

HP Photosmart D5100 series



使用者指南

User Guide



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HP Photosmart D5100 series 使用者指南

繁體中文



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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-0606。請勿將此法

規號碼與行銷名稱 (HP Photosmart D5100 series 等) 或產品編號 (Q7090A 等) 混淆。

能源消耗 - Energy Star®

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1 歡迎

非常感謝您購買 HP Photosmart D5100 series 印表機！使用此新款相片印表機，您可以印製精美的相片並將相片儲存到電腦。您也可以使用 HP Photosmart D5100 series 印表機，直接將影像列印到 CD 與 DVD 上。

本指南主要說明如何從記憶卡、數位相機、Bluetooth 裝置及 iPod 列印相片。若要了解如何從電腦列印，請安裝 HP Photosmart 軟體並檢視螢幕「HP Photosmart 印表機說明」。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」手冊。

印表機隨附以下說明文件：

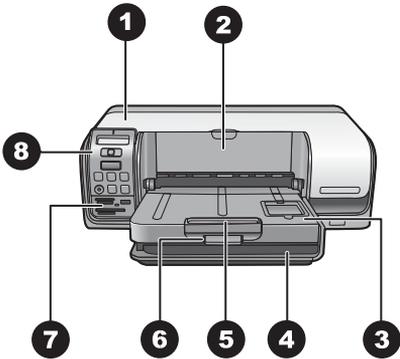
- **快速入門手冊** — 「HP Photosmart D5100 series 快速入門」手冊包含簡明的快速指示，可幫助您設定印表機並開始列印第一張相片。
- **使用者指南** — 「HP Photosmart D5100 series 使用者指南」就是您正在閱讀的這本書。本指南描述印表機的基本功能，說明如何在一般紙張、相紙、CD 及 DVD 上列印。此外，本指南還包含硬體疑難排解資訊。
- **HP Photosmart 印表機說明** — 螢幕「HP Photosmart 印表機說明」描述如何利用電腦使用本印表機，亦包含軟體疑難排解資訊。

存取螢幕 HP Photosmart 印表機說明

在電腦上安裝好 HP Photosmart 軟體後，您便可以檢視螢幕「HP Photosmart 印表機說明」：

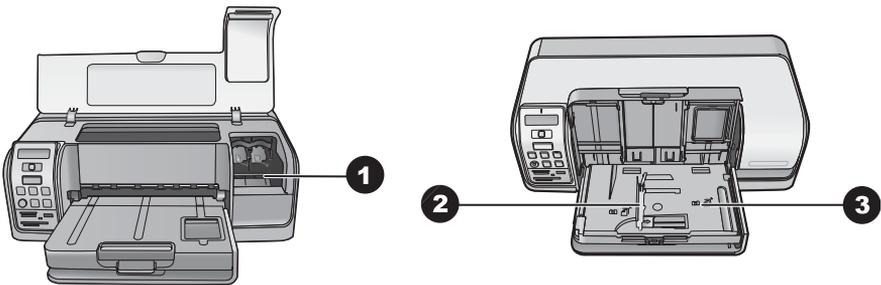
- **Windows PC**：從「開始」功能選項中，選取「程式集」(在 Windows XP 中，則選取「所有程式」) > 「HP」 > 「Photosmart D5100 series」 > 「Photosmart 說明」。
- **Macintosh**：從 Finder「輔助說明」選單中，選取「Mac 輔助說明」。在「輔助說明檢視器」上，選取「資料庫」 > 「HP Photosmart Mac Help」(HP Photosmart Mac 輔助說明)。

印表機零件



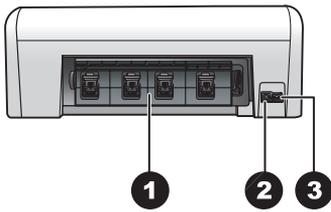
前視圖

- | | |
|---|---|
| 1 | 主蓋 ：提起此蓋板可更換墨匣。 |
| 2 | CD/DVD 匣 ：放下此匣可插入 CD/DVD 放置架，以便列印在 CD 與 DVD 上。 |
| 3 | 出紙匣 ：從此紙匣接住印好的紙張與相片。 |
| 4 | 主紙匣 ：從這裡放入紙張。 |
| 5 | 出紙匣延伸架 ：拉出延伸架可放置大尺寸的輸出紙張。 |
| 6 | 出紙匣卡榫 ：使用此卡榫可牢固地關上出紙匣。 |
| 7 | 記憶卡和 PictBridge 相機插槽 ：在此處插入記憶卡和 PictBridge 相機。 |
| 8 | 控制台 ：在此處控制列印工作。 |



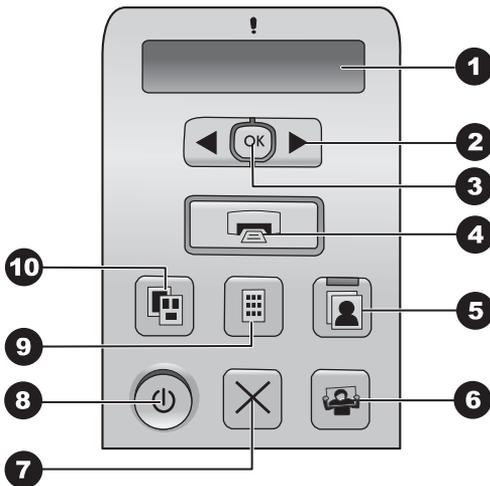
內部視圖

- | | |
|---|----------------------------------|
| 1 | 墨匣放置架 ：在此處放入列印墨匣。 |
| 2 | 相片紙張寬度導板 ：依照不同的紙張寬度調整此導板。 |
| 3 | 相片匣 ：在此處放入相紙或其他支援的小型材質。 |



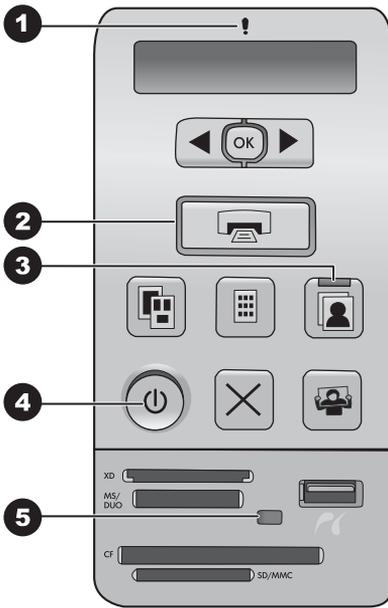
印表機的后方

1	後方機門 ：開啓此門可清除卡紙。
2	USB 埠 ：使用此連接埠將電腦連接至印表機。
3	電源線連接 ：使用此連接埠連接印表機隨附的電源線。



控制台

1	印表機螢幕 ：顯示相片索引編號、版面資訊及約略的墨水存量。
2	選取相片◀和▶ ：捲動記憶卡上的相片。
3	OK ：選取或取消選取所顯示要進行列印的相片索引編號。
4	列印 ：從插入的記憶卡列印選取的相片。
5	相片匣 ：為下一個獨立的列印工作選取相片匣。
6	Photosmart Express ：在 Windows 電腦上開啓 HP Photosmart Express 軟體，或在 Mac 上開啓 HP Photosmart Studio 軟體。
7	取消 ：取消目前的列印作業。
8	開啓 ：開啓或關閉印表機電源。
9	相片索引 ：列印記憶卡上所有相片的縮圖。
10	版面 ：選擇相片版面。

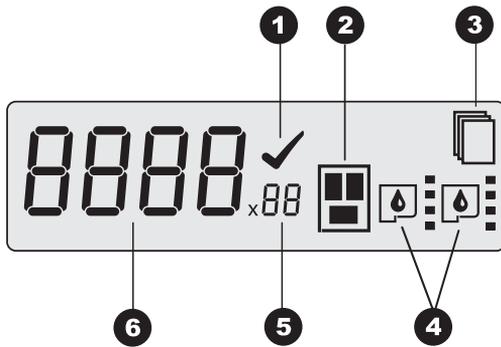


指示燈

1	注意： 呈紅色閃爍表示發生錯誤或需要使用者採取某些行動。
2	列印： 一直亮起為綠色表示印表機準備開始列印，呈綠色閃爍表示印表機忙碌中。
3	相片匣： 一直亮起為綠色表示將從相片匣進行下一個獨立的列印工作。
4	電源： 開啓印表機電源時一直亮起為綠色，關閉電源時熄滅。
5	記憶卡/PictBridge 相機： 一直亮起為綠色表示已正確插入記憶卡或 PictBridge 相機；呈綠色閃爍表示印表機正在存取記憶卡或 PictBridge 相機；若未插入記憶卡或 PictBridge 相機，或是插入了多張記憶卡，則此燈號熄滅。

印表機螢幕

HP Photosmart D5100 series 印表機螢幕可顯示印表機的狀態，並協助選取要列印的影像。印表機螢幕包含七段顯示、一個核取記號圖示、一個版面圖示、兩個墨匣圖示及一個紙張圖示，如下圖所示。



1	核取記號圖示 ：指出相片已選定以進行列印。
2	版面圖示 ：指出選定的版面。
3	紙張圖示 ：印表機缺紙或夾紙時即會閃爍。
4	墨匣圖示 ：代表每個斜槽中的墨匣。如果墨匣已安裝，此圖示會出現。每個墨匣圖示旁的長條圖代表該墨匣中的約略墨水存量。
5	份數圖示 ：指出要列印的份數。如果只列印一份則不會出現此圖示。
6	影像編號圖示 ：指出記憶卡中的影像編號。它也會指出「數位列印順序格式」(DPOF)。

2 準備列印

本節包括下列主題：

- 裝入紙張
- 使用列印墨匣

放入紙張

為獲得較佳的品質，請選擇適用的紙張並正確放入主紙匣或相片匣中。

 **提示** 請一次只放入一種類型及尺寸的紙張。請勿在主紙匣或相片匣中混用不同類型或尺寸的紙張。

選擇適用的紙張

如需可用 HP 紙張的清單，或是要購買耗材，請造訪：

- www.hpshopping.com (美國)
- www.hp.com/go/supplies (歐洲)
- www.hp.com/jp/supply_inkjet (日本)
- www.hp.com/paper (亞太區)

若要取得最佳的列印效果，請選用以下高品質的 HP 相紙。

若要列印	請使用
高品質、永保持久的相片和放大相片	HP 特級相紙 (在某些國家/地區也稱為 Colorfast 相紙)。
從掃描器或數位相機獲取的中到高解析度影像	HP 高級相紙
立即晾乾、防水與防指印的光面相片	HP 進階相紙
日常生活和商業應用相片	HP 相紙 HP 普通相紙
文字文件、草稿、測試頁和校正頁	HP 多用途紙張

讓紙張保持適合列印的良好狀態：

- 將未使用的紙張儲存在其原始包裝袋或塑膠袋中。
- 將紙張平放在乾燥涼爽處。如果邊角捲曲，請將紙張放入塑膠袋中，然後輕輕向相反的方向折彎，直到紙張平整。
- 拿取相紙時應碰觸相紙邊緣，以免留下污點。

從控制台或電腦列印

從電腦列印時，印表機可支援從 7.6 x 12.7 公分至 22 x 61 公分 (3 x 5 英吋至 8.5 x 14 英吋) 的紙張尺寸。從控制台直接列印時，可支援的紙張尺寸包括 A6、

A4、10 x 15 公分 (4 x 6 英吋) 含標籤或不含標籤、8.5 x 11 英吋、Hagaki 以及 L 尺寸。

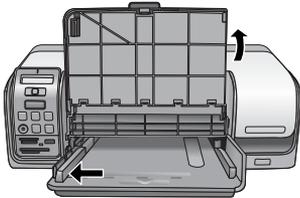
放入主紙匣

主紙匣支援下列材質：

- Letter 或 A4 紙張
- 投影片
- 20 x 25 公分 (8 x 10 英吋) 相紙
- 寬度為 28.0 公分 (11 英吋) 或更寬的信封
- 7.62 x 13 公分 (3 x 5 英吋) 相紙
- A6 紙張
- L 尺寸卡
- 13 x 18 公分 (5 x 7 英吋) 相紙
- 2L 尺寸紙張
- 10 x 20 公分 (4 x 8 英吋) 相片卡
- B5 紙張
- 寬度小於 28.0 公分 (11 英吋) 的信封

請遵循下列步驟將紙張放入主紙匣：

1. 提起相片匣。
2. 取出放在主紙匣中的所有紙張。
3. 將紙張寬度導板滑至左邊直到停住為止。

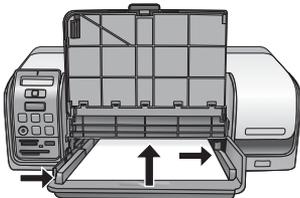


4. 以列印面朝下的方式將紙張放入主紙匣。向內滑動紙張直到停住為止。以信封口蓋朝左的方式放入信封。將信封口蓋摺入信封內以避免卡紙。

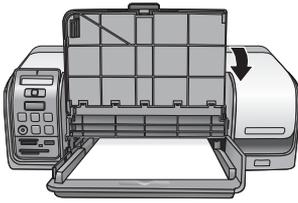


附註 將紙張靠紙匣的右側對齊。

5. 滑動紙張寬度導板，使其緊靠紙張邊緣，但不使紙張彎曲。



6. 放下相片匣。



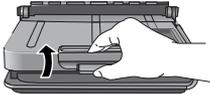
放入相片匣

相片匣支援下列材質：

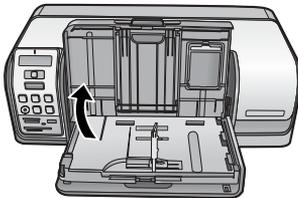
- 10 x 15 公分 (4 x 6 英吋) 相紙 (含標籤或不含標籤)
- 13 x 18 公分 (5 x 7 英吋) 相紙
- 索引卡
- Hagaki 卡

