart software will give you the option of viewing or saving your photos.
3. Click **Save**.
4. Follow the onscreen instructions to save photos to the appropriate folder on your computer.



# 5 Care and maintenance

The HP Photosmart 7800 series printer requires very little maintenance. Follow the guidelines in this chapter to extend the life span of the printer and printing supplies, and to ensure that the photos you print are always of the highest quality.

## Cleaning and maintaining the printer

Keep the printer and print cartridges clean and well-maintained using the simple procedures in this section.

### Cleaning the exterior of the printer

#### To clean the exterior of the printer

1. Turn off the printer, and then disconnect the power cord from the back of the printer.
2. Wipe the outside of the printer with a soft cloth that has been lightly moistened with water.



**Caution** Do not use any type of cleaning solution. Household cleaners and detergents may damage the printer finish. Do not clean the interior of the printer. Keep all fluids away from the interior. Do not lubricate the metal rod on which the print cartridge cradle slides. Noise is normal when the cradle moves back and forth.

### Cleaning the print cartridges

If you notice white lines or single-color streaks on the photos you print, the print cartridges might need to be cleaned. You can run an automatic cartridge cleaning procedure using the software that came with the printer. For more information, see the HP Photosmart Printer Help.

If you complete all three levels of the automatic cartridge cleaning procedure and still see white streaks or missing colors on the test page, you may need to manually clean the print cartridge contacts. For more information, see [Manually cleaning the print cartridge contacts](#).



**Note** If the cartridge or printer has been recently dropped, you may also see white streaks or missing colors in your prints. This problem is temporary and clears up within 24 hours.

### Manually cleaning the print cartridge contacts

If the printer is used in a dusty environment, debris may accumulate on the print cartridge contacts and cause printing problems.

### To clean the print cartridge contacts

1. Gather the following items to clean the contacts:
  - Distilled water (tap water may contain contaminants that can damage the print cartridge)
  - Cotton swabs or other soft, lint-free material that will not stick to the print cartridge
2. Open the main cover of the printer.
3. Remove the print cartridge and place it on a piece of paper with the ink nozzle plate facing up. Be careful not to touch the copper-colored contacts or the ink nozzle plate with your fingers.



**Caution** Do not leave the print cartridge outside the printer for more than 30 minutes. Ink nozzles exposed to the air longer than this may dry out and cause printing problems.

4. Lightly moisten a cotton swab with distilled water and squeeze any excess water from the swab.
5. Gently wipe the copper-colored contacts with the cotton swab.



**Caution** Do not touch the ink nozzle plate. Touching the ink nozzle plate will result in clogs, ink failure, and bad electrical connections.

6. Repeat steps 4 and 5 until no ink residue or dust appears on a clean swab.
7. Insert the print cartridges in the printer, and then close the main cover.
8. **Important:** Align the print cartridges. For instructions, see [Aligning the print cartridges](#).

### Aligning the print cartridges

When you first install a print cartridge in the printer, you must use the software that came with the printer to align the print cartridges. You should also align the print cartridges if the colors in your printed pages are misaligned.



**Tip** For optimal quality and speed, align the print cartridges whenever you install a print cartridge.

### To align the print cartridges

1. Load plain paper in the Main tray.

#### If you are using a Windows computer:

- a. Right-click the HP Digital Imaging Monitor icon on the far right of the Windows taskbar and select **Launch/Show HP Solution Center**.
- b. Click **Settings**, and then select **Print Settings > Printer Toolbox**.
- c. From the **Device Services** tab, click **Align the Printer**.

#### If you are using a Macintosh computer:

- a. Click **HP Image Zone** in the Dock.
  - b. Click the **Devices** tab.
  - c. Choose **Maintain Printer** from the **Settings** pop-up menu.
  - d. Click **Launch Utility**.
  - e. Choose the **Align** panel, and then click the **Align** button.
2. Follow the onscreen instructions to complete the cartridge alignment.

# Updating the software

Download the latest printer software update periodically to ensure you have the latest features and improvements. To download printer software updates, visit [www.hp.com/support](http://www.hp.com/support) or use **HP Software Update**. Make sure the computer is connected to the Internet before performing software updates.



**Note** These procedures do not update the HP Image Zone software. In some countries/regions, you can contact HP directly to order HP Image Zone software updates on CD.

