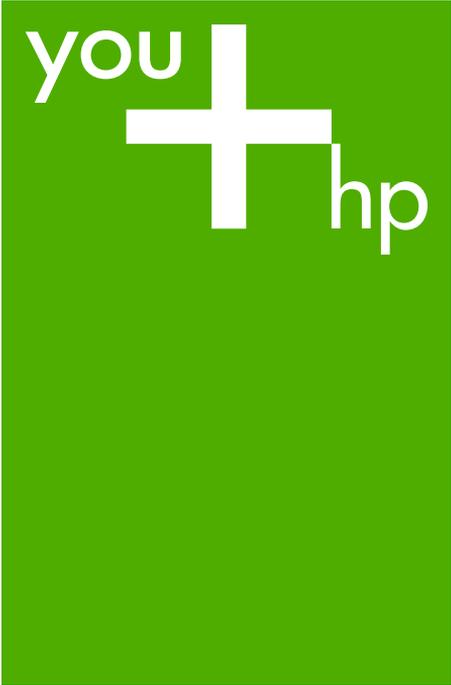


HP Photosmart D6100 series

User Guide





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For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is VCVRA-0602. This regulatory number should not be confused with the marketing name (HP Photosmart D6100 series, etc.) or product numbers (C9089A, etc.).

Energy consumption - Energy Star®

Hewlett-Packard Company is committed to providing quality products in an environmentally sound manner. For information about the HP's environmental product stewardship program see the onscreen help.

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1 Welcome

Thank you for purchasing an HP Photosmart D6100 series printer! With this new photo printer you can print beautiful photos, save photos to a computer, and create fun and easy projects with or without a computer.

This guide primarily explains how to print without connecting a computer. To learn how to print from a computer, install the printer software and view the electronic 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 Guide*.

Home users can learn how to:

- Print borderless photos from the printer or from a computer
- Choose a photo layout
- Convert a color photo to black and white, remove red eye, or apply special effects by using the HP Photosmart software

The printer comes with the following documentation:

- **Quick Start Guide:** The *Quick Start Guide* explains how to set up the printer, install the printer software, and print your first photo.
- **User Guide:** The *User Guide* is the book you are reading. This guide describes the basic features of the printer, explains how to use the printer without connecting a computer, and contains hardware troubleshooting information.
- **Onscreen help:** The onscreen HP Photosmart help describes how to use the printer with a computer and contains software troubleshooting information.

Special features

New features and media make it easier than ever to produce high-quality photos:

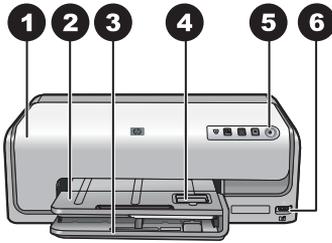
- When you use the new HP Advanced Photo Paper (also called HP Photo Paper in some countries/regions), special sensors in the printer detect a mark on the back of the paper and automatically select the optimal print settings. For more information about this new paper, see [Choose the right paper](#).
- HP Real Life technologies make it easy for you to get better photos. Automatic red eye removal and adaptive lighting to enhance detail in shadows are just a few of the many technologies included. You can explore the many editing and enhancing options from the printer software. To learn how to find them in the software, see [HP Real Life technologies features](#).

Accessing the onscreen HP Photosmart help

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

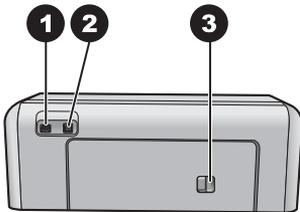
- **Windows:** From the **Start** menu, select **Programs** (in Windows XP, select **All Programs**) > **HP Solution Center**, and then click **Help and Support**.
- **Macintosh:** From the Finder **Help** menu, choose **Mac Help**. From the Help Viewer **Library** menu, choose **HP Photosmart Mac Help**.

Printer parts



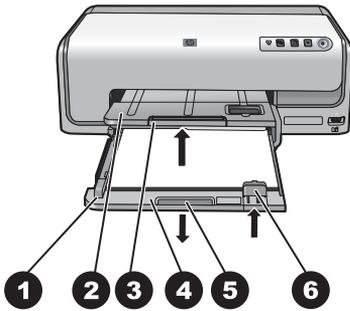
Front of printer

1	Top cover: Lift this cover to access the ink cartridges and to clear paper jams. To lift the cover, grasp the top cover below the HP logo and pull upward.
2	Output tray: Use this tray to catch your printouts. Lift this tray to access the photo tray.
3	Main tray: Pull out this tray and load paper, transparencies, envelopes, or other media with the side to be printed facing down.
4	Photo tray: Lift the output tray and load small-size paper up to 10 x 15 cm (4 x 6 inch) into the photo tray for printing with the side to be printed facing down. The paper may be tabbed or untabbed.
5	On: Press this button to turn on the printer.
6	Camera port: Connect a PictBridge™ digital camera, the optional HP Bluetooth® wireless printer adapter, or an HP direct-printing camera.



Back of printer

1	Power cord connection: Use this port to connect the power cord included with the printer.
2	USB port: Use this port to connect the printer to a computer.
3	Rear access door: Remove this door to clear paper jams or to install the optional HP Automatic Two-sided Printing Accessory. See Optional accessories .



Main and Output trays

1	Paper-width guide: Adjust this guide to fit close to the edge of the paper in the main tray.
2	Output tray: Use this tray to catch your printouts. Lift this tray to access the photo tray.
3	Output tray extender: Pull towards you to extend the output tray to catch your printouts.
4	Main tray: Pull out this tray and load plain paper, transparencies, envelopes, or other media for printing.
5	Main tray grip: Pull toward you to extend the main tray.
6	Paper-length guide: Adjust this guide to fit close to the end of the paper in the main tray.

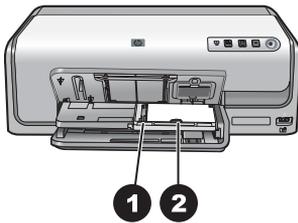
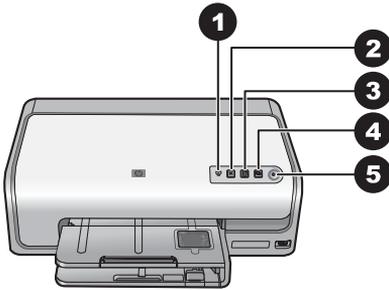


Photo tray

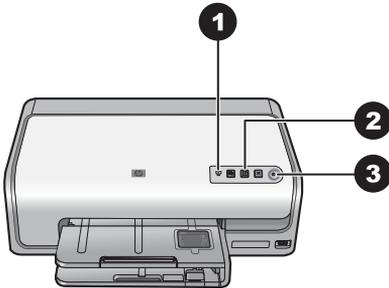
1	Paper-width guide: Adjust this guide to fit close to the edge of the paper in the photo tray.
2	Paper-length guide: Adjust this guide to fit close to the end of the paper in the photo tray.

(continued)



Control panel

1	Ink indicator: Indicates missing ink cartridges or low ink.
2	Cancel: Cancel a print job.
3	Resume: Resume a print job or advance paper.
4	HP Photosmart Express: Open HP Photosmart Express on a connected computer.
5	On: Turn on the printer or put it into power save mode.



