

# HP Photosmart D6100 series



使用者指南

User Guide



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# HP Photosmart D6100 series 使用者指南

繁體中文



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Bluetooth 商標屬於其所有者，HP 已獲得使用該商標的授權。

PictBridge 與 PictBridge 標誌為 Camera & Imaging Products Association (CIPA) 的商標。

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## 法規機型識別號碼

為了法規識別的目的，本產品具有一個法規機型識別號碼。本產品的法規機型識別號碼為 VCVRA-0602。請勿將此法

規號碼與行銷名稱 (HP Photosmart D6100 series 等) 或產品編號 (C9089A 等) 混淆。

## 能源消耗 - Energy Star®

HP 致力於在符合環保的原則下，提供高品質產品。如需 HP 環保產品管理方案的詳細資訊，請參閱螢幕說明。

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# 1 歡迎

非常感謝您購買 HP Photosmart D6100 series 印表機！使用此新型的相片印表機，不論是否使用電腦，您都可以列印精美的相片、將相片儲存到電腦以及製作簡易有趣的專案。

本指南主要說明如何在不連接電腦的情況下列印。若要了解如何從電腦列印，請安裝印表機軟體並檢視電子版說明。如需搭配使用電腦與印表機的概述，請參閱[從電腦列印](#)。如需安裝軟體的詳細資訊，請參閱「快速入門指南」。

家庭使用者可了解如何：

- 從印表機或電腦列印無框相片
- 選擇相片版面
- 使用 HP Photosmart 軟體將彩色相片轉換為黑白相片、消除紅眼或套用特殊效果

印表機隨附以下說明文件：

- **快速入門指南：**「快速入門指南」說明如何安裝印表機和印表機軟體，以及如何開始列印您的第一張相片。
- **使用者指南：**「使用者指南」就是您正在閱讀的這本書。本指南描述印表機的基本功能，說明如何在不連接電腦的情況下使用印表機，亦包含硬體疑難排解資訊。
- **螢幕說明：**螢幕 HP Photosmart 說明描述如何利用電腦使用本印表機，亦包含軟體疑難排解資訊。

## 特殊功能

新功能與材質使製作高品質相片變得更加容易：

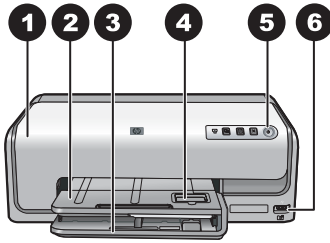
- 在使用新款 HP 進階相紙 (在某些國家/地區也稱為 HP 相紙) 時，印表機中的特殊感應器會偵測到相紙背面的標記，並自動選擇最佳的列印設定。如需此新款相紙的詳細資訊，請參閱[選擇正確的紙張](#)。
- HP Real Life 技術讓您可輕易獲得品質更佳的相片。自動消除紅眼和用來增強陰影中細節效果的適應照明僅是其中一些技術。您可以從印表機軟體中獲取許多編輯和增強選項。若要了解如何在軟體中找到這些功能，請參閱[HP Real Life 技術功能](#)。

## 存取螢幕 HP Photosmart 說明

您在電腦安裝 HP Photosmart 軟體之後，就可以檢視螢幕 HP Photosmart 說明：

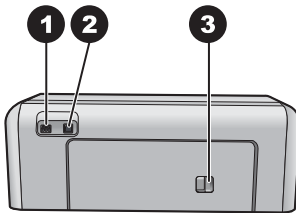
- **Windows：**在「開始」功能表中選取「程式集」(在 Windows XP 中則選取「所有程式」) > 「HP 解決方案中心」，然後按一下「說明及支援」。
- **Macintosh：**在 Finder 「輔助說明」選單中，選擇「Mac 輔助說明」。在說明檢視器「資料庫」選單中，選擇「HP Photosmart Mac Help」(HP Photosmart Mac 輔助說明)。

## 印表機零件



### 印表機正面

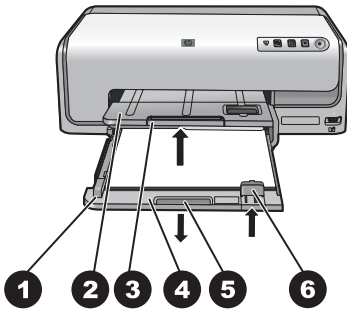
1	<b>頂蓋：</b> 提起此蓋可以拿放墨匣以及清除卡紙。若要提起此蓋，請抓住 HP 標誌下面的頂蓋並向上拉起。
2	<b>出紙匣：</b> 此紙匣用於接住印好的紙張。提起此匣可存取相片匣。
3	<b>主紙匣：</b> 拉出此紙匣可放入紙張、投影片、信封或其他材質，讓列印面朝下。
4	<b>相片匣：</b> 提起出紙匣，可在相片匣中放入最大尺寸為 10 x 15 公分 (4 x 6 英吋) 的小型相紙以進行列印，讓列印面朝下。相紙可以是含標籤或不含標籤。
5	<b>開啓：</b> 按此按鈕可以開啓印表機電源。
6	<b>相機連接埠：</b> 連接 PictBridge™ 數位相機、選購的 HP Bluetooth® 無線印表機轉接器，或 HP 可直接列印的相機。



### 印表機的背面

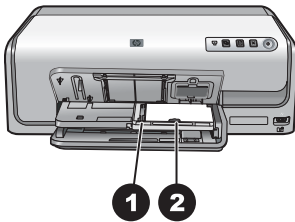
1	<b>電源線連接：</b> 使用此連接埠連接印表機附帶的電源線。
2	<b>USB 埠：</b> 使用此連接埠將印表機連接至電腦。
3	<b>後方存取擋門：</b> 卸下此擋門可清除卡紙，或安裝選購的 HP 自動雙面列印配件。請參閱 <a href="#">選用配件</a> 。





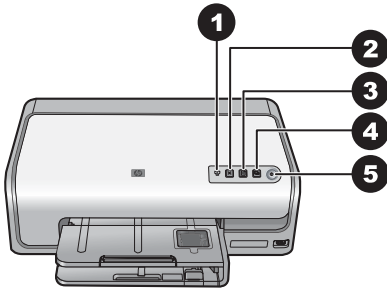
### 主紙匣與出紙匣

1	紙張寬度導板：調整此導板使其緊靠主紙匣中紙張的邊緣。
2	出紙匣：此紙匣用於接住印好的紙張。提起此匣可存取相片匣。
3	出紙匣延伸架：朝您自己的方向拉開，可以延伸出紙匣來接住印出的紙張。
4	主紙匣：拉出此紙匣可放入一般紙張、投影片、信封或其他材質以供列印。
5	主紙匣把手：朝您自己的方向拉開，可以延伸主紙匣。
6	紙張長度導板：調整此導板使其緊靠主紙匣中紙張的末端。



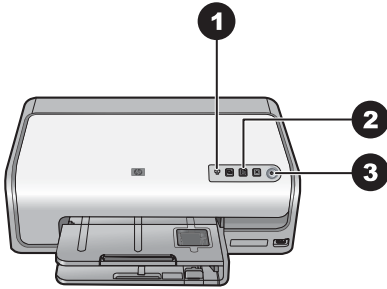
### 相片匣

1	紙張寬度導板：調整此導板使其緊靠相片匣中紙張的邊緣。
2	紙張長度導板：調整此導板使其緊靠相片匣中紙張的末端。



### 控制台

1	<b>墨水指示燈</b> ：指出找不到墨匣或墨水存量不足。
2	<b>取消</b> ：取消列印工作。
3	<b>繼續</b> ：繼續列印工作或進紙。
4	<b>HP Photosmart Express</b> ：開啓所連接電腦上的 HP Photosmart Express。
5	<b>開啓</b> ：開啓印表機電源或將其置入省電模式。



### 指示燈

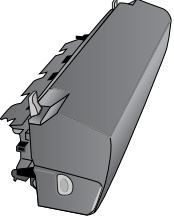
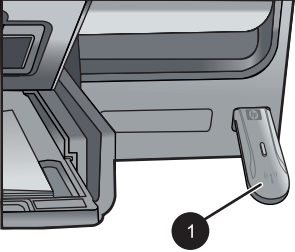
1	<b>墨水指示燈</b> ：如果墨匣的墨水存量不足，則一直亮起為琥珀色。燈號閃爍可能表示多種問題，包含找不到墨匣、墨匣已損壞或墨匣錯誤。如需詳細資訊，請參閱 <a href="#">墨匣錯誤</a> 。
2	<b>繼續</b> ：燈號閃爍表示在發生問題後，您可以按下按鈕繼續列印工作。您必須先修正問題，再按繼續列印工作的按鈕。如需詳細資訊，請參閱 <a href="#">疑難排解</a> 。
3	<b>開啓燈號</b> ：開啓印表機電源時一直亮起為綠色，關閉電源時熄滅。

## 選用配件

本款印表機有許多選購的配件，可增強使用印表機的便利性。配件的外觀可能與顯示的有所不同。

要購買耗材，請瀏覽：

- [www.hpshopping.com](http://www.hpshopping.com) (美國)
- [www.hp.com/go/supplies](http://www.hp.com/go/supplies) (歐洲)
- [www.hp.com/jp/supply\\_inkjet](http://www.hp.com/jp/supply_inkjet) (日本)
- [www.hp.com/paper](http://www.hp.com/paper) (亞太地區)

配件名稱	描述		
 <p data-bbox="224 421 458 447"><b>HP 自動雙面列印配件</b></p>	<p data-bbox="686 175 1135 343">此配件會自動翻轉每頁以列印雙面。您可以節省費用 (雙面列印會減少紙張的消耗) 和時間 (無需取出紙張再將它重新放回), 並且更容易管理大型文件。並非在所有國家/地區都提供此配件。</p>		
 <p data-bbox="224 751 584 777"><b>HP Bluetooth® 無線印表機轉接器</b></p> <table border="1" data-bbox="224 786 665 852"> <tr> <td data-bbox="230 795 274 852">1</td> <td data-bbox="274 795 658 852">將 Bluetooth 轉接器插入前方相機連接埠</td> </tr> </table>	1	將 Bluetooth 轉接器插入前方相機連接埠	<p data-bbox="686 473 1135 664">HP Bluetooth® 無線印表機轉接器需插入印表機前方的相機連接埠。此轉接器可讓您從許多支援 Bluetooth 功能的裝置 (包括數位相機、照相手機, 以及 PDA) 使用 Bluetooth 無線技術列印。</p> <p data-bbox="686 682 1135 734">關於使用此配件進行列印的詳細資訊, 請至 <a href="http://www.hp.com/go/bluetooth">www.hp.com/go/bluetooth</a>。</p>
1	將 Bluetooth 轉接器插入前方相機連接埠		



## 2 準備列印

本節包括下列主題：

- [放入紙張](#)
- [插入墨匣](#)

### 放入紙張

了解如何為列印工作選擇合適的紙張，以及如何將紙張放入進紙匣以進行列印。

#### 選擇正確的紙張

使用 HP 進階相紙。此種相紙是為與印表機中的墨水搭配使用所設計的，可以產生精美的相片。

如需可用 HP 相紙的清單，或是要購買耗材，請瀏覽：

- [www.hpshopping.com](http://www.hpshopping.com) (美國)
- [www.hpshopping.ca](http://www.hpshopping.ca) (加拿大)
- [www.hp.com/eur/hpoptions](http://www.hp.com/eur/hpoptions) (歐洲)
- [www.hp.com](http://www.hp.com) (所有其他國家/地區)

依預設，印表機會設定為在 HP 進階相紙上列印最佳品質的相片。如果您要在不同類型的紙張上列印，請務必在列印對話方塊中變更紙張類型。如需詳細資訊，請參閱[設定列印偏好值](#)。

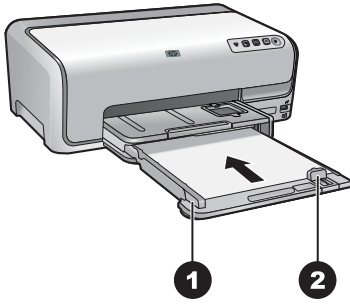
#### 放入紙張的訣竅

- 以列印面朝下的方式放入紙張。
- 您可以在各種尺寸的紙張上列印相片和文件，包括從 8 x 13 公分 (3 x 5 英吋) 到最大 22 x 61 公分 (8.5 x 24 英吋) 的紙張。10 x 15 公分 (4 x 6 英吋) 相紙有含標籤或不含標籤兩種。
- 放入紙張之前，先拉出主紙匣，並將紙匣寬度導板和紙匣長度導板向外滑動，以留出紙張的空間。放入紙張之後，調整導板，使其緊靠紙張邊緣而不會彎曲紙張。完成放入紙張時，將主紙匣完全推入。
- 一次僅在相同的紙匣中放入一種類型及尺寸的紙張。
- 放入紙張之後，拉開出紙匣延伸架以接住印好的頁面。