## Downloading the software (Windows users)

1. From the Windows **Start** menu, select **Programs** (in Windows XP, select **All Programs**) > **HP** > **HP Software Update**. The **HP Software Update** window opens.
2. Click **Next**. HP Software Update searches the HP website for printer software updates. If the computer does not have the most recent version of the printer software installed, a software update appears in the **HP Software Update** window. If the computer has the most recent version of the printer software installed, **No new updates are available** appears in the **HP Software Update** window.
3. If a software update is available, click the check box next to the software update to select it.
4. Click **Next**.
5. Follow the onscreen instructions to complete the installation.

## Downloading the software (Macintosh users)

1. Click **HP Image Zone** in the Dock.
2. Click the **Applications** tab.
3. Click **HP Software Update**.
4. Follow the onscreen instructions to check for software updates.  
If you are behind a firewall, you need to enter the proxy server information in the updater.

# Storing the printer and print cartridges

Protect the printer and print cartridges by storing them properly when you are not using them.

## Storing the printer

For safe and convenient storage of the printer, the Main and Output trays fold up into the printer. You can store the paper trays by following these steps:

1. Turn off the printer.
2. Remove all paper from the paper trays.
3. If the Output tray extender is extended, push it in.
4. Lift and fold up the Output tray.
5. Lift and fold up the Main tray until it snaps into place.

The printer is built to withstand long or short periods of inactivity.

- Store the printer indoors out of direct sunlight in a place without temperature extremes.
- If the printer and print cartridges have not been used for one month or more, use the software that came with the printer to run the automatic cartridge cleaning procedure before printing. For more information, see the HP Photosmart Printer Help.

## Storing the print cartridges

When you store the printer, always leave the active print cartridges inside the printer. The printer stores the print cartridges in a protective cap during the power-down cycle.



**Caution** Make sure the printer completes its power-down cycle before you unplug the power cord. This allows the printer to store the print cartridges properly.

Follow these tips to help maintain HP print cartridges and ensure consistent print quality:

- When you remove a print cartridge from the printer, store it in a print cartridge protector to prevent the ink from drying out. In some countries/regions the cartridge protector is not included with the printer, but comes with the HP Gray Photo cartridge that can be purchased separately. In other countries/regions, the protector is included with the printer.
- Keep all unused print cartridges in their original sealed packages until they are needed. Store print cartridges at room temperature (15–35 degrees C or 59–95 degrees F).
- Do not remove the plastic tape covering the ink nozzles until you are ready to install the print cartridge in the printer. If the plastic tape has been removed from the print cartridge, do not attempt to reattach it. Reattaching the tape damages the print cartridge.

## Maintaining the quality of photo paper

For best results with photo paper, follow the guidelines in this section.

### Storing photo paper

- Store the photo paper in its original packaging or in a resealable plastic bag.
- Store the packaged photo paper on a flat, cool, and dry surface.
- Return unused photo paper to its original packaging or in a resealable plastic bag. Paper left in the printer or exposed to the environment may curl or yellow.

### Handling photo paper

- Always hold photo paper by the edges to avoid fingerprints.
- If the photo paper has curled edges, place it in its plastic storage bag and gently bend it in the opposite direction of the curl until the paper lies flat.

# 6 Troubleshooting

The HP Photosmart 7800 series printer is designed to be reliable and easy to use. This chapter answers frequently asked questions about using the printer and printing without a computer. It contains information about the following topics:

- [Printer hardware problems](#)
- [Printing problems](#)
- [Bluetooth printing problems](#)
- [Printer screen status indicators](#)

For troubleshooting information about software installation, see the *Quick Start* booklet that came with the printer. For troubleshooting information about using the printer software and printing from a computer, see the HP Photosmart Printer Help. For information about viewing the Printer Help, see [Welcome](#).

## Printer hardware problems

Before contacting HP Customer Care, read this section for troubleshooting tips or go to the online support services at [www.hp.com/support](http://www.hp.com/support).



**Note** When connecting the printer to a computer, HP recommends using a USB cable of less than 10 feet (3 meters) in length to minimize injected noise due to potential high electromagnetic fields.

