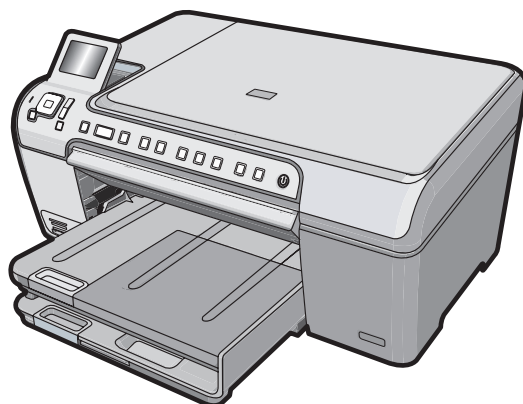


HP Photosmart C5200 All-in-One series



基础知识手册

Basics Guide



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HP Photosmart C5200 All-in-One series

基础知识手册




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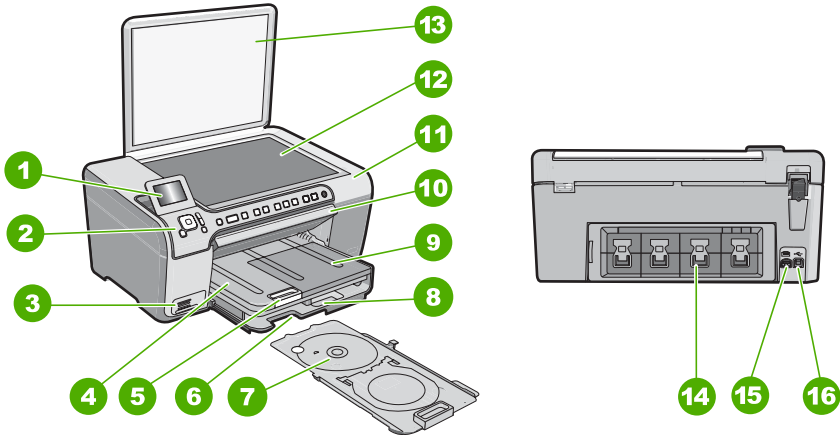
1 HP All-in-One 概述

使用 HP All-in-One 可以快速、轻松地完成各类任务，如复印、扫描文档或打印存储卡上的照片。您不必打开计算机就可以直接从控制面板访问 HP All-in-One 的许多功能。

 **注意** 本手册介绍了基本操作和疑难排解，并提供了有关联系 HP 支持中心和订购耗材的信息。

屏幕帮助详细介绍了完整的特性和功能，包括如何使用 HP All-in-One 随附的 HP Photosmart 软件。

HP All-in-One 总览



标签	说明
1	彩色图形显示屏（也称显示屏）
2	控制面板
3	存储卡插槽和“照片”灯
4	出纸盒
5	纸盒延长板（也称延长板）
6	CD/DVD 支架存放区
7	CD/DVD 支架
8	主进纸盒（也称进纸盒）
9	照片纸盒
10	CD/DVD 检修门

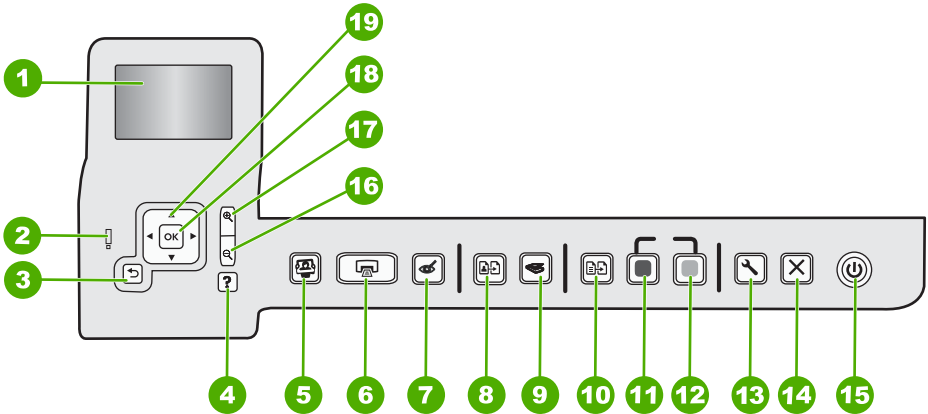
(续)