Indicator lights

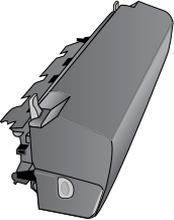
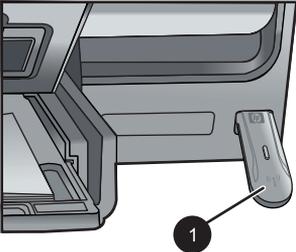
1	Ink indicator: Solid amber if any ink cartridge is low on ink. Blinks to indicate various problems including a missing, damaged, or incorrect cartridge. For more information, see Ink cartridge errors .
2	Resume: Blinks to indicate that you can press to resume a print job after a problem has occurred. You need to fix the problem before pressing. For more information, see Troubleshooting .
3	On light: Solid green if the printer is on, otherwise it is off.

Optional accessories

There are several optional accessories available for the printer that enhance its convenience. The appearance of the accessories may vary from what is shown.

To purchase supplies, go to:

- www.hpshopping.com (U.S.)
- www.hp.com/go/supplies (Europe)
- www.hp.com/jp/supply_inkjet (Japan)
- www.hp.com/paper (Asia/Pacific)

Accessory name	Description		
 <p data-bbox="224 418 606 470">HP Automatic Two-sided Printing Accessory</p>	<p data-bbox="687 170 1131 371">This accessory automatically flips each page to print on both sides. You will save money (two-sided printing reduces paper consumption) and time (no need to remove the paper and reinsert it to print on the back), plus you will make bulky documents more manageable.</p> <p data-bbox="687 383 1131 435">This accessory may not be available in all countries/regions.</p>		
 <p data-bbox="224 777 669 803">HP Bluetooth® wireless printer adapter</p> <table border="1" data-bbox="224 812 669 869"> <tr> <td data-bbox="224 812 269 869">1</td> <td data-bbox="269 812 669 869">Insert the Bluetooth adapter into the front camera port</td> </tr> </table>	1	Insert the Bluetooth adapter into the front camera port	<p data-bbox="687 496 1131 697">The HP Bluetooth® wireless printer adapter goes into the camera port on the front of the printer. This adapter lets you use Bluetooth wireless technology for printing from many Bluetooth-enabled devices, including digital cameras, camera phones, and PDAs.</p> <p data-bbox="687 710 1131 791">For more information on printing with this accessory, go to www.hp.com/go/bluetooth.</p>
1	Insert the Bluetooth adapter into the front camera port		

2 Get ready to print

This section includes the following topics:

- [Load paper](#)
- [Insert ink cartridges](#)

Load paper

Learn how to choose the right paper for your print job and how to load it into the input tray for printing.

Choose the right paper

Use HP Advanced Photo Paper. It is especially designed to work with the inks in your printer to create beautiful photos.

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

- www.hpshopping.com (U.S.)
- www.hpshopping.ca (Canada)
- www.hp.com/eur/hpoptions (Europe)
- www.hp.com (All other countries/regions)

The printer is set by default to print the best quality photos on HP Advanced Photo Paper. If you print on a different type of paper, be sure to change the paper type in the print dialog box. For more information, see [Set print preferences](#).

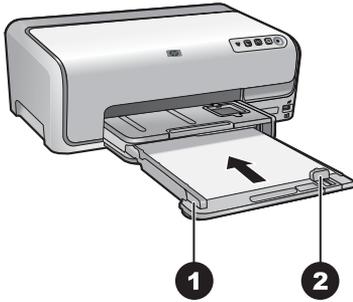
Paper loading tips

- Load paper with the side to be printed facing down.
- You can print photos and documents on a wide variety of paper sizes, from 8 x 13 cm (3 x 5 inch) up to 22 x 61 cm (8.5 x 24 inch). The 10 x 15 cm (4 x 6 inch) photo paper is available with and without tabs.
- Before loading paper, pull the out main paper tray and slide out the paper-width and paper-length guides to make room for the paper. After loading paper, adjust the guides to fit close to the edges of the paper without bending the paper. When finished loading paper, push the main tray back in all the way.
- Load only one type and size of paper at a time in the same tray.
- After loading paper, extend the output tray extension to catch your printed pages.

Load the main tray

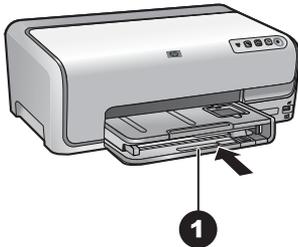
Any supported photo or plain paper media

1. Extend the main tray.
2. Slide the paper-width and paper-length guides to their outermost positions.



- | | |
|---|--------------------|
| 1 | Paper-width guide |
| 2 | Paper-length guide |

3. Load paper with the side to be printed facing down. Check that the stack of paper is no higher than the top of the paper-length guide.
4. Adjust the paper-width and paper-length guides inward until they stop at the edges of the paper.
5. Push the main tray in until it stops.

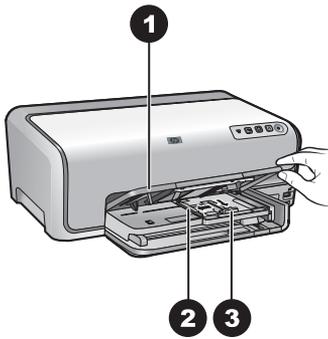


- | | |
|---|-----------------------------------|
| 1 | Push in the main tray all the way |
|---|-----------------------------------|

Load the photo tray

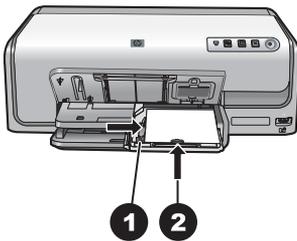
Photo paper up to 10 x 15 cm (4 x 6 inch) with or without tabs, Hagaki cards, A6 cards, L-size cards

1. Lift the output tray.
2. Pull the photo tray out until it stops.
3. Adjust the paper-width and paper-length guides to make room for the paper.



1	Output tray
2	Paper-width guide
3	Paper-length guide

4. Load up to 20 sheets of paper into the photo tray with the print side down. If you are using tabbed paper, insert the paper so the tab is closer to you.
5. Adjust the paper-width and paper-length guides inward until they stop at the edges of the paper.



1	Paper-width guide
2	Paper-length guide

6. Push in the photo tray.
7. Lower the output tray.

Insert ink cartridges

The first time you set up and use your HP Photosmart printer, make sure to install the ink cartridges that were shipped with your printer. The ink in these ink cartridges is specially formulated to mix with the ink in the print head assembly.

Purchasing replacement ink 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.



Note If you have already used the printer several times and you have installed the HP Photosmart printer software, you can also find the cartridge numbers in the printer software. **Windows users:** Right-click the HP Digital Imaging Monitor icon in the Windows taskbar, and select **Launch/Show HP Solution Center**. Select **Settings**, then **Print Settings**, and then **Printer Toolbox**. Click the **Estimated Ink Levels** tab, and then click **Ink Cartridge Information**. To order ink cartridges, click **Shop Online**. **Mac users:** Click **HP Photosmart Studio** in the Dock. In the HP Photosmart Studio toolbar, click **Devices**. From the **Information and Settings** pop-up menu, choose **Maintain Printer** and then click **Launch Utility**. In the **Configuration Settings** list, click **Supply Info**.

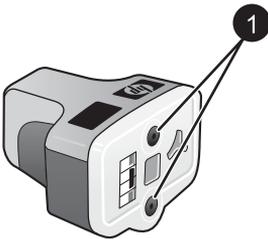
Ink cartridge tips

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



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



Ink cartridge

1 Do not insert objects into these holes

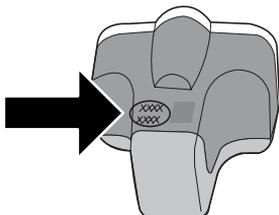


Caution To prevent ink loss or spillage: leave the ink cartridges installed while transporting the printer, and avoid leaving used ink cartridge(s) out of the printer for extended lengths of time.