### The Print light is pulsing green, but the printer is not printing.

**Solution** The printer is busy processing information. Wait for it to finish.

---

### The Status light is flashing red.

**Solution** The printer requires attention. Try the following:

- If the printer is connected to a computer, check the computer screen for instructions.
  - If you have a digital camera connected to the printer, check the camera screen for instructions.
  - If the printer is not connected to a computer, check for the following problems:
    - Main cover open
    - Out of paper
    - Paper jam
    - Print carriage jammed or stuck
    - Print cartridge missing or inserted incorrectly
    - Print cartridge tape not removed
    - Incorrect print cartridge installed
    - Packaging materials are not removed
  - If you are unable to solve the problem by using the instructions above, turn off the printer and unplug the printer power cord. Wait 10 seconds, and then plug it in again. Turn on the printer.
-

**The Status light is flashing amber.**

**Solution** A serious printing error has occurred. Try the following:

- If the printer is connected to a computer, check the computer screen for instructions.
  - If the printer is not connected to a computer, turn off the printer and unplug the printer power cord. Wait 10 seconds, and then plug it in again. Turn on the printer.
  - If you are unable to solve the problem, go to [www.hp.com/support](http://www.hp.com/support) or contact HP support. For contact information, see [HP Customer Care](#).
- 

**The printer does not find and display the index numbers from my memory card.**

**Solution**

Try the following:

- Remove and reinsert the memory card.
  - Turn off the printer, and then unplug the power cord. Wait about 10 seconds, and then plug it in again. Turn on the printer.
  - The memory card may contain file types the printer cannot read directly from the memory card.
    - Save the photos to a computer, and then print them from the computer. For more information, see the documentation that came with the camera and the onscreen HP Photosmart Printer Help.
    - The next time you take photos, set the digital camera to save them in a file format the printer can read directly from the memory card. For a list of supported file formats, see [Specifications](#). For instructions on setting the digital camera to save photos in specific file formats, see the documentation that came with the camera.
- 

**The printer is plugged in, but it will not turn on.**

**Solution**

- The printer may have drawn too much power. Unplug the printer power cord. Wait about 10 seconds, and then plug the power cord back in. Turn on the printer.
  - The printer may be plugged into a power strip that is turned off. Turn on the power strip, and then turn on the printer.
- 

**The printer makes noises when I turn it on, or starts making noises on its own after it has been sitting unused for a while.**

**Solution** The printer may make noises after long periods of inactivity (approximately 2 weeks), or when its power supply has been interrupted and then restored. This is normal operation—the printer is performing an automatic maintenance procedure to ensure that it produces the best quality output.

---

# Printing problems

Before contacting HP Customer Care, read this section for troubleshooting tips or go to the online support services at [www.hp.com/support](http://www.hp.com/support).

## The printer does not print borderless photos.

**Solution** Make sure you have selected an appropriate paper size. The printer cannot print borderless photos on all sizes of paper. For information about selecting the paper size for borderless photos, see [Selecting a photo layout](#).

---

## Printing is very slow.

**Solution** You could have one of the following problems.

- You may need to calibrate the print cartridges. If you replace a print cartridge and don't calibrate it, print quality and speed will be less than optimal. See [Aligning the print cartridges](#).
  - You may be printing a project containing a high-resolution graphic, a high-resolution photo, or a PDF. Large, complex projects containing graphics or photos print slower than text documents.
  - The printer may be in Ink-backup Printing Mode. The printer enters this mode when one of the print cartridges has been removed. Replace the missing print cartridge.
- 

## Photo paper does not feed into or come out of the printer correctly.

**Solution** You may have one of these problems.

- If you are using the Photo cassette for printing, there may be paper loaded in the Main tray. Remove any paper from the Main tray before inserting the Photo cassette for printing.
  - The Photo cassette may not be engaged. Insert the Photo cassette until it snaps into place. For more information about loading the Photo cassette, see [Loading your paper](#).
  - The printer may be in an extremely high- or low- humidity environment. Load one sheet of photo paper at a time.
  - The photo paper may be curled. If the photo paper is curled, place the paper in a plastic bag and gently bend it the opposite direction of the curl until the paper lies flat. If the problem persists, and then use photo paper that is not curled.
  - There may be too much paper loaded in the Main tray. Remove some paper from the Main tray and try printing again. For paper loading instructions, see [Loading your paper](#).
  - The paper may be too thin or too thick. Use HP paper for best results. For more information, see [Choosing the right paper](#).
  - Two or more pieces of paper may be stuck together. Remove the paper from the paper tray and shuffle the paper so it does not stick together. Reload the paper into the paper tray and try printing again.
-

**Printed pages are dropping off of the Output tray**

**Solution** Always extend the Output tray extension when you print.

---

**Printed pages are dropping off of the Output tray.**

**Solution** Pages can drop off of the Output tray when they are printed. To prevent this, always extend the Output tray extension when you print.

---

**The printout is rippled or curled**

**Solution** The project you are printing uses a larger amount of ink than normal. Print the project from a computer, and use the printer software to lower the ink saturation level. See the onscreen HP Photosmart Printer Help for more information.