标签	说明
11	墨盒门
12	玻璃板
13	盖板
14	后盖
15	电源接口*
16	背面 USB 端口

* 只用于 HP 提供的电源适配器

控制面板功能

以下图示和相关表格提供了到 HP All-in-One 控制面板功能的快速参考。



标签	名称和描述
1	“显示屏” ：显示菜单、照片和消息。可将显示屏立起来以一定角度放置，以便获得更好的视觉效果。
2	“警示灯” ：表示出现问题。有关详细信息，请参阅显示屏。
3	“后退” ：返回显示屏的上一画面。
4	“帮助” ：打开显示屏上的 “帮助” 菜单，可以选择主题学习其内容。在空闲状态下，按 “帮助” 将列出各个条目，用户可以获得有关这些条目的帮助。根据所选主题的不同，主题内容会显示在显示屏或您的计算机显示屏上。当在空闲状态以外查看屏幕时， “帮助” 按钮将提供上下文相关帮助。 在空闲状态下，按 “帮助” 将列出各个条目，用户可以获得有关这些条目的帮助。当在空闲状态以外查看屏幕时， “帮助” 按钮将提供上下文相关帮助。
5	“照片菜单” ：启动 “Photosmart Express” 菜单，以打印、保存、编辑和共享照片。
6	“打印照片” ：您可以从 “查看” 、 “打印” 或 “创建” 菜单访问照片，根据所选菜单的不同， “打印照片” 按钮将显示 “打印预览” 屏幕或打印任何选中的照片。如果未选中任何照片，将出现提示，询问您是否打印存储卡上的所有照片。

(续)

标签	名称和描述
7	“红眼消除”：打开或关闭“红眼消除”功能。默认情况下，此功能为关闭状态。当此功能为打开状态时，HP All-in-One 将自动消除当前在显示屏上显示照片的红眼效果。
8	“重新打印”：用于复印放在玻璃板上的照片原件。
9	“扫描菜单”：请打开“扫描菜单”，您可从中选择扫描的目标。
10	“复印菜单”：打开“复印菜单”，用于选择复印选项，如份数、纸张尺寸和纸张类型。
11	“开始复印 / 黑白”：开始进行黑白复印。
12	“开始复印 / 彩色”：开始进行彩色复印。
13	“设置”：“设置”菜单提供各种报告、设备设置和维护功能。
14	“取消”：停止当前的操作。
15	“开 / 关机”：打开或关闭 HP All-in-One。关闭 HP All-in-One 时，依然需要给设备提供电源。可以通过按住“开 / 关机”按钮 3 秒来提供更少的电源。这样会将设备设置为“待机 / 关闭”状态。要完全切断电源，请关闭 HP All-in-One，然后拔掉电源线。
16	缩小 - (放大镜图标)：缩小以显示更多照片。如果照片在显示屏中以 100% 显示时按此按钮，“适合页面”功能将自动应用于照片。
17	放大 + (放大镜图标)：放大显示以在显示屏上放大图像。您还可以将此按钮与方向板上的箭头组合使用，以调整用于打印的裁剪框。
18	“OK”：选择显示屏上的一个菜单设置、值或照片。
19	“方向键盘”：按上下左右箭头按钮，通过照片和菜单选项可以导航。 如果正在放大照片，也可以使用箭头按钮来平移照片，然后选择不同的区域来进行打印。

查找更多信息

在很多印刷和屏幕资源中都提供了 HP All-in-One 的安装和使用信息。


- 安装手册**
 《安装手册》提供了 HP All-in-One 和软件的安装说明。请务必依次执行《安装手册》中的步骤。
 如果在安装过程中遇到问题，请参阅《安装手册》最后一节中的“疑难排解”，或者参阅本手册中的[位于第 18 页的“疑难排解和支持”](#)。
- 屏幕帮助**
 屏幕帮助详细介绍了此《使用手册》中没有描述的 HP All-in-One 的功能，包括那些只有使用与 HP All-in-One 一起安装的软件才可用的功能。
- www.hp.com/support
 如果能够访问 Internet，则可从 HP 网站获得帮助和支持信息。该网站提供技术支持、驱动程序、耗材和订购信息。