Ink cartridge warranty information

The HP ink cartridge(s) warranty is applicable when the product is used in its designated HP printing device. This warranty does not cover HP ink products that have been refilled, remanufactured, refurbished, misused, or tampered with.

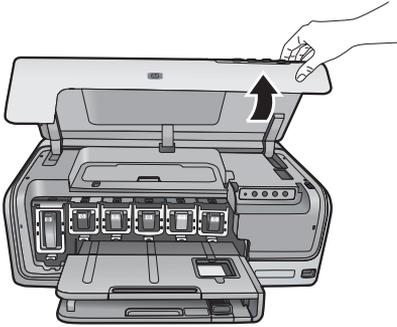
During the warranty period the product is covered as long as the HP ink is not depleted and the end of warranty date has not been reached. The end of warranty date, in YYYY/MM/DD format, may be found on the product as indicated:



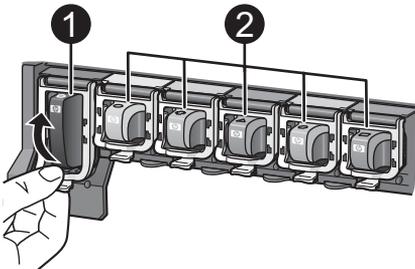
For a copy of the HP Limited Warranty Statement, see [HP Warranty](#).

Inserting or replacing the ink cartridges

1. Make sure the power is on, then lift the top cover.

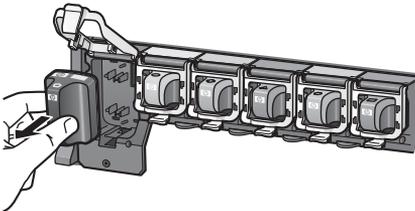


2. Squeeze the gray tab below an ink cartridge slot to release the gray latch inside the printer, then lift the latch. The ink cartridge areas are color-coded for easy reference. Lift the latch below the appropriate color to insert or replace a cartridge. From left to right, the ink cartridges are black, yellow, light cyan, cyan, light magenta, and magenta.



- | | |
|---|---|
| 1 | Ink cartridge latch for the black ink cartridge |
| 2 | Ink cartridge area for the color ink cartridges |

3. If you are replacing a cartridge, remove the old cartridge by pulling it toward you out of its slot.



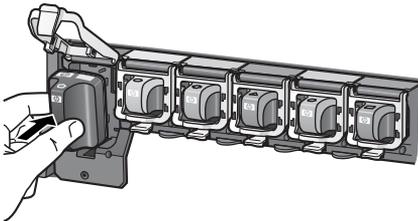
Recycle the old cartridge. The HP Inkjet Supplies Recycling Program is available in many countries/regions and lets you recycle used ink cartridges free of charge. For

more information, go to www.hp.com/hpinfo/globalcitizenship/environment/recycle/inkjet.html.

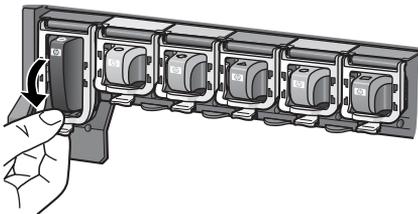
4. Remove the new ink cartridge from its packaging, and while holding it by the handle, slide the ink cartridge into the empty slot. Make sure you insert the ink cartridge into the slot that has the same shaped icon and color as the new cartridge. The copper-colored contacts should be facing the printer as the ink cartridge is inserted.



Note The first time you set up and use the printer, make sure to install the ink cartridges that were shipped with your printer. The ink in these ink cartridges is specially formulated to mix with the ink in the print head assembly.



5. Press down on the gray latch until it clicks into place.



6. Repeat steps 2 through 5 for each ink cartridge you are replacing. You must install all six cartridges. The printer will not work if an ink cartridge is missing.
7. Close the top cover.

3 Printing photos without a computer

The HP Photosmart D6100 series printer lets you print photos without even turning on the computer. Once you've set up the printer using the instructions in the *Quick Start Guide*, you can connect a PictBridge camera and print your photos using the menu on the camera. The photos can be in the camera memory or on a memory card in the camera.

For more information, see [Print photos from a digital camera](#).

Printing photos

You can print photos without a computer in a couple of ways:

- Connect a PictBridge digital camera to the camera port on the front of the printer
- Install the optional HP Bluetooth® wireless printer adapter and print from a digital camera with Bluetooth wireless technology

Print photos from a digital camera

You can print photos by connecting a PictBridge 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 in 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.

To print photos from a...	Follow these steps
<p>Digital camera with Bluetooth wireless technology</p> <p>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.</p> <p>You can also print from other devices with Bluetooth wireless technology, such as PDAs and camera phones. For more information, see Connecting to other devices and the documentation that came with the Bluetooth adapter.</p>	<ol style="list-style-type: none"> 1. Load paper in the photo tray. 2. Insert the HP Bluetooth® wireless printer adapter into the camera port on the front of the printer. The light on the adapter flashes 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.
<p>Digital camera with PictBridge technology</p>	<ol style="list-style-type: none"> 1. Turn on the PictBridge digital camera and select the photos you want to print. 2. Load paper in the photo tray. 3. 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. 4. Follow the onscreen instructions on the camera.

4 Getting connected

Use the 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	This lets you...
<p>USB</p> <ul style="list-style-type: none">• A Universal Serial Bus (USB) 2.0 full-speed compliant cable 3 meters (10 feet) or less in length. For instructions about connecting the printer with a USB cable, see the <i>Quick Start Guide</i>.• A computer with Internet access (to use HP Photosmart Share).	<ul style="list-style-type: none">• Print from a computer to the printer. See Printing from a computer.• Share photos through HP Photosmart Share.• Print directly from an HP Photosmart direct-printing digital camera to the printer. For more information, see Print photos from a digital camera and the camera documentation.
<p>PictBridge</p>  <p>The PictBridge symbol</p> <p>A PictBridge-compatible digital camera and a USB cable.</p> <p>Connect the camera to the camera port on the front of the printer.</p>	<p>Print directly from a PictBridge-compatible digital camera to the printer.</p> <p>For more information, see Print photos from a digital camera and the camera documentation.</p>
<p>Bluetooth</p> <p>The optional HP Bluetooth wireless printer adapter.</p> <p>If the printer came with this accessory or you have purchased it separately, see the accompanying documentation and the onscreen Help for instructions.</p>	<p>Print from any device with Bluetooth wireless technology—such as a digital camera, a camera phone, or a PDA—to the printer.</p> <p>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.</p>

Saving photos to a computer

You can save photos to a computer from a digital camera connected to the camera port of the printer, if you set up a USB connection between the computer and the printer.

If you are using a Windows computer:

1. Connect a digital camera to the camera port of the printer.
2. Press the **HP Photosmart Express** button on the printer.
3. Click the **Save** button in HP Photosmart Express on the computer.
4. Follow the onscreen instructions to save photos from the connected camera to the computer.

If you are using a Macintosh:

1. Connect a digital camera to the camera port of the printer.
2. Wait for the default image management application, such as iPhoto, to start and read the contents of the camera.
3. Click **Import** to save the photos on the camera to your Macintosh.

Connecting through HP Photosmart Share

Use HP Photosmart Share to share photos with friends and relatives using e-mail, online albums, or an online photo finishing service. Your 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 Share and do not have all the required software installed or configured, a message prompts you through the required steps.