#### 放入主紙匣

任何支援的相紙或一般紙張材質

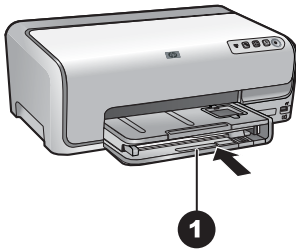
1. 拉出主紙匣。
2. 將紙張寬度導板和紙張長度導板滑動到最外邊的位置。



1 紙張寬度導板

2 紙張長度導板

3. 以列印面朝下的方式放入紙張。檢查並確定紙疊未超過紙張長度導板的上端。
4. 向內調整紙張寬度導板和紙張長度導板直到停在紙疊的邊緣。
5. 推入主紙匣直至紙匣停住。

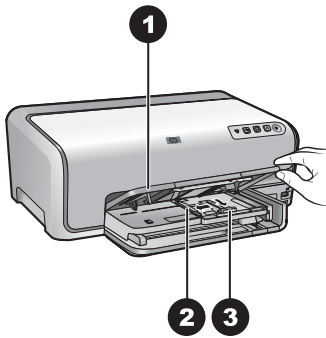


1 將主紙匣完全向內推入

## 放入相片匣

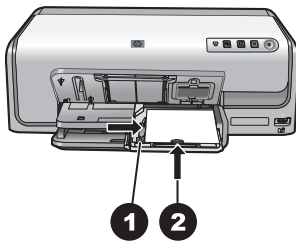
最大尺寸為 10 x 15 公分 (4 x 6 英吋) 含標籤或不含標籤的相紙、Hagaki 卡、A6 卡、L 尺寸卡

1. 提起出紙匣。
2. 拉出相片匣直至紙匣停住。
3. 調整紙張寬度導板和紙張長度導板，以留出紙張的空間。



1	出紙匣
2	紙張寬度導板
3	紙張長度導板

4. 在相片匣中最多放入 20 張紙，並讓列印面朝下。如果使用含標籤的紙張，插入紙張時請將有標籤的一端朝向您自己。
5. 向內調整紙張寬度導板和紙張長度導板直到停在紙疊的邊緣。



1	紙張寬度導板
2	紙張長度導板

6. 推入相片匣。
7. 放下出紙匣。

## 插入墨匣

在您第一次安裝與使用 HP Photosmart 印表機時，請務必安裝印表機隨附的墨匣。這些墨匣中的墨水是特別配製以便與列印頭組件中的墨水混合。

## 購買替換墨匣

在購買替換墨匣時，請參閱本指南封底的墨匣編號。這些墨匣編號依國家/地區而異。



**附註** 如果您已多次使用印表機並已安裝 HP Photosmart 印表機軟體，您也可以從印表機軟體中找到墨匣編號。**Windows 使用者：**在 Windows 工作列中的 HP Digital Imaging Monitor 圖示上按一下滑鼠右鍵，然後選取「啟動/顯示 HP 解決方案中心」。選取「設定」，再選取「列印設定」、「印表機工具箱」。按一下「估計的墨水存量」標籤，然後按一下「墨匣資訊」。若要訂購墨匣，請按一下「線上訂購」。**Mac 使用者：**在 Dock 中，按一下「HP Photosmart Studio」。在 HP Photosmart Studio 工具列中，按一下「Devices」(裝置)。從「Information and Settings」(資訊與設定) 快顯功能選項中，選擇「Maintain Printer」(維護印表機)，再按一下「Launch Utility」(啟動工具程式)。在「Configuration Settings」(組態設定) 清單中，按一下「Supply Info」(耗材資訊)。

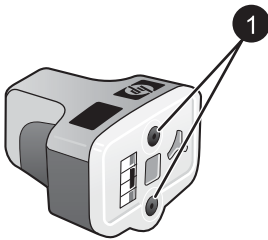
## 墨匣訣竅

HP Vivera 墨水提供逼真的相片品質以及傑出的防褪色效果，能永保持久的鮮豔色彩。HP Vivera 墨水是特別配製並已透過科學方法進行品質、純度和防止褪色方面的測試。

為了獲得最佳列印效果，HP 建議您僅使用原廠 HP 墨匣進行列印。原廠 HP 墨匣是專為 HP 印表機設計，並通過在 HP 印表機上的測試，可在多次使用後仍能產生精美的列印效果。



**附註** HP 無法保證非 HP 墨水的品質和可靠性。因使用非 HP 墨水導致印表機故障或損壞而引起的印表機服務或維修，不在保固範圍內。



### 墨匣

1 請勿將物件插入這些孔內

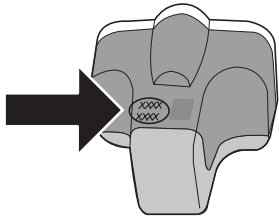


**注意** 防止墨水流失或溢出：搬運印表機時，請將墨匣留在印表機內，並且避免將用過的墨匣長時間留在印表機外。

## 墨匣保固資訊

當 HP 墨匣用於其專屬的 HP 列印裝置時，皆適用 HP 墨匣保固。此項保固不涵蓋重新填裝墨水、重新製造、重新換新、使用不當或經過改裝的 HP 墨水產品。在保固期限之內，只要 HP 墨水尚未用完或尚未超過保固到期日，產品都在保固範圍內。在產品上可以找到格式為 YYYY/MM/DD (年/月/日) 的保固到期日，如下圖所示：

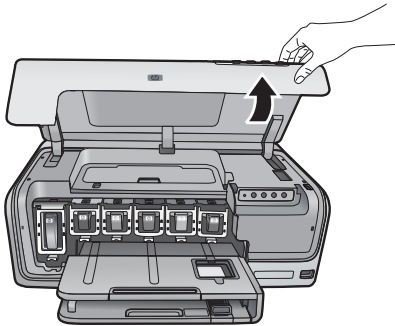




如需 HP 保固聲明的副本，請參閱 [HP 保固](#)。

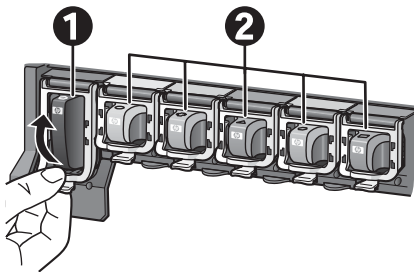
## 插入或更換墨匣

1. 確定電源已開啓，然後提起頂蓋。



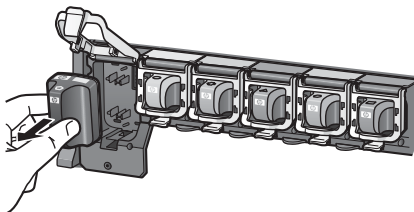
2. 擠壓墨匣插槽下面的灰色卡扣門鎖以釋放印表機內部的灰色卡榫，然後提起卡榫。

墨匣區域具有顏色編碼以方便對照。若要插入或更換墨匣，請提起適當顏色下面的卡榫。墨匣的顏色從左到右，分別是黑色、黃色、淡青藍色、青藍色、淡洋紅色及洋紅色。



- |   |           |
|---|-----------|
| 1 | 黑色墨匣的墨匣卡榫 |
| 2 | 彩色墨匣的墨匣區域 |

3. 若要更換墨匣，請將舊墨匣朝向您自己方向拉出插槽以將它取出。

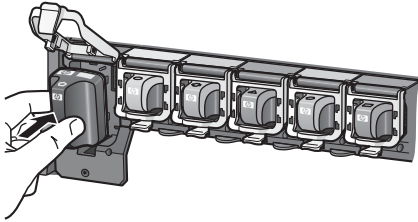


回收舊墨匣。HP 噴墨耗材回收計劃在許多國家/地區皆有提供，免費為您回收用過的墨匣。如需詳細資訊，請瀏覽 [www.hp.com/hpinfo/globalcitizenship/environment/recycle/inkjet.html](http://www.hp.com/hpinfo/globalcitizenship/environment/recycle/inkjet.html)。

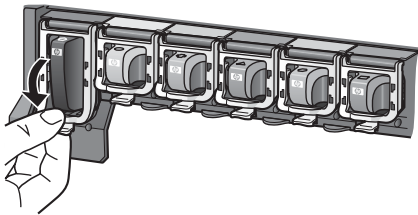
4. 從包裝中取出新的墨匣，握住把手，將墨匣滑入空的插槽。確定您插入墨匣的插槽具有與新墨匣相同形狀的圖示與顏色。在插入墨匣時銅色接點必須面向印表機。



**附註** 在您第一次安裝與使用印表機時，請務必安裝印表機隨附的墨匣。這些墨匣中的墨水是特別配製以便與列印頭組件中的墨水混合。



5. 將灰色卡榫向下壓直到它卡入到位。



6. 為您要更換的每個墨匣重複步驟 2 至 5。  
您必須安裝所有六個墨匣。如果有一個墨匣缺失，印表機將無法正常操作。
7. 合上頂蓋。

# 3 列印相片時不連接電腦

HP Photosmart D6100 series 印表機可以讓您即使不開啓電腦，也能列印相片。在您依照「快速入門指南」中的指示安裝印表機後，就可以連接 PictBridge 相機，並使用相機上的功能選項來列印相片。相片可以在相機記憶體中或在相機的記憶卡中。

如需詳細資訊，請參閱[從數位相機列印相片](#)。

## 列印相片

按照下列兩種方法，不使用電腦也可以列印相片：

- 將 PictBridge 數位相機連接到印表機前方的相機埠
- 安裝選購的 HP Bluetooth® 無線印表機轉接器，使用 Bluetooth 無線技術從數位相機列印

### 從數位相機列印相片

您可以使用 USB 纜線將 PictBridge 數位相機直接連接到印表機的相機連接埠進行相片列印。如果您的數位相機配備 Bluetooth 無線技術，則可以在印表機插入選購的 HP Bluetooth® 無線印表機轉接器，並以無線的方式傳送相片至印表機。從數位相機進行列印時，印表機會使用您在相機上選取的設定。如需更詳細的資訊，請參閱相機隨附的說明文件。

若要從下列裝置列印相片...	請執行下列步驟
<p><b>配備 Bluetooth 無線技術的數位相機</b></p> <p>如果您的數位相機配備 Bluetooth 無線技術，您可以購買選購的 HP Bluetooth® 無線印表機轉接器，並使用 Bluetooth 無線連線從相機列印。</p> <p>您也可以使用 Bluetooth 無線技術從其他裝置列印，例如 PDA 或照相機。如需詳細資訊，請參閱<a href="#">連接到其他裝置</a>，以及 Bluetooth 轉接器隨附的文件。</p>	<ol style="list-style-type: none"><li>1. 將紙張放入相片匣。</li><li>2. 將 HP Bluetooth® 無線印表機轉接器插入印表機前方的相機連接埠。當轉接器準備好接收資料時，轉接器上的指示燈會閃爍。</li><li>3. 按照數位相機隨附的說明文件中的指示，將相片傳送到印表機。</li></ol>
<p><b>配備 PictBridge 技術的數位相機</b></p>	<ol style="list-style-type: none"><li>1. 開啓 PictBridge 數位相機，並選取您想要列印的相片。</li><li>2. 將紙張放入相片匣。</li></ol>

(續)

若要從下列裝置列印相片...	請執行下列步驟
	<ol style="list-style-type: none"><li data-bbox="602 157 1166 256">3. 確定相機在 PictBridge 模式下，然後使用相機隨附的 USB 纜線將相機連接到印表機前方的相機連接埠。</li><li data-bbox="602 256 1166 302">4. 依照相機螢幕上的指示進行。</li></ol>