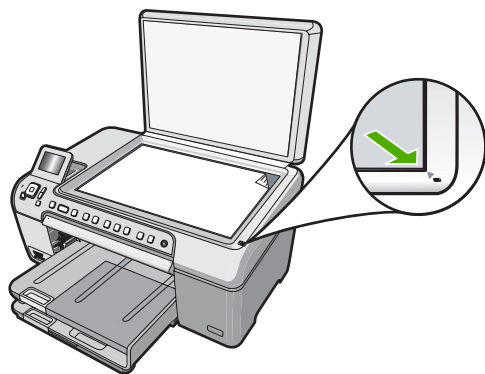
放入原件和纸张

可以在玻璃板上复印或扫描尺寸不超过 letter 或 A4 的原件。

将原件放到扫描仪玻璃板上

1. 抬起 HP All-in-One 上的盖子。
2. 将原件打印面朝下放到玻璃板的右上角。

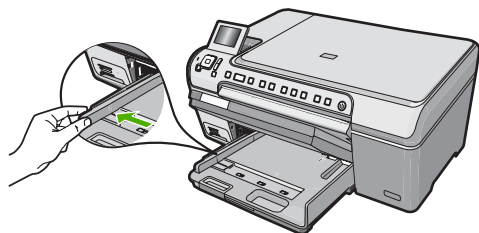
 提示 有关放入原件的更多帮助，请参考玻璃板边缘的图示。



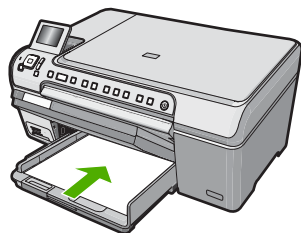
3. 盖上盖子。

放入全尺寸的纸张

1. 抬起出纸盒以将纸张放入主进纸盒。
2. 将纸张宽度导板滑到最外侧。



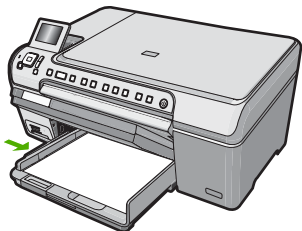
3. 将一摞纸在平面上墩齐，然后检查以下事项：
 - 确保纸张无裂缝、无尘、无褶皱、无卷曲或折边。
 - 确保这摞纸中所有纸张的尺寸和类型都相同。
4. 将这摞纸短边朝前、打印面朝下放到主进纸盒中。将纸张向前推，直到不能移动时为止。



△ **小心** 确保将纸张放入主进纸盒中时 HP All-in-One 处于没有工作的闲置状态。如果 HP All-in-One 正在处理墨盒或忙于其他任务，纸张会在还没有准备就绪的设备内部停止。可以将纸张尽量往前推，使得 HP All-in-One 退出白纸。

💡 **提示** 如果用的是信笺纸，请首先插入纸张顶端并将打印面朝下。

5. 向内滑动纸张宽度导轨，直到它停靠在纸张的边缘处。
不要在主进纸盒中放入过多的信封；确保纸完全可以装入主进纸盒中，并且高度不超过纸张宽度导轨的顶部。

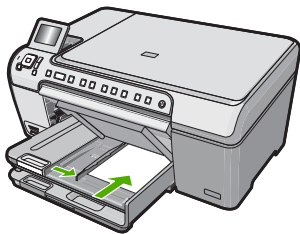


6. 放下出纸盒。
7. 将出纸盒延长板完全拉出。

🔒 **注意** 在使用 legal 大小的纸张时，关闭出纸盒延长板。

在照片纸盒中放入最大 13 x 18 厘米照片纸

1. 抬起照片纸盒的盖子，在照片纸盒中放入照片纸。
2. 将这摞照片纸短边朝前、打印面朝下放到照片纸盒中。向前推照片纸，直到不能移动时为止。
如果使用的照片纸上有孔，在放入照片纸时，应将孔的一边朝外。
3. 向内滑动纸张宽度导轨，直到它停靠在照片纸的边缘处。
不要在照片纸盒中放入过多的照片纸；确保照片纸可以装在照片纸盒中，并且高度不超过纸张宽度导轨顶部。



4. 放下照片纸盒的盖子。

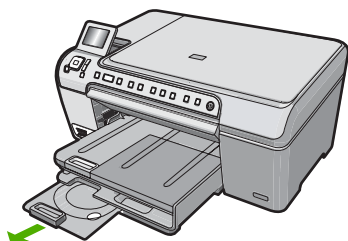
避免卡纸

遵循以下操作规范可避免卡纸。

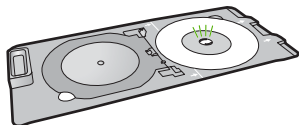
- 请经常从出纸盒中取出已打印好的纸张。
- 将所有未使用的纸张平放在密封袋中保存，以防纸张卷曲或起皱。
- 确保纸张平放在进纸盒中，并且边缘没有弯曲或撕裂。
- 不要在进纸盒中混用不同类型和尺寸的纸张；进纸盒中所有纸张的尺寸和类型都必须完全相同。
- 调整进纸盒中的纸张宽度导板，使其紧贴所有纸张。确保纸张宽度导板没有将进纸盒中的纸压弯。
- 不要将纸强行推入进纸盒。
- 使用用于 HP All-in-One 的推荐纸张类型。


直接在 CD/DVD 上打印

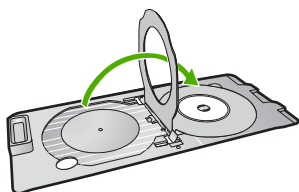
1. 使用 HP All-in-One 随附的软件创建和打印 CD/DVD 标签。
2. 当出现提示时，请小心取下 HP All-in-One 附带的 CD/DVD 支架。
CD/DVD 支架存放在主进纸盒的下面。



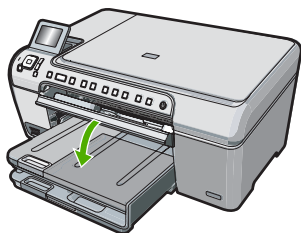
3. 令可喷墨打印介质的打印面朝上，将介质牢固地卡入 CD/DVD 支架。应将 CD/DVD 放在支架上带有箭头的一侧的环上。