Use Share (USB) to send photos (Windows users):

1. Connect a digital camera to the camera port of the printer.
2. Press the **HP Photosmart Express** button on the printer.
3. Click the **Share** button in HP Photosmart Express on the computer.
4. Follow the instructions on your computer to share the selected photos with others.

Use Share (USB) to send photos (Mac users)

1. Open **HP Photosmart Studio** and select photos to share. For information about HP Photosmart Studio, see [HP Photosmart Premier \(Windows\)](#).
2. In the HP Photosmart Studio toolbar, click **Share**.
3. Click Continue, and follow the instructions on your computer to share the selected photos with others.

See the onscreen software help for more information about using HP Photosmart Share.

5 Printing from a computer

To print from a computer, the printer software must be installed. During software installation, either HP Photosmart Premier (Windows Full-install users), HP Photosmart Essential (Windows Express-install users) or the HP Photosmart Studio (Mac) is installed on your computer, allowing you to organize, share, edit, and print photos.

For more information on installing the software, see the *Quick Start Guide*. Update the software regularly to ensure you have the latest features and improvements; for instructions, see [Update the software](#).

To work with photos, you need to transfer them to a computer that is connected to the printer. See [Saving photos to a computer](#).



Note Windows users: HP Photosmart Premier can only be used on computers with processors that have Intel® Pentium® III (or equivalent) and higher.

Using creative options in the printer software

Read through these tips on how to open and use HP Photosmart Premier (Windows), HP Photosmart Essential (Windows), HP Photosmart Studio (Mac), and HP Photosmart Share.

HP Photosmart Premier (Windows)

HP Photosmart Premier 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 Photosmart Share so that you can easily share your photos. HP Photosmart Premier is only available to Windows users.

Open HP Photosmart Premier (Windows users)

→ Double-click the **HP Photosmart Premier** icon on your desktop. If you need help, see the software help within HP Photosmart Premier.

Explore the many features of HP Photosmart Premier:

- **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 Photosmart 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 Photosmart Essential (Windows)

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

Open HP Photosmart Essential (Windows users)

- Double-click the **HP Photosmart Essential** icon on your desktop. If you need help, see the software help within HP Photosmart Essential.

Explore the many features of HP Photosmart Essential:

- **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 Photosmart Share, a better way to send e-mail.

HP Photosmart Studio (Mac)

- Click the **HP Photosmart Studio** icon in the Dock.

Explore the many features of the HP Photosmart Mac software that is accessible from the HP Photosmart Studio:

- **Import** — Import photos or videos from an HP digital camera.
- **View and Manage** — View, organize, and manage your photos and videos.
- **Edit** — Adjust and enhance your images.
- **Slideshow** — Create an online slideshow of your photos.
- **Panorama** — Create a single panoramic image from several images.
- **Create** — Create album pages, cards, labels, posters, banners, and more.
- **Print** — Print your photos and frames from video in standard sizes or in index sheet format.
- **Share** — Send photos to family and friends without the bulky attachments.
- **Shop** — Order online prints and gifts.

HP Photosmart Share

HP Photosmart Share allows you to send photos to family and friends without bulky e-mail attachments. For more information, see [Connecting through HP Photosmart Share](#) and the HP Photosmart Premier, HP Photosmart Essential, or HP Photosmart Mac help.

Open HP Photosmart Share (Windows users)

- Click the **HP Photosmart Share** tab within HP Photosmart Premier or HP Photosmart Essential.

Open HP Photosmart Share (Mac users)

- In HP Photosmart Studio, select photos to share, and then click the **Share** button in the toolbar.

Set print preferences

Print preferences are set by default, but can be altered to suit your needs. You can set specific job settings when you print from the computer. When you change settings before printing, the changes only affect the current print job. In some Windows software programs, you need to click **Properties** or **Preferences** within the **Print** dialog box to

access the advanced printing features. See the electronic Help for more information about printing preferences.

Access print preferences (Windows users)

1. Open the **Print** dialog box, usually by selecting **Print** from the **File** menu.
2. Change the printing preferences in the **Print** dialog box tabs, or click **Properties** or **Preferences** to access more printing preferences.

Access print preferences (Mac users)

1. Open the **Print** dialog box, usually by selecting **Print** from the **File** menu.
2. Change the printing preferences in the **Print** dialog box by selecting the print options you want to change in the **Copies & Pages** drop-down menu.

For more information on changing the printing preferences, see the electronic Help.

Open the electronic help

Windows users:

- Press F1 on your keyboard.
- For field-level help, click the ? in the top right corner of the **Print** dialog box.

Mac users:

1. From the **Finder**, choose **Help > Mac Help**.
2. Choose **HP Photosmart Mac Help** from the **Library** menu, and then choose the printer name in the **HP Photosmart Mac Help** table of contents.

HP Real Life technologies features

Explore the many photo editing and enhancing options in the HP Real Life technologies software features. These features—such as automatic red eye removal and adaptive lighting—make it easy for you to print high-quality photos.

There are three options available:

- The **Basic** setting sharpens images and improves the quality and clarity of low resolution images, such as those downloaded from the Internet.
- The **Full** setting improves images that are under exposed or over exposed, contain dark areas or red eye, or have colors that appear washed out.
- The **Off** setting lets you edit the image manually in a software program such as HP Photosmart software.

Access Real Life technologies features (Windows users)

1. Open the **Print** dialog box, usually by selecting **Print** from the **File** menu.
2. Click the **Paper/Quality** tab, then click the **Real Life Digital Photography** button —OR— Click the **Properties** or **Preferences** button, click the **Features** tab, and then choose **Basic** (the default), **Full**, or **Off** from the **Photo Fix** drop-down menu in the **Real Life Digital Photography** area.

Access Real Life technologies features (Mac users)

1. Open the **Print** dialog box, usually by selecting **Print** from the **File** menu.
2. Select **Real Life Digital Photography** from the **Copies & Pages** drop-down menu.

6 Care and maintenance

The printer requires very little maintenance. Follow the guidelines in this section 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.

- [Clean and maintain the printer](#)
- [Update the software](#)
- [Store and transport the printer and ink cartridges](#)
- [Maintain the quality of photo paper](#)

Clean and maintain the printer

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

Clean the outside of the printer

1. Turn off the printer, 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 head slides. Noise is normal when the print head moves back and forth.

Aligning the printer

Use the following procedure when the self test report shows streaking or white lines through any of the blocks of color.

If you still have print quality problems after aligning the printer, try cleaning the print head using the procedure described in [Care and maintenance](#). If print quality problems persist after aligning and cleaning, contact HP Customer Support.

If you are using a Windows computer:

1. Load letter or A4 unused plain white paper into the main tray.
2. From the Windows **Start** menu, select **HP > HP Solution Center**.
3. Click **Settings > Print Settings > Printer Toolbox**.
4. Click **Align the Printheads**.
5. Follow the onscreen instructions.

If you are using a Macintosh:

1. Load letter or A4 unused plain white paper into the main tray.
2. Click **HP Device Manager** in the Dock.
3. From the **Information and Settings** pop-up menu, choose **Maintain Printer**.
4. Click **Launch Utility**.
5. In the **Configuration Settings** area of the HP Printer Utility window, click **Align**.

Print a sample page

You can print a sample page to test the printer photo printing quality and to make sure the paper is loaded correctly.

If you are using a Windows computer:

1. Load paper in the main tray. Use plain paper to conserve photo paper.
2. From the Windows **Start** menu, select **HP > HP Solution Center**.
3. Click **Settings > Print Settings > Printer Toolbox**.
4. Click **Print a Sample Page** and follow the onscreen instructions.