請遵循下列步驟將材質放入相片匣：

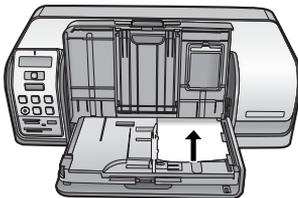
1. 從下方按下出紙匣卡榫並向上提起，以分開出紙匣與相片匣。



2. 提起出紙匣。



3. 取出放在相片匣中的所有紙張。
4. 將紙張寬度導板滑至左邊直到停住為止。
5. 以**列印面朝下**的方式，將最多 20 張相紙放入相片匣中。向內滑動紙張直到停住為止。



附註 將紙張靠紙匣的右側對齊。

6. 滑動紙張寬度導板，使其緊靠紙張邊緣，但不使紙張彎曲。

7. 將出紙匣放回原來的位罝。完全放下出紙匣時，出紙匣卡榫即會卡入。
8. 按控制台上的「相片匣」按鈕。

使用列印墨匣

本款 HP Photosmart D5100 series 印表機可以列印彩色及黑白相片。HP 提供不同類型的列印墨匣，可讓您選擇適合您專案的最佳墨匣。

購買替換列印墨匣

在購買替換墨匣時，請參閱本指南封底的墨匣編號。這些墨匣編號會依國家/地區的不同而異。您也可以印表機軟體中找到墨匣編號。

尋找正確的列印墨匣編號 (Windows 使用者)

1. 用滑鼠右鍵按一下 Windows® 工作列中的 HP Digital Imaging Monitor 圖示，然後選取「啓動/顯示 HP 解決方案中心」。
2. 選取「設定」，然後選取「列印設定」>「印表機工具箱」。
3. 選取「估計的墨水存量」標籤，然後按一下「列印墨匣資訊」。

尋找正確的列印墨匣編號 (Mac 使用者)

1. 在 Dock 中，按一下「HP Photosmart Studio」。
2. 在 Studio 工具列中，按一下「Devices」(裝置)。
3. 在「Information and Settings」(資訊與設定) 彈出式選單中，選擇「Maintain Printer」(維護印表機)，然後按一下「Launch Utility」(啓動工具程式)。
4. 在「Configuration Settings」(組態設定) 列表中，按一下「Supply Info」(耗材資訊)。

列印墨匣提示

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 墨水是特別配製並透過科學方法進行品質、純度和防止褪色方面的測試。

爲了獲得最佳列印品質，對於從零售商處購買的所有列印墨匣，HP 建議您在包裝盒上的安裝有效期之前安裝。

爲獲得最佳的列印效果，HP 建議您僅使用原廠 HP 列印墨匣進行列印。原廠 HP 列印墨匣是專爲 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 不保證非 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毀而引起的印表機服務或維修不在保固範圍內。



注意 防止墨水遺失或溢出：搬運印表機時，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。

插入與更換列印墨匣

準備印表機和墨匣

1. 確定電源開啓。
2. 提起印表機主蓋。
3. 撕下墨匣上的粉紅色膠帶。



附註 切勿碰觸墨水噴嘴或銅色接點，亦請勿重新貼上墨匣膠帶。

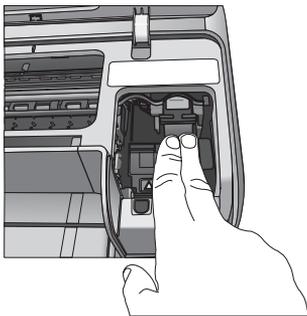


插入墨匣

1. 如果要更換 HP 黑色、HP 相片或 HP 灰色相片墨匣，請將右隔室中的列印墨匣向下推再向外拉出。
2. 手持新的墨匣，使標籤面在頂端。稍微朝上傾斜將墨匣滑入右隔室中，讓銅色接點先送入印表機。輕輕推入墨匣，直到它卡入到位。



注意 為避免列印滑動架卡住，請確定插入列印墨匣時它穩固地卡入到位。



3. 重複之前的步驟，將 HP 三色墨匣安裝到左隔室中。
4. 放下主蓋。

校正列印墨匣以獲得最佳效果

每次安裝或更換列印墨匣之後，請務必校正列印墨匣。校正列印墨匣可以使它們在列印速度及品質方面執行最佳效果。每次當您插入或更換列印墨匣時，HP Photosmart D5100 series 印表機就會自動校正列印墨匣。



附註 當您插入或更換列印墨匣時，印表機會發出幾秒鐘的聲響。這是正常現象。印表機正在校正墨匣。

3 列印時不連接電腦

HP Photosmart D5100 series 可讓您即使在不開啓電腦的情況下，也可列印高品質的相片。依照「HP Photosmart D5100 series 快速入門」手冊中的指示設定印表機之後，請參考以下步驟完成整個列印工作。

安裝印表機之後，即可從下列任何裝置列印：

- 記憶卡
- PictBridge 相容數位相機
- Bluetooth 裝置
- iPod (有相片儲存在內)

連接

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。

連接類型與需要的配件	可讓您...
記憶卡 相容數位相機記憶卡。 將記憶卡插入印表機前方的適當記憶卡插槽。	<ul style="list-style-type: none">● 直接從記憶卡列印到印表機。請參閱從記憶卡列印。● 直接從印表機控制台列印記憶卡中相片的相片索引。
PictBridge PictBridge 相容數位相機與 USB 纜線。 將相機連接到印表機前方的相機連接埠。	直接從 PictBridge 相容數位相機列印到印表機。如需更詳細的資訊，請參閱 從數位相機列印相片 與相機的說明文件。
Bluetooth 選購的 HP Bluetooth 無線印表機轉接器。 將 HP Bluetooth 無線印表機轉接器連接到印表機前方的相機連接埠。	從任何具備 Bluetooth 無線技術的裝置列印到印表機。
iPod iPod 與隨附的 USB 纜線。 將 iPod 連接到印表機前方的相機連接埠。	直接從 iPod (有相片儲存在內) 列印到印表機。如需詳細資訊，請參閱 從 iPod 列印相片 。

從記憶卡列印

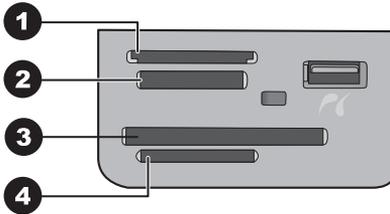
您可以將記憶卡插入印表機以便從記憶卡列印相片，並使用印表機控制台選取和列印相片。您也可以直接從記憶卡列印相機選定的相片，亦即使用數位相機標示為要列印的相片。

從記憶卡列印很快捷和便捷，而且不會耗盡數位相機的電池電力。如需有關插入記憶卡的詳細資訊，請參閱[插入記憶卡](#)。

插入記憶卡

使用數位相機拍照之後，您可以從相機取出記憶卡，將其插入印表機以選取和列印相片。此印表機可以讀取下列類型的記憶卡：**CompactFlash**、**Memory Stick**、**Microdrive**、**MultiMediaCard**、**Secure Digital** 和 **xD-Picture Card**。

 **注意** 使用其他任何類型的記憶卡可能會損毀記憶卡和印表機。



記憶卡插槽

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

記憶卡類型

請在下表中尋找您的記憶卡，並按照相應的指示將記憶卡插入印表機。

操作指引：

- 一次僅插入一張記憶卡。
- 將記憶卡輕輕推入印表機，直到卡停住為止。記憶卡插槽只允許將部份記憶卡插入印表機；請勿嘗試硬將整個記憶卡插入印表機。
- 當記憶卡插入正確時，記憶卡燈號將會閃爍，然後一直亮起為綠色。

 **注意 1** 使用任何其他方法插入記憶卡可能會損毀記憶卡和印表機。

注意 2 當記憶卡燈號呈綠色閃爍時，請勿拔出記憶卡。如需詳細資訊，請參閱[取出記憶卡](#)。

記憶卡	記憶卡插入方式
CompactFlash 	<ul style="list-style-type: none"> ● 正面標籤朝上，如果標籤有箭頭，箭頭應指向印表機 ● 有金屬針孔的一邊先插入印表機

(續)

記憶卡	記憶卡插入方式
Memory Stick 	<ul style="list-style-type: none">● 缺角在左邊● 金屬接點面朝下● 如果您使用 Memory Stick Duo 或 Memory Stick PRO Duo 卡，請先連接記憶卡隨附的轉接器，再將記憶卡插入印表機
Microdrive 	<ul style="list-style-type: none">● 正面標籤朝上，如果標籤有箭頭，箭頭應指向印表機● 有金屬針孔的一邊先插入印表機
MultiMediaCard 	<ul style="list-style-type: none">● 缺角在右邊● 金屬接點面朝下
Secure Digital 	<ul style="list-style-type: none">● 缺角在右邊● 金屬接點面朝下
xD-Picture Card 	<ul style="list-style-type: none">● 記憶卡弧形的一邊朝向您自己● 金屬接點面朝下

支援的檔案格式

此印表機可辨識 JPEG 與未壓縮的 TIFF 檔案，並可直接從記憶卡列印。如果您的數位相機將相片儲存為其他檔案格式，請使用軟體應用程式將檔案儲存到電腦然後列印。如需詳細資訊，請參閱螢幕「HP Photosmart 印表機說明」。

變更預設紙張尺寸

直接從記憶卡列印時，請使用「工具箱」來變更預設紙張尺寸。從相片匣列印的預設小型紙張尺寸為 10 x 15 公分 (4 x 6 英吋)，而預設的列印大型紙張尺寸為 21.6 x 28.0 公分 (8.5 x 11 英吋)。

變更預設紙張尺寸

1. 在 Windows 工作列最右端的 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」。
2. 按一下「設定」，然後選取「列印設定」>「印表機工具箱」。
3. 按一下「設定紙張尺寸」標籤。
4. 選取小型紙張和大型紙張的預設紙張尺寸。

決定要列印哪些相片

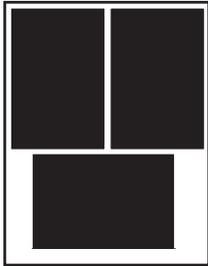
先列印相片索引，再決定要列印哪些相片。相片索引會顯示記憶卡上所有相片的縮圖檢視和索引編號 (最大值為 2000)。您可以使用列印輸出上的索引編號來指出要列印哪些相片。

列印相片索引

1. 插入記憶卡。
2. 確定主紙匣中已放入幾張一般紙張。
3. 按控制台上的「**相片索引**」。

選取相片版面

在印表機上按「**版面**」，選取要列印相片的版面。從印表機控制台選定的所有相片都將以這種版面列印。列印件的實際大小會根據您放入印表機的紙張大小而有所不同，如下表所示。如需所支援紙張大小的完整清單，請參閱[印表機規格](#)。

版面類型	紙張尺寸	相片尺寸
每頁 1 張相片 	4 x 6 英吋 10 x 15 公分 5 x 7 英吋 8.5 x 11 英吋 A4 Hagaki L	4 x 6 英吋 10 x 15 公分 5 x 7 英吋 8.5 x 11 英吋 21.0 x 29.7 公分 10.0 x 14.8 公分 9.0 x 12.7 公分
每頁 3 張相片 	3.5 x 5 英吋 4 x 6 英吋 5 x 7 英吋 8 x 10 英吋 8.5 x 11 英吋 A6 A4 Hagaki L	1.5 x 2.25 英吋 1.75 x 2.625 英吋 2.25 x 3.375 英吋 3.33 x 5 英吋 4 x 6 英吋 4.77 x 7.15 公分 10 x 15 公分 4.52 x 6.78 公分 3.96 x 5.94 公分

選取要列印的相片

使用相片索引為指引，您可以從控制台選取和列印相片。



附註 您選定的相片完成列印之後，印表機將會自動取消選取這些相片。

如果您想要...	請執行
選取一張或多張相片	<ol style="list-style-type: none"> 1. 確定記憶卡已插入印表機中。 附註 除了插入記憶卡，您也可以從連接到前方相機連接埠的 iPod 選取相片。如需詳細資訊，請參閱從 iPod 列印相片。 2. 參考列印的相片索引，然後決定選擇哪些相片來列印。請注意相應的索引編號。 3. 按「選擇相片」◀或▶，直到要列印的第一張相片之索引編號出現在印表機螢幕上。 提示 按住該按鈕可快速檢視索引編號。 4. 按「OK」選取相片以進行列印。印表機螢幕上相片編號旁邊會出現核取記號，表示該相片已被選取。 5. 重複步驟 2 至 4，直到選取所有要列印的相片。 附註 若要取消選取相片，請按「取消」。若要列印多份同一相片，請按「OK」直到要列印的份數出現在核取記號下。
選取記憶卡上的所有相片	<ol style="list-style-type: none"> 1. 確定記憶卡已插入印表機中。 2. 按住「OK」3 秒鐘。印表機螢幕會短暫顯示十二條小短線，然後螢幕上每個索引編號的旁邊將出現核取記號。
取消選取選定的相片	若要取消選取所有相片，請按住「OK」3 秒鐘。