---

**The document printed at an angle or is off-center.**

**Solution**

- The paper-width guide may not be set properly. Make sure that the paper-width guide is close to the edge of the paper without bending it.
  - The paper may not be loaded correctly. Make sure the paper is correctly oriented in the Main tray. For paper loading instructions, see [Loading your paper](#).
  - The photo paper may not be loaded correctly. Reload the photo paper, make sure that the photo paper is correctly oriented in the Photo cassette. Load the Photo cassette into the Main tray. For photo paper-loading instructions, see [Loading your paper](#).
  - The print cartridges may not be aligned properly. For information about how to align the print cartridges, see [Aligning the print cartridges](#).
- 

**Colors are not printing satisfactorily.**

**Solution**

- You may not be using the best print cartridges for the project. To print text documents and graphics, use the HP Tri-color and HP Black print cartridges. To print color photos, use the HP Tri-color and HP Photo or HP Gray Photo cartridges. For more information, see [Inserting and replacing the print cartridges](#).
  - You may be printing in Ink-backup Printing Mode. The printer enters Ink-backup printing mode when one of the print cartridges is missing. Replace the missing cartridge.
  - A cartridge is out of ink. Replace it.
  - Some of the ink nozzles on a cartridge are clogged. Clean the cartridges. See [Cleaning the print cartridges](#).
-

## No page came out of the printer.

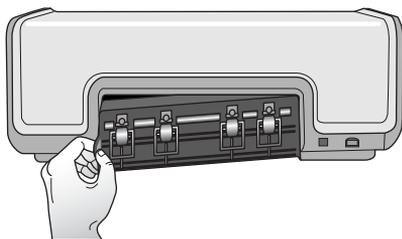
**Cause** There may be a paper jam.

### Solution

 **Caution** Do NOT remove jammed paper from the front of the printer. Doing so can cause irreversible damage to the printer.

### To clear a paper jam

1. Turn off the printer, and then unplug the printer.
2. Remove the rear access door.



3. Gently remove the jammed paper from the printer.
4. Replace the rear access door.
5. Plug in the printer and turn it on.
6. When you have cleared the paper jam, print your document again.

If you experience paper jams when printing on photo paper, try the following:

- Insert the photo paper as far as it will go into the Photo cassette.
- Load one sheet of photo paper at a time.

---

## A blank page came out of the printer.

### Solution

- Check the printer screen to see if the print cartridge status indicator  appears. If the indicator is on, the ink level is low. If the indicator is flashing, the ink level may be too low to print. Replace any print cartridges that are out of ink. For more information about checking ink levels, see the HP Photosmart Printer Help.
- You may have begun printing and then cancelled the process. If you cancelled the process before printing started, the printer may have already loaded paper in preparation for printing. The next time you print, the printer will eject the blank page before starting the new printing project.

**My photos do not print when I press the Print button.**

**Solution** You may not have selected your photos by pressing **OK**. For instructions on how to select your photos, see [Selecting photos to print](#).

---

**The printer is displaying the out of ink indicator, but I don't know which cartridge to replace.**

**Solution** The left or right arrow next to the print cartridge status indicator  point to the cartridge you should replace. For more information, see [Printer screen status indicators](#).

---

**Print quality is poor.**

**Solution**

- You may be printing in Ink-backup Printing Mode. The printer enters Ink-backup Printing Mode when one of the print cartridges is missing. Replace the missing print cartridge with a new one.
  - One of the print cartridges may be running out of ink. Check to see if the print cartridge status indicator  appears on the printer screen. If a print cartridge is running low on ink, replace it. For more information, see [Inserting and replacing the print cartridges](#).
  - Use photo paper designed for the printer. For best results, use HP paper.
  - You may be printing on the wrong side of the paper. Make sure the paper is loaded with the side to be printed facing down.
  - You may have selected a low-resolution setting on the digital camera. Reduce the size of the image and try printing again. For better results in the future, set the digital camera to a higher photo resolution.
  - There may be a problem with a print cartridge. Try the following:
    - Remove and then reinsert the print cartridges.
    - Run an automatic print cartridge cleaning procedure from the HP Photosmart **Toolbox**. For more information, see the HP Photosmart Printer Help.
    - Align the print cartridges. For more information, see [Aligning the print cartridges](#).
    - If this does not solve the problem, try cleaning the copper-colored contacts on the print cartridges. For more information, see [Manually cleaning the print cartridge contacts](#).
    - If these solutions do not work, replace the print cartridge(s).
-