If you are using a Macintosh:

1. Load paper in the main tray. Use plain paper to conserve photo paper.
2. Click **HP Device Manager** in the Dock.
3. From the **Information and Settings** pop-up menu, choose **Maintain Printer**.
4. Click **Launch Utility**.
5. In the **Configuration Settings** area of the HP Printer Utility window, click **Sample Page**, and then **Print Sample Page**.

Automatically clean the printhead

If you notice white lines or streaks on the photos you print, or in the color blocks of the self test report, use this procedure to clean the print head. Do not clean the print head unnecessarily, as this wastes ink and shortens the life of the ink nozzles on the print head.

If you are using a Windows computer:

1. Load letter or A4 unused plain white paper into the main tray.
2. From the Windows **Start** menu, select **HP > HP Solution Center**.
3. Click **Settings > Print Settings > Printer Toolbox**.
4. Click **Clean the Printheads** and follow the onscreen instructions.

If you are using a Macintosh:

1. Load letter or A4 unused plain white paper into the main tray.
2. Click **HP Device Manager** in the Dock.
3. From the **Information and Settings** pop-up menu, choose **Maintain Printer**.
4. Click **Launch Utility**.
5. In the **Configuration Settings** area of the HP Printer Utility window, click **Clean**, and then click **Clean** again in the right section of the window.

If print quality still seems poor after you clean the print head, try aligning the printer using the procedure described in [Aligning the printer](#). If print quality problems persist after cleaning and aligning, contact HP support.

Manually clean the ink cartridge contacts

Clean the copper-colored ink cartridge contacts if a message appears on the computer screen that says a cartridge is missing or damaged.

Before cleaning the ink cartridge contacts, remove the ink cartridge and verify that nothing is covering the ink cartridge contacts or the ink cartridge slot, then reinstall the ink cartridge. If you continue to get a message that says a cartridge is missing or damaged, clean the ink cartridge contacts. If you still get this message after cleaning the contacts, you will need a replacement ink cartridge. Remove the affected ink cartridge

and look at the end-of-warranty date on the bottom, in YYYY/MMM/DD format. If it is before the end-of-warranty date, contact HP support to obtain a replacement ink cartridge.

To clean the ink cartridge contacts:

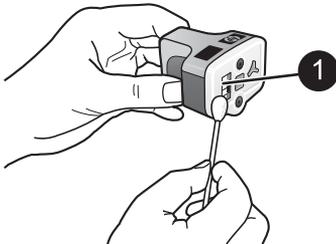
1. Gather the following items to clean the contacts:
 - Distilled, filtered, or bottled water (tap water may contain contaminants that can damage the ink cartridge)

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

- Dry foam rubber swabs, lint-free cloth, or any soft material that will not come apart or leave fibers.
2. Open the top cover of the printer.
3. Squeeze the gray tab below an ink cartridge slot to release the gray latch inside the printer, then lift the latch.

 **Caution** Do not remove multiple ink cartridges at the same time. Remove and clean each ink cartridge one at a time. Do not leave the ink cartridge outside the printer for more than 30 minutes.

4. Lightly moisten a swab or cloth with water and squeeze out any excess water.
5. Hold the ink cartridge by its handle and gently wipe only the copper-colored contacts with the swab or cloth.



1 | Gently wipe only the copper-colored contacts

6. Place the ink cartridge back into the empty slot and press down on the gray latch until it clicks into place.
7. Repeat if necessary for the other ink cartridges.
8. Close the top cover.

 **Caution** The ink supply may become pressurized. Inserting a foreign object into the ink supply could result in ink being expelled and coming in contact with persons or property.

Print a self test report

If you are experiencing problems with printing, print a self test report. This report can help you diagnose printing problems and can provide valuable information if you need to call HP customer support. You can also use this report to check on the approximate percentage of ink remaining in the ink cartridges.

If you are using a Windows computer:

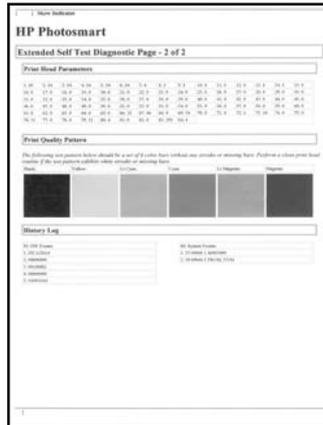
1. Load paper in the main tray. Use plain paper to conserve photo paper.
2. From the Windows **Start** menu, select **HP > HP Solution Center**.
3. Click **Settings > Print Settings > Printer Toolbox**.
4. Click **Print a Diagnostic Page** and follow the onscreen instructions.

If you are using a Macintosh:

1. Load letter or A4 unused plain white paper into the main tray.
2. Click **HP Device Manager** in the Dock.
3. From the **Information and Settings** pop-up menu, choose **Maintain Printer**.
4. Click **Launch Utility**.
5. In the **Configuration Settings** area of the HP Printer Utility window, click **Test**, and then click **Print Test Page** in the right section of the window.

The HP Photosmart prints a two-page self test report that contains the following information:

- **Product information:** Includes the model number, serial number, and other product information.
- **Revision information:** Includes the firmware version number and indicates whether or not you have an HP two-sided printing accessory (duplexer) installed.
- **Ink delivery system information:** Displays the approximate ink level of each installed ink cartridge, the status of each ink cartridge, the date each cartridge was installed, and the expiration date for each cartridge.
- **Print head assembly information:** Contains information that may be used for diagnostic purposes if you need to call HP customer support.
- **Print head parameters:** Contains information that may be used for diagnostic purposes if you need to call HP customer support.
- **Print quality pattern:** Displays six color blocks, representing each of the six installed cartridges. When streaks appear through the color blocks, or there are missing color blocks, clean the print head using the procedure described in [Care and maintenance](#). If the color blocks still show print quality problems after cleaning the print head, align the printer using the procedure described in [Aligning the printer](#). If the color blocks continue to show print quality problems after cleaning and aligning, contact HP support.
- **History log:** Contains information that may be used for diagnostic purposes if you need to call HP customer support.



Self test report

Update the software

Download the latest printer software update periodically to ensure you have the latest features and improvements. You can download printer software updates by going to www.hp.com/support or by using HP Software Update.



Note The printer software update that you download from the HP web site does not update the HP Photosmart Premier software.

Downloading the software (Windows)



Note Make sure you are connected to the Internet before you use HP Software Update.

1. From the Windows **Start** menu, select **Programs** (in Windows XP, select **All Programs**) > **Hewlett-Packard** > **HP Software Update**. The HP Software Update window opens.
2. Click **Check Now**. HP Software Update searches the HP web site 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.



Note If the computer has the most recent version of the printer software installed, the following message appears in the HP Software Update window: "No updates are available for your system at this time".

3. If a software update is available, click the checkbox next to the software update to select it.
4. Click **Install**.
5. Follow the onscreen instructions to complete the installation.

Downloading the software (Mac)



Note Make sure you are connected to the Internet before you use HP Photosmart Updater.

1. From the Finder, choose **Go > Applications**.
2. Choose **Hewlett-Packard > Photosmart > HP Photosmart Updater**.
3. 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.

Store and transport the printer and ink cartridges

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

Store and transport the printer

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.



Caution To prevent ink loss or spillage: do not transport or store the printer on its side, and leave the ink cartridges installed while storing and transporting the printer.

Store and transport the ink cartridges

When you transport or store the printer, always leave the active ink cartridge inside the printer to prevent the ink from drying out.



Caution 1 To prevent ink loss or spillage: leave the ink cartridges installed while storing and transporting the printer, and avoid leaving used ink cartridge(s) out of the printer for extended lengths of time.