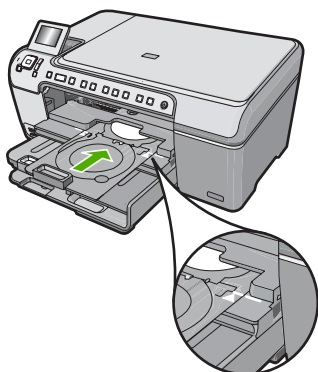
 **注意** 如果要使用小尺寸的介质，请将 CD/DVD 支架环翻到 CD/DVD 上面来。




4. 放下 CD/DVD 检修门，以便接近 CD/DVD 托盘。
CD/DVD 检修门就在控制面板下面。当放下检修门后，可看到 CD/DVD 托盘位于出纸盒顶部。



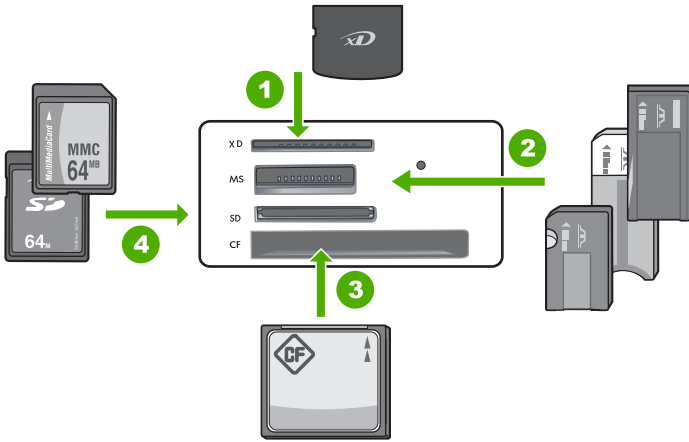
5. 将 CD/DVD 支架推入 HP All-in-One，直到 CD/DVD 支架上的线与 CD/DVD 托盘上的白线形成对齐。



 **注意** 在介质上打印时，HP All-in-One 会拉动 CD/DVD 支架。CD/DVD 支架会在设备后部伸出约 7.5 厘米（3 英寸）。如果 HP All-in-One 离墙面较近，请将它移到距离墙面至少 3 英寸远的地方。

查看、选择和打印照片

可在打印存储卡上的照片之前或在打印照片时查看和选择这些照片。



1	xD-Picture 卡
2	Memory Stick、Memory Stick Pro、Memory Stick Select、Memory Stick Magic Gate、Memory Stick Duo 或 Duo Pro（适配器可选）、Memory Stick Micro（适配器必需）
3	CompactFlash (CF) I 型和 II 型
4	Secure Digital (SD)、Secure Digital Mini（适配器必需）、Secure Digital High Capacity (SDHC)、MultiMediaCard (MMC)、MMC Plus、MMC Mobile（RS-MMC；适配器必需）、TransFlash MicroSD 卡、Secure MultiMedia 卡


查看和选择照片

- 将存储卡插入 HP All-in-One 上相应的插槽。
将出现 **“Photosmart Express”** 菜单，且显示屏上显示最新照片。
- 将最大尺寸为 13 x 18 厘米的照片纸放入照片纸盒或将标准照片纸放入主进纸盒。
- 按 **▶** 直到 **“查看”** 突出显示，然后按 **“OK”**。
将显示 **“查看照片”** 屏幕。
- 按 **◀** 或 **▶** 滚动浏览照片缩略图。
- 当您想要查看的照片缩略图突出显示时，请按 **“OK”**。
- 当显示屏上单独显示该照片时，请再次按下 **“OK”**。
将显示 **“照片选项”** 屏幕。
- 当 **“打印预览”** 突出显示时，按 **“OK”**。
将出现 **“打印预览”** 屏幕，显示照片打印后的效果。
- 如果您还要选择查看和打印其他照片，请按 **▼** 以突出显示 **“添加更多”**，然后按 **“OK”** 并重复步骤 4 - 6。
若您看到的是 **“添加照片”** 屏幕，则选择多张照片的最快方法（如不需要那些能通过它们来编辑照片的选项）是按 **▲** 选择照片，然后按 **◀** 或 **▶** 滚动浏览更多要选择的照片。

9. (可选) 如果您要检查和 / 或修改任何打印设置, 请按 ▼ 以突出显示“设置”, 然后按“OK”。
10. 要打印照片, 请使用 ▲ 或 ▼ 以突出显示“立即打印”(或按控制面板上的“打印照片”按钮)。
打印状态屏幕将显示要打印的页数和估计的完成时间。