## Printed photos are not fitting to the paper as desired.

### Solution

- You may have loaded the photo paper incorrectly. Load the photo paper with the side to be printed facing down.
  - The photo paper may not have fed into the printer correctly. Try the following:
    - If you have a paper jam, see [To clear a paper jam](#).
    - Load one sheet of photo paper at a time.
  - You may have selected the wrong layout. For information, see [Selecting a photo layout](#).
  - See the HP Photosmart online printer help for information on how to optimize photo quality.
- 

## Bluetooth printing problems

Before contacting HP Customer Care, read this section, or go to the online support services at [www.hp.com/support](http://www.hp.com/support). Be sure to also read the documentation that came with your HP Bluetooth wireless printer adapter and your Bluetooth device.

### My Bluetooth device cannot find the printer.

#### Solution

- Make sure the Bluetooth device is plugged into the camera port on the front of the printer. The light on the adapter flashes when the adapter is ready to receive data.
  - You may be too far from the printer. Move the Bluetooth device closer to the printer. The maximum recommended distance between the Bluetooth device and the printer is 10 meters (30 feet).
  - Make sure that your Bluetooth device is compatible with the printer. For more information, see [Specifications](#).
- 

### No page came out of the printer.

**Solution** The printer may not recognize the type of file sent by the device with Bluetooth wireless technology. For a list of the file formats that the printer supports, see [Printer specifications](#).

---

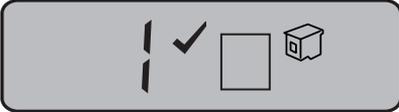
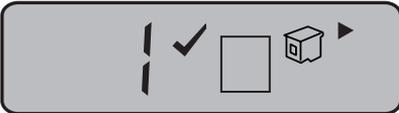
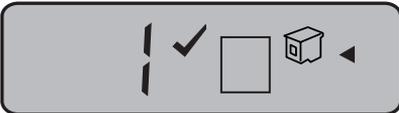
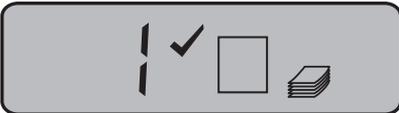
### Print quality is poor.

**Solution** The photo you printed may be low resolution. For better results, set the digital camera to a higher resolution. Photos taken with VGA-resolution cameras, such as those found in wireless phones, may not have high enough resolution to produce a high-quality print.

---

## Printer screen status indicators

The printer screen has two status indicators: one for print cartridge status, and another for paper status.

This indicator...	Has this meaning...
	<p>When the print cartridge status indicator  is on solid (not flashing), the ink level is low.</p> <p>When the print cartridge status indicator  is flashing, either the ink level is too low to print, or there is a problem with the print cartridge that needs attention. Make sure that you have inserted the correct print cartridges for the printer. For more information about which problem has occurred, connect the printer to your computer and read the instructions on the computer screen.</p>
 	<p>If the ink is out on one of the print cartridges, the arrow on the printer screen will tell you which one to replace.</p> <p>When the print cartridge status indicator  has a right arrow  next to it, the right print cartridge needs to be replaced.</p> <p>When the print cartridge status indicator  has a left arrow  next to it, the left print cartridge needs to be replaced.</p> <p>When purchasing replacement cartridges, refer to the cartridge numbers that appear on the back cover of this guide. For more information, see <a href="#">Inserting and replacing the print cartridges</a></p>
	<p>When the paper status indicator  is flashing, either there is a paper jam or the printer is out of paper.</p>

# 7 HP Customer Care



**Note** The name of HP support services may vary by country/region.

If you have a problem, follow these steps:

1. Check the documentation that came with the printer.
  - This guide contains detailed information about the printer and its operation.
  - The onscreen Help contains detailed information about how to use the software that came with the printer. For information about viewing the onscreen Help, see [Welcome](#).
2. If you are unable to solve the problem using the information in the onscreen Help or the *User's Guide*, visit [www.hp.com/support](http://www.hp.com/support) to do the following:
  - Access online support pages
  - Send an e-mail to HP Customer Support for answers to your questions
  - Connect with an HP technician by using online chat
  - Check for software updatesSupport options and availability vary by product, country/region, and language.
3. In Europe only, 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 the warranty included in the box, or go to [www.hp.com/support](http://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.