Caution 2 Make sure the printer completes its power-down cycle before you unplug the power cord. This allows the printer to store the print head properly.

Follow this tip to help maintain your HP ink cartridges and ensure consistent print quality: Keep all unused ink cartridges in their original sealed packages until they are needed. Store ink cartridges at room temperature (15-35 °C or 59-95 °F).

Maintain the quality of photo paper

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

To store 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 the plastic bag. Paper left in the printer or exposed to the elements may curl.

To handle 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.

7 Troubleshooting

The HP Photosmart 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](#)
- [Error messages](#)

For additional troubleshooting information, see:

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

Printer hardware problems

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



Note If you want to connect the printer to a computer with a USB cable, HP recommends using a 2.0 high-speed compliant cable 3 meters (10 feet) or less in length.

The On light is flashing but the printer is not printing

Solution The printer is busy processing information; wait for it to finish.

The printer is plugged in but will not turn on

Solution

- The printer may have drawn too much power. Unplug the printer power cord. Wait about 10 seconds, then plug the 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, then turn on the printer.
 - The power cord could be defective. Make sure the green light on the power cord is lit.
-

The printer makes noises when I turn it on, or starts making noises after sitting unused for a while

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

All the lights are flashing on the printer

Solution The printer has encountered a hardware error and may need to be serviced. Unplug the power cord to the printer. Wait about 10 seconds, and then plug it in again. Turn on the printer. If the lights are still flashing, please go to www.hp.com/support, or contact HP Support for help.

Printing problems

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

The printer does not print borderless photos when I print from a digital camera

Solution Make sure you have photo paper in the photo tray. The printer only uses media from the photo tray (not main tray) when printing from a digital camera.

Printing is very slow

Solution You may have one of the following situations: 1) you may be printing a PDF or a project containing high-resolution graphics or photos or 2) you may have selected the highest resolution for your printout. Large, complex projects containing graphics or photos print slower than text documents, especially at higher resolutions.

Paper does not feed into the printer correctly from the main tray

Solution

- There may be too much paper loaded in the tray. Remove some paper and try printing again.
 - The main tray may not be pushed in all the way. Push the main tray all the way in.
 - The paper guides may not be adjusted correctly. Make sure the paper-width and paper-length guides fit close to the edges of the paper without bending the paper.
 - Two or more pieces of paper may be sticking together. Remove the paper from the main tray, fan the edges of the stack to separate the sheets of paper, then reload the paper and try printing again.
 - If the paper is wrinkled or bent, try using different paper.
 - The paper may be too thin or too thick. Use HP inkjet paper for best results. For more information, see [Choose the right paper](#).
-

Printed pages are dropping off of the output tray

Solution Always extend the output tray extension when you print.

Print jobs using the photo tray do not print

Solution The photo tray may not be properly engaged in the printer. Lift the output tray up and verify that the photo tray is pushed in until it stops and then lower the output tray. Press **Resume**.

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 help for more information.

The document printed at an angle or is off-center

Solution

- The paper may not be loaded correctly. Reload the paper, making sure it is correctly oriented in the main tray and that the paper-width and paper-length guides fit close to the edges of the paper. For paper-loading instructions, see [Paper loading tips](#).
 - If you are using a two-sided printing accessory, try removing it and printing again.
 - The printer may need to be aligned. For more information, see [Aligning the printer](#).
-

Colors are not printing satisfactorily

Solution

- The printer may need to be aligned. For more information, see [Aligning the printer](#).
 - The print head may need to be cleaned. For more information, see [Care and maintenance](#).
-

No page came out of the printer or the paper jammed while printing

Solution

- The printer may need attention. If the printer is connected to a computer, check the computer screen for instructions.
- The power may be off or there may be a loose connection. Make sure the power is on and the power cord is securely connected.
- You may not have any paper in the main tray or photo tray. Check that the paper is loaded correctly. For paper-loading instructions, see [Paper loading tips](#).
- If the paper jammed while printing, try the following:
 - Turn off the printer, then unplug it from the power source. Clear the printer of any paper obstructing the paper path. Remove the rear access door. Gently remove the jammed paper from the printer, then replace the rear access door. If all jammed paper cannot be removed from the rear area of

the printer, try removing paper jammed in the middle of the printer by opening the paper jam door located inside the top cover. For illustrations of the two places to clear a paper jam, see [Paper errors](#). When you are finished clearing the paper jam, plug the printer back in, turn it on, and try printing again.

- If you were printing labels, make sure a label did not become unglued from the label sheet while going through the printer.
-

A blank page came out of the printer

Solution

- You may have begun printing and then cancelled the print job. If you cancelled the print job before printing started, the printer may have already loaded paper in preparation for printing. The next time you print, the printer ejects the blank page before starting the new printing project.
 - A print job with a large amount of data may have been sent to the printer. Wait for the printer to service the print head before it continues printing.
-

The photo did not print using the default print settings

Solution You may have changed the print settings for the photo. Print settings you apply to an individual photo on a camera override the default print settings. Discard all print settings that have been applied to an individual photo by deselecting the photo on the camera. For more information, see the documentation that came with the camera.

The printer ejects the paper when preparing to print

Solution Direct sunlight could be interfering with the operation of the automatic paper sensor. Move the printer out of direct sunlight.

Print quality is poor

Solution

- Use photo paper designed for the printer. For best results, use the papers recommended in [Choose the right 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 the print head. Try the following:
 - Run the automatic print head cleaning procedure. For more information, see [Care and maintenance](#).
 - Align the printer. For more information, see [Aligning the printer](#).
 - If print quality problems persist after you have tried all of the above solutions, contact HP Support.
-

Photos are not printing correctly

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:
 - Check for a paper jam. For more information, see [Paper errors](#).
 - Insert the photo paper as far as it will go into the photo tray.
 - Load one sheet of photo paper at a time.
-

The photos I marked for printing in the digital camera do not print

Solution Some digital cameras let you mark photos for printing in both the camera's internal memory and on the memory card. If you mark photos in the internal memory, and then move photos from the camera's internal memory to the memory card, the marks do not transfer. Mark photos for printing after you transfer them from the digital camera's internal memory to the memory card.

I plugged a camera into the printer, but nothing happens

Solution Try the following:

- Make sure the camera is connected to the camera port on the front of the printer. The rear USB port does not support digital cameras.
 - Make sure the camera is a PictBridge digital camera set to PictBridge mode or is an HP direct-printing camera. The printer only supports these two types of cameras.
 - Check the camera batteries. Replace if necessary.
 - Restart the camera.
-

Error messages

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

If the printer is connected to a computer, the following types of error messages can appear on the computer screen:

- Paper errors
- Ink cartridge errors
- Memory card or camera errors
- Computer printing errors

If the printer is not connected to a printer, check the indicator lights:

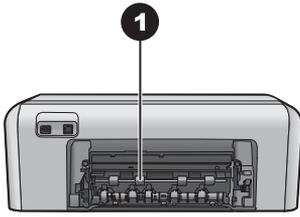
On	Resume	Ink indicator	Comments
Solid green	Blinking	Off	This sequence of lights often indicates a paper-related printer problem, such as a paper jam, no paper, or paper stall. For more information, see Paper errors . There might also be a connectivity problem, such as a digital camera being disconnected during a print job. For more information, see Computer and connectivity printing errors .
Blinking	Blinking	Off	There is a carriage stall. For more information, see Error message: The carriage is stalled..
Solid green	Off	Blinking	There is an ink cartridge problem, such as an empty, damaged, or incorrect cartridge. For more information, see Ink cartridge errors .
Blinking	Blinking	Blinking	A hardware problem has occurred. For more information, see All the lights are flashing on the printer .