扫描图像

您可以从计算机或从 HP All-in-One 控制面板开始扫描。本节只介绍如何从 HP All-in-One 控制面板进行扫描。

 **注意** 还可以使用与 HP All-in-One 一同安装的软件扫描图像。通过该软件, 可以编辑扫描的图像以及使用扫描的图像创建特殊项目。

将原件扫描到计算机上

可以使用控制面板扫描放置在玻璃板上的原件。

扫描到计算机

1. 将原件打印面朝下放到玻璃板的右上角。
2. 按“扫描菜单”。
3. 按“OK”选择默认的应用程序来接收扫描, 或按 ▼ 选择不同的应用程序, 然后按“OK”。
扫描结果的预览图像将出现在计算机上, 您可以对其进行编辑。
4. 对预览图像进行任意编辑, 完成后单击“接受”。

将原件扫描到存储卡上

您可以将扫描的图像作为 JPEG 图像文件发送到接入的存储卡上。这样可以使照片打印选项打印扫描图像的无边距输出和相册页。

将扫描结果保存在存储卡上

1. 请确保将您的存储卡插入 HP All-in-One 的相应插槽中。
2. 将原件打印面朝下放到玻璃板的右上角。
3. 按下“扫描菜单”按钮。
4. 按 ▼ 突出显示“扫描到存储卡”, 然后按“OK”。
HP All-in-One 扫描图像并将文件以 JPEG 格式保存到存储卡中。

复印


可以从控制面板进行高质量复印。

从控制面板复印

1. 确保进纸盒中有纸。
2. 将原件打印面朝下放到玻璃板的右上角。
3. 按下“开始复印 / 黑白”或者“开始复印 / 彩色”开始复印。

更换墨盒

当您需要更换墨盒时请按照下列说明操作。


 **注意** 当墨盒墨水不足时，显示屏上会出现一条消息。也可以通过计算机上 HP Photosmart 软件中的“打印机工具箱”或计算机上的“打印属性”对话框来检查墨水量。

如果您还没有 HP All-in-One 的更换打印墨盒，请单击计算机上的“购买 HP 耗材”图标进行订购。在运行 Windows 操作系统的计算机中，该图标位于“开始”菜单中的“HP”文件夹下。

有关详细信息，请参阅 www.hp.com/buy/supplies。

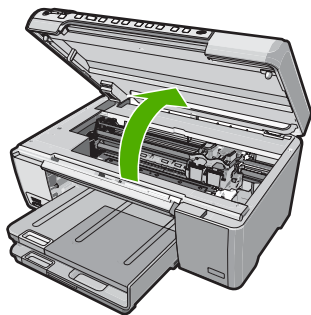
更换墨盒

1. 确保 HP All-in-One 已启动。

 **小心** 如果打开墨盒盖以取放墨盒时 HP All-in-One 处于关闭状态，则无法为 HP All-in-One 更换墨盒。尝试取出墨盒时，如果未将墨盒牢固地安装在正确的位置，则可能会损坏 HP All-in-One。

2. 打开墨盒门。

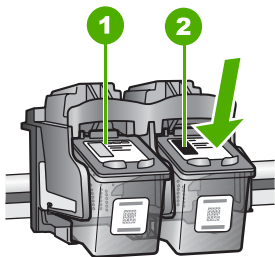
墨盒托架移动到 HP All-in-One 的最右侧。



3. 等候墨盒托架停止移动，然后轻轻地向下压墨盒以松开它。

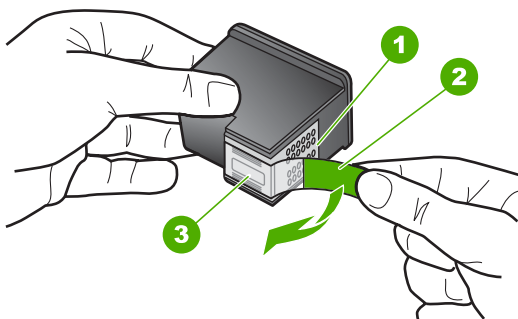
如果要更换三色墨盒，请取出左侧槽中的墨盒。

如果要更换黑色、照片或灰色照片墨盒，请取出右侧槽中的墨盒。



1	三色墨盒的墨盒槽
2	黑色和照片墨盒的墨盒槽

4. 将墨盒朝外拉，使其脱离墨盒槽。
5. 卸下黑色墨盒以安装照片或灰色照片墨盒时，应将黑色墨盒存放在墨盒匣或密封塑料容器中。
6. 从包装盒内取出新墨盒（注意只点击黑色塑料部分），然后捏住粉红标签轻轻地撕下塑料胶带。



1	铜色触点
2	带粉红标签的塑料胶带（安装前必须撕掉）
3	被胶带封住的墨水喷嘴

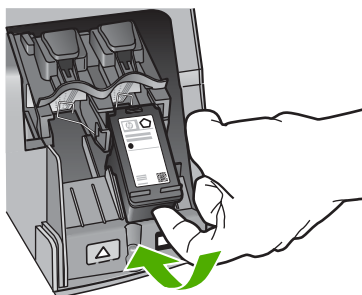
△ 小心 请勿触碰铜色触点或墨盒喷嘴。此外，请勿将胶带重新粘到墨盒上。否则会引起墨水阻塞、不供墨以及电路接触不良。