# 4 連接

使用印表機連接到其他裝置，或與他人保持聯繫。

## 連接到其他裝置

此印表機提供數種方式連接到電腦或其他裝置。每一種連接方式可讓您執行不同的作業。

連線類型與需要的配件	可讓您...
<b>USB</b> <ul style="list-style-type: none"><li>通用序列匯流排 (USB) 2.0 全速相容纜線，長度不得超過 3 公尺 (10 英呎)。如需使用 USB 纜線連接印表機的指示，請參閱「快速入門指南」。</li><li>可以存取網際網路的電腦 (使用「HP Photosmart 共享」)。</li></ul>	<ul style="list-style-type: none"><li>從電腦列印到印表機。請參閱<a href="#">從電腦列印</a>。</li><li>透過「HP Photosmart 共享」分享相片。</li><li>從 HP Photosmart 可直接列印的數位相機直接列印到印表機。如需詳細資訊，請參閱<a href="#">從數位相機列印相片</a>與相機的文件。</li></ul>
<b>PictBridge</b>  <b>PictBridge 符號</b>  PictBridge 相容數位相機與 USB 纜線。將相機連接到印表機 <b>前方</b> 的相機埠。	直接從 PictBridge 相容數位相機列印到印表機。 如需詳細資訊，請參閱 <a href="#">從數位相機列印相片</a> 與相機的文件。
<b>Bluetooth</b> 選購的 HP Bluetooth 無線印表機轉接器。 如果印表機附帶此配件，或者您有個別購買此配件，請參閱隨附的說明文件及線上說明以獲取相關指示。	從具備 Bluetooth 無線技術的任何裝置 (如數位相機、照相手機，或 PDA) 列印到印表機。 如果您在印表機的相機連接埠上連接選購的 HP Bluetooth 無線印表機轉接器，請務必視需要設定 Bluetooth 印表機功能選項。

## 將相片儲存至電腦

如果您已透過 **USB 纜線** 連接電腦與印表機，則可將相片從連接至印表機之相機連接埠上的數位相機儲存至電腦。

**如果您使用 Windows 電腦：**

1. 將數位相機連接至印表機的相機連接埠。
2. 按印表機上的「**HP Photosmart Express**」按鈕。
3. 按一下電腦上 **HP Photosmart Express** 中的「儲存」按鈕。
4. 遵循螢幕上的指示，將相片從連接的相機儲存至電腦。

**如果您使用 Macintosh 電腦：**

1. 將數位相機連接至印表機的相機連接埠。
2. 請稍候，預設的影像管理應用程式 (例如 **iPhoto**) 會啟動並讀取相機的內容。
3. 按一下「輸入」，即可將相機中的相片儲存至 **Macintosh** 電腦。

## 透過 HP Photosmart 共享連接

使用「**HP Photosmart 共享**」，即可透過電子郵件、線上相簿或線上相片沖印服務與親朋好友共享相片。印表機必須透過 **USB 纜線** 連接到可以存取網際網路的電腦，而且電腦上必須已安裝所有的 **HP 軟體**。如果您嘗試使用「共享」，但並未安裝所有必要的軟體，或沒有進行必要的組態設定，則系統會顯示訊息提示您完成所有必要的步驟。

**使用「共享」(USB) 傳送相片 (Windows 使用者)：**

1. 將數位相機連接至印表機的相機連接埠。
2. 按印表機上的「**HP Photosmart Express**」按鈕。
3. 按一下電腦上 **HP Photosmart Express** 中的「共享」按鈕。
4. 依照電腦上的指示與其他人分享選定的相片。

**使用「共享」(USB) 傳送相片 (Mac 使用者)**

1. 開啓「**HP Photosmart Studio**」，然後選擇要共享的相片。如需 **HP Photosmart Studio** 的詳細資訊，請參閱 [HP Photosmart Premier \(Windows\)](#)。
2. 在 **HP Photosmart Studio** 工具列中，按一下「**Share**」(共享)。
3. 按一下「**Continue**」(繼續)，並遵循電腦上的指示，與其他人共享選定的相片。

如需使用「**HP Photosmart 共享**」的詳細資訊，請參閱螢幕軟體說明。

# 5 從電腦列印

若要從電腦列印，電腦中必須已安裝印表機軟體。軟體安裝期間，HP Photosmart Premier (Windows 完整安裝使用者)、HP Photosmart Essential (Windows 快速安裝使用者) 或 HP Photosmart Studio (Mac) 會安裝在您的電腦上，讓您整理、共享、編輯及列印相片。

如需安裝軟體的詳細資訊，請參閱「快速入門指南」。定期更新軟體可確保您擁有最新的功能和改進；如需有關指示，請參閱[更新軟體](#)。

若要處理相片，您需要將它們傳輸到與印表機相接的電腦上。請參閱[將相片儲存至電腦](#)。



附註 Windows 使用者：HP Photosmart Premier 僅可以在具備 Intel® Pentium® III (或同等級) 以及更快處理器的電腦上使用。

## 使用印表機軟體中的創意選項

請仔細閱讀這些訣竅，以了解如何開啓與使用 HP Photosmart Premier (Windows)、HP Photosmart Essential (Windows)、HP Photosmart Studio (Mac) 及 HP Photosmart 共享。

### HP Photosmart Premier (Windows)

HP Photosmart Premier 是一個易於使用的軟體程式，除了提供基本的相片編輯與列印功能之外，還提供獲得相片樂趣所需的一切功能。此軟體也可讓您存取 HP Photosmart 共享，以供您輕鬆地共享相片。HP Photosmart Premier 僅為 Windows 使用者提供。

#### 開啓 HP Photosmart Premier (Windows 使用者)

→ 連按兩下桌面上的「HP Photosmart Premier」圖示。如果需要說明，請參閱 HP Photosmart Premier 中的軟體說明。

探究 HP Photosmart Premier 的多種功能：

- **檢視** — 以多種尺寸和方式檢視相片。輕鬆地整理和管理您的相片。
- **編輯** — 裁剪相片和消除相片的紅眼。自動以不同尺寸和多種版面調整和增強相片。
- **列印** — 以不同尺寸和多種版面列印相片。
- **共享** — 使用「HP Photosmart 共享」將相片傳送給親朋好友，而不需要使用大型附件，這是比透過電子郵件傳送更好的方法。
- **創意** — 輕鬆地製作相簿頁、卡片、日曆、全景相片、CD 標籤等。
- **備份** — 製作相片備份以供儲存。

### HP Photosmart Essential (Windows)

HP Photosmart Essential 是一個易於使用的軟體程式，可提供基本的相片編輯和列印功能。此軟體也可讓您存取 HP Photosmart 共享，以供您輕鬆地共享相片。HP Photosmart Essential 僅為 Windows 使用者提供。

### 開啓 HP Photosmart Essential (Windows 使用者)

→ 連按兩下桌面上的「HP Photosmart Essential」圖示。如果需要說明，請參閱 HP Photosmart Essential 中的軟體說明。

探究 HP Photosmart Essential 的多種功能：

- **檢視** — 以多種尺寸和方式檢視相片。輕鬆地整理和管理您的相片。
- **編輯** — 裁剪相片和消除相片的紅眼。自動調整和增強相片讓相片更完美。
- **列印** — 以不同尺寸和多種版面列印相片。
- **共享** — 使用「HP Photosmart 共享」將相片傳送給親朋好友，而不需要使用大型附件，這是比透過電子郵件傳送更好的方法。

### HP Photosmart Studio (Mac)

→ 在 Dock 中，按一下「HP Photosmart Studio」圖示。

探究 HP Photosmart Mac 軟體的多種功能 (可從 HP Photosmart Studio 存取)：

- **Import (匯入)** — 從 HP 數位相機匯入相片或視訊。
- **View and Manage (檢視與管理)** — 檢視、整理及管理您的相片及視訊。
- **Edit (編輯)** — 調整與增強影像。
- **Slideshow (幻燈放映)** — 為您的相片製作線上幻燈放映。
- **Panorama (全景)** — 將數個影像製作成單一全景影像。
- **Create (創意)** — 製作相簿頁、卡片、標籤、海報、橫幅等。
- **Print (列印)** — 以標準尺寸或以相片目錄格式，列印相片和視訊中的畫面。
- **Share (共享)** — 將相片傳送給親朋好友，而不需要使用大型附件。
- **Shop (訂購)** — 線上訂購列印品及禮物。

### HP Photosmart 共享

「HP Photosmart 共享」可讓您將相片傳送給親朋好友，而不需要透過大型的電子郵件附件。如需詳細資訊，請參閱[透過 HP Photosmart 共享連接](#)，以及 HP Photosmart Premier、HP Photosmart Essential 或 HP Photosmart Mac 輔助說明。

#### 開啓 HP Photosmart 共享 (Windows 使用者)

→ 按一下 HP Photosmart Premier 或 HP Photosmart Essential 中的「HP Photosmart 共享」標籤。

#### 開啓 HP Photosmart 共享 (Mac 使用者)

→ 在 HP Photosmart Studio 中選取要共享的相片，再按一下工具列上的「Share」(共享) 按鈕。

## 設定列印偏好值

列印偏好值是預設值，但也可以更改以符合您的需要。當您從電腦列印時，可以設定特定的工作設定值。若您在列印前變更設定值，則該變更只會影響目前的列印工作。在一些 Windows 軟體程式中，您必須按一下「列印」對話方塊中的「內容」或「偏好值」，以存取進階列印功能。如需列印偏好值的詳細資訊，請參閱電子版說明。



### 存取列印偏好值 (Windows 使用者)

1. 開啟「列印」對話方塊，此操作通常透過在「檔案」功能表中選取「列印」執行。
2. 變更「列印」對話方塊標籤中的列印偏好值，或者按一下「內容」或「偏好值」存取更多列印偏好值。

### 存取列印偏好值 (Mac 使用者)

1. 開啟「列印」對話方塊，此操作通常透過在「檔案」功能表中選取「列印」執行。
2. 透過在「份數與頁數」下拉式功能表中選取您要變更的列印選項，來變更「列印」對話方塊中的列印偏好值。

如需變更列印偏好值的詳細資訊，請參閱電子版說明。

## 開啓電子版說明

### Windows 使用者：

- 按下鍵盤上的 F1。
- 如需欄位級別說明，請按一下「列印」對話方塊右上角的「？」。

### Mac 使用者：

1. 請從「Finder」中選擇「輔助說明」>「Mac 輔助說明」。
2. 從「資料庫」功能表中選擇「HP Photosmart Mac Help」(HP Photosmart Mac 輔助說明)，再從「HP Photosmart Mac Help」(HP Photosmart Mac 輔助說明) 目錄中選擇印表機名稱。

## HP Real Life 技術功能

探究 HP Real Life 技術軟體功能中許多相片編輯和增強選項。這些功能，如自動消除紅眼和適應照明，可以讓您更輕鬆地列印高品質的相片。

有三個可用的選項：

- 「基本」設定可讓您列印的影像清晰，並改善低解析度影像 (如從網際網路下載的影像) 的品質和清晰度。
- 「完整」設定可讓您改善曝光不足或過度曝光的影像，以及包含黑色區域或紅眼或有看似褪色色彩的影像。
- 「關閉」設定可讓您在軟體程式 (例如，HP Photosmart 軟體) 中手動編輯影像。

### 存取 Real Life 技術功能 (Windows 使用者)

1. 開啟「列印」對話方塊，此操作通常透過在「檔案」功能表中選取「列印」執行。
2. 按一下「紙張/品質」標籤，然後按一下「Real Life 數位攝影」按鈕。或者，按一下「內容」或「偏好值」按鈕，然後按一下「功能」標籤，再從「Real Life 數位攝影」區域中的「相片修復」下拉式功能表，選擇「基本」(預設值)、「完整」或「關閉」。

**存取 Real Life 技術功能 (Mac 使用者)**

1. 開啓「列印」對話方塊，此操作通常透過在「檔案」功能表中選取「列印」執行。
2. 在「份數與頁數」下拉式功能表中，選取「Real Life Digital Photography」(Real Life 數位攝影)。

# 6 愛護與維護

本款印表機並不需要特別維護。只要遵守本節介紹的指引說明，就可以延長印表機與列印耗材的使用期限，並確保最高品質的列印效果。

- [清潔及維護印表機](#)
- [更新軟體](#)
- [儲存及運送印表機和墨匣](#)
- [維護相紙的品質](#)

## 清潔及維護印表機

請使用本節說明的簡單程序，讓印表機和墨匣常保清潔和最佳狀態。

### 清潔印表機外部

1. 關閉印表機的電源，然後拔掉接到印表機後方的電源線。
2. 使用稍微沾濕清水的軟布擦拭印表機外部。



**注意** 請勿使用任何種類的清潔劑，因為一般家用去污劑和清潔劑可能會損壞印表機的表面塗漆。請勿清潔印表機的內部。切勿讓任何液體流入印表機內部。請勿潤滑支撐列印頭滑動的金屬桿。列印頭前後滑動時產生噪音屬於正常現象。

### 校正印表機

如果自我測試報告顯示色塊有線條或白色條紋，請使用下列程序。

如果校正印表機後仍然有列印品質問題，請嘗試使用[愛護與維護](#)中描述的程序來清潔列印頭。若校正與清潔後，列印品質仍然有問題，請聯絡 **HP 客戶支援中心**。