Paper errors

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

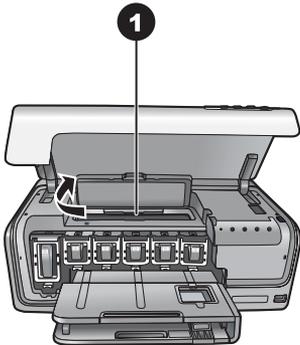
Error message: Paper Jam.

Solution Turn off the printer, then unplug it from the power source. Clear the printer of any paper that may be obstructing the paper path. Remove the rear access door. Gently remove the jammed paper from the printer, then replace the rear access door. Press **Resume** to continue printing.



-
- 1 Remove the rear access door to clear paper jams.

If you cannot remove all jammed paper from the rear area of the printer, try removing paper jammed in the middle of the printer by opening the paper jam door located inside the top cover.



-
- 1 Open the paper jam door to clear paper jams in the middle of the printer.

Plug the printer back in and turn it on.

Error message: The printer is out of paper.

Solution Load paper, then press **Resume** to print again. For paper-loading instructions, see [Paper loading tips](#).

Error message: Unsupported media size.

Solution The printer cannot use the size of paper loaded in the paper tray. Press **Resume**, then load a supported paper size instead. For a list of supported paper sizes, see [Printer specifications](#).

Error message: Automatic paper sensor failed.

Solution The automatic paper sensor is obstructed or damaged. Try moving the printer out of direct sunlight, then press **Resume** and try printing again. If this does not work, go to www.hp.com/support or contact HP Support.

Ink cartridge errors

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

Error message: Incorrect Ink Cartridge(s).

Solution The first time you set up and use your HP Photosmart, make sure to install the ink cartridges that were shipped with your printer. The ink in these ink cartridges is specially formulated to mix with the ink in the print head assembly.

To resolve this error, replace the affected ink cartridge(s) with the ink cartridges that were shipped with your HP Photosmart.

The indicated ink cartridge(s) cannot be used after the device has undergone initialization. Replace the ink cartridge(s) with the appropriate ink cartridges for your HP Photosmart. The cartridge numbers you can use with this printer appear on the back cover of this printed guide.

For more information on replacing ink cartridges, see [Insert ink cartridges](#).

Error message: Replace Cartridge(s) Soon.

Solution The indicated ink cartridge(s) are low on ink.

You might be able to continue printing for a short period of time with ink remaining in the print head assembly. Replace the indicated ink cartridge(s) or press **Resume** to continue.

For more information on replacing ink cartridges, see [Insert ink cartridges](#).

Error message: Ink Cartridge(s) Empty.

Solution Replace the indicated ink cartridge(s) with new ink cartridge(s).

- If the black ink cartridge is empty, you can continue printing with the other color ink cartridges by following the onscreen instructions.
- If a color ink cartridge is empty, you can continue printing with the black ink cartridge by following the onscreen instructions.

Depending on the status of your print job, you can press **Resume** to continue. If the HP Photosmart is in the middle of a print job, press **Cancel** and restart your print job.



Note Text and photo quality will differ from those printed when using all ink cartridges. If the empty ink cartridge(s) are not replaced soon, all printing will stop.

For more information on replacing ink cartridges, see [Insert ink cartridges](#).

Error message: Cannot Print.

Solution The indicated ink cartridge(s) are out of ink.

Replace the indicated ink cartridge(s) immediately so that you can resume printing.

The HP Photosmart cannot continue printing until the indicated ink cartridge(s) are replaced. All printing will stop.

For more information on replacing ink cartridges, see [Insert ink cartridges](#).

Error message: Ink Cartridge(s) Problem.

Solution The indicated ink cartridge(s) are missing or damaged.

Replace the indicated ink cartridge(s) immediately so that you can resume printing. If there are no ink cartridges missing from the HP Photosmart, the ink cartridge contacts might need to be cleaned.

For more information on replacing ink cartridges, see [Insert ink cartridges](#). For more information on cleaning the ink cartridge contacts, see [Care and maintenance](#).

If there are no ink cartridges missing from the HP Photosmart, and you still receive this message after cleaning the ink cartridge contacts, you will need a replacement ink cartridge. Remove the affected ink cartridge and look at the end-of-warranty date on the bottom, in YYYY/MMM/DD format. If it is before the end-of-warranty date, contact HP Support to obtain a replacement ink cartridge.

Error message: Ink Expiration Nearly Expired. —OR— Ink Cartridge(s) Expired.

Solution Each ink cartridge has an expiration date. The purpose of expiration is to protect the printing system and to ensure ink quality. When you receive an ink expiration message, remove and replace the ink cartridge, and then close the message. You can also continue printing without replacing the ink cartridge, by following the instructions on your computer screen. HP recommends replacing the expired ink cartridges. HP cannot guarantee the quality or reliability of expired ink cartridges. Device service or repairs required as a result of using expired ink will not be covered under warranty.

For more information on replacing ink cartridges, see [Insert ink cartridges](#).

Error message: Non-HP Ink Cartridge(s).

Solution Replace the indicated ink cartridge(s) or press **Resume** to continue. HP recommends that you use genuine HP ink cartridges. Genuine HP ink cartridges are designed and tested with HP printers to help you easily produce great results, time after time.



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

If you believe you purchased genuine HP ink cartridge(s), go to:

www.hp.com/go/anticounterfeit

Error message: Original HP Ink Depleted.

Solution Replace the indicated ink cartridge(s) or press **Resume** to continue.

HP recommends that you use genuine HP ink cartridges. Genuine HP ink cartridges are designed and tested with HP printers to help you easily produce great results, time after time.



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

If you believe you purchased genuine HP ink cartridge(s), go to:

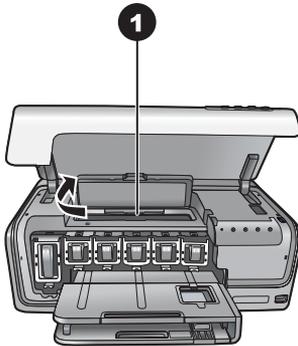
www.hp.com/go/anticounterfeit

Error message: The carriage is stalled.

Solution Remove any objects that are blocking the print head assembly.

To clear the print head assembly

1. Open the top cover, then open the paper jam door.



1. Open the paper jam door to clear the print head assembly.
 2. Remove any objects that are blocking the print head assembly, including paper and any packing materials.
 3. Turn the printer off, then turn it on again.
 4. Close the paper jam door and the top cover.
-

Error message: Ink System Failure.

Solution The print head assembly or the ink delivery system has failed and the HP Photosmart can no longer print.

Turn off the printer, then unplug its power cord. Wait about 10 seconds, then plug it in again. If this does not clear the error message, please contact HP Support.

Memory card or camera errors

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

Error message: Camera is not supported or not in PictBridge mode. Refer to User Guide.

Solution The HP Photosmart only supports digital cameras in PictBridge mode or HP directing printing cameras. If you have a PictBridge camera, make sure it is set to PictBridge mode. For more information, see the documentation that came with the camera.

Error message: Cannot print photos.

Solution More than 10 photos specified for a print job may be corrupted, missing, or are an unsupported file type. For information about supported file types, see [Printer specifications](#).

- Save the photos to the computer using the digital camera rather than the memory card.
 - Save the files to the computer and print from the computer.
-

Error message: Camera selections (DPOF) file has error.

Solution The printer is unable to read a DPOF file due to corrupted data or an error on the memory card. Use the camera to reselect the photos.