**North America:** Call 1-800-474-6836 (1-800 HP invent). U.S. phone support is available in both English and Spanish languages 24 hours a day, 7 days a week (days and hours of support may change without notice). This service is free during the warranty period. A fee may apply outside the warranty period.

**Western Europe:** Customers in Austria, Belgium, Denmark, Spain, France, Germany, Ireland, Italy, Netherlands, Norway, Portugal, Finland, Sweden, Switzerland, and the United Kingdom should go to [www.hp.com/support](http://www.hp.com/support) to access phone support numbers in their country/region.

**Other countries/regions:** See the list of support telephone numbers inside the front cover of this guide.

## 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 HP Photosmart printer software:
  - **Windows PC:** To see the HP Photosmart printer software version, right-click the memory card icon in the Windows taskbar and select **About**.
  - **Macintosh:** To see the HP Photosmart printer software 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?

## Return to HP repair service (North America only)

HP will arrange to have your product picked up and delivered to an HP Central Repair Center. We pay for the round-trip shipping and handling. This service is free for the duration of the hardware warranty period.

## Additional warranty options

Extended service plans are available for the printer at additional costs. Go to [www.hp.com/support](http://www.hp.com/support), select your country/region and language, and then explore the services and warranty area for information about the extended service plans.



**Note** This service might not be available in your country/region.

# 8 Specifications

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

For a complete list of printer specifications and system requirements, see the onscreen HP Photosmart Printer Help. For more information, see [Welcome](#).

## System requirements

Component	Windows PC minimum	Macintosh minimum
<b>Operating system</b>	Microsoft® Windows 98, 2000 Professional, Me, XP Home, and XP Professional	Mac OS X 10.2 and greater
<b>Processor</b>	Intel® Pentium® II (or equivalent) or higher	G3 or greater
<b>RAM</b>	128 MB recommended	128 MB
<b>Free disk space</b>	500 MB	150 MB
<b>Video display</b>	800 x 600, 16-bit or higher	800 x 600, 16-bit or higher
<b>CD-ROM drive</b>	4x	4x
<b>Connectivity</b>	<b>USB 2.0 full-speed:</b> Microsoft Windows 98, 2000 Professional, Me, XP Home, and XP Professional <b>PictBridge:</b> using front camera port <b>Bluetooth:</b> using optional HP Bluetooth wireless printer adapter	<b>USB 2.0 full-speed:</b> Mac OS X 10.2 and greater <b>PictBridge:</b> using front camera port
<b>Browser</b>	Microsoft Internet Explorer 5.5 or later	—

## Printer specifications

Category	Specifications
<b>Media specifications</b>	Recommended maximum length: 35.6 cm (14 inch) Recommended maximum thickness: 292 µm (11.5 mil)
<b>Media sizes</b>	Photo paper, 10 x 15 cm (4 x 6 inch) Photo paper with tab, 10 x 15 cm with 1.25 cm tab (4 x 6 inch with 0.5 inch tab) Photo paper, 13 x 18 cm (5 x 7 inch) Photo paper, 10 x 30 cm (4 x 12 inch) panorama Photo cards, 10 x 20 cm (4 x 8 inch) Index cards, 10 x 15 cm (4 x 6 inch) Hagaki cards, 10.0 x 14.8 cm (3.9 x 5.8 inch) A6 cards, 10.5 x 14.8 cm (4.1 x 5.8 inch) L-size cards, 9.0 x 12.7 cm (3.5 x 5 inch) L-size cards with tab, 9.0 x 12.7 cm with 1.25 cm tab (3.5 x 5 inch with 0.5 inch tab)
<b>Media sizes supported</b>	<b>Supported sizes when printing from a computer</b> 7.6 x 12.7 cm to 22 x 61 cm (3 x 5 inch to 8.5 x 24 inch) <b>Supported sizes when printing from the control panel</b> Metric: A6, A4, 10 x 15 cm (with and without tab); Imperial: 3.5 x 5 inch, 4 x 6 inch (with and without tab), 4 x 12 inch, 5 x 7 inch, 8 x 10 inch, 8.5 x 11 inch; Other: Hagaki and L-size
<b>Media types supported</b>	Paper (plain, inkjet, photo, and panoramic photo) Envelopes Transparencies Labels Cards (index, greeting, Hagaki, A6, L-size) Iron-on transfers Avery C6611 and C6612 photo sticker paper: 10 x 15 cm (4 x 6 inch), 16 rectangular or oval stickers per page
<b>Image file formats</b>	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
<b>Memory cards</b>	CompactFlash Type I and II Microdrive MultiMediaCard