列印相片

從記憶卡列印相片

1. 插入記憶卡。
2. 在主紙匣或相片匣中放入相紙。



附註 若要從相片匣列印，請按控制台上的「相片匣」按鈕。印表機會為下一個獨立的列印工作選取相片匣。

3. 選取一張或多張相片。如需選取相片的詳細資訊，請參閱選取要列印的相片。
4. 按「列印」。

選取的相片完成列印之後，印表機會自動取消選取這些相片。



附註 有些數位相機具有功能表功能，可讓您在記憶卡上選取要列印的相片。相機選定的相片將會列出，以便在暫時的「數位列印順序格式」(DPOF) 檔案中列印。選定的相片完成列印之後，將會自動刪除 DPOF 檔案。

如果您已使用 DPOF 功能選取相片，當您插入記憶卡時，「dPOF」會出現在印表機螢幕上。按「**列印**」即可列印這些相機選取的相片，或按「**取消**」來取消選取這些相片。

取出記憶卡

請等待直到記憶卡指示燈停止閃爍並呈綠色亮起，然後才輕輕拔出記憶卡，將它從印表機中取出。



注意 如果記憶卡指示燈呈綠色閃爍，表示印表機正在存取記憶卡。請勿在存取記憶卡時將其取出，因為這樣做可能會損毀印表機或記憶卡。

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。

使用 PictBridge 相機

直接將 **PictBridge** 相機連接到印表機前方的 **USB** 埠，**HP Photosmart D5100 series** 印表機即可從該相機列印。



附註 某些 **PictBridge** 相機可能會將 **5 x 7 英吋** 的紙張尺寸顯示為 **2L**、**127 x 178 公釐** 或 **13 x 18 公分**。

將 PictBridge 相容相機連接到印表機

1. 將相機設定為 **PictBridge** 模式，然後選取要列印的相片。
2. 將相紙放入印表機。如需詳細資訊，請參閱[放入紙張](#)。
3. 使用相機隨附的 **USB 纜線** 將 **PictBridge** 相容數位相機連接到印表機**前方**的相機連接埠。

印表機一旦辨識 **PictBridge** 相容相機，即會自動列印選定的相片。

使用 Bluetooth 相機

如果您的數位相機配備 **Bluetooth** 無線技術，則可以購買選購的 **HP Bluetooth** 無線印表機轉接器，並使用 **Bluetooth** 無線連線從相機列印。

從 Bluetooth 相機列印相片

1. 將相紙放入印表機。如需詳細資訊，請參閱[放入紙張](#)。
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，轉接器上的指示燈將會閃爍。

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。

從其他 Bluetooth 裝置列印相片

您也可以從配備 Bluetooth 無線技術的其他裝置 (例如 PDA、筆記型電腦或行動電話) 列印。如需詳細資訊，請參閱[連接](#)、螢幕「HP Photosmart 說明」，以及 Bluetooth 裝置隨附的說明文件。

進行 Bluetooth 連線

若要使用 Bluetooth 連線，所有裝置都必須安裝必要的硬體和軟體。此外，還必須將 HP Bluetooth 無線印表機轉接器連接到印表機前方的相機連接埠。此轉接器可單獨購買。如需詳細資訊，請參閱轉接器隨附的文件。

從 Bluetooth 裝置列印相片

從任何 Bluetooth 裝置列印的基本步驟都相同：

從 Bluetooth 裝置列印相片

1. 讓裝置搜尋可用的 Bluetooth 印表機。
2. 當印表機出現在裝置上時選取該印表機。
3. 列印。

檢查裝置隨附的說明文件以取得詳細的指示。

從 iPod 列印相片

使用下列步驟將相片匯入 iPod 和從 iPod 列印相片之前，請確定您的影像格式和 iPod 符合下列需求：

- 複製到 iPod 的影像必須是 JPEG 格式。
- 確定 iPod 已格式化為 Windows 版 (FAT 32 檔案結構)。
iPod 預設為 Windows 檔案結構。若要檢查您的 iPod 是否已格式化為 Windows 版，請選擇 iPod 上的「Settings」(設定)>「About」(關於)。如果已在 Windows 中經過格式化，則螢幕的底端會顯示「Format Windows」(Windows 格式)。如果 iPod 未在 Windows 中經過格式化，您必須使用 iPod 隨附的 USB 纜線將 iPod 連接到 Windows 電腦，並依照螢幕上的指示進行。



附註 只連接到 Macintosh 的 iPod 與本款印表機不相容；但是，您可以將 iPod 連接到 Windows 電腦使其與印表機相容。連接到 Windows 電腦之後，Macintosh 使用者仍然可以將其 iPod 完全同步化回 Macintosh 和 Mac iTunes，並繼續支援印表機。

將相片匯入 iPod

1. 使用 iPod 專用 Belkin Media Reader 讀卡機將相片從記憶卡複製到 iPod。
2. 透過選取 iPod 選單上的「Photo Import」(相片匯入)，即可確認相片已在 iPod 上。相片會以「Rolls」(膠卷) 顯示。

從 iPod 列印相片

1. 使用 iPod 隨附的 USB 纜線，將 iPod 連接到印表機前方的相機連接埠。
2. 選擇您要列印的相片然後按「列印」。選定的相片完成列印之後，印表機將會自動取消選取這些相片。如需關於選取和列印相片的更詳細資訊，請參閱[選取要列印的相片](#)。

如果您無法使用 iPod 列印到 HP Photosmart，請聯絡 HP 顧客貼心服務。請參閱[HP 支援](#)。

4 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。在軟體安裝期間，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、編輯和列印相片。

如需安裝軟體的詳細資訊，請參閱「快速入門指南」。經常更新軟體可確保您擁有最新的改進功能；如需指示，請參閱[更新軟體](#)。



附註 Windows 使用者：HP Photosmart Premier 只能在具備 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

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。若您需要說明，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，而不需要大型附件，這是比傳送電子郵件更好的方式。
- **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。若您需要說明，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，而不需要大型附件，這是比傳送電子郵件更好的方式。

HP Photosmart Studio (Mac)

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

探究可從 HP Photosmart Studio 存取的多種 HP Photosmart Mac 軟體功能：

- **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、整理及管理相片與視訊。
- **Edit (編輯)** — 調整和增強影像。
- **Slideshow (幻燈放映)** — 製作相片的線上幻燈放映。
- **Panorama (全景)** — 從多個影像建立單一全景影像。
- **Create (創意)** — 製作相簿頁、卡片、標籤、海報、長條紙等。
- **Print (列印)** — 以標準尺寸或索引頁格式，從視訊列印相片與畫面。
- **Share (共享)** — 將相片傳送給親朋好友，而不需要大型附件。
- **Shop (採購)** — 線上訂購列印品與禮品。

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。印表機必須透過 **USB 纜線** 連接到可以存取網際網路的電腦，且電腦上必須已安裝所有 HP 軟體。如需詳細資訊，請參閱 **HP Photosmart Premier**、**HP Photosmart Essential** 或 **HP Photosmart Mac** 輔助說明。

開啓 HP Photosmart 共享 (Windows 使用者)

→ 在 HP Photosmart Premier 或 HP Photosmart Essential 中，按一下「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，然後在工具列中按一下「Share」(共享) 按鈕。

在電腦螢幕上檢視相片

將印表機連接到電腦後，可將記憶卡插入印表機，並在電腦螢幕上檢視相片。插入記憶卡時，HP Photosmart 軟體將為您提供檢視或儲存相片至電腦的選項。如需關於將印表機連接至電腦的資訊，請參閱「快速入門」手冊。

在螢幕上檢視記憶卡相片

1. 確定已從 HP Photosmart D5100 series 光碟片安裝軟體，並透過印表機後方的 USB 埠將印表機連接至電腦。
2. 將記憶卡插入印表機。HP Photosmart 軟體將為您提供檢視或儲存相片的選項。
3. 按一下「**檢視**」，即可開啓相片檢視器並顯示記憶卡中的第一個影像。
4. 在印表機控制台上，按「**選擇相片**」◀和▶可捲動記憶卡中的相片。

將相片儲存至電腦

將印表機連接到電腦之後，您可以將相片從記憶卡儲存至電腦。

將相片從記憶卡儲存至電腦

1. 確定已從 HP Photosmart D5100 series 光碟片安裝軟體，並透過印表機後方的 USB 埠將印表機連接至電腦。
2. 將記憶卡插入印表機。HP Photosmart 軟體將為您提供檢視或儲存相片的選項。
3. 按一下「**儲存**」。
4. 依照螢幕上的指示，將相片儲存至電腦上適當的資料夾。

5 列印在 CD 與 DVD 上

除了列印在紙張上，HP Photosmart D5100 series 印表機也可讓您列印在 CD 與 DVD 上。您可利用 Windows 電腦上的 HP Phototsmart Premier 軟體或 Mac 上的 HP Photosmart Studio，設計並製作 CD 或 DVD 的自訂標籤。然後，您可將標籤列印在可列印的 CD 或 DVD 材質上。



提示 建議您先將資料寫入至 CD 或 DVD，再將標籤列印在上面。

製作與列印 CD/DVD 標籤

閱讀這些訣竅，以了解如何開啓並使用 HP Photosmart Premier 軟體與 HP Photosmart Studio。

HP Photosmart Premier

HP Photosmart Premier 為易於使用的軟體，可提供獲得相片樂趣所需的所有工具。此軟體也可協助您設計並製作 CD 與 DVD 的標籤。

開啓 HP Photosmart Premier

→ 連按兩下桌面上的「HP Photosmart Premier」圖示。若您需要說明，請參閱「HP Photosmart 軟體說明」。

HP Photosmart Studio

HP Photosmart Studio 為易於使用的軟體，可提供在 Mac 上獲得相片樂趣所需的所有工具。此軟體也可協助您設計並製作 CD 與 DVD 的標籤。

開啓 HP Photosmart Studio

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

使用 HP Photosmart Premier

開啓軟體後，您可在「創意」標籤中設計並製作 CD 與 DVD 的標籤。製作標籤之後，按一下「創意」頁面上的「列印」，即可將標籤列印在您的材質上。若您需要說明，請參閱軟體中的螢幕說明。



提示 請先在 CD/DVD 匣中放入材質，再按一下軟體中的「列印」。若您需要說明，請參閱[放入 CD/DVD 匣](#)。

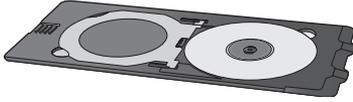
準備印表機以列印在 CD 與 DVD 上

製作 CD/DVD 標籤後，在 CD/DVD 匣中放入可列印的材質。

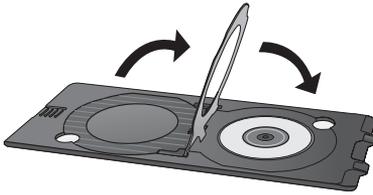
 **注意** 在 CD/DVD 匣中放入材質之前，請先確定印表機後面有大約 10 公分 (4 英吋) 的空間。

放入 CD/DVD 放置架

→ 將材質穩固地卡入印表機隨附的 CD/DVD 放置架。確定列印面朝上。

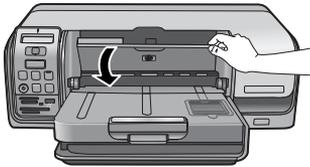


附註 若您要使用較小尺寸的材質，請翻轉 CD/DVD 放置架，如圖 1 所示。

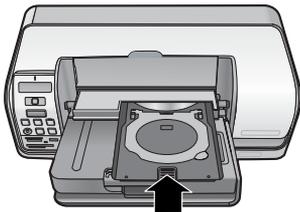


放入 CD/DVD 匣

1. 拉下 CD/DVD 匣。



2. 將 CD/DVD 放置架插入 CD/DVD 匣，直到匣上的箭頭對齊放置架上的箭頭。有箭頭標示的那一面會插入 CD/DVD 匣。



3. 按一下軟體中的「列印」。

列印在材質上時，印表機會拉出 CD/DVD 放置架。CD/DVD 放置架可能會突出印表機後方約 7.5 公分 (3 英吋)。

完成列印工作

順利列印在材質上後，請遵循下列步驟。

取出 CD/DVD 放置架

1. 小心地從 CD/DVD 匣中取出 CD/DVD 放置架。
2. 關上 CD/DVD 匣。



附註 只有在關上 CD/DVD 匣後，才會進行其他列印工作。

3. 從 CD/DVD 放置架中取出材質。



提示 從 CD/DVD 放置架中取出材質之前，請保留足夠的時間讓列印面乾燥。



注意 從 CD/DVD 放置架中取出材質時，請勿觸碰列印面。

6 愛護與維護

HP Photosmart D5100 series 印表機並不需要特別維護。只要遵守本章介紹的指引，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