#### 如果您使用 Windows 電腦：

1. 將未使用的 Letter 或 A4 一般白紙放入主紙匣中。
2. 在 Windows 「開始」功能表中，選取「HP」>「HP 解決方案中心」。
3. 按一下「設定」>「列印設定」>「印表機工具箱」。
4. 按一下「校正列印頭」。
5. 依照螢幕上的指示進行操作。

#### 如果您使用 Macintosh 電腦：

1. 將未使用的 Letter 或 A4 一般白紙放入主紙匣中。
2. 在 Dock 中，按一下「HP Device Manager」(HP 裝置管理員)。
3. 從「Information and Settings」(資訊與設定) 快顯功能選項中，選擇「Maintain Printer」(維護印表機)。
4. 按一下「Launch Utility」(啟動工具程式)。
5. 在「HP Printer Utility」(HP 印表機工具程式) 視窗的「Configuration Settings」(組態設定) 區域中，按一下「Align」(校正)。

## 列印樣本頁

您可以列印樣本頁來測試印表機的相片列印品質，並確認是否正確放入紙張。

### 如果您使用 Windows 電腦：

1. 在主紙匣中放入紙張。使用一般紙張可以節省相紙。
2. 在 Windows 「開始」功能表中，選取「HP」>「HP 解決方案中心」。
3. 按一下「設定」>「列印設定」>「印表機工具箱」。
4. 按一下「列印樣本頁」並遵循螢幕上的指示。

### 如果您使用 Macintosh 電腦：

1. 在主紙匣中放入紙張。使用一般紙張可以節省相紙。
2. 在 Dock 中，按一下「HP Device Manager」(HP 裝置管理員)。
3. 在「Information and Settings」(資訊與設定) 快顯功能選項中，選擇「Maintain Printer」(維護印表機)。
4. 按一下「Launch Utility」(啟動工具程式)。
5. 在「HP Printer Utility」(HP 印表機工具程式) 視窗的「Configuration Settings」(組態設定) 區域中，按一下「Sample Page」(樣本頁)，再按一下「Print Sample Page」(列印樣本頁)。

## 自動清潔列印頭

如果您發覺列印的相片上或自我測試報告上的色塊中有白色線條或條紋，請使用此程序清潔列印頭。若非必要，請勿清潔列印頭，因為這麼做會浪費墨水以及縮短列印頭墨水噴嘴的使用壽命。

### 如果您使用 Windows 電腦：

1. 將未使用的 Letter 或 A4 一般白紙放入主紙匣中。
2. 在 Windows 「開始」功能表中，選取「HP」>「HP 解決方案中心」。
3. 按一下「設定」>「列印設定」>「印表機工具箱」。
4. 按一下「清潔列印頭」並遵循螢幕上的指示。

### 如果您使用 Macintosh 電腦：

1. 將未使用的 Letter 或 A4 一般白紙放入主紙匣中。
2. 在 Dock 中，按一下「HP Device Manager」(HP 裝置管理員)。
3. 在「Information and Settings」(資訊與設定) 快顯功能選項中，選擇「Maintain Printer」(維護印表機)。
4. 按一下「Launch Utility」(啟動工具程式)。
5. 在「HP Printer Utility」(HP 印表機工具程式) 視窗的「Configuration Settings」(組態設定) 區域中，按一下「Clean」(清潔)，再按一下視窗右側的「Clean」(清潔)。

如果清潔列印頭之後，列印品質仍然不佳，請嘗試使用[校正印表機](#)中描述的程序來校正印表機。若清潔與校正後，列印品質仍然有問題，請聯絡 HP 支援中心。

## 手動清潔墨匣接點

如果電腦螢幕上顯示訊息，表示找不到墨匣或墨匣已損壞，請清潔墨匣的銅色接點。

請先取出墨匣，並確認墨匣的接點或墨匣插槽上沒有任何覆蓋物，再清潔墨匣的接點，然後重新安裝墨匣。如果您繼續收到表示找不到墨匣或墨匣已損壞的訊息，請清潔墨匣的接點。如果清潔接點後仍然收到此訊息，您就必須更換墨匣。取出有問題的墨匣，並查看底部 YYYY/MMM/DD (年/月/日) 格式的保固到期日。若尚未超過保固到期日，請聯絡 HP 支援中心，以取得更換的墨匣。

### 清潔墨匣的接點：

1. 請備齊下列物件來清潔接點：

- 蒸餾水、過濾水，或瓶裝水 (自來水中可能含有會損壞墨匣的物質)。



**注意** 請勿使用平板玻璃清潔劑或酒精來清潔墨匣的接點。這些都會損壞墨匣或 HP Photosmart。

- 使用不會分離或留下纖維的乾泡棉橡膠棒、無棉絮擦布，或任何柔軟的材料。

2. 打開印表機頂蓋。

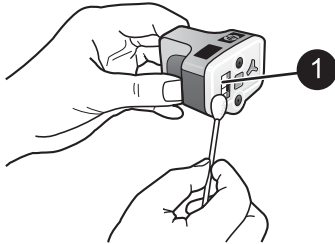
3. 緊壓墨匣插槽下面的灰色卡扣以釋放印表機內部的灰色卡榫，然後提起卡榫。



**注意** 請勿同時取出多個墨匣。一次只取出和清潔一個墨匣。切勿將墨匣留在印表機外超過 30 分鐘。

4. 用清水稍微沾濕棉花棒或擦布，並擠出多餘的水份。

5. 握住墨匣的把手，用棉花棒或擦布輕輕擦拭銅色接點。



1 輕輕擦拭銅色接點

6. 將墨匣放回空的插槽，然後將灰色卡榫向下壓直到它卡入到位。

7. 依需要為其他墨匣重複上述步驟。

8. 合上頂蓋。



**注意** 墨匣可能形成壓力。在墨匣中插入異物將造成墨水溢出並接觸到人體或物體。

## 列印自我測試報告

如果您遇到列印問題，請列印自我測試報告。此報告可幫助您診斷列印問題，並提供有用的資訊，讓您聯絡 HP 客戶支援中心。您也可以使用此報告來檢查墨匣中剩餘的大約墨水存量。

**如果您使用 Windows 電腦：**

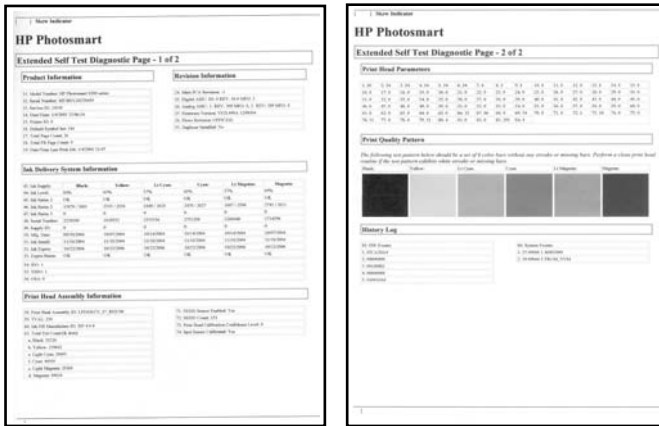
1. 在主紙匣中放入紙張。使用一般紙張可以節省相紙。
2. 在 Windows 「開始」功能表中，選取「HP」>「HP 解決方案中心」。
3. 按一下「設定」>「列印設定」>「印表機工具箱」。
4. 按一下「列印診斷頁」並遵循螢幕上的指示。

**如果您使用 Macintosh 電腦：**

1. 將未使用的 Letter 或 A4 一般白紙放入主紙匣中。
2. 在 Dock 中，按一下「HP Device Manager」(HP 裝置管理員)。
3. 在「Information and Settings」(資訊與設定) 快顯功能選項中，選擇「Maintain Printer」(維護印表機)。
4. 按一下「Launch Utility」(啟動工具程式)。
5. 在「HP Printer Utility」(HP 印表機工具程式) 視窗的「Configuration Settings」(組態設定) 區域中，按一下「Test」(測試)，再按一次視窗右側的「Print Test Page」(列印測試頁)。

HP Photosmart 所列印的兩頁自我測試報告包含以下資訊：

- **產品資訊：**包括機型號碼、序號，以及其他產品資訊。
- **版本資訊：**包括韌體版本編號，並指明是否已安裝 HP 雙面列印配件 (雙面列印器)。
- **供墨系統資訊：**顯示每個已安裝墨匣的大約墨水存量、墨匣狀態、安裝日期，以及有效使用期限。
- **列印頭組件資訊：**包含在您需要致電 HP 客戶支援中心時用於診斷目的的資訊。
- **列印頭參數：**包含在您需要致電 HP 客戶支援中心時用於診斷目的的資訊。
- **列印品質圖樣：**顯示六個色塊，分別代表六個已安裝的墨匣。當色塊出現條紋，或遺失色塊時，請使用[愛護與維護](#)中描述的程序來清潔列印頭。如果清潔列印頭之後，色塊仍顯示列印品質有問題，請使用[校正印表機](#)中描述的程序來校正印表機。若清潔與校正後，色塊仍顯示列印品質有問題，請聯絡 HP 支援中心。
- **歷史記錄：**包含在您需要致電 HP 客戶支援中心時用於診斷目的的資訊。



自我測試報告

## 更新軟體

請定期下載最新的印表機軟體更新程式，以確保您擁有最新的功能和改進。您可以瀏覽 [www.hp.com/support](http://www.hp.com/support) 或使用「HP 軟體更新程式」，下載印表機軟體的更新程式。



**附註** 您從 HP 網站下載的印表機軟體更新程式並不會更新 HP Photosmart Premier 軟體。

### 下載軟體 (Windows)



**附註** 在使用「HP 軟體更新程式」之前，請確定已連線至網際網路。

1. 在 Windows 「開始」功能表中，選取「程式集」(在 Windows XP 中，選取「所有程式」) > 「Hewlett-Packard」 > 「HP 軟體更新程式」。「HP 軟體更新程式」視窗即會開啓。
2. 按一下「立即檢查」。HP 軟體更新程式會搜尋 HP 網站，以尋找印表機的軟體更新程式。如果電腦上並未安裝最新版本的印表機軟體，「HP 軟體更新程式」視窗中會顯示軟體的更新程式。



**附註** 如果電腦上已安裝最新版本的印表機軟體，「HP 軟體更新程式」視窗中會顯示下列訊息：「此時沒有適用於您系統的更新程式。」

3. 如果有軟體更新程式，請按一下軟體更新程式旁邊的核取方塊以選取它。
4. 按一下「安裝」。
5. 依照螢幕上的指示完成安裝。

### 下載軟體 (Mac)



附註 在使用「HP Photosmart Updater」(HP Photosmart 更新程式) 之前，請確定已連線至網際網路。

1. 從 Finder 中選擇「前往」>「應用程式」。
2. 選擇「Hewlett-Packard」>「Photosmart」>「HP Photosmart Updater」(HP Photosmart 更新程式)。
3. 依照電腦螢幕上的指示檢查軟體更新。  
如果系統受防火牆的保護，您需要在更新程式中輸入代理伺服器資訊。

## 儲存及運送印表機和墨匣

印表機和墨匣不用時，請妥善儲存以保護它們。

### 儲存及運送印表機

此印表機能夠短時間或長時間放置不使用。請將印表機儲存在室內，遠離直射的日光，並避免溫度過冷過熱。



**注意** 防止墨水遺失或溢出：請勿將印表機傾斜放置，儲存及運送印表機時請將墨匣留在印表機內裝好。

### 儲存及運送墨匣

儲存及運送印表機時，一定要將所用的列印墨匣留在印表機內，以免墨水乾掉。



**注意 1** 防止墨水遺失或溢出：儲存及運送印表機時，請將墨匣留在印表機內，並且避免將用過的墨匣長時間留在印表機外面。

**注意 2** 請確定印表機在拔下電源線前已完成電源關閉程序。這樣可使印表機正確地存放列印頭。

遵循以下訣竅將有助於維護 HP 墨匣，並確保一致的列印品質：

將所有還未使用的墨匣都儲存在原始的密封包裝盒中，直到要使用時再取出來。請在室溫下保存墨匣 (攝氏 15 - 35 度或華氏 59 - 95 度)。

## 維護相紙的品質

為使相紙呈現最佳列印效果，請遵循這一節的指引說明。

### 儲存相紙

- 相紙應儲存在原始包裝袋或可重複密封的塑膠袋中。
- 封裝好的相紙應平放在乾燥涼爽處。
- 未使用的相紙應放回塑膠袋中。若將相紙留在印表機內，或暴露在空氣中，相紙可能會開始捲曲。