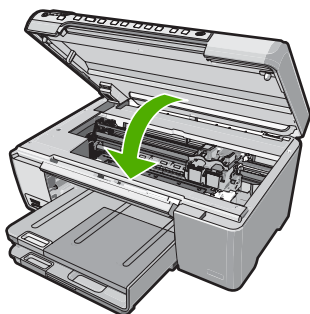
7. 握住墨盒，HP 徽标在顶部，将新墨盒装回空的墨盒槽。确保牢固地将墨盒安装到位。

如果是安装三色墨盒，请将墨盒滑入到左侧槽中。

如果是安装黑色、照片或灰色照片墨盒，请将墨盒滑入到右侧槽中。




8. 关闭墨盒门。



如果安装了新墨盒，HP All-in-One 会打印一张墨盒校准页。

9. 出现提示时，请确保普通白纸已放入进纸盒，然后按“OK”按钮。
10. HP All-in-One 将打印一张测试页、校准打印头并校准打印机。回收或丢弃该页。
出现成功或失败消息。

 **注意** 校准墨盒时如果在进纸盒中装入了彩色纸，校准将失败。请在进纸盒中放入未使用过的普通白纸，然后重新校准。

如果校准再次失败，则传感器或墨盒可能有问题。请联系 HP 支持。请访问 www.hp.com/support。如果出现提示，请选择您的国家（地区），然后单击“联系 HP”以获得技术支持方面的信息。

11. 按“OK”以继续。

清洁 HP All-in-One

为了确保复印和扫描的结果清晰，可能需要清洁玻璃板和盖子衬板。另外，还需要擦掉 HP All-in-One 外壳上的灰尘。

- ✎ **提示** 您可以购买用于喷墨打印机和 All-in-One (Q6260A) 的 HP 清洁工具箱，该工具箱提供了安全清洁 HP 设备所需的全部工具。有关详细信息，请访问：www.shopping.hp.com/accessories-store/printer。

清洁玻璃板

主玻璃板表面的指纹、污迹、毛发和尘土使性能变差并影响复印和扫描功能。

清洁玻璃板

1. 关闭 HP All-in-One，拔掉电源线，然后掀开盖子。
2. 用蘸有无腐蚀性玻璃清洁剂的软布或海绵擦拭玻璃板。

△ **小心** 不要使用研磨剂、丙酮、苯或四氯化碳，它们会损坏玻璃板。不要将液体直接倾倒或喷洒在玻璃板上。液体可能会渗到玻璃板底下，对设备造成损坏。

3. 使用干燥柔软的无纺布擦干玻璃板，以防止沾染污渍。
4. 插入电源线，然后启动 HP All-in-One。

清洁盖子衬板

在 HP All-in-One 盖子下面的白色文档衬板上可能积有碎屑。

清洁盖子衬板

1. 关闭 HP All-in-One，拔掉电源线，然后掀开盖子。
2. 用蘸有中性肥皂水的软布或海绵擦拭白色文档衬板。轻轻地擦拭衬板以清除碎屑。不要用力擦衬板。
3. 使用干燥柔软的无纺布擦干衬板。

△ **小心** 不要使用纸制品擦拭，它们可能会划伤衬板。

4. 如果需要进一步清洁，请使用异丙（摩擦）醇重复上述步骤，然后用湿布仔细擦拭衬板以除去残留的异丙醇。

△ **小心** 注意不要将乙醇倒在 HP All-in-One 的玻璃板或外壳上，否则可能会损坏设备。

5. 插上电源线，然后打开 HP All-in-One。

2 疑难排解和支持

本章包含 HP All-in-One 的疑难排解信息。另外，还提供了有关安装和配置问题的特定信息，以及一些可操作的主题。有关疑难排解的详细信息，请参阅软件随附的屏幕帮助。如果在计算机上安装 HP All-in-One 软件之前，已经用 USB 电缆将 HP All-in-One 连接到计算机上，这会引起许多问题。如果在软件安装屏幕提示连接前已经将 HP All-in-One 连接到计算机上，则必须执行下列操作：

疑难排解常见安装问题

1. 从计算机上拔下 USB 电缆。
2. 卸载软件（如果软件已安装）。
3. 重新启动计算机。
4. 关闭 HP All-in-One，等候一分钟，然后再重新打开设备。
5. 重新安装 HP All-in-One 软件。

△ **小心** 在软件安装屏幕提示您连接 USB 电缆之前，不要将电缆连接到计算机上。


有关支持联系信息，请参阅本手册封底内页。

卸载并重新安装软件

如果安装不完全，或者在软件安装屏幕出现提示之前就将 USB 电缆连接到了计算机，则可能需要卸载然后重新安装软件。不要只是简单地从计算机中删除 HP All-in-One 应用程序文件。一定要使用安装 HP All-in-One 随附软件时提供的卸载工具进行正确卸载。