請使用這一節介紹的簡單程序，使印表機和列印墨匣常保清潔和最佳狀態。

清潔印表機的外部

清潔印表機的外部

1. 關閉印表機的電源，然後從印表機後方拔下電源線。
2. 使用稍微沾濕清水的軟布擦拭印表機外部。
3. 提起主蓋，並使用稍微以清水沾濕的軟布擦拭列印墨匣周圍的區域。



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。請勿潤滑支撐列印墨匣托架滑動的金屬桿。托架前後滑動時產生噪音屬於正常現象。

清潔列印墨匣

如果您發覺列印的相片上有白色線條或單色條紋，即表示需要清潔列印墨匣。您可以使用印表機隨附的軟體，執行自動墨匣清潔程序。如需詳細資訊，請參閱「HP Photosmart 印表機說明」。

如果使用自動列印墨匣清潔程序完成三次清潔，但是測試頁上仍然有白色條紋或缺色，則可能需要手動清潔列印墨匣的接點。如需更詳細的資訊，請參閱[手動清潔列印墨匣的接點](#)。



附註 如果墨匣或印表機最近曾經掉落到地上，列印的相片上也可能會有白色條紋或缺色。這只是暫時性的問題，大約 24 小時之內就會恢復正常。

手動清潔列印墨匣的接點

如果在滿佈灰塵的環境中使用印表機，列印墨匣的接點上可能會堆積碎屑，進而造成列印問題。

清潔列印墨匣的接點

1. 請備齊下列物件來清潔接點：
 - 蒸餾水 (自來水中可能含有會損毀列印墨匣的物質)
 - 棉花棒，或其他不會有絨毛沾到列印墨匣上的柔軟、無絨材料
2. 打開印表機主蓋。
3. 取出列印墨匣放在一張紙上，使墨水噴嘴板朝上。請注意不要用手碰觸銅色接點或墨水噴嘴板。



注意 切勿將列印墨匣留在印表機外超過 30 分鐘。墨水噴嘴暴露在空氣中超過 30 分鐘就可能乾掉，並造成列印問題。

4. 用蒸餾水稍微沾濕棉花棒，並從棉花棒上擠出多餘的水份。
5. 用棉花棒輕輕擦拭銅色接點。



注意 切勿碰觸墨水噴嘴板。觸碰墨水噴嘴板會導致噴墨不暢、墨水故障以及通電接觸不良。

6. 重複步驟 4 和步驟 5，直到乾淨的棉花棒上沒有墨跡或灰塵。
7. 將列印墨匣插入印表機，然後合上主蓋。
8. 印表機會自動校正列印墨匣。校正印表機時，印表機會發出聲響。這是正常現象。

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改進功能。若要下載印表機軟體更新程式，請造訪 www.hp.com/support 或使用「HP 軟體更新程式」。確定電腦在執行軟體更新程式之前已連線至網際網路。



附註 在某些國家/地區，您可以直接聯絡 HP，訂購 HP Photosmart Premier 軟體更新程式 CD。

下載軟體 (Windows 使用者)

1. 在 Windows 「開始」功能選項中，選取「程式集」(在 Windows XP 中，則選取「所有程式」) > 「HP」> 「HP 軟體更新程式」。「HP 軟體更新程式」視窗即會開啓。
2. 按一下「下一步」。「HP 軟體更新程式」會在 HP 網站中搜尋印表機軟體更新程式。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」視窗中會顯示軟體更新程式。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**沒有可用的更新程式**。
3. 如果有軟體更新，請按一下軟體更新旁邊的核取方塊以將它選取。
4. 按一下「下一步」。
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. 在 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程式。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。

儲存印表機和列印墨匣

印表機和列印墨匣不用時，請妥善儲存以保護它們。

儲存印表機

您可以按照下列步驟儲存印表機：

1. 關閉印表機。
2. 取出紙匣中所有的紙張。
3. 如果出紙匣延伸架已拉出，請將它推入。
4. 關上 CD/DVD 匣。

此印表機能夠短時間或長時間放置不使用。

- 將印表機儲存在室內，遠離直射的日光及溫度過冷過熱處。
- 如果一個月或更久的時間沒有使用印表機和列印墨匣，請在列印前使用印表機隨附的軟體來執行墨匣自動清潔程序。如需詳細資訊，請參閱「HP Photosmart 印表機說明」。

儲存列印墨匣

儲存印表機時，一定要將現用的列印墨匣留在印表機內。斷電過程中，印表機會將列印墨匣儲存於保護蓋內。



注意 請確定印表機在拔下電源線前有完成電源關閉程序。這樣可使印表機正確地儲存列印墨匣。

遵循下列訣竅將有助於維護 HP 列印墨匣，並確保一致的列印品質：

- 將所有尚未使用的列印墨匣都儲存在原始的密封包裝盒中，直到要使用時再取出。請在室溫下保存列印墨匣 (攝氏 15 - 35 度或華氏 59 - 95 度)。
- 準備好要將列印墨匣裝入印表機之前，切勿撕下蓋住墨水噴嘴的膠帶。如果膠帶已經撕下來，請不要再嘗試將它貼回去。重新貼上膠帶會損壞列印墨匣。

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。

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。
- 將未使用的相紙放回其原始包裝袋或可重複密封的塑膠袋中。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 D5100 series 印表機效能可靠，易於使用。本章將會解答使用此印表機的常見問題。包含以下主題的詳細資訊：

- [印表機硬體問題](#)
- [列印問題](#)
- [CD/DVD 列印問題](#)
- [Bluetooth 列印問題](#)
- [印表機螢幕狀態指示燈](#)

如需軟體安裝的疑難排解資訊，請參閱印表機隨附的「快速入門」手冊。如需使用印表機軟體和從電腦列印的疑難排解資訊，請參閱「HP Photosmart 印表機說明」。如需檢視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 顧客貼心服務之前，請先閱讀本節內容以獲取疑難排解提示，或造訪 www.hp.com/support 以獲取線上支援服務。



附註 將印表機連接到電腦時，HP 建議 USB 纜線不要長於 3 公尺 (10 英尺)，以將潛在的高電磁場所引起的注入雜訊降至最低。

「**列印**」燈號呈綠色閃爍，但印表機不列印。

解決方案 印表機正在處理資訊。請等到它完成。

「**注意**」燈號呈紅色閃爍。

解決方案 需要檢查印表機。請嘗試執行下列步驟：

- 如果印表機連接到電腦，請查看電腦螢幕以取得相關指示。
 - 如果您要在 CD/DVD 上列印 CD 標籤，現在請將 CD/DVD 放置架插入 CD/DVD 匣中。
 - 如果印表機有連接數位相機，請查看相機螢幕以取得相關指示。
 - 如果印表機沒有連接到電腦，請檢查是否有下列問題：
 - 主蓋已打開
 - 紙張用完
 - 卡紙
 - 列印滑動架卡住
 - 找不到列印墨匣或未正確插入
 - 尚未撕下列印墨匣膠帶
 - 安裝了錯誤的列印墨匣
 - 尚未取下包裝材料
 - 如果依照上述指示無法解決問題，請關閉印表機，並拔下印表機的電源線。等候 10 秒鐘，然後重新插上電源線。開啓印表機。
-

印表機找不到也沒有顯示記憶卡上的索引編號。

解決方案

請嘗試執行下列步驟：

- 取出記憶卡，然後重新插入。
- 關閉印表機電源，然後拔下電源線。等候大約 10 秒鐘，然後重新插上電源線。開啓印表機。
- 記憶卡所包含的檔案類型，可能不是印表機可以直接從記憶卡讀取的類型。
 - 請將相片儲存到電腦，再從電腦列印相片。如需詳細資訊，請參閱相機隨附的說明文件和螢幕「HP Photosmart 印表機說明」。
 - 下一次拍照時，將數位數位相機設定為使相片儲存成印表機可以直接從記憶卡讀取的檔案類型。如需支援的檔案格式清單，請參閱[規格](#)。如需關於設定數位相機以將相片儲存為特定檔案格式的指示，請參閱相機隨附的說明文件。

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源。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。

印表機在電源開啓時發出噪音，或靜置一陣子之後開始自行發出噪音。

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時，可能會發出噪音。這是正常的作業，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。

列印問題

在聯絡 HP 顧客貼心服務之前，請先閱讀本節內容以獲取疑難排解提示，或造訪 www.hp.com/support 以獲取線上支援服務。

印表機沒有列印無框相片。

解決方案 確定您已選擇了正確的紙張大小。印表機並不能在所有的紙張大小上都列印無框相片。如需有關為無框相片選擇紙張大小的資訊，請參閱[選取相片版面](#)。

列印速度非常慢。

解決方案 可能是下列其中一項問題。

- 您可能正在列印包含高解析度的圖形、高解析度的相片之專案或 PDF。列印含有圖形或相片的大型複雜專案比列印純文字文件要慢。
 - 您可能在「備用墨水列印模式」下列印。如果缺少其中一個列印墨匣，印表機會進入此模式。請重新裝上缺少的列印墨匣。
-

相紙未正確地送入或從印表機送出。

解決方案 可能是下列其中一項問題。

- 如果您使用相片匣來列印，主紙匣內可能裝有紙張。在使用相片匣進行列印之前，請先從主紙匣中取出所有紙張。
 - 確定 CD/DVD 匣是關閉的。在關閉 CD/DVD 匣之前，印表機無法放入紙張。
 - 印表機可能處於濕度極高或極低的環境中。一次只裝入一張相紙。
 - 相紙可能會捲曲。如果相紙捲曲，請將相紙放入塑膠袋中，以捲曲的相反方向輕輕彎曲紙張直到它變平。如果問題仍然存在，請使用沒有捲曲的相紙。
 - 主紙匣中可能放入太多紙張。從主紙匣中取出一些紙，然後嘗試再印一次。如需放入紙張的指示，請參閱[放入紙張](#)。
 - 紙張可能太薄或太厚。使用 HP 紙張以獲得最佳效果。如需詳細資訊，請參閱[選擇適用的紙張](#)。
 - 兩張或多張紙可能黏在一起。從紙匣中取出紙張，翻動整疊紙，讓紙張不會黏在一起。將紙張重新放入紙匣，然後嘗試再印一次。
-

列印頁從出紙匣中掉出。

解決方案 在列印時頁面可能會從出紙匣中掉出。為避免這種情形發生，列印時請拉出出紙匣延伸架。

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 印表機說明」。

印出的文件歪斜，或沒有位於紙張的中央。

解決方案

- 紙張寬度導板的調整可能不正確。確定紙張寬度導板緊靠紙張邊緣而沒有使紙張彎曲。
 - 可能沒有正確地放入紙張。確定主紙匣中的紙張方向正確。如需放入紙張的指示，請參閱[放入紙張](#)。
 - 可能沒有正確地放入相紙。重新放入相紙，確定相片匣中的相紙方向正確。如需放入相紙的指示，請參閱[放入紙張](#)。
-

列印的色彩不太令人滿意。

解決方案

- 您可能不是使用適用於專案的最佳列印墨匣。若要列印文字文件和圖形，請使用 HP 三色列印墨匣和 HP 黑色列印墨匣。若要列印彩色相片，則請使用 HP 三色列印墨匣和 HP 相片墨匣或 HP 灰色相片墨匣。如需詳細資訊，請參閱[插入與更換列印墨匣](#)。
 - 您可能在「備用墨水列印模式」下列印。缺少其中一個列印墨匣時，印表機會進入「備用墨水列印模式」。請重新裝上缺失的墨匣。
 - 一個墨匣已無墨水。請更換該墨匣。
 - 墨匣上的一些墨水噴嘴噴墨不暢。清潔墨匣。請參閱[清潔列印墨匣](#)。
 - 您可能不是使用適用於專案的最佳材質。如需紙張的詳細資訊，請參閱[選擇適用的紙張](#)。
-

印表機沒有出紙。

原因

- 紙匣可能是空的。將紙張放入紙匣。如需放入紙張的詳細資訊，請參閱[放入紙張](#)。
- 可能出現卡紙。

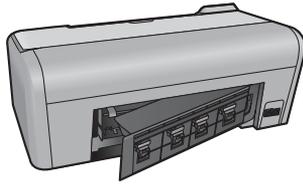
解決方案



注意 不要從印表機的前方取出卡住的紙張。這樣做將會對印表機導致無法恢復的損毀。

清除卡紙

1. 關閉印表機，然後拔下印表機的電源線。
2. 取下後方機門。



3. 輕輕取出卡在印表機內的紙張。
4. 重新裝上後方機門。
5. 插上印表機電源線然後開啓電源。
6. 清除卡紙後，嘗試再次列印文件。

若您在相紙上列印時發生卡紙，請嘗試下列方法：

- 將相紙儘量往內插入相片匣。
- 一次只裝入一張相紙。

印表機印出空白頁。

解決方案

- 查看印表機螢幕上是否有叉號出現在墨匣圖示中。如果有叉號出現，即表示列印墨匣的墨水用完。如果墨匣圖示的墨水滴只有一格的墨水存量，則墨水存量可能過少而無法列印。請更換墨水用完的列印墨匣。如需檢查墨水存量的詳細資訊，請參閱「[HP Photosmart 印表機說明](#)」。
- 您可能已經開始列印，然後又取消該列印作業。如果在開始列印前取消列印作業，印表機可能已經裝入準備列印的紙張。下一次列印時，印表機在開始新列印專案前會先送出空白頁。