### 拿取相紙

- 拿取相紙時只能碰觸相紙邊緣，以免留下指紋。
- 如果相紙邊緣捲曲，請將相紙放回塑膠袋中，輕輕向捲曲相反的方向折彎，直到紙張平整。



# 7 疑難排解

HP Photosmart 印表機效能可靠，易於使用。本章回答有關使用印表機及不連接電腦進行列印的常見問題，包含有關以下主題的資訊：

- [印表機硬體問題](#)
- [列印問題](#)
- [錯誤訊息](#)

如需其他疑難排解資訊，請參閱：

- **軟體安裝疑難排解**：印表機隨附的「快速入門指南」。
- **印表機軟體和從電腦列印之疑難排解**：螢幕「HP Photosmart 印表機說明」。如需檢視螢幕 HP Photosmart 印表機說明的詳細資訊，請參閱[歡迎](#)。

## 印表機硬體問題

在聯絡 HP 支援中心之前，請先閱讀本節內容以取得疑難排解訣竅，或瀏覽 [www.hp.com/support](http://www.hp.com/support) 尋求線上支援服務。



附註 如果您要利用 USB 纜線將印表機連接到電腦，HP 建議使用長度不超過 3 公尺 (10 英呎) 的 2.0 高速相容纜線。

「開啓」燈號在閃爍，但印表機無法列印

**解決方案** 印表機正在處理資訊；請等到它完成。

---

印表機已連接電源線，卻無法開啓

**解決方案**

- 印表機可能消耗太多電量。請拔掉印表機的電源線。等候大約 10 秒鐘，再插回電源線，然後開啓印表機。
  - 印表機可能插入已關閉電源的插線板。請先開啓插線板的電源，再開啓印表機的電源。
  - 電源線可能已經損壞。請確定電源線上的綠燈有亮起。
- 

印表機在開啓電源時發出噪音，或靜置一陣子之後開始發出噪音

**解決方案** 當印表機靜置很長一段時間 (大約 2 星期) 後，或是停電又恢復電力，或在替換墨匣後，可能會發出噪音。這是正常作業。印表機正在執行自動維護程序，以確保最佳品質的列印輸出。

---

印表機上的所有指示燈在閃爍

**解決方案** 印表機遇到硬體錯誤的問題，並可能需要維修。請拔掉印表機的電源線。等候大約 10 秒鐘，然後重新插上電源線。開啓印表機。如果指示

燈仍在閃爍，請瀏覽 [www.hp.com/support](http://www.hp.com/support)，或聯絡 HP 支援中心以取得協助。

---

## 列印問題

在聯絡 HP 支援中心之前，請先閱讀本節內容以取得疑難排解訣竅，或瀏覽 [www.hp.com/support](http://www.hp.com/support) 尋求線上支援服務。

**我從數位相機列印時，印表機無法列印無邊框相片**

**解決方案** 確定已在相片匣內放入相紙。從數位相機列印時，印表機只會使用相片匣 (不是主紙匣) 中的材質。

---

**列印速度非常慢**

**解決方案** 可能是下列其中一種情況：1) 您可能正在列印包含高解析度的圖形或相片的 PDF 或專案；2) 您可能為列印輸出選擇了最高的解析度。列印含有圖形或相片的大型複雜專案 (尤其是較高的解析度) 比列印純文字文件要慢。

---

**紙張未從主紙匣正確送入印表機**

**解決方案**

- 相紙匣中可能放入太多紙張。請取出一些紙張，再重新嘗試列印。
  - 主紙匣可能並未完全向內推入。請將主紙匣完全向內推入。
  - 紙張導板的調整可能不正確。請確定紙張寬度與紙張長度導板已靠緊紙張的邊緣並且沒有使紙張彎曲。
  - 可能是兩張或多張紙黏在一起。請從主紙匣中取出紙張，並將紙疊邊緣展成扇形以分開紙張，然後重新放入紙張並再次嘗試列印。
  - 如果紙張有皺摺或彎曲，嘗試使用不同的紙張。
  - 紙張可能太薄或太厚。請使用 HP 噴墨紙以獲取最佳的列印效果。如需詳細資訊，請參閱 [選擇正確的紙張](#)。
- 

**列印頁從出紙匣中掉出**

**解決方案** 列印時請務必將出紙匣延伸架拉出。

---

**使用相片匣的列印工作無法列印**

**解決方案** 相片匣可能未正確嵌入印表機中。請提起出紙匣，並確認已推入相片匣直至紙匣停住，再放下出紙匣。按「**繼續**」。

---

## 列印輸出皺摺或捲曲

**解決方案** 您正在列印的專案比一般專案耗用較多的墨水。請從電腦列印專案，並使用印表機軟體降低墨水飽和度。如需詳細資訊，請參閱螢幕 HP Photosmart 說明。

---

## 印出的文件歪斜，或沒有位於紙張的中央

### 解決方案

- 可能沒有正確地放入紙張。請重新放入紙張，確定紙張已按照正確的列印方向放入主紙匣，而且紙張寬度導板與紙張長度導板都緊靠紙張邊緣。如需放入紙張的指示，請參閱[放入紙張的訣竅](#)。
  - 如果您使用了雙面列印配件，請嘗試將它取出，然後再次列印。
  - 可能需要校正印表機。如需詳細資訊，請參閱[校正印表機](#)。
- 

## 列印的色彩不太令人滿意

### 解決方案

- 可能需要校正印表機。如需詳細資訊，請參閱[校正印表機](#)。
  - 可能需要清潔列印頭。如需詳細資訊，請參閱[愛護與維護](#)。
- 

## 列印時印表機沒有出紙或卡紙

### 解決方案

- 需要檢查印表機。如果印表機連接到電腦，請查看電腦螢幕以取得相關指示。
  - 電源可能關閉或連接不牢靠。請確定已開啓電源，而且電源線連接穩固。
  - 主紙匣或相片匣中可能沒有任何紙張。請檢查紙張是否正確放入。如需放入紙張的指示，請參閱[放入紙張的訣竅](#)。
  - 若列印時出現卡紙，請嘗試下列步驟：
    - 關閉印表機，然後從電源插座中拔下電源線。清除印表機中所有可能阻塞紙張路徑的紙張。取下後方存取擋門。輕輕地取出卡在印表機中的紙張，然後重新裝上後方存取擋門。如果無法從印表機背面取出所有卡住的紙張，請嘗試打開位於頂蓋內部的卡紙門，取出卡在印表機中間的紙張。如需清除卡紙的兩個位置之圖示，請參閱[紙張錯誤](#)。當您完成清除卡紙後，請插上印表機電源線然後開啓電源，再次嘗試列印。
    - 如果列印標籤，請確定標籤紙通過印表機時標籤面沒有剝離。
-

## 印表機印出空白頁

### 解決方案

- 您可能已經開始列印，然後又取消該列印工作。  
如果在開始列印前取消列印工作，印表機可能已經放入準備列印的紙張。下次列印時，印表機在開始新的列印專案前會先送出空白頁。
  - 傳送到印表機的列印工作含有大量的資料。  
等待印表機維護列印頭後，再繼續列印。
- 

## 相片沒有依預設列印設定來列印

**解決方案** 您可能已經變更相片的列印設定。您在相機之個別相片上套用的列印設定會取代預設的列印設定。請取消選取相機上的相片，以放棄所有套用於個別相片的列印設定。如需詳細資訊，請參閱相機隨附的文件。

---

## 印表機準備列印時退出空白紙張。

**解決方案** 日光直射可能影響自動紙張感應器的運作。請將印表機移到無日光直射的地方。

---

## 列印品質不佳

### 解決方案

- 請使用專為本款印表機所設計的相紙。為獲取最佳效果，請使用[選擇正確的紙張](#)中建議的紙張。
  - 您可能列印在紙張的錯誤面上。請確定以列印面朝下的方式放入紙張。
  - 您可能在數位相機上選擇了低解析度設定。請減少影像的大小並嘗試再次列印。為在以後獲得更好的效果，請將數位相機設定為較高的相片解析度。
  - 列印頭可能有問題。請嘗試執行下列步驟：
    - 執行自動列印頭清潔程序。如需詳細資訊，請參閱[愛護與維護](#)。
    - 校正印表機。如需詳細資訊，請參閱[校正印表機](#)。
    - 嘗試以上所有的解決方法之後，如果列印品質問題仍然存在，請聯絡 HP 支援中心。
-

## 相片未正確列印

### 解決方案

- 您可能沒有正確地放入相紙。請以列印面朝下的方式放入相紙。
- 相紙可能沒有正確地送入印表機。請嘗試執行下列步驟：
  - 檢查是否卡紙。如需詳細資訊，請參閱[紙張錯誤](#)。
  - 將相紙儘量往內插入相片匣。
  - 一次只放入一張相紙。

---

## 在數位相機中標記要列印的相片沒有列印

**解決方案** 某些數位相機可以讓您標記相機內部記憶體和記憶卡上之相片以進行列印。如果您在內部記憶體標記相片，然後將相片從相機的內部記憶體移到記憶卡上，標記不會隨之轉移。請將相片從相機內部記憶體轉移到記憶卡之後，再標記要列印的相片。

---

## 我將相機連接至印表機，但是沒有任何反應

**解決方案** 請嘗試執行下列步驟：

- 請確定相機已連接至印表機前方的相機連接埠。後方的 USB 埠不支援數位相機。
- 請確定相機是設為 PictBridge 模式的 PictBridge 數位相機，或是 HP 可直接列印的相機。印表機只支援這兩種類型的相機。
- 請檢查相機電池。必要時請更換電池。
- 重新啟動相機。

---

## 錯誤訊息

在聯絡 HP 支援中心之前，請先閱讀本節內容以取得疑難排解訣竅，或瀏覽 [www.hp.com/support](http://www.hp.com/support) 尋求線上支援服務。

如果印表機連接到電腦，電腦螢幕上會出現下列類型的錯誤訊息：

- [紙張錯誤](#)
- [墨匣錯誤](#)
- [記憶卡或相機錯誤](#)
- [電腦列印錯誤](#)

如果印表機沒有連接到電腦，請檢查指示燈燈號：

開啓	繼續	墨水指示燈	說明
一直呈綠色亮起	閃爍	關閉	此種燈號的順序通常表示與紙張相關的印表機問題，例如，夾紙、紙張用完或卡紙。如需詳細資訊，請參閱 <a href="#">紙張錯誤</a> 。這也可能是

(續)

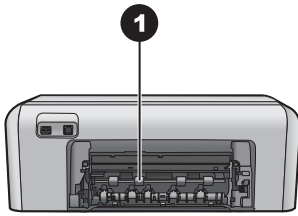
開啓	繼續	墨水指示燈	說明
			連線的問題，例如在列印工作期間中斷數位相機的連線。如需詳細資訊，請參閱 <a href="#">電腦和連線列印錯誤</a> 。
閃爍	閃爍	關閉	滑動架卡住。如需詳細資訊，請參閱 <a href="#">錯誤訊息：滑動架卡住</a> 。
一直呈綠色亮起	關閉	閃爍	發生墨匣問題，例如，墨匣是空的、墨匣已損壞或墨匣錯誤。如需詳細資訊，請參閱 <a href="#">墨匣錯誤</a> 。
閃爍	閃爍	閃爍	發生硬體問題。如需詳細資訊，請參閱 <a href="#">印表機上的所有指示燈在閃爍</a> 。

## 紙張錯誤

在聯絡 HP 支援中心之前，請先閱讀本節內容以取得疑難排解訣竅，或瀏覽 [www.hp.com/support](http://www.hp.com/support) 尋求線上支援服務。

### 錯誤訊息：卡紙。

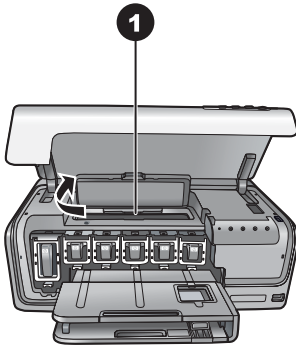
**解決方案** 關閉印表機，然後從電源插座中拔下電源線。清除印表機中所有可能阻塞紙張通路的紙張。取下後方存取擋門。輕輕地取出卡在印表機中的紙張，然後重新裝上後方存取擋門。按「**繼續**」以繼續列印。