Error message: Some camera-selected photos are not on card.

Solution Some camera-selected photos are missing or have been deleted. Try the following:

- Confirm that you did not accidentally delete the photo from the memory card.
 - Reselect the photos again using the digital camera.
-

Computer and connectivity printing errors

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

Error message: Printer memory is full. Job was cancelled. Press OK.

Solution The printer encountered a problem when printing photos. Try the following:

- To clear the printer memory, turn the printer off, then turn it on again.
 - Print fewer photos at a time.
 - Save the photos to the computer and print from there.
 - Save the files to the computer using a memory card reader and then print from the computer.
-

Error message: HP Photosmart Disconnected!

Solution The printer cannot communicate properly with the computer. The printer software may not be working or a cable may be loose. Make sure the USB cable is

securely attached to both the computer and to the USB port on the back of the printer. If the cable is secure, verify that the printer software is installed.

Error message: Camera is not responding. Check camera connections, batteries, or restart camera. Refer to User Guide.

Solution The print job will be cancelled. Reattach the USB cable to the camera and printer and resend the print job.

8 HP Support



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.
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 updatesSupport options and availability vary by product, country/region, and language.
3. If you are unable to solve the problem using the onscreen Help or HP web sites, call HP Support using the number for your country/region. For a list of country/region phone numbers, see [HP Support by phone](#).

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

- Printer model number (located on the front of the printer)
- Printer serial number (located on the bottom of the printer)
- Computer operating system

- Version of printer software:
 - **Windows PC:** To see the printer software version, right-click the HP Digital Imaging Monitor icon in the Windows taskbar and select **About**.
 - **Macintosh:** To see the printer software version, use the **Print** dialog box.
- Messages displayed 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 the 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.

HP Quick Exchange Service (Japan only)

製品に問題がある場合は以下に記載されている電話番号に連絡してください。製品が故障している、または欠陥があると判断された場合、HP Quick Exchange Serviceがこの製品を正常品と交換し、故障した製品を回収します。保証期間中は、修理代と配送料は無料です。また、お住まいの地域にも依りますが、プリンタを次の日までに交換することも可能です。

電話番号：0570-000511（自動応答）
:03-3335-9800（自動応答システムが使用できない場合）
サポート時間：平日の午前9:00から午後5:00まで
土日の午前10:00から午後5:00まで。
祝祭日および1月1日から3日は除きます。

サービスの条件

- サポートの提供は、カスタマケアセンターを通してのみ行われます。
- カスタマケアセンターがプリンタの不具合と判断した場合に、サービスを受けることができます。
ご注意：ユーザの扱いが不適切であったために故障した場合は、保証期間中であっても修理は有料となります。詳細については保証書を参照してください。

その他の制限

- 運送の時間はお住まいの地域によって異なります。詳しくは、カスタマケアターに連絡してご確認ください。
- 出荷配送は、当社指定の配送業者が行います。
ご注意： デバイスはインクカートリッジを取り外さないで返還してください。
- 配送は交通事情などの諸事情によって、遅れる場合があります。
- このサービスは、将来予告なしに変更することがあります。

Additional warranty options

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

A Specifications

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

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

System requirements

Component	Windows PC minimum	Macintosh minimum
Operating system	Microsoft® Windows 98, 2000 Professional, Me, XP Home, and XP Professional	Mac® OS X 10.3, 10.4, and later
Processor	Intel® Pentium® II (or equivalent) and higher	G3 or greater
RAM	64 MB (128 MB recommended)	Mac OS X 10.3, 10.4, and later: 128 MB
Free disk space	500 MB	150 MB
Video display	800 x 600, 16-bit or higher	800 x 600, 16-bit or higher
CD-ROM drive	4x	4x
Connectivity	USB: Microsoft Windows 98, 2000 Professional, Me, XP Home, and XP Professional PictBridge: using front camera port Bluetooth: using optional HP Bluetooth Wireless Adapter	USB: Front and back ports (Mac OS X 10.3, 10.4, and later) PictBridge: using front camera port Bluetooth: using optional HP Bluetooth Wireless Adapter
Browser	Microsoft Internet Explorer 5.5 or later	—

Printer specifications

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

(continued)

Category	Specifications
Video file formats	Motion-JPEG AVI Motion-JPEG QuickTime MPEG-1
Media specifications	Recommended maximum length: 61 cm (24 inch) Recommended maximum paper thickness: 292 µm (11.5 mil) Recommended maximum envelope thickness: 673 µm (26.5 mil)
Media sizes supported	Supported sizes when printing from a computer 7.6 x 12.7 cm to 22 x 61 cm (3 x 5 inch to 8.5 x 24 inch) Supported sizes when printing from a digital camera attached to the camera port Metric: 10 x 15 cm (with and without tab), A6; Imperial: 3.5 x 5 inch, 4 x 6 inch (with and without tab); Other: Hagaki
Media types supported	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 HP CD/DVD Tattoos (not available in all countries/regions)
Paper tray – media sizes supported	Main tray 8 x 13 cm to 22 x 61 cm (3 x 5 inch to 8.5 x 24 inch) Photo tray Up to 10 x 15 cm (4 x 6 inch), with or without tab Output tray All supported main tray and photo tray sizes
Paper tray capacity	Main tray 100 sheets of plain paper 14 envelopes 20–40 cards (depending on thickness) 30 sheets of labels 25 transparencies, iron-on transfers, or photo paper 10 sheets of photo paper Photo tray 20 sheets of photo paper 50 sheets of plain paper

(continued)

Category	Specifications
	10 cards or envelopes 25 sheets of labels or iron-on transfers
Operating environment	Recommended temperature range: 15–30 °C (59–86 °F) Maximum temperature range: 5–40 °C (41–104 °F) Storage temperature range: -40–60 °C (-40–140 °F) Recommended humidity range: 20–80% RH Maximum humidity range: 10–80% RH
Physical specifications	Height: 17.29 cm (6.81 inch). Width: 46.25 cm (18.21 inch) Depth: 38.73 cm (15.25 inch) Weight: 7.37 kg (16.2 lb).
Power consumption	Printing, Maximum: 59 W Idle: 10–12 W Off mode: Less than 1 W
Power supply model number	HP Part # 0957-2105
Power requirement	100–240 VAC (± 10%), 50–60 Hz (± 3 Hz)
Ink cartridges	HP Yellow Ink Cartridge HP Cyan Ink Cartridge HP Light Cyan Ink Cartridge HP Magenta Ink Cartridge HP Light Magenta Ink Cartridge HP Black Ink Cartridge Note The cartridge numbers you can use with this printer appear on the back cover of this printed guide. If you have already used the printer several times, you can also find the cartridge numbers in the printer software. For more information, see Insert ink cartridges .
Print speed (maximum)	Black printouts: 32 pages per minute Color printouts: 31 pages per minute Photos: 14 seconds for each 10 x 15 cm (4 x 6 inch) photo
USB support	Microsoft Windows 98, 2000 Professional, Me, XP Home, and XP Professional Mac OS X 10.3, 10.4, and later HP recommends using a USB 2.0 full-speed compliant cable 3 meters (10 feet) or less in length.

B HP Warranty

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

- 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.
- 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.
- 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:
 - Improper maintenance or modification;
 - Software, media, parts, or supplies not provided or supported by HP;
 - Operation outside the product's specifications;
 - Unauthorized modification or misuse.
- 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.
- 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.
- 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.
- HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
- 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.
- HP products may contain remanufactured parts, components, or materials equivalent to new in performance.
- 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

- To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.
- 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

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

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