我在按下「列印」按鈕時相片沒有列印。

解決方案 您可能尚未按下「**OK**」選取相片。如需關於如何選取相片的指示，請參閱[選取要列印的相片](#)。

印表機顯示的指示符表示墨水用完，但是我不知道應該更換哪個列印墨匣。

解決方案 這兩個墨匣圖示代表列印墨匣。請根據墨匣圖示中的叉號來更換墨匣。如需詳細資訊，請參閱[印表機螢幕狀態指示符](#)。

列印品質不佳。

解決方案

- 您可能在「備用墨水列印模式」下列印。缺少其中一個列印墨匣時，印表機會進入「備用墨水列印模式」。使用新墨匣替換缺少的列印墨匣。
- 其中一個列印墨匣中的墨水可能用完。查看印表機螢幕上是否有叉號出現在墨匣圖示中。一格的墨水存量表示墨水存量不足。如果列印墨匣的墨水不足，請更換。如需詳細資訊，請參閱[插入與更換列印墨匣](#)。
- 請使用專為此印表機設計的相紙。為獲取最佳效果，請使用 HP 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裝入紙張。
- 您可能在數位相機上選擇了低解析度設定。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。
- 列印墨匣可能有問題。請嘗試執行下列步驟：
 - 取出列印墨匣，然後再重新放入。
 - 從 HP Photosmart「工具箱」執行列印墨匣自動清潔程序。如需詳細資訊，請參閱「HP Photosmart 印表機說明」。
 - 如果上述步驟沒有解決問題，請嘗試清潔列印墨匣的銅色接點。如需更詳細的資訊，請參閱[手動清潔列印墨匣的接點](#)。
 - 如果這些解決方法均不奏效，請更換列印墨匣。

印出的相片未如預期符合紙張。

解決方案

- 您可能沒有正確地裝入相紙。請以列印面朝下的方式裝入相紙。
- 相紙可能沒有正確地送入印表機。請嘗試執行下列步驟：
 - 如果出現卡紙，請參閱[清除卡紙](#)。
 - 一次只裝入一張相紙。
- 您可能選取了錯誤的版面。如需相關資訊，請參閱[選取相片版面](#)。
- 如需關於如何最佳化相片品質的資訊，請參閱線上「HP Photosmart 印表機說明」。

CD/DVD 列印問題

在聯絡 HP 顧客貼心服務之前，請先閱讀本節內容或造訪 www.hp.com/support 以獲取線上支援服務。

在軟體中發出列印指令後，「注意」燈號會呈紅色閃爍。

解決方案 這是正常現象。印表機正在等您將 CD/DVD 放置架插入 CD/DVD 匣中。如需放入 CD/DVD 匣的詳細資訊，請參閱[放入 CD/DVD 匣](#)。

尚未完全放入 CD/DVD 放置架。

解決方案

- 慢慢地將 CD/DVD 放置架推入 CD/DVD 匣中。
 - 如果問題仍然存在，請在放置架的下方貼上雙面膠帶，跨越放置架中間的洞。
-

標籤並未列印在 CD/DVD 上。CD/DVD 放置架幾乎完全從印表機的後面退出。

解決方案

完全取出放置架並關上 CD/DVD 匣。拔出電源線。幾秒鐘後重新插上電源線。將 CD/DVD 放置架推入 CD/DVD 匣以重新開始列印。如需放入 CD/DVD 匣的詳細資訊，請參閱[放入 CD/DVD 匣](#)。

CD/DVD 放置架會自印表機的後面突出。

解決方案 這是正常現象。CD/DVD 放置架會自印表機後面突出約 7.5 公分 (3 英吋)。

Bluetooth 列印問題

在聯絡 HP 顧客貼心服務之前，請先閱讀本節內容或造訪 www.hp.com/support 以獲取線上支援服務。此外，請務必仔細閱讀 HP Bluetooth 無線印表機轉接器和 Bluetooth 裝置隨附的說明文件。

Bluetooth 裝置找不到印表機。

解決方案

- 確定已將 Bluetooth 裝置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，轉接器上的燈號會閃爍。
 - 您可能離印表機太遠。將 Bluetooth 裝置移至靠近印表機的位置。建議將 Bluetooth 裝置和印表機之間的最大距離保持為 10 公尺 (30 英呎)。
 - 確定您的 Bluetooth 裝置與印表機相容。如需詳細資訊，請參閱[規格](#)。
-

印表機沒有出紙。

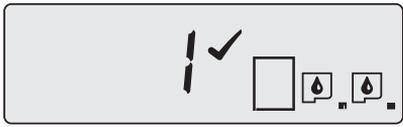
解決方案 印表機可能無法辨識使用 Bluetooth 無線技術的裝置所傳送的檔案類型。如需印表機支援的檔案格式清單，請參閱[印表機規格](#)。

列印品質不佳。

解決方案 要列印的相片解析度可能太低。為了獲得最佳效果，請將數位相機設定為較高的解析度。使用 **VGA** 解析度相機所拍攝的相片 (例如使用無線電話所拍攝的相片)，其解析度可能太低，無法產生高品質的列印效果。

印表機螢幕狀態指示符

印表機螢幕有兩種狀態指示符：一種是列印墨匣指示符；另一種是紙張指示符。

此指示符...	表示...
	<p>當出現墨水滴和一格的墨水存量時，表示墨匣中的墨水不足。您需要更換列印墨匣。</p> <p>如果左邊墨匣中的墨水不足，則只有左邊的墨水存量會降為一格。請更換左邊的列印墨匣。</p> <p>如果右邊墨匣中的墨水不足，則只有右邊的墨水存量會降為一格。請更換右邊的列印墨匣。</p>
	<p>如果墨匣圖示閃爍，則表示列印墨匣有問題。如果兩個墨匣圖示都在閃爍，則表示兩個列印墨匣都有問題。請更換列印墨匣以重新開始列印。</p> <p>如果只有左邊的墨匣圖示閃爍，則表示左邊的列印墨匣有問題。請更換左邊的列印墨匣。</p> <p>如果只有右邊的墨匣圖示閃爍，則表示右邊的列印墨匣有問題。請更換右邊的列印墨匣。</p> <p>在購買替換墨匣時，請參閱本指南封底的墨匣編號。如需詳細資訊，請參閱插入與更換列印墨匣。</p>
	<p>紙張圖示開始閃爍時，則表示可能發生卡紙或印表機紙張用完。</p>

(續)

此指示符...	表示...
	如需清除卡紙的詳細資訊，請參閱 清除卡紙 。 如需放入紙張的詳細資訊，請參閱 放入紙張 。

8 HP 支援



附註 HP 支援服務的名稱可能依國家/地區的而異。

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。
 - **快速入門指南**：「HP Photosmart D5100 series 快速入門指南」說明如何安裝印表機並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。
 - **HP Photosmart 說明**：「HP Photosmart 螢幕說明」描述如何利用電腦使用本印表機，另包含軟體疑難排解資訊。請參閱[存取螢幕 HP Photosmart 印表機說明](#)。
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 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
 - 檢查以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. **僅適用於歐洲地區**：請聯絡您購買產品的經銷商。如果印表機發生硬體故障，您必須將印表機運送到原先購買印表機的經銷處。在印表機的有限保固期內，維修服務免費。保固期過後，將會收取維修費用。
4. 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 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。

若要獲得 HP 電話支援，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)。在保固期內，這項服務是免費的。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 以存取各自所在國家/地區的支援電話號碼。

其他國家/地區：請參閱本指南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。請準備好提供下列資訊：

- 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 圖示上按一下滑鼠右鍵，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。
- 會有訊息顯示在印表機螢幕或電腦顯示器上
- 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 (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。來回運送及手續費由本公司支付。在硬體保固期內，這項服務是免費的。

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変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。

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，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。

9 規格

本節列出安裝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 印表機說明」。如需詳細資訊，請參閱[歡迎](#)。

系統規格

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 及 XP Professional	Mac OS X 10.2 及更高版本
處理器	Intel® Pentium® II (或同等級) 或更快的處理器	G3 或更高
RAM	建議 128 MB	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
連接方式	USB 2.0 全速： Microsoft Windows 98、2000 Professional、Me、XP Home 及 XP Professional PictBridge： 使用前方的相機連接埠 Bluetooth： 使用選購的 HP Bluetooth 無線印表機轉接器	USB 2.0 全速： MMac OS X 10.2 及更高版本 PictBridge： 使用前方的相機連接埠
瀏覽器	Microsoft Internet Explorer 5.5 或更新版本	—

印表機規格

類別	規格
材質規格	建議最大長度：35.6 公分 (14 英吋) 建議最大厚度：292 微米 (千分之 11.5 英吋)
材質尺寸	相紙，10 x 15 公分 (4 x 6 英吋) 含標籤的相紙，10 x 15 公分含 1.25 公分標籤 (4 x 6 英吋含 0.5 英吋標籤) 相紙，13 x 18 公分 (5 x 7 英吋) 相紙，10 x 30 公分 (4 x 12 英吋) 全景 相片卡，10 x 20 公分 (4 x 8 英吋) 索引卡，10 x 15 公分 (4 x 6 英吋) Hagaki 卡，10.0 x 14.8 公分 (3.9 x 5.8 英吋) A6 卡，10.5 x 14.8 公分 (4.1 x 5.8 英吋) L 尺寸卡，9.0 x 12.7 公分 (3.5 x 5 英吋) 含標籤的 L 尺寸卡，9.0 x 12.7 公分含 1.25 公分標籤 (3.5 x 5 英吋含 0.5 英吋標籤)
支援的材質尺寸	從電腦列印時的支援尺寸 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) 從控制台列印時的支援尺寸 公制：A6、A4、10 x 15 公分 (含標籤或不含標籤)；英制： 3.5 x 5 英吋、4 x 6 英吋 (含標籤或不含標籤)、4 x 12 英吋、 5 x 7 英吋、8 x 10 英吋、8.5 x 11 英吋；其他：Hagaki 和 L 尺寸卡
支援的材質類型	紙張 (一般紙張、噴墨紙、相紙及全景相紙) 信封 投影片 標籤紙 卡片 (索引卡、賀卡、Hagaki、A6、L 尺寸) 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 可列印的 CD，120 公釐和 80 公釐 可列印的 DVD，120 公釐和 80 公釐
影像檔案格式	JPEG 標準格式 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
記憶卡	CompactFlash I 和 II 型 Microdrive MultiMediaCard Secure Digital Memory Sticks xD-Picture Card
記憶卡支援的影像檔案格式	列印 JPEG 未壓縮的 TIFF 格式 儲存 所有檔案格式
紙匣 - 支援的材質尺寸	主紙匣 7.6 x 12.7 公分到 21.6 x 35.6 公分 (3 x 5 英吋到 8.5 x 14 英吋) 相片匣 10 x 15 公分 (4 x 6 英吋)、10 x 15 公分 (4 x 6 英吋) 含標籤、索引卡，以及 Hagaki 出紙匣 所有支援的尺寸
紙匣容量	主紙匣 125 張一般紙張 15 個信封 20 - 40 張卡片 (取決於卡片的厚度) 20 張標籤紙 25 張投影片、轉印紙或相紙 相片匣 25 張相紙 出紙匣 50 張一般紙張 10 張卡片或信封 25 張標籤紙或轉印紙
耗電量	關閉時：2.13 W AC 列印時：6.604 W AC

(續)

類別	規格
	閒置時：2.28 W AC
電源需求	輸入頻率：50/60 Hz (+/- 3Hz) 輸入電壓：100 至 240 Vac (+/- 10%)
環境需求	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 10 - 35 度 (華氏 50 - 95 度) 儲存溫度範圍：攝氏 -30 - 65 度 (華氏 -22 - 149 度) 建議的濕度範圍：20-80% 相對濕度 最大濕度範圍：15-80% 相對濕度
列印墨匣	1 個 HP 黑色墨匣 1 個 HP 三色墨匣 1 個 HP 相片墨匣 1 個 HP 灰色相片墨匣 附註 您可在此印表機中使用的墨匣編號印在本指南的封底上。
列印速度 (最大)	黑色列印輸出：每分鐘 23 頁 彩色列印輸出：每分鐘 21 頁 相片：每張 10 x 15 公分 (4 x 6 英吋) 相片 27 秒
連接方式	USB 2.0 全速 ：Microsoft Windows 98、2000 Professional、Me、XP Home 及 XP Professional；Mac OS X 10.2 及更高版本 PictBridge ：Microsoft Windows 98、2000 Professional、Me、XP Home 及 XP Professional；Mac OS X 10.2 及更高版本 Bluetooth ：Microsoft Windows XP Home 和 XP Professional
USB 支援	Microsoft Windows 98、2000 Professional、Me、XP Home 及 XP Professional Mac OS X 10.2 及更高版本 通用序列匯流排 (USB) 2.0 全速相容纜線，長度不應超過 3 公尺 (10 英呎)