- 1 取下後方機門可以清除卡紙。

如果您無法從印表機後方取出所有卡住的紙張，請嘗試透過打開位於頂蓋內部的卡紙門，取出卡在印表機中間的紙張。





1 打開卡紙門可以清除印表機中間的卡紙。

插上印表機電源線然後開啓電源。

**錯誤訊息：印表機紙張用完。**

**解決方案** 放入紙張，再按「**繼續**」以重新列印。如需放入紙張的指示，請參閱**放入紙張的訣竅**。

**錯誤訊息：不支援的材質尺寸。**

**解決方案** 印表機無法使用放入紙匣中的紙張尺寸。按「**繼續**」，然後放入支援的紙張尺寸。如需支援的紙張尺寸清單，請參閱**印表機規格**。

**錯誤訊息：自動紙張感應器失效。**

**解決方案** 自動紙張感應器阻塞或損壞。嘗試將印表機移到不受日光直射的地方，然後按「**繼續**」並嘗試再次列印。如果此方法無效，請瀏覽 [www.hp.com/support](http://www.hp.com/support) 或聯絡 **HP 支援中心**。

## 墨匣錯誤

在聯絡 **HP 支援中心** 之前，請先閱讀本節內容以取得疑難排解訣竅，或瀏覽 [www.hp.com/support](http://www.hp.com/support) 尋求線上支援服務。

**錯誤訊息：墨匣錯誤。**

**解決方案** 在您第一次安裝與使用 **HP Photosmart** 時，請務必安裝印表機隨附的墨匣。這些墨匣中的墨水是特別配製以便與列印頭組件中的墨水混合。

若要解決這個錯誤，請使用 **HP Photosmart** 隨附的墨匣來更換有問題的墨匣。

裝置初始化之後無法再使用指定的墨匣。以適當的墨匣更換您 HP Photosmart 的墨匣。您在此印表機中使用的墨匣編號會印在此印刷版指南的封底頁面上。

如需更換墨匣的詳細資訊，請參閱[插入墨匣](#)。

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**錯誤訊息：盡快更換墨匣。**

**解決方案** 有關的墨匣墨水不足。

您也許可以用列印頭組件中剩餘的墨水，再繼續列印一段很短的時間。更換指定的墨匣或按「**繼續**」以繼續列印。

如需更換墨匣的詳細資訊，請參閱[插入墨匣](#)。

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**錯誤訊息：墨匣是空的。**

**解決方案** 使用新墨匣替換有關的墨匣。

- 如果黑色墨匣是空的，您可以遵循螢幕上的指示，使用其它彩色墨匣繼續列印。
- 如果彩色墨匣是空的，您可以遵循螢幕上的指示，使用黑色墨匣繼續列印。

您可以根據列印工作的狀態，按「**繼續**」以繼續列印。如果 HP Photosmart 正在進行列印工作，請按「**取消**」，並重新啟動列印工作。



**附註** 文字與相片品質在使用所有墨匣列印時會有所不同。如果沒有儘快更換空墨匣，所有列印作業將停止。

如需更換墨匣的詳細資訊，請參閱[插入墨匣](#)。

---

**錯誤訊息：無法列印。**

**解決方案** 有關的墨匣已無墨水。

立即更換有關的墨匣以便您可以繼續列印。

HP Photosmart 在替換指定的墨匣前，無法繼續列印。所有列印作業將停止。

如需更換墨匣的詳細資訊，請參閱[插入墨匣](#)。

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**錯誤訊息：墨匣發生問題。**

**解決方案** 有關的墨匣找不到或損壞。

立即更換指定的墨匣，您就可以繼續列印。如果 HP Photosmart 印表機並沒有遺漏墨匣，則可能必須清潔墨匣接點。

如需更換墨匣的詳細資訊，請參閱[插入墨匣](#)。如需清潔墨匣接點的詳細資訊，請參閱[愛護與維護](#)。

如果 HP Photosmart 印表機並沒有遺漏墨匣，而您在清潔墨匣接點後仍然收到此訊息，就必須更換墨匣。取出有問題的墨匣，並查看底部 YYYYY/

MMM/DD (年/月/日) 格式的保固到期日。若尚未超過保固到期日，請聯絡 HP 支援中心，取得替換的墨匣。

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**錯誤訊息：墨水即將過期。一或一 墨匣已過期。**

**解決方案** 每個墨匣都有到期日。到期日的目的是為了保護列印系統並確保墨水品質。當您收到墨水到期的訊息，請取出並更換墨匣，再關閉訊息。您也可以遵循電腦螢幕上的指示，不更換墨匣而繼續列印。HP 建議您更換過期的墨匣。HP 無法保證過期墨水的品質或可靠性。因使用過期墨水導致印表機故障或損壞而引起的印表機服務或維修，不在保固範圍內。

如需更換墨匣的詳細資訊，請參閱[插入墨匣](#)。

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**錯誤訊息：非 HP 墨匣。**

**解決方案** 更換指定的墨匣或按「**繼續**」以繼續列印

HP 建議您使用原廠 HP 墨匣。原廠 HP 墨匣是專為 HP 印表機設計，並通過在 HP 印表機上的測試，可在多次使用後仍能產生精美的列印效果。



**附註** HP 無法保證非 HP 墨水的品質或可靠性。因使用非 HP 墨水導致印表機故障或損壞而引起的印表機服務或維修，不在保固範圍內。

如果您確定自己購買的是原廠 HP 墨匣，請瀏覽：

[www.hp.com/go/anticounterfeit](http://www.hp.com/go/anticounterfeit)

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**錯誤訊息：原廠 HP 墨水用完。**

**解決方案** 更換指定的墨匣或按「**繼續**」以繼續列印。

HP 建議您使用原廠 HP 墨匣。原廠 HP 墨匣是專為 HP 印表機設計，並通過在 HP 印表機上的測試，可在多次使用後仍能產生精美的列印效果。



**附註** HP 無法保證非 HP 墨水的品質或可靠性。因使用非 HP 墨水導致印表機故障或損壞而引起的印表機服務或維修，不在保固範圍內。

如果您確定自己購買的是原廠 HP 墨匣，請瀏覽：

[www.hp.com/go/anticounterfeit](http://www.hp.com/go/anticounterfeit)

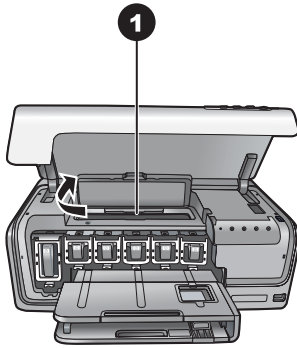
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**錯誤訊息：滑動架卡住。**

**解決方案** 取出阻塞列印頭組件的任何物件。

**清潔列印頭組件**

1. 打開頂蓋，然後再打開卡紙門。



1. 打開卡紙門可以清潔列印頭組件。
2. 取出阻塞列印頭組件的任何物件，包括紙張和任何包裝材料。
3. 關閉印表機的電源，然後再次開啓電源。
4. 關閉卡紙門和頂蓋。

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**錯誤訊息：墨水系統失效。**

**解決方案** 列印頭組件或墨水傳送系統已經失效，因此 HP Photosmart 無法再列印。

關閉印表機，然後拔下電源線。等候大約 10 秒鐘，然後重新插上電源線。如果此方法無法清除錯誤訊息，請聯絡 HP 支援中心。

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### 記憶卡或相機錯誤

在聯絡 HP 支援中心之前，請先閱讀本節內容以取得疑難排解訣竅，或瀏覽 [www.hp.com/support](http://www.hp.com/support) 尋求線上支援服務。

**錯誤訊息：相機不受支援，或不是 PictBridge 模式。請參閱「使用者指南」。**

**解決方案** HP Photosmart 只支援 PictBridge 模式的數位相機或 HP 可直接列印的相機。如果您有 PictBridge 相機，請確定已將相機設為 PictBridge 模式。如需詳細資訊，請參閱相機隨附的文件。

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**錯誤訊息：無法列印相片。**

**解決方案** 列印工作所指定的相片有超過 10 張可能已損壞、找不到或是屬於不支援的檔案類型。如需支援的檔案類型詳細資訊，請參閱**印表機規格**。

- 使用數位相機而不是記憶卡將相片儲存到電腦中。
- 將檔案儲存至電腦，然後從電腦列印。

**錯誤訊息：相機選擇的 (DPOF) 檔案有錯誤。**

**解決方案** 由於資料損毀或記憶卡發生錯誤，印表機無法讀取 DPOF 檔案。請使用相機重新選取相片。

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**錯誤訊息：某些相機選擇的相片不在卡片中。**

**解決方案** 某些相機選擇的相片找不到或者已刪除。請嘗試執行下列步驟：

- 確認您並未從記憶卡意外地刪除相片。
  - 使用數位相機再次重新選取相片。
- 

## 電腦和連線列印錯誤

在聯絡 HP 支援中心之前，請先閱讀本章節以獲取疑難排解訣竅，或瀏覽 [www.hp.com/support](http://www.hp.com/support) 尋求線上支援服務。

**錯誤訊息：印表機記憶體已滿。工作被取消。按下「OK」。**

**解決方案** 印表機在列印相片時遇到問題。請嘗試執行下列步驟：

- 若要清除印表機記憶體，請關閉印表機，然後再次開啓。
  - 一次列印較少的相片。
  - 將相片儲存至電腦，並從電腦列印。
  - 使用讀卡機將檔案儲存到電腦，然後從電腦列印。
- 

**錯誤訊息：HP Photosmart 未連接！**

**解決方案** 電腦無法與印表機進行正常通訊。可能是印表機軟體無法操作或者纜線鬆脫。確定 USB 纜線已穩固地連接至電腦及印表機背面的 USB 埠上。如果纜線連接穩固，請驗證是否已安裝印表機軟體。

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**錯誤訊息：相機沒有回應。請檢查相機連線、電池或重新啓動相機。請參閱「使用者指南」。**

**解決方案** 列印工作將被取消。請將 USB 纜線重新連接到相機和印表機，並重新傳送列印工作。

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# 8 HP 支援中心



附註 HP 支援服務的名稱會依國家/地區而異。

如果您遇到問題，請執行下列步驟：

1. 查看印表機隨附的說明文件。
2. 如果使用說明文件中的資訊無法解決您的問題，請瀏覽 [www.hp.com/support](http://www.hp.com/support) 執行下列動作：
  - 存取線上支援網頁
  - 傳送電子郵件訊息給 HP，以取得問題的解答
  - 使用線上交談與 HP 技術人員聯絡
  - 檢查並取得軟體更新

支援選項和可用性會因產品、國家/地區和語言而異。

3. 如果您無法使用螢幕說明或 HP 網站解決問題，請撥打您所在國家/地區的「HP 支援中心」聯絡電話。如需國家/地區電話號碼的清單，請參閱**致電 HP 支援中心**。

## 致電 HP 支援中心

在印表機保固期內，您可以獲得免費的電話支援。如需更詳細的資訊，請參閱包裝盒內的保固聲明，或瀏覽 [www.hp.com/support](http://www.hp.com/support) 查看免費支援的期限。

在免費電話支援期限過後，您可以付費取得 HP 的協助。請與您的 HP 經銷商聯絡，或撥打您所在國家/地區的支援電話，以獲取當地提供的支援選項。

若要透過電話獲得 HP 支援，請撥打您當地的支援電話號碼。您需支付標準電話費用。

**北美洲：**請撥 1-800-474-6836 (1-800 - HP-invent)。在美國國內，電話支援服務全年無休，每天 24 小時以英文和西班牙文兩種語言為您提供服務 (支援天數和時數如有變更，恕不另行通知)。保固期內，這項服務免費。保固期過後將酌收費用。

**西歐：**奧地利、比利時、丹麥、西班牙、法國、德國、愛爾蘭、義大利、荷蘭、挪威、葡萄牙、芬蘭、瑞典、瑞士以及英國的客戶，請瀏覽 [www.hp.com/support](http://www.hp.com/support) 以存取各自所在國家/地區的支援電話號碼。

**其他國家/地區：**請參閱本手冊封面內頁列出的支援電話號碼清單。

## 撥打電話

請使用電腦和印表機旁邊的電話致電 HP 支援中心。請準備好提供以下資訊：

- 印表機機型號碼 (位於印表機的前方)
- 印表機序號 (位於印表機的底部)
- 電腦作業系統

- 印表機軟體版本：
  - **Windows PC**：若要查看印表機軟體版本，請在 Windows 工作列中的 HP Digital Imaging Monitor 圖示按一下滑鼠右鍵，然後選取「關於」。
  - **Macintosh**：若要查看印表機軟體版本，請使用「Print」（列印）對話方塊。
- 顯示在電腦螢幕上的訊息
- 下列問題的回答：
  - 您打電話告知的情況以前發生過嗎？您是否可以再現此狀況？
  - 問題發生前後，您是否在電腦上新增任何新硬體或軟體？