(continued)

Category	Specifications
	Secure Digital Memory Sticks xD-Picture Card
<b>Memory card-supported file formats</b>	Printing: See <a href="#">Supported file formats</a> . Saving: All file formats
<b>Paper tray – media sizes supported</b>	<b>Main tray</b> 7.6 x 12.7 cm to 21.6 x 35.6 cm (3 x 5 inch to 8.5 x 14 inch) <b>Photo cassette</b> 10 x 15 cm (4 x 6 inch), 10 x 15 cm (4 x 6 inch) with tab, index cards, and Hagaki <b>Output tray</b> All supported sizes
<b>Paper tray capacity</b>	<b>Main tray</b> 100 sheets of plain paper 15 envelopes 20–40 cards (depending on thickness) 20 sheets of labels 25 transparencies, iron-on transfers, or photo paper <b>Photo cassette</b> 20 sheets of photo paper <b>Output tray</b> 50 sheets of plain paper 10 cards or envelopes 25 sheets of labels or iron-on transfers
<b>Power consumption</b>	Printing: 20.1 W AC Idle: 4.4 W AC
<b>Power requirements</b>	<b>Input frequency:</b> 50/60 Hz, (+/- 3Hz) <b>Input voltage</b> Power supply model number 0957–2083: 200 to 240, Vac (+/- 10%) Power supply model number 0957–2084: 100 to 240, Vac (+/- 10%)
<b>Environmental specifications</b>	<b>Recommended temperature range:</b> 15–30° C (59–86° F) <b>Maximum temperature range:</b> 10–35° C (50–95° F) <b>Storage temperature range:</b> -30–65° C (-22–149° F) <b>Recommended humidity range:</b> 20–80% RH <b>Maximum humidity range:</b> 15–80% RH
<b>Print cartridges</b>	1 HP Black 1 HP Tri-color 1 HP Photo

(continued)

Category	Specifications
	<p>1 HP Gray Photo</p> <p><b>Note</b> The cartridge numbers you can use with this printer appear on the back cover of this guide.</p>
<b>Print speed (maximum)</b>	<p><b>Black printouts:</b> 23 pages per minute</p> <p><b>Color printouts:</b> 21 pages per minute</p> <p><b>Photos:</b> 27 seconds for each 10 x 15 cm (4 x 6 inch) photo</p>
<b>Connectivity</b>	<p><b>USB 2.0 full-speed:</b> Microsoft Windows 98, 2000 Professional, Me, XP Home, and XP Professional; Mac OS X 10.2 and greater)</p> <p><b>PictBridge:</b> Microsoft Windows 98, 2000 Professional, Me, XP Home, and XP Professional; Mac OS X 10.2 and greater</p> <p><b>Bluetooth:</b> Microsoft Windows XP Home and XP Professional</p>
<b>USB support</b>	<p>Microsoft Windows 98, 2000 Professional, Me, XP Home, and XP Professional</p> <p>Mac OS X 10.2 and greater</p> <p>A Universal Serial Bus (USB) 2.0 full-speed compliant cable 3 meters (10 feet) or less in length</p>

# HP printer limited warranty statement

HP product	Duration of limited warranty
Software	90 days
Print cartridges	Until the HP ink is depleted or the "end of warranty" date printed on the cartridge has been reached, whichever occurs first. This warranty does not cover HP ink products that have been refilled, remanufactured, refurbished, misused, or tampered with.
Accessories	1 year
Printer peripheral hardware (see the following for details)	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 materials 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 that arise as a result of normal use of the product, and does not cover any other problems, including those that arise as a result of:
  - a. Improper maintenance or modification;
  - b. Software, media, parts, or supplies not provided or supported by HP;
  - c. Operation outside the product's specifications;
  - d. Unauthorized modification or misuse.
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 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 Statement is valid in any country where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, may be available from any authorized HP service facility in countries where the product is distributed by HP or by an authorized importer.

## B. Limitations of warranty

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

## C. Limitations of liability

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

## D. Local law

1. This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.
2. To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
  - a. Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., the United Kingdom);
  - b. Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
  - c. Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or allow limitations on the duration of implied warranties.
3. 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.

### HP Limited Warranty

Dear Customer,

You will find below the name and address of the HP entity responsible for the performance of the HP Limited Warranty in your country.