10 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：
 - a. 不適當的維護或修改；
 - b. 使用非 HP 提供或支援的軟體、媒體、零件或耗材；
 - c. 違反產品規範的操作；
 - d. 未經授權的修改和誤用。
4. 對於 HP 印表機產品，使用非 HP 列印墨匣或重新填裝的列印墨匣不會影響對客戶的保固或任何 HP 與客戶之間的支援合約。然而，如果印表機因為使用非 HP 列印墨匣或重新填裝的列印墨匣出問題或受損，HP 會針對該項問題或損壞維修所耗的時間和材料，收取標準的費用。
5. 如果 HP 在有效的保固期限內，收到 HP 保固範圍內任何產品瑕疵的通知，HP 可以選擇修理或更換有瑕疵的產品。
6. 如果 HP 不能修理或更換在 HP 保固範圍內的有瑕疵產品，HP 將在接到通知後於合理的時間內，退還購買產品的全款。
7. 未收到客戶的瑕疵產品前，HP 沒有義務進行修理、更換或退款。
8. 更換品可能是新產品或者相當於新的產品，只要在功能性上至少相當於被更換的產品即可。
9. HP 產品可能包含性能上相當於新零件的再製零件、元件或材料。
10. HP 的有限保固，在任何具有 HP 產品經銷的國家/地區都有效。其他保固服務 (如現場實地服務) 合約，可與 HP 授權服務機構簽訂，這些機構分布在由 HP 或授權進口商銷售的 HP 產品的國家/地區。

B. 保固限制

在當地法律許可的範圍內，對於 HP 的產品，HP 及其協力廠商都不會明示或暗示地提供其他保證或任何條件，並對於產品適售性、品質滿意度以及針對特定用途的適用性之暗示保證或條件，特別不予擔保。

C. 責任限制

1. 在當地法律許可的範圍內，本保固聲明中提供的補償是客戶可獲得的唯一補償。
2. 在當地法律許可的範圍內，除了本保固聲明中明確提出的義務之外，不論是否基於合約、侵權、或其他法律理論，也不論是否已告知損害的可能性，HP 及其協力廠商都不會對直接、間接、特殊、意外或者因果性的傷害負責。

D. 當地法律

1. 本保固聲明賦予客戶特定的法律權利。客戶也可能有其他權利，這種權利在美國因州而異，在加拿大因省而異，在世界各地則因國家或地區而異。
2. 若本保固聲明與當地法律不一致，以當地法律為準。在此情況下，本保固聲明的某些免責和限制條款可能不適用於客戶。例如，美國的某些州以及美國以外的某些政府 (包括加拿大的某些省)，可能會：
 - a. 排除本保固聲明中的無擔保聲明和限制條款，以免限制客戶的法定權利 (例如英國)；
 - b. 限制製造商實施這些免責或限制條款的能力；或者
 - c. 賦予客戶其他保固權利，指定製造商不能聲明免責的暗示保固期限，或者不允許對暗示的保固期限進行限制。
3. 除了法律許可的範圍外，本保固聲明中的條款，不得排除、限制或修改對客戶銷售 HP 產品的強制性法定權利，而是對這些權利的補充。

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HP Photosmart D5100 series User Guide

English



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1 Welcome

Thank you for purchasing an HP Photosmart D5100 series printer! With your new photo printer you can print beautiful photos and save photos to your computer. You can also print images directly on CDs and DVDs using the HP Photosmart D5100 series printer.

This guide primarily explains how to print photos from memory cards, digital cameras, Bluetooth devices, and iPods. To learn how to print from your computer, install the HP Photosmart software and view the onscreen HP Photosmart Printer Help. For an overview of using a computer and the printer together, see [Printing from a computer](#). For information about installing the software, see the *Quick Start* booklet.

The printer comes with the following documentation:

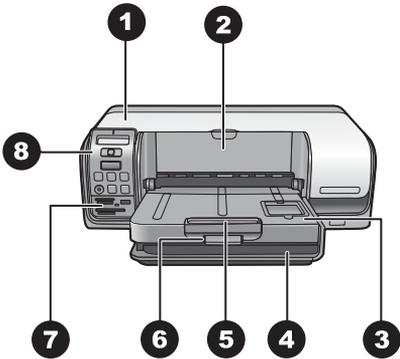
- **Quick Start booklet** — The HP Photosmart D5100 series Quick Start booklet contains quick and easy instructions to help you set up the printer and print your first photo.
- **User Guide** — The HP Photosmart D5100 series User Guide is the book you are reading. This book describes the basic features of the printer, explains how to print on plain paper, photo paper, CDs, and DVDs. In addition, this book contains hardware troubleshooting information.
- **HP Photosmart Printer Help** — The onscreen HP Photosmart Printer Help describes how to use the printer with a computer and contains software troubleshooting information.

Accessing the onscreen HP Photosmart Printer Help

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

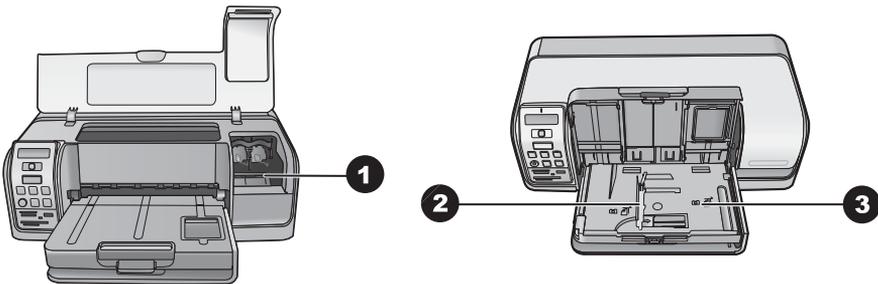
- **Windows PC:** From the **Start** menu, select **Programs** (in Windows XP, select **All Programs**) > **HP** > **Photosmart D5100 series** > **Photosmart Help**.
- **Macintosh:** From the Finder **Help** menu, select **Mac Help**. On the Help Viewer, select **Library** > **HP Photosmart Mac Help**.

Printer parts



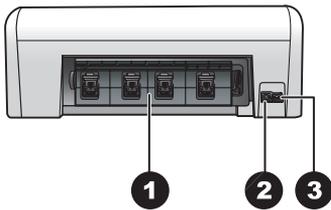
Front View

1	Main cover: Lift this cover to change cartridges.
2	CD/DVD tray: Lower this tray to insert the CD/DVD holder to print on CDs and DVDs.
3	Output tray: Collect your printed papers and photos from this tray.
4	Main tray: Load paper here.
5	Output tray extension: Pull the extension to hold large output paper.
6	Output tray latch: Use this latch to firmly close the output tray.
7	Memory card and PictBridge camera slots: Insert memory cards and PictBridge cameras here.
8	Control panel: Control the print job from here.



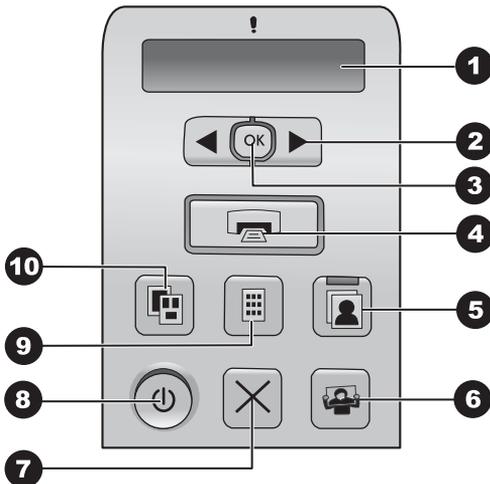
Inside view

1	Cartridge holder: Load print cartridges here.
2	Photo paper-width guide: Adjust this guide for different paper widths.
3	Photo tray: Load photo paper or other supported small media here.



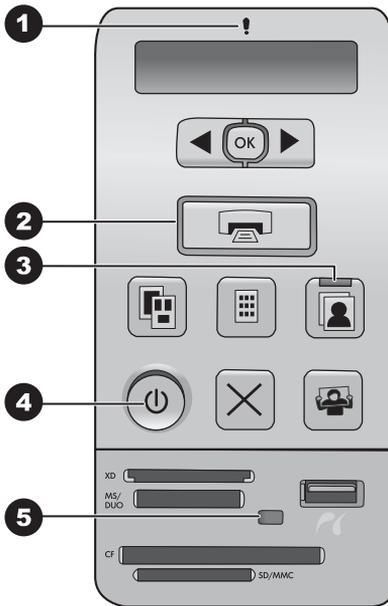
Back of printer

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



Control panel

1	Printer screen: Displays photo index number, page layout information, and approximate ink levels.
2	Select Photos ◀ and ▶: Scrolls through photos on a memory card.
3	OK: Selects or deselects the displayed photo index number for printing.
4	Print: Prints selected photos from the inserted memory card.
5	Photo Tray: Selects the photo tray for the next standalone print job.
6	Photosmart Express: Opens the HP Photosmart Express software on a Windows computer and the HP Photosmart Studio software on a Mac.
7	Cancel: Cancels the current print job.
8	On: Turns the printer on or off.
9	Photo Index: Prints thumbnails of all the photos on a memory card.
10	Layout: Chooses the photo layout.

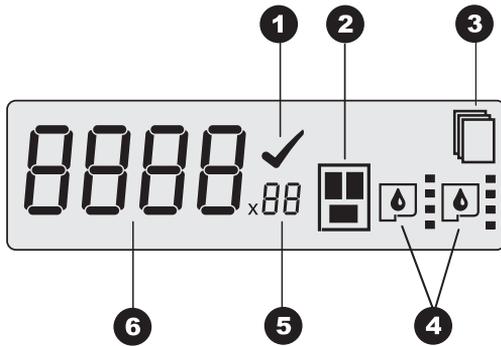


Indicator lights

1	Attention: Flashing red if there is an error or if some user action is required.
2	Print: Solid green if the printer is ready to print, pulsing green if the printer is busy.
3	Photo Tray: Solid green to indicate that the next standalone print job will be carried out from the photo tray.
4	Power: Solid green if the printer is on, otherwise off.
5	Memory card / PictBridge camera: Solid green if the memory card or PictBridge camera is correctly inserted; flashing green if the printer is accessing a memory card or a PictBridge camera; and off if no memory card or PictBridge camera is inserted or more than one card is inserted.

Printer screen

The printer screen of the HP Photosmart D5100 series printer displays the status of the printer and helps in the selection of images for printing. The printer screen consists of seven segment displays, a check mark icon, a page layout icon, two pen icons, and a paper icon as shown in the figure.



1	Check mark icon: Indicates that the photo has been selected for printing.
2	Page layout icon: Indicates the page layout selected.
3	Paper icon: Flashes when the printer is out of paper or there is a paper jam.
4	Pen icons: Represent the cartridges in each chute. The icons appear when the cartridges are installed. The bars next to each pen icon indicate the approximate ink levels in each cartridge.
5	Copies icon: Indicates the number of copies to be printed. No icon is present when only one copy is to be printed.
6	Image number icon: Indicates the number of the image on the memory card. It also indicates the presence of Digital Print Order Format (DPOF).

2 Get ready to print

This section includes the following topics:

- Loading paper
- Using print cartridges

Load paper

For better quality, choose the right paper and load it correctly in the main tray or photo tray.



Tip Load only one type and size of paper at a time. Do not mix paper types or sizes in the main tray or the photo tray.

Choose the right paper

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

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

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

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

To keep your paper in good condition for printing:

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

Print from the control panel or a computer

When printing from a computer, the printer supports paper sizes from 7.6 x 12.7 cm to 22 x 61 cm (3 x 5 inch to 8.5 x 14 inch). When printing from the control panel directly,

the paper sizes supported include A6, A4, 10 x 15 cm (4 x 6 inch) with or without a tab, 8.5 x 11 inch, Hagaki, and L-size.

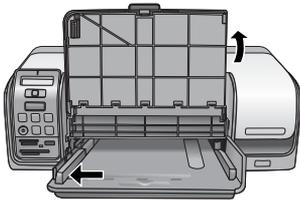
Load the main tray

The main tray supports the following media:

- Letter or A4 paper
- Transparencies
- 20 x 25 cm (8 x 10 inch) photo paper
- Envelopes 28.0 cm (11 inches) wide and greater
- 7.62 x 13 cm (3 x 5 inch) photo paper
- A6 paper
- L-size cards
- 13 x 18 cm (5 x 7 inch) photo paper
- 2L-size paper
- 10 x 20 cm (4 x 8 inch) photo cards
- B5 paper
- Envelopes smaller than 28.0 cm (11 inches) wide

Follow the steps to load your main tray:

1. Raise the photo tray.
2. Remove any paper that is loaded in the main tray.
3. Slide the paper-width guide to the left until it stops.

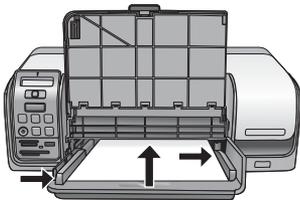


4. Load the paper in the main tray with the **side to be printed facing down**. Slide the paper in until it stops.
Load envelopes with the flap on the left. Tuck the flaps inside the envelopes to avoid paper jams.