## 送回 HP 維修服務中心 (僅限北美地區)

HP 會安排取貨方式，將印表機送到 HP 集中維修中心。往返運費及保管費用由本公司支付。硬體保固期內，這項服務免費。

## 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。

## 其他保固選項

印表機的延長服務計劃可以付費取得。請瀏覽 [www.hp.com/support](http://www.hp.com/support)，選擇您的國家/地區和語言，並獲取有關延長服務計劃的服務和保固區域的資訊。



# A 規格

本節列出安裝 HP Photosmart 印表機軟體的最低系統需求，並提供此印表機的規格。如需印表機規格與系統需求的完整清單，請參閱螢幕 HP Photosmart 說明。有關檢視螢幕 HP Photosmart 說明的詳細資訊，請參閱[歡迎](#)。

## 系統需求

元件	Windows PC 最低需求	Macintosh 最低需求
作業系統	Microsoft® Windows 98、2000 Professional、Me、XP Home 與 XP Professional	Mac® OS X 10.3、10.4 及更新版本
處理器	Intel® Pentium® II (或同等級) 或更快的處理器	G3 或更高
RAM	64 MB (建議 128 MB)	Mac OS X 10.3、10.4 及更新版本：128 MB
可用磁碟空間	500 MB	150 MB
視訊顯示器	800 x 600，16 位元或更高	800 x 600，16 位元或更高
CD-ROM 光碟機	4x	4x
連線	<b>USB</b> ：Microsoft Windows 98、2000 Professional、Me、XP Home 及 XP Professional <b>PictBridge</b> ：使用前方的相機連接埠 <b>Bluetooth</b> ：使用選購的 HP Bluetooth 無線轉接器	<b>USB</b> ：前方和後方連接埠 (Mac OS X 10.3、10.4 及更新版本) <b>PictBridge</b> ：使用前方的相機連接埠 <b>Bluetooth</b> ：使用選購的 HP Bluetooth 無線轉接器
瀏覽器	Microsoft Internet Explorer 5.5 或更新版本	—

## 印表機規格

類別	規格
影像檔案格式	JPEG 基準 TIFF 24 位元 RGB 未壓縮的交換格式 TIFF 24 位元 YCbCr 未壓縮的交換格式 TIFF 24 位元 RGB 封包位元交換格式

(續)

類別	規格
	TIFF 8 位元灰階未壓縮/封包位元 TIFF 8 位元調色盤彩色、未壓縮/封包位元 TIFF 1 位元未壓縮/封包位元/1D Huffman
視訊檔案格式	Motion-JPEG AVI Motion-JPEG QuickTime MPEG-1
材質規格	建議的最大長度：61 公分 (24 英吋) 建議的最大紙張厚度：292 微米 (千分之 11.5 英吋) 建議的最大信封厚度：673 微米 (千分之 26.5 英吋)
支援的材質尺寸	<b>從電腦列印時的支援尺寸</b> 7.6 x 12.7 公分到 22 x 61 公分 (3 x 5 英吋到 8.5 x 24 英吋) <b>從連接到相機連接埠的數位相機列印時所支援的尺寸</b> 公制：10 x 15 公分 (含標籤和不含標籤), A6；英制：3.5 x 5 英吋, 4 x 6 英吋 (含標籤和不含標籤)；其他：Hagaki
支援的材質類型	紙張 (一般紙張、噴墨紙、相紙以及全景相片) 信封 投影片 標籤紙 卡片：索引卡、賀卡、Hagaki 卡、A6 卡、L 尺寸卡 轉印紙 Avery C6611 和 C6612 相片貼紙：10 x 15 公分 (4 x 6 英吋)，每頁具有 16 張矩形或橢圓形貼紙 HP CD/DVD 紋身紙 (並非所有國家/地區都有提供)
紙匣 - 支援的材質尺寸	<b>主紙匣</b> 8 x 13 公分到 22 x 61 公分 (3 x 5 英吋到 8.5 x 24 英吋) <b>相片匣</b> 最大 10 x 15 公分 (4 x 6 英吋)，含標籤或不含標籤 <b>出紙匣</b> 所有主紙匣和相片匣支援的尺寸
紙匣容量	<b>主紙匣</b> 100 張一般紙張 14 張信封 20 - 40 張卡片 (取決於卡片的厚度) 30 張標籤紙

(續)

類別	規格
	25 張投影片、轉印紙或相紙 10 張相紙 相片匣 20 張相紙 50 張一般紙張 10 張卡片或信封 25 張標籤紙或轉印紙
作業環境	建議的溫度範圍：攝氏 15-30 度 (華氏 59-86 度) 最大溫度範圍：攝氏 5-40 度 (華氏 41-104 度) 儲存溫度範圍：攝氏 -40-60 度 (華氏 -40-140 度) 建議的濕度範圍：20-80% 相對濕度 最大濕度範圍：10-80% 相對濕度
物理規格	高度：17.29 公分 (6.81 英吋) 寬度：46.25 公分 (18.21 英吋) 深度：38.73 公分 (15.25 英吋) 重量：7.37 公斤 (16.2 磅)
耗電量	列印時 (最大)：59 W 閒置時：10-12 W 關閉模式：小於 1 W
電源供應器型號	HP 零件編號 0957-2105
電源要求	100 – 240 VAC (± 10%)、50 – 60 Hz (± 3 Hz)
墨匣	HP 黃色墨匣 HP 青藍色墨匣 HP 淡青藍色墨匣 HP 洋紅色墨匣 HP 淡洋紅色墨匣 HP 黑色墨匣  附註 您在此款印表機中使用的墨匣編號會印在此印刷版指南的封底頁面上。如果您已使用過此印表機，也可以在印表機軟體中找到墨匣編號。如需詳細資訊，請參閱 <a href="#">插入墨匣</a> 。

(續)

類別	規格
列印速度 (最大)	黑色列印輸出：每分鐘 32 頁 彩色列印輸出：每分鐘 31 頁 相片：每張 10 x 15 公分 (4 x 6 英吋) 相片 14 秒
USB 支援	Microsoft Windows 98、2000 Professional、Me、XP Home 與 XP Professional Mac OS X 10.3、10.4 及更新版本 HP 建議使用長度不超過 3 公尺 (10 英呎) 的 USB 2.0 全速相容纜線。

# B HP 保固

HP 產品	保固期限
軟體媒體	90 天
印表機	1 年
列印或墨匣	直至 HP 油墨已耗盡或印在列印墨匣上的「保固結束日期」到期，視何者為先。本保固不包含經過重新填裝、再製、整修、使用不當，或擅自修改的 HP 墨匣產品。
配件	90 天

## A. 有限保固範圍

1. Hewlett-Packard (HP) 向您 (最終使用者) 保證，自購買之日起到上述指定期限內，以上指定的 HP 產品無材料及製造的瑕疵；保固期限自客戶購買產品之日起生效。
2. 對於軟體產品，HP 的有限保固僅適用於無法執行其程式指令的狀況。HP 並不保證任何產品工作時都不會中斷或無誤。
3. HP 的有限保固僅涵蓋因正常使用產品而發生的瑕疵，而不適用於由其他情況發生的瑕疵，包括下列任何一種情況：
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  - d. 未經授權的修改和誤用。
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# HP Photosmart D6100 series User Guide

English



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## 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:

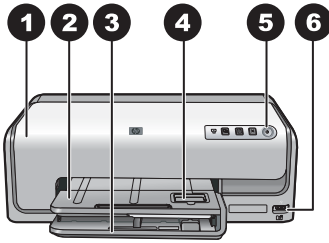
- When you use the new HP Advanced Photo Paper (also called HP Photo Paper in some countries/regions), special sensors in the printer detect a mark on the back of the paper and automatically select the optimal print settings. For more information about this new paper, see [Choose the right paper](#).
- 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:

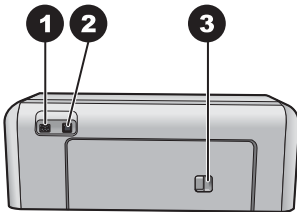
- **Windows:** From the **Start** menu, select **Programs** (in Windows XP, select **All Programs**) > **HP Solution Center**, and then click **Help and Support**.
- **Macintosh:** From the Finder **Help** menu, choose **Mac Help**. From the Help Viewer **Library** menu, choose **HP Photosmart Mac Help**.

## Printer parts



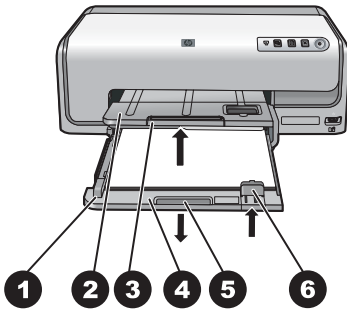
### Front of printer

1	<b>Top cover:</b> 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	<b>Output tray:</b> Use this tray to catch your printouts. Lift this tray to access the photo tray.
3	<b>Main tray:</b> Pull out this tray and load paper, transparencies, envelopes, or other media with the side to be printed facing down.
4	<b>Photo tray:</b> 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	<b>On:</b> Press this button to turn on the printer.
6	<b>Camera port:</b> Connect a PictBridge™ digital camera, the optional HP Bluetooth® wireless printer adapter, or an HP direct-printing camera.



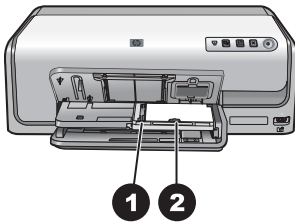
### Back of printer

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



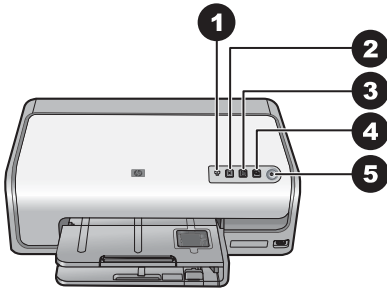
## Main and Output trays

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



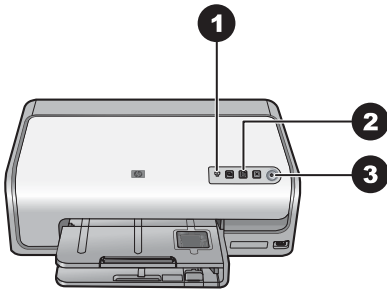
## Photo tray

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



### Control panel

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



### Indicator lights

1	<b>Ink indicator:</b> 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 <a href="#">Ink cartridge errors</a> .
2	<b>Resume:</b> 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 <a href="#">Troubleshooting</a> .
3	<b>On light:</b> Solid green if the printer is on, otherwise it is off.

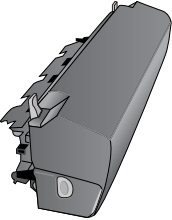
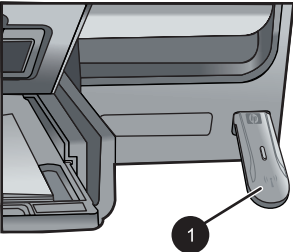
## Optional accessories

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](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)



Accessory name	Description		
 <p data-bbox="224 413 607 468"><b>HP Automatic Two-sided Printing Accessory</b></p>	<p data-bbox="690 170 1131 373">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="690 385 1131 442">This accessory may not be available in all countries/regions.</p>		
 <p data-bbox="224 772 577 829"><b>HP Bluetooth® wireless printer adapter</b></p> <table border="1" data-bbox="224 841 665 899"> <tr> <td data-bbox="224 841 270 899">1</td> <td data-bbox="270 841 665 899">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="690 494 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="690 710 1131 795">For more information on printing with this accessory, go to <a href="http://www.hp.com/go/bluetooth">www.hp.com/go/bluetooth</a>.</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](http://www.hpshopping.com) (U.S.)
- [www.hpshopping.ca](http://www.hpshopping.ca) (Canada)
- [www.hp.com/eur/hpoptions](http://www.hp.com/eur/hpoptions) (Europe)
- [www.hp.com](http://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](#).

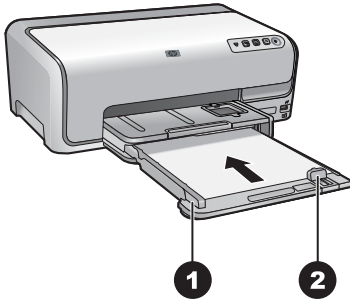
### Paper loading tips

- 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

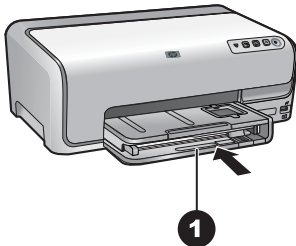
Any supported photo or plain paper media

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.