**You may have additional statutory rights against the seller based on your purchase agreement. Those rights are not in any way affected by this HP Limited Warranty.**

**Ireland:** Hewlett-Packard Ireland Ltd, 30 Herbert Street IRL-Dublin 2

**United Kingdom:** Hewlett-Packard Ltd, Cain Road, Bracknell, GB-Berks RG12 1HN



# Index

- A**
  - aligning print cartridges 28
- B**
  - Bluetooth
    - connecting to printer 13
    - troubleshooting 37
  - borderless photos
    - selecting layout 16
  - buttons 4
- C**
  - camera-selected photos 18
  - cameras
    - Bluetooth 18
    - connecting to printer 13
    - PictBridge 18
    - printing from 18
  - cartridges. *See* print cartridges
  - cleaning
    - print cartridge contacts 27
    - print cartridges 27
    - printer 27
  - computer
    - printing from 23
    - printing without 13
    - saving photos to 25
    - system requirements 41
  - control panel 4
  - Customer Care 39
- D**
  - documentation, printer 3
  - DPOF files 18
- F**
  - file formats, supported 16
- H**
  - help. *See* troubleshooting
  - help, onscreen 3
  - HP Image Zone 23
  - HP Image Zone Express 23, 24
  - HP Inkjet Utility 28
  - HP Instant Share 24
  - HP iPod 13
- HP Solution Center 10, 28
- I**
  - ink cartridges. *See* print cartridges
  - inserting
    - memory cards 14
    - print cartridges 10
- J**
  - JPEG file format 16
- L**
  - layout, selecting 16
  - lights 6
  - loading paper 8
- M**
  - memory cards
    - inserting 14
    - printing photo index 16
    - removing 18
    - supported file formats 16
- P**
  - paper
    - buying and choosing 7
    - loading 8
    - maintaining 7, 30
    - sizes 42
    - status indicator 38
    - trays 4
    - troubleshooting 33
  - Photo cassette 4
  - photos
    - do not print 36
    - editing 23
    - index 16
    - numbers do not appear 32
    - printing 18
    - saving to computer 25
    - selecting for print 17
    - selecting layout 16
    - supported file formats 16
  - PictBridge cameras
    - camera port 18
  - print cartridges
    - cleaning 27
    - cleaning contacts 27
    - inserting 10
    - out of ink 36
    - replacing 10
    - status indicator 38
    - storage area 4
    - storing 11, 30
  - printer
    - cleaning 27
    - connecting 13
    - documentation 3
    - parts 4
    - power problems 32
    - software 23
    - specifications 42
    - status indicators 38
    - storing 29
  - printer help
    - accessing 3
    - onscreen 3
  - printer software
    - updating 29
  - printer software, updating 23
  - printing
    - creative projects 23
    - from BlueTooth device 13
    - from cameras 18
    - from computer 23
    - from memory cards 13, 18
    - from PictBridge camera 13
    - photo index 16
    - selecting layout 16
    - without computer 13
- Q**
  - quality
    - photo paper 30
    - troubleshooting 36
- R**
  - regulatory notices 49
  - removing memory cards 18
  - replacing print cartridges 10

## S

- saving photos to computer 25
- software 23
- specifications 41
- storing
  - photo paper 30
  - print cartridges 11, 30
  - printer 29
- system requirements 41

## T

- TIFF file format 16
- trays, paper 4
- troubleshooting
  - Bluetooth 37
  - Customer Care 39
  - flashing lights 31
  - low ink 36
  - paper problems 33
  - photo index numbers do not appear 32
  - power problems 32
  - print quality 36
  - printer noises 32
  - pulsing lights 31

## U

- USB
  - port 4
  - specifications 41

## Regulatory notices

### Hewlett-Packard Company

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference, and
- This device must accept any interference received, including interference that may cause undesired operation.

Pursuant to Part 15.21 of the FCC Rules, any changes or modifications to this equipment not expressly approved by Hewlett-Packard Company may cause harmful interference, and void your authority to operate this equipment. Use of a shielded data cable is required to comply with the Class B limits of Part 15 of the FCC Rules.

For further information, contact: Hewlett-Packard Company, Manager of Corporate Product Regulations, 3000 Hanover Street, Palo Alto, CA 94304, (650) 857-1501.

### Note

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, can cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

### LED indicator statement

The display LEDs meet the requirements of EN 60825-1.

#### 사용자 안내문 (B급 기기)

이 기기는 비업무용으로 전자파장애검정을 받은 기기로서, 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.

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取り扱い説明書に従って正しい取り扱いをして下さい。

製品には、同梱された電源コードをお使い下さい。  
同梱された電源コードは、他の製品では使用出来ません。