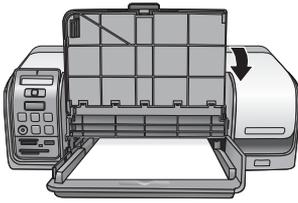


Note Align the paper to the right edge of the tray.

5. Slide the paper-width guide to fit close to the edges of the paper without bending the paper.



6. Lower the photo tray.



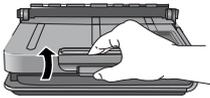
Load the photo tray

The photo tray supports the following media:

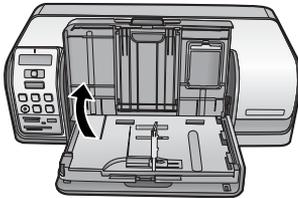
- 10 x 15 cm (4 x 6 inch) photo paper (with or without tab)
- 13 x 18 cm (5 x 7 inch) photo paper
- Index cards
- Hagaki cards

Follow the steps to load the photo tray:

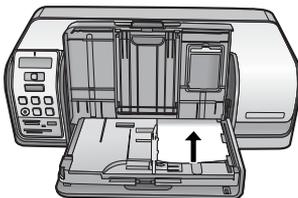
1. Press the output tray latch from below and lift upwards to separate the output tray from the photo tray.



2. Raise the output tray.



3. Remove any paper that is loaded in the photo tray.
4. Slide the paper-width guide to the left until it stops.
5. Load up to 20 sheets of photo paper into the photo tray with the **side to be printed facing down**. Slide the paper in until it stops.



Note Align the paper to the right edge of the tray.

6. Slide the paper-width guide to fit close to the edges of the paper without bending the paper.

7. Lower the output tray to its original position. The output tray latch clicks when the output tray is lowered completely.
8. Press the Photo Tray button on the control panel.

Using print cartridges

Your HP Photosmart D5100 series printer can print color and black-and-white photos. HP provides different types of print cartridges so you can choose the best cartridges for your project.

Purchasing replacement print cartridges

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

To find the correct print cartridge numbers for Windows users

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

To find the correct print cartridge numbers for Mac users

1. Click **HP Photosmart Studio** in the Dock.
2. Click **Devices** in the Studio toolbar.
3. From the **Information and Settings** pop-up menu, choose **Maintain Printer** and then click **Launch Utility**.
4. In the **Configuration Settings** list, click **Supply Info**.

Print cartridge tips

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

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

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



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



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

Inserting and replacing the print cartridges

To prepare the printer and cartridges

1. Make sure the power is on.
2. Raise the main cover of the printer.
3. Remove the pink tape from the cartridges.



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

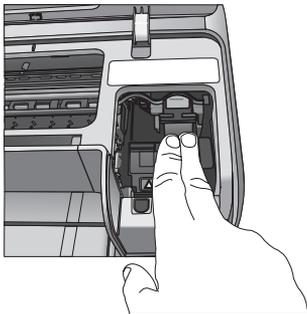


To insert the cartridges

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



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



3. Repeat the previous steps to install the HP Tri-color cartridge in the **left** stall.
4. Lower the main cover.

Aligning the print cartridges for maximum results

It is important to align the print cartridges whenever you install or replace a print cartridge. Aligning the print cartridges allows them to perform with maximum results in print speed

and quality. The HP Photosmart D5100 series printer automatically aligns the print cartridges every time you insert or replace a print cartridge.



Note When you insert or replace a print cartridge, the printer makes noise for a few seconds. This is normal. The printer is aligning the cartridges.

3 Print without a computer

The HP Photosmart D5100 series lets you print high-quality photos without even turning on a computer. After setting up the printer using the instructions in the HP Photosmart D5100 series Quick Start booklet, refer to these steps for start-to-finish printing.

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

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

Getting connected

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

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

Print from a memory card

You can print photos from a memory card by inserting the card into the printer and using the printer control panel to select and print photos. You can also print camera-selected

photos—photos you marked for printing using a digital camera—directly from a memory card.

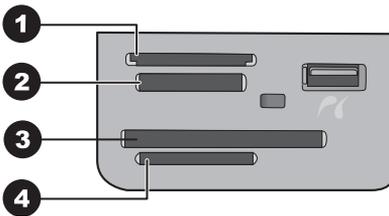
Printing from a memory card is quick and easy, and does not drain the digital camera batteries. For more information on inserting memory cards, see [Insert a memory card](#).

Insert a memory card

After you have taken pictures with a digital camera, you can remove the memory card from the camera and insert it into the printer to select and print your photos. The printer can read the following types of memory cards: CompactFlash, Memory Stick, Microdrive, MultiMediaCard, Secure Digital, and xD-Picture Card.



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



Memory card slots

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

Memory card types

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

Guidelines:

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



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

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

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

Supported file formats

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

Change the default paper size

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

To change default paper sizes

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

Decide which photos to print

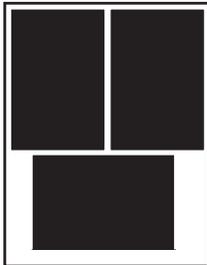
Decide which photos to print by first printing a photo index. A photo index shows thumbnail views and index numbers for all the photos on a memory card (2000 maximum). You will use the index numbers on the printout to indicate which photos you want to print.

To print a photo index

1. Insert a memory card.
2. Make sure there are a few sheets of plain paper loaded in the main tray.
3. Press **Photo Index** on the control panel.

Select a photo layout

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

For this layout	Paper size	Photo size
One photo per sheet 	4 x 6 inch 10 x 15 cm 5 x 7 inch 8.5 x 11 inch A4 Hagaki L	4 x 6 inch 10 x 15 cm 5 x 7 inch 8.5 x 11 inch 21.0 x 29.7 cm 10.0 x 14.8 cm 9.0 x 12.7 cm
Three photos per sheet 	3.5 x 5 inch 4 x 6 inch 5 x 7 inch 8 x 10 inch 8.5 x 11 inch A6 A4 Hagaki L	1.5 x 2.25 inch 1.75 x 2.625 inch 2.25 x 3.375 inch 3.33 x 5 inch 4 x 6 inch 4.77 x 7.15 cm 10 x 15 cm 4.52 x 6.78 cm 3.96 x 5.94 cm

Select photos to print

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



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

If you want to...	Do this
Select one or more photos	<ol style="list-style-type: none">1. Make sure your memory card is inserted in the printer. Note Instead of inserting a memory card, you can also select photos from an iPod that is connected to the front camera port. For more information, see Print photos from an iPod.2. Refer to the photo index you printed and decide which photo(s) to select for printing. Note their corresponding index numbers.3. Press Select Photos ◀ or ▶ until the index number of the first photo you want to print appears on the printer screen. Tip Press and hold the button to view the index numbers rapidly.4. Press OK to select the photo for printing. A check mark appears next to the number on the printer screen to indicate your selection.5. Repeat steps 2 through 4 until you have selected all the photos you want to print. Note To deselect a photo, press Cancel. To print multiple copies of the same photo, press OK until the number of copies you want to print appears below the check mark.
Select all photos on the memory card	<ol style="list-style-type: none">1. Make sure your memory card is inserted in the printer.2. Press and hold OK for three seconds. The printer screen briefly displays twelve dashes, and then check marks appear next to each index number on the screen.
Deselect the selected photos	To deselect all selected photos, press and hold OK for three seconds.

Print your photos

To print photos from a memory card

1. Insert a memory card.
2. Load photo paper in the main tray or photo tray.



Note To print from the photo tray, press the Photo Tray button on the control panel. The printer selects the photo tray for the next standalone print job.

3. Select one or more photos. For information on selecting photos, see [Select photos to print](#).
4. Press **Print**.

Once the selected photos print, the printer automatically deselects them.



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

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

Remove a memory card

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



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

Printing photos from a digital camera

You can print photos by connecting a PictBridge 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.

Using a PictBridge camera

The HP Photosmart D5100 series printer prints from a PictBridge camera by directly connecting the camera to the front USB port of the printer.



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

To connect a PictBridge-compatible camera to the printer

1. Set the camera to PictBridge mode, and then select the photos you want to print.
2. Load photo paper in the printer. For information, see [Load paper](#).
3. Connect the PictBridge-compatible digital camera to the camera port on the **front** of the printer using the USB cable that came with the camera.
Once the printer recognizes the PictBridge-compatible camera, the selected photos print automatically.

Using a Bluetooth camera

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

To print photos from a Bluetooth camera

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

Print photos from other Bluetooth devices

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

Make the Bluetooth connection

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

Print photos from a Bluetooth device

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

To print photos from a Bluetooth device

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

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

Print photos from an iPod

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

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



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

To import photos to an iPod

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

To print photos from an iPod

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

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

4 Print 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 [Updating the software](#).



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

Use 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. The printer must be connected through a USB cable to a computer with Internet access and have all the HP software installed. For more information, see the HP 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.

View photos on your computer screen

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

To view memory card photos onscreen

1. Make sure that you have installed the software from the HP Photosmart D5100 series CD, and that the printer is connected to a computer at the USB port on the back of the printer.
2. Insert a memory card into the printer. The HP Photosmart software will give you the option of viewing or saving your photos.
3. Click **View** to open Photo Viewer and display the first image on the memory card.
4. On the printer control panel, press **Select Photos** ◀ and ▶ to scroll through the photos on the card.

Save your photos to a computer

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

To save your photos from a memory card to a computer

1. Make sure that you have installed the software from the HP Photosmart D5100 series CD, and that the printer is connected to a computer at the USB port on the back of the printer.
2. Insert a memory card into the printer. The HP Photosmart software will give you the option of viewing or saving your photos.
3. Click **Save**.
4. Follow the onscreen instructions to save photos to the appropriate folder on your computer.

5 Print on CDs and DVDs

In addition to printing on paper, your HP Photosmart D5100 series printer also allows you to print on CDs and DVDs. You can design and create a custom label for your CD or DVD using the HP Photosmart Premier Software on a Windows computer or the HP Photosmart Studio on a Mac. You can then print the label on your printable CD or DVD media.



Tip It is recommended that you write your data to the CD or DVD before printing the label on it.

Create and print CD/DVD labels

Read through these tips on how to open and use the HP Photosmart Premier Software and the HP Photosmart Studio.

HP Photosmart Premier

HP Photosmart Premier is an easy-to-use software that provides you with all the tools you need to have fun with your photos. This software also helps you to design and create labels for your CDs and DVDs.

Opening HP Photosmart Premier

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

HP Photosmart Studio

HP Photosmart Studio is an easy-to-use software that provides you with all the tools you need to have fun with your photos on a Mac. This software also helps you to design and create labels for your CDs and DVDs.

Opening HP Photosmart Studio

→ In the Dock, click the HP Photosmart Studio icon.

Using HP Photosmart Premier

After opening the software, you can design and create labels for your CDs and DVDs under the Create tab. After creating your label, click **Print** on the Create page to print the label on your media. If you need help, see the onscreen Help within the software.



Tip Before you click **Print** in the software, load the media in the CD/DVD tray. If you need help, see [Load the CD/DVD tray](#).

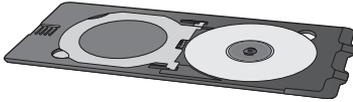
Prepare your printer to print on CDs and DVDs

After creating your CD/DVD label, load the CD/DVD tray with a printable media.

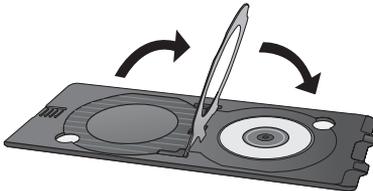
 **Caution** Before you load the media on the CD/DVD tray, ensure that your printer has approximately 10 cm (4 inches) clearance behind it.

Load the CD/DVD holder

- Securely snap the media on the CD/DVD holder that came with your printer. Ensure that the printable surface is facing up.

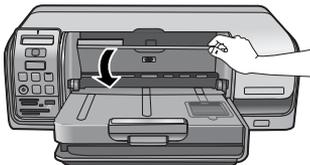


Note If you are using a smaller-sized media, flip over the CD/DVD holder ring as shown in figure 1.

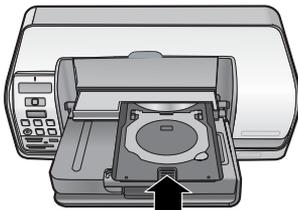


Load the CD/DVD tray

1. Pull down the CD/DVD tray.



2. Insert the CD/DVD holder into the CD/DVD tray until the arrows on the tray line up to the arrows on the holder. The side marked with arrows goes into the CD/DVD tray.



3. Click **Print** in the software.

The printer pulls the CD/DVD holder while printing on the media. The CD/DVD holder might protrude about 7.5 cm (3 inches) at the back of the printer.

Finish the print job

After successfully printing on the media, follow the steps below.

Remove the CD/DVD holder

1. Carefully remove the CD/DVD holder from the CD/DVD tray.
2. Close the CD/DVD tray.



Note Other printing jobs are implemented only after the CD/DVD tray is closed.

3. Remove the media from the CD/DVD holder.



Tip Allow sufficient time for the printed surface to dry before removing the media from the CD/DVD holder.