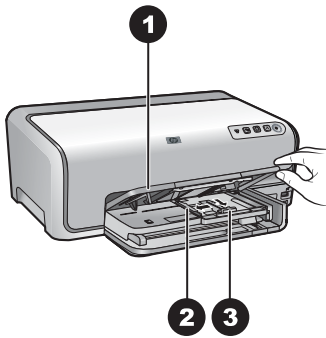


1	Push in the main tray all the way
---	-----------------------------------

### Load the photo tray

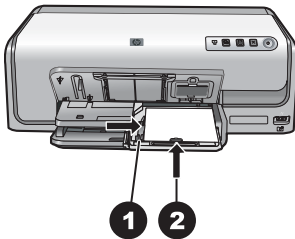
Photo paper up to 10 x 15 cm (4 x 6 inch) with or without tabs, Hagaki cards, A6 cards, L-size cards

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**.

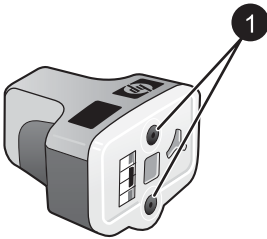
## Ink cartridge tips

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

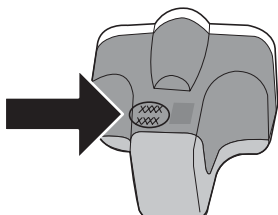


**Caution** To prevent ink loss or spillage: leave the ink cartridges installed while transporting the printer, and avoid leaving used ink cartridge(s) out of the printer for extended lengths of time.

## 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.

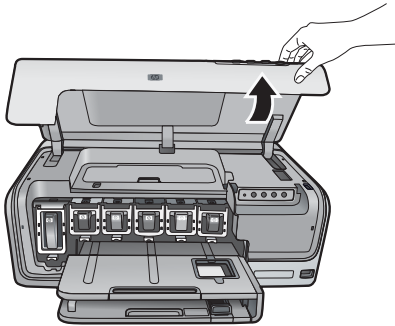
During the warranty period the product is covered as long as the HP ink is not depleted and the end of warranty date has not been reached. The end of warranty date, in YYYY/MM/DD format, may be found on the product as indicated:



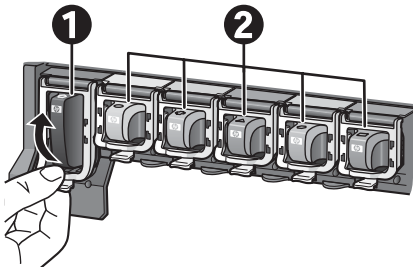
For a copy of the HP Limited Warranty Statement, see [HP Warranty](#).

## Inserting or replacing the ink cartridges

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

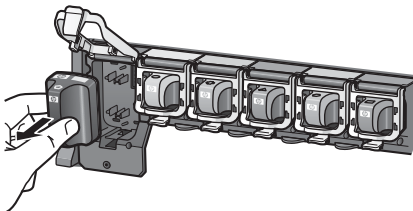


2. Squeeze the gray tab below an ink cartridge slot to release the gray latch inside the printer, then lift the latch. The ink cartridge areas are color-coded for easy reference. Lift the latch below the appropriate color to insert or replace a cartridge. From left to right, the ink cartridges are black,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

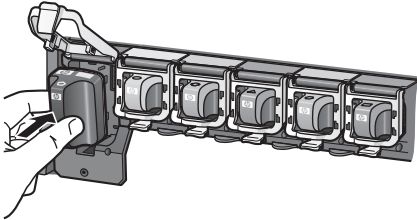


Recycle the old cartridge. The HP Inkjet Supplies Recycling Program is available in many countries/regions and lets you recycle used ink cartridges free of charge. For more information, go to [www.hp.com/hpinfo/globalcitizenship/environment/recycle/inkjet.html](http://www.hp.com/hpinfo/globalcitizenship/environment/recycle/inkjet.html).

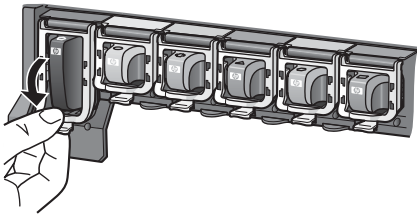
4. Remove the new ink cartridge from its packaging, and while holding it by the handle, slide the ink cartridge into the empty slot. Make sure you insert the ink cartridge into the slot that has the same shaped icon and color as the new cartridge. The copper-colored contacts should be facing the printer 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><b>Digital camera with Bluetooth wireless technology</b></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 <a href="#">Connecting to other devices</a> and the documentation that came with the Bluetooth adapter.</p>	<ol style="list-style-type: none"> <li>1. Load paper in the photo tray.</li> <li>2. Insert the HP Bluetooth® wireless printer adapter into the camera port on the <b>front</b> of the printer. The light on the adapter flashes when the adapter is ready to receive data.</li> <li>3. Follow the instructions in the documentation that came with the digital camera to send photos to the printer.</li> </ol>
<p><b>Digital camera with PictBridge technology</b></p>	<ol style="list-style-type: none"> <li>1. Turn on the PictBridge digital camera and select the photos you want to print.</li> <li>2. Load paper in the photo tray.</li> <li>3. Make sure the camera is in PictBridge mode, then connect it to the camera port on the <b>front</b> of the printer using the USB cable that came with the camera.</li> <li>4. Follow the onscreen instructions on the camera.</li> </ol>

# 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><b>USB</b></p> <ul style="list-style-type: none"><li>• 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>.</li><li>• A computer with Internet access (to use HP Photosmart Share).</li></ul>	<ul style="list-style-type: none"><li>• Print from a computer to the printer. See <a href="#">Printing from a computer</a>.</li><li>• Share photos through HP Photosmart Share.</li><li>• Print directly from an HP Photosmart direct-printing digital camera to the printer. For more information, see <a href="#">Print photos from a digital camera</a> and the camera documentation.</li></ul>
<p><b>PictBridge</b></p>  <p><b>The PictBridge symbol</b></p> <p>A PictBridge-compatible digital camera and a USB cable.</p> <p>Connect the camera to the camera port on the <b>front</b> of the printer.</p>	<p>Print directly from a PictBridge-compatible digital camera to the printer.</p> <p>For more information, see <a href="#">Print photos from a digital camera</a> and the camera documentation.</p>
<p><b>Bluetooth</b></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:

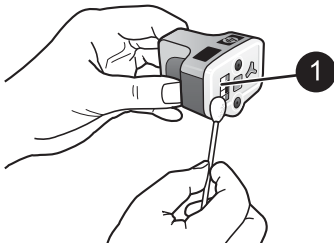
1. Gather the following items to clean the contacts:
  - Distilled, filtered, or bottled water (tap water may contain contaminants that can damage the ink cartridge)

 **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:**

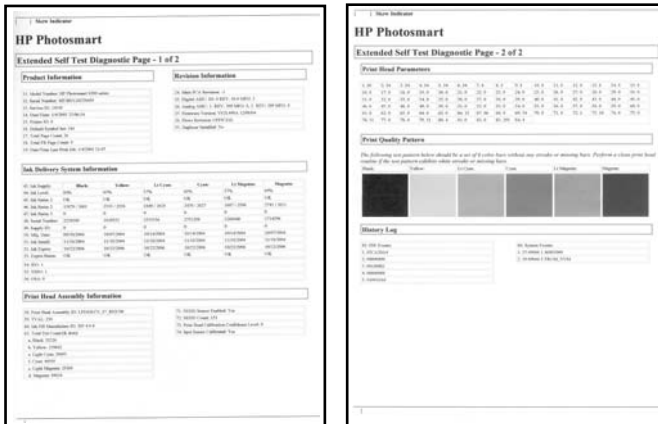
1. Load paper in the main tray. Use plain paper to conserve photo paper.
2. From the Windows **Start** menu, select **HP > HP Solution Center**.
3. Click **Settings > Print Settings > Printer Toolbox**.
4. Click **Print a Diagnostic Page** and follow the onscreen instructions.

**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](http://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](http://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](http://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](http://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](http://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:

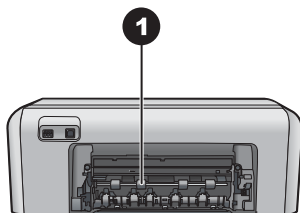
On	Resume	Ink indicator	Comments
Solid green	Blinking	Off	This sequence of lights often indicates a paper-related printer problem, such as a paper jam, no paper, or paper stall. For more information, see <a href="#">Paper errors</a> . There might also be a connectivity problem, such as a digital camera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

## Paper errors

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

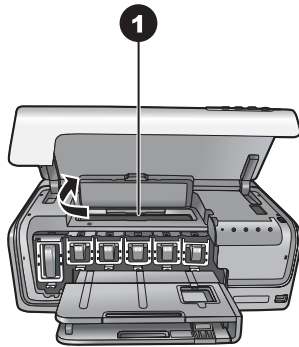
### Error message: Paper Jam.

**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](http://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](http://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](http://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](http://www.hp.com/go/anticounterfeit)

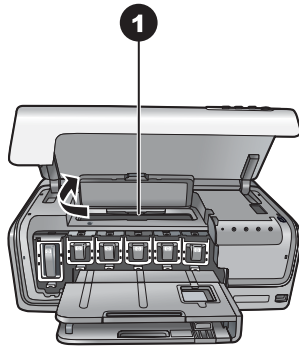
---

**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](http://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](http://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](http://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](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 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：05 70-00051 1（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](http://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
<b>Operating system</b>	Microsoft® Windows 98, 2000 Professional, Me, XP Home, and XP Professional	Mac® OS X 10.3, 10.4, and later
<b>Processor</b>	Intel® Pentium® II (or equivalent) and higher	G3 or greater
<b>RAM</b>	64 MB (128 MB recommended)	Mac OS X 10.3, 10.4, and later: 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:</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 Adapter	<b>USB:</b> Front and back ports (Mac OS X 10.3, 10.4, and later) <b>PictBridge:</b> using front camera port <b>Bluetooth:</b> using optional HP Bluetooth Wireless Adapter
<b>Browser</b>	Microsoft Internet Explorer 5.5 or later	—

## Printer specifications

Category	Specifications
<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

(continued)

<b>Category</b>	<b>Specifications</b>
<b>Video file formats</b>	Motion-JPEG AVI Motion-JPEG QuickTime MPEG-1
<b>Media specifications</b>	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)
<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 a digital camera attached to the camera port</b> 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
<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 HP CD/DVD Tattoos (not available in all countries/regions)
<b>Paper tray – media sizes supported</b>	<b>Main tray</b> 8 x 13 cm to 22 x 61 cm (3 x 5 inch to 8.5 x 24 inch) <b>Photo tray</b> Up to 10 x 15 cm (4 x 6 inch), with or without tab <b>Output tray</b> All supported main tray and photo tray sizes
<b>Paper tray capacity</b>	<b>Main tray</b> 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 <b>Photo tray</b> 20 sheets of photo paper 50 sheets of plain paper 10 cards or envelopes



(continued)

Category	Specifications
	25 sheets of labels or iron-on transfers
<b>Operating environment</b>	<b>Recommended temperature range:</b> 15–30 °C (59-86 °F) <b>Maximum temperature range:</b> 5–40 °C (41-104 °F) <b>Storage temperature range:</b> -40–60 °C (-40-140 °F) <b>Recommended humidity range:</b> 20–80% RH <b>Maximum humidity range:</b> 10–80% RH
<b>Physical specifications</b>	<b>Height:</b> 17.29 cm (6.81 inch). <b>Width:</b> 46.25 cm (18.21 inch) <b>Depth:</b> 38.73 cm (15.25 inch) <b>Weight:</b> 7.37 kg (16.2 lb).
<b>Power consumption</b>	<b>Printing, Maximum:</b> 59 W <b>Idle:</b> 10–12 W <b>Off mode:</b> Less than 1 W
<b>Power supply model number</b>	HP Part # 0957-2105
<b>Power requirement</b>	100–240 VAC (± 10%), 50–60 Hz (± 3 Hz)
<b>Ink cartridges</b>	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  <b>Note</b> 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 <a href="#">Insert ink cartridges</a> .
<b>Print speed (maximum)</b>	<b>Black printouts:</b> 32 pages per minute <b>Color printouts:</b> 31 pages per minute <b>Photos:</b> 14 seconds for each 10 x 15 cm (4 x 6 inch) photo
<b>USB support</b>	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 Media	90 days
Printer	1 year
Print or Ink 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	90 days

## 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 interrupted 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 cartridge or a refilled 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



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