从 Windows 计算机上卸载然后重新安装

1. 在 Windows 任务栏上，单击“开始”、“设置”、“控制面板”。
2. 双击“添加 / 删除程序”。
3. 选择 HP All-in-One，然后单击“更改 / 删除”。
按照屏幕上的说明执行操作。
4. 断开 HP All-in-One 和计算机的连接。
5. 重新启动计算机。

 **注意** 重新启动计算机前，一定要断开 HP All-in-One 的连接。重新安装完软件后，才能将 HP All-in-One 连接到计算机上。

6. 将 HP All-in-One 的 CD-ROM 插入计算机的 CD-ROM 驱动器，然后启动“安装”程序。
7. 遵循屏幕说明和 HP All-in-One 随附的《安装手册》中提供的说明进行操作。

硬件安装问题疑难排解

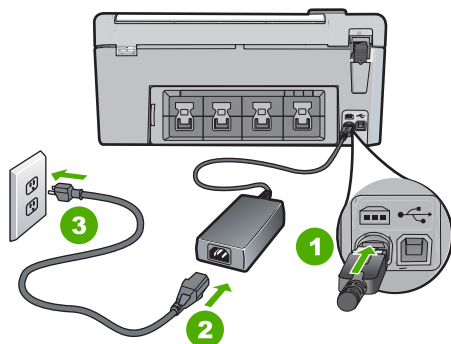
使用本节来解决在安装 HP All-in-One 的硬件时可能会出现的问题。

HP All-in-One 无法启动

原因： HP All-in-One 没有正确连接到电源上。

解决方法

- 确保电源线牢固地连接到 HP All-in-One 和电源适配器上。将电源线插到电源插座、电涌保护器或接线板上。



1	电源接头
2	电源线和适配器
3	电源插座

- 如果使用接线板，则请确保接线板的开关已打开。或者，试着将 HP All-in-One 的电源线直接插到电源插座上。
- 测试电源插座，确保其工作正常。插上一台可正常工作的设备，看设备是否有电。如果没电，则电源插座可能有问题。
- 如果将 HP All-in-One 插入到开关插座中，则请确保开关插座的开关已打开。如果将开关转到打开，仍然未工作，则可能是电源插座出了问题。

原因： 您按“开 / 关机”按钮的速度太快了。

解决方法： 如果将“开 / 关机”按钮按得太快，HP All-in-One 可能会没有响应。按下“开 / 关机”按钮一次。开启 HP All-in-One 可能需要几分钟。如果此时再次按“开 / 关机”按钮，可能会将设备关闭。

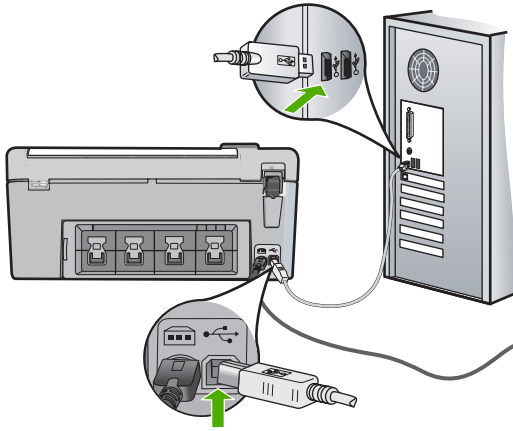
△ **小心** 如果仍然无法打开 HP All-in-One，可能是因为出现机械故障。请从电源插座中拔出 HP All-in-One 电源线并联系 HP：www.hp.com/support。如出现提示，请选择您所在国家 / 地区，然后单击“联系 HP”，以了解如何致电技术支持。

连接了 USB 电缆，但是无法从计算机使用 HP All-in-One

原因： 安装软件前连接 USB 电缆。在看到提示之前就插入 USB 电缆会导致错误。

解决方法： 连接 USB 电缆之前，必须首先安装 HP All-in-One 随附的软件。在安装过程中，除非屏幕说明提示您插入 USB 电缆，否则请不要将其插入。

安装完软件之后，使用 USB 电缆将计算机连接到 HP All-in-One 就水到渠成了。只需将 USB 电缆的一端插入到计算机的背面，将另一端插入到 HP All-in-One 的背面。可以连接到计算机背面的任何一个 USB 端口中。



有关安装软件及连接 USB 电缆的详细信息，请参阅 HP All-in-One 随附的《安装手册》。

HP All-in-One 不打印

解决方法： 如果 HP All-in-One 与计算机无法相互通信，请尝试执行以下操作：

- 查看位于 HP All-in-One 前面的“开 / 关机”指示灯。如果该指示灯未点亮，则表示 HP All-in-One 已关机。请确保电源线已牢固地连接到 HP All-in-One 上，并且已插入电源插座中。按下“开 / 关机”按钮打开 HP All-in-One。
- 确保墨盒已安装。
- 确保进纸盒中有纸。
- 检查 HP All-in-One 是否卡纸。
- 检查墨盒托架是否卡纸。