Caution Do not touch the printed surface while removing the media from the CD/DVD holder.

6 Care and maintenance

The HP Photosmart D5100 series printer requires very little maintenance. Follow the guidelines in this chapter to extend the life span of the printer and printing supplies, and to ensure that the photos you print are always of the highest quality.

Cleaning and maintaining the printer

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

Cleaning the exterior of the printer

To clean the exterior of the printer

1. Turn off the printer, and then disconnect the power cord from the back of the printer.
2. Wipe the outside of the printer with a soft cloth that has been lightly moistened with water.
3. Raise the main cover and wipe the area around the print cartridges with a soft cloth that has been lightly moistened with water.



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

Cleaning the print cartridges

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

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



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

Manually cleaning the print cartridge contacts

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

To clean the print cartridge contacts

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



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

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



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

6. Repeat steps 4 and 5 until no ink residue or dust appears on a clean swab.
7. Insert the print cartridges in the printer, and then close the main cover.
8. The printer automatically aligns the print cartridges. The printer makes noise while aligning the printer. This is normal.

Updating the software

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



Note In some countries/regions, you can contact HP directly to order HP Photosmart Premier software updates on CD.

Downloading the software (Windows users)

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

Downloading the software (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.

Storing the printer and print cartridges

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

Storing the printer

You can store the printer by following these steps:

1. Turn off the printer.
2. Remove all paper from the paper trays.
3. If the output tray extension is pulled out, push it in.
4. Close the CD/DVD tray.

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

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

Storing the print cartridges

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



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

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

- Keep all unused print cartridges in their original sealed packages until they are needed. Store print cartridges at room temperature (15–35 degrees C or 59–95 degrees F).
- Do not remove the plastic tape covering the ink nozzles until you are ready to install the print cartridge in the printer. If the plastic tape has been removed from the print cartridge, do not attempt to reattach it. Reattaching the tape damages the print cartridge.

Maintaining the quality of photo paper

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

Storing photo paper

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

Handling photo paper

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

7 Troubleshooting

The HP Photosmart D5100 series printer is designed to be reliable and easy to use. This chapter answers frequently asked questions about using the printer. It contains information about the following topics:

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

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

Printer hardware problems

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



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

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

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

The Attention light is flashing red.

Solution The printer requires attention. Try the following:

- If the printer is connected to a computer, check the computer screen for instructions.
- If you are printing a CD label on a CD/DVD, insert the CD/DVD holder in the CD/DVD tray now.
- If you have a digital camera connected to the printer, check the camera screen for instructions.
- If the printer is not connected to a computer, check for the following problems:
 - Main cover open
 - Out of paper
 - Paper jam
 - Print carriage jammed or stuck
 - Print cartridge missing or inserted incorrectly
 - Print cartridge tape not removed

- Incorrect print cartridge installed
 - Packaging materials are not removed
 - If you are unable to solve the problem by using the instructions above, turn off the printer and unplug the printer power cord. Wait 10 seconds, and then plug it in again. Turn on the printer.
-

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

Solution

Try the following:

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

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

Solution

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

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

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

Printing problems

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

The printer does not print borderless photos.

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

Printing is very slow.

Solution You could have one of the following problems.

- You may be printing a project containing a high-resolution graphic, a high-resolution photo, or a PDF. Large, complex projects containing graphics or photos print slower than text documents.
 - The printer may be in Ink-backup Printing Mode. The printer enters this mode when one of the print cartridges has been removed. Replace the missing print cartridge.
-

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

Solution You may have one of these problems.

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

Printed pages are dropping off of the output tray.

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

The printout is rippled or curled

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

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

Solution

- The paper-width guide may not be set properly. Make sure that the paper-width guide is close to the edge of the paper without bending it.
 - The paper may not be loaded correctly. Make sure the paper is correctly oriented in the main tray. For paper loading instructions, see [Load paper](#).
 - The photo paper may not be loaded correctly. Reload the photo paper, make sure that the photo paper is correctly oriented in the photo tray. For photo paper-loading instructions, see [Load paper](#).
-

Colors are not printing satisfactorily.

Solution

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

No page came out of the printer.

Cause

- The paper trays may be empty. Load the paper tray. For information on loading paper, see [Load paper](#).
- There may be a paper jam.

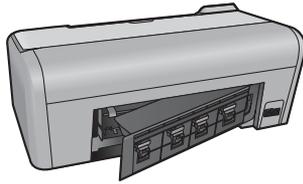
Solution



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

To clear a paper jam

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



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

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

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

A blank page came out of the printer.

Solution

- Check the printer screen to see if crosses appear in the pen icons. If the crosses appear, the print cartridges are out of ink. If the pen icons have ink drops with only one ink level bar, the ink level may be too low to print. Replace the print cartridges that are out of ink. For more information about checking ink levels, see the HP Photosmart Printer Help.
 - You may have begun printing and then cancelled the process. If you cancelled the process before printing started, the printer may have already loaded paper in preparation for printing. The next time you print, the printer will eject the blank page before starting the new printing project.
-

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

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

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

Solution The two pen icons represent the print cartridges. Replace the cartridge based on the cross marks in the pen icons. For more information, see [Printer screen status indicators](#).

Print quality is poor.

Solution

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

Printed photos are not fitting to the paper as desired.

Solution

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

CD/DVD printing problems

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

The Attention indicator light flashes red after I give a print command from the software.

Solution This is normal. The printer is waiting for you to insert the CD/DVD holder in the CD/DVD tray. For information on loading the CD/DVD tray, see [Loading the CD/DVD tray](#).

The CD/DVD holder is not loaded completely.

Solution

- Push the CD/DVD holder slowly into the CD/DVD tray.
 - If the problem persists, stick a double stick tape on the underside of the holder, across the center hole of the holder.
-

The label does not print on the CD/DVD. The CD/DVD holder almost completely ejects out of the rear of the printer.

Solution

Physically remove the holder and close the CD/DVD tray. Pull out the power cord. Plug the power cord after a few seconds. Insert the CD/DVD holder into the CD/DVD tray to resume printing. For information on loading the CD/DVD tray, see [Loading the CD/DVD tray](#).

The CD/DVD holder extends from the rear of the printer.

Solution This is normal. The CD/DVD holder extends to about 7.5 cms (3 inches) from the rear of the printer.

Bluetooth printing problems

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

My Bluetooth device cannot find the printer.

Solution

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

No page came out of the printer.

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

Print quality is poor.

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

Printer screen status indicators

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

This indicator...	Has this meaning...
	<p>When the ink drop and a single ink level bar is present, the ink in the cartridges is low. You will need to replace the print cartridges.</p>
	<p>When the ink in the left cartridge is low, only the left ink level bar reduces to one. Replace the left print cartridge.</p>
	<p>When the ink in the right cartridge is low, only the right ink level bar reduces to one. Replace the right print cartridge.</p>
	<p>When the pen icons flash, it indicates an error in the print cartridge. When both the pen icons flash, there is an error in both the print cartridges. Replace the print cartridges to resume printing.</p>
	<p>When only the left pen icon flashes, there is an error in the left print cartridge. Replace the left print cartridge.</p>
	<p>When only the right pen icon flashes, there is an error in the right print cartridge. Replace the right print cartridge.</p> <p>When purchasing replacement cartridges, refer to the cartridge numbers that appear</p>

(continued)

This indicator...	Has this meaning...
	on the back cover of this guide. For more information, see Inserting and replacing the print cartridges
	When the paper icon begins to flash, either there is a paper jam or the printer is out of paper. For more information on clearing a paper jam, see clearing a paper jam . For information on loading paper, see Load paper .

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.
 - **Quick Start Guide:** The *HP Photosmart D5100 series Quick Start Guide* explains how to set up the printer and print your first photo.
 - **User Guide:** The *User Guide* is the book you are reading. This book describes the basic features of the printer, explains how to use the printer without connecting a computer, and contains hardware troubleshooting information.
 - **HP Photosmart help:** The onscreen HP Photosmart help describes how to use the printer with a computer and contains software troubleshooting information. See [Accessing the onscreen HP Photosmart Printer Help](#).
2. If you are unable to solve the problem using the information in the documentation, visit www.hp.com/support to do the following:
 - Access online support pages
 - Send HP an e-mail message for answers to your questions
 - Connect with an HP technician by using online chat
 - Check for software updatesSupport options and availability vary by product, country/region, and language.
3. **For Europe only:** Contact your local point of purchase. If the printer has a hardware failure, you will be asked to bring the printer to where you purchased it. Service is free during the printer limited warranty period. After the warranty period, you will be quoted a service charge.
4. If you are unable to solve the problem using the onscreen Help or HP web sites, call HP Support using the number for your country/region. For a list of country/region phone numbers, see [HP Support by phone](#).

HP Support by phone

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

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

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

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

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

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

Placing a call

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

- Printer model number (located on the front of the printer)
- Printer serial number (located on the bottom of the printer)
- Computer operating system
- Version of printer software:
 - **Windows PC:** To see the printer software version, right-click the HP Digital Imaging Monitor icon in the Windows taskbar and select **About**.
 - **Macintosh:** To see the printer software version, use the **Print** dialog box.
- Messages displayed on the printer screen or on the computer monitor
- Answers to the following questions:
 - Has the situation you are calling about happened before? Can you recreate the situation?
 - Did you install any new hardware or software on 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, select your country/region and language, then explore the services and warranty area for information about the extended service plans.

9 Specifications

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

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

System specifications

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

Printer specifications

Category	Specifications
Media specifications	Recommended maximum length: 35.6 cm (14 inch) Recommended maximum thickness: 292 µm (11.5 mil)
Media sizes	Photo paper, 10 x 15 cm (4 x 6 inch) Photo paper with tab, 10 x 15 cm with 1.25 cm tab (4 x 6 inch with 0.5 inch tab) Photo paper, 13 x 18 cm (5 x 7 inch) Photo paper, 10 x 30 cm (4 x 12 inch) panorama Photo cards, 10 x 20 cm (4 x 8 inch) Index cards, 10 x 15 cm (4 x 6 inch) Hagaki cards, 10.0 x 14.8 cm (3.9 x 5.8 inch) A6 cards, 10.5 x 14.8 cm (4.1 x 5.8 inch) L-size cards, 9.0 x 12.7 cm (3.5 x 5 inch) L-size cards with tab, 9.0 x 12.7 cm with 1.25 cm tab (3.5 x 5 inch with 0.5 inch tab)
Media sizes supported	Supported sizes when printing from a computer 7.6 x 12.7 cm to 22 x 61 cm (3 x 5 inch to 8.5 x 24 inch) Supported sizes when printing from the control panel Metric: A6, A4, 10 x 15 cm (with and without tab); Imperial: 3.5 x 5 inch, 4 x 6 inch (with and without tab), 4 x 12 inch, 5 x 7 inch, 8 x 10 inch, 8.5 x 11 inch; Other: Hagaki and L-size
Media types supported	Paper (plain, inkjet, photo, and panoramic photo) Envelopes Transparencies Labels Cards (index, greeting, Hagaki, A6, L-size) Iron-on transfers Avery C6611 and C6612 photo sticker paper: 10 x 15 cm (4 x 6 inch), 16 rectangular or oval stickers per page Printable CDs, 120 mm and 80 mm Printable DVDs, 120 mm and 80 mm
Image file formats	JPEG Baseline TIFF 24-bit RGB uncompressed interleaved TIFF 24-bit YCbCr uncompressed interleaved TIFF 24-bit RGB packbits interleaved TIFF 8-bit gray uncompressed/packbits TIFF 8-bit palette color uncompressed/packbits TIFF 1-bit uncompressed/packbits/1D Huffman
Memory cards	CompactFlash Type I and II Microdrive

(continued)

Category	Specifications
	MultiMediaCard Secure Digital Memory Sticks xD-Picture Card
Memory card-supported file formats	Printing JPEG Uncompressed TIFF Saving All file formats
Paper tray – media sizes supported	Main tray 7.6 x 12.7 cm to 21.6 x 35.6 cm (3 x 5 inch to 8.5 x 14 inch) Photo tray 10 x 15 cm (4 x 6 inch), 10 x 15 cm (4 x 6 inch) with tab, index cards, and Hagaki Output tray All supported sizes
Paper tray capacity	Main tray 125 sheets of plain paper 15 envelopes 20–40 cards (depending on thickness) 20 sheets of labels 25 transparencies, iron-on transfers, or photo paper Photo tray 25 sheets of photo paper Output tray 50 sheets of plain paper 10 cards or envelopes 25 sheets of labels or iron-on transfers
Power consumption	Power off: 2.13 W AC Printing: 6.604 W AC Idle: 2.28 W AC
Power requirements	Input frequency: 50/60 Hz, (+/- 3Hz) Input voltage: 100 to 240, Vac (+/- 10%)
Environmental specifications	Recommended temperature range: 15–30° C (59–86° F) Maximum temperature range: 10–35° C (50–95° F) Storage temperature range: -30–65° C (-22–149° F) Recommended humidity range: 20–80% RH Maximum humidity range: 15–80% RH
Print cartridges	1 HP Black

(continued)

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

10 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
3. THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THE HP PRODUCTS TO SUCH CUSTOMERS.

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