打开墨盒门，以便对墨盒托架进行维修。取出卡住墨盒托架的所有物体，包括任何包装材料。关闭 HP All-in-One，然后重新打开该设备。

- 请检查 HP All-in-One 打印队列没有被暂停 (Windows) 或停止 (Mac)。如果被暂停或停止了，请选择正确的设置来恢复打印。有关访问打印队列的详细信息，请参阅安装在计算机上的操作系统的附带文档。
- 检查 USB 电缆。如果使用的电缆太旧，则该电缆本身可能已经损坏。试着将 USB 电缆连接到其他产品上，看它是否完好。如果有问题，则可能需要更换 USB 电缆。另外，请确保电缆长度不超过 3 米。
- 确保计算机支持 USB。有些操作系统不支持 USB 连接，如 Windows 95 和 Windows NT。请查看操作系统的文档资料，以了解更多的信息。
- 检查 HP All-in-One 与计算机之间的连接。确认 USB 电缆已牢固地插入到 HP All-in-One 后面的 USB 端口中。确保 USB 电缆的另一端插入到计算机的 USB 端口。正确连接电缆后，请关闭 HP All-in-One，然后重新打开该设备。
- 如果通过 USB 集线器连接 HP All-in-One，请确保集线器的电源已打开。如果集线器的电源已打开，请尝试直接连接到计算机。
- 检查其他打印机或扫描仪。可能需要从计算机上断开旧产品。
- 试着将 USB 电缆连接到计算机的另一个 USB 端口上。检查完连接之后，请尝试重新启动计算机。关闭 HP All-in-One，然后重新打开该设备。

- 如果 HP All-in-One 脱机，请关闭 HP All-in-One，然后重新打开该设备。开始打印作业。
 - 如需要，请卸载然后安装与 HP All-in-One 一同安装的软件。
- 有关安装 HP All-in-One 并将其与计算机相连的详细信息，请参阅 HP All-in-One 随附的《安装手册》。

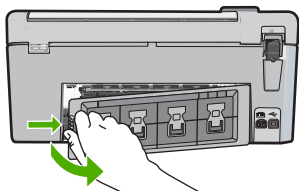
清除卡纸

如果 HP All-in-One 卡纸，请检查后门。

从后盖清除卡纸

1. 按后盖左侧的插销，打开检修门。从 HP All-in-One 上向外拉，卸下检修门。

△ 小心 试图从 HP All-in-One 的前面清除卡纸可能会损坏打印机的机械结构。请始终从后盖进入和清理卡住的纸张。



2. 慢慢地将纸从滚筒里拉出来。

△ 小心 如果纸张在从滚筒里取出时破损，请检查滚筒和齿轮，看是否还有破碎的纸片留在设备里。如果没有从 HP All-in-One 中取出所有纸片，则会发生更多的卡纸情况。

3. 重新装上后盖。慢慢地向前推检修门，直到卡在相应位置。
4. 按“OK”继续当前作业。

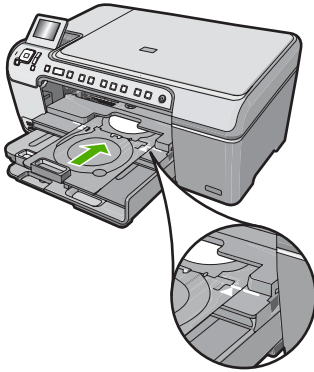
CD/DVD 打印疑难排解

参阅本节内容可解决使用 HP All-in-One 在 CD/DVD 表面打印时可能遇到的任何问题。

HP All-in-One 未检测到 CD/DVD 支架

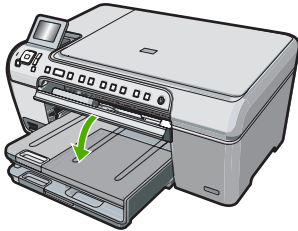
原因： 您没有将 CD/DVD 支架完全推入 CD/DVD 托盘。

解决方法： 将 CD/DVD 支架向前推入 CD/DVD 托盘，直到支架上的线与托盘上的白线对齐。标有箭头的支架后部首先进入 CD/DVD 托盘。



原因： 您可能将 CD/DVD 支架插回了存放区。

解决方法： 从主进纸盒下面的存放区取下 CD/DVD 支架。放下 CD/DVD 检修门（位于控制面板的下面），以便接近 CD/DVD 托盘。



确保令可打印光盘的打印面朝上将光盘放入 CD/DVD 支架。将 CD/DVD 支架向前推入 CD/DVD 托盘，直到支架上的线与托盘上的白线对齐。标有箭头的支架后部首先进入 CD/DVD 托盘。

原因： 您可能直接将光盘插入了 CD/DVD 托盘而没有将它放在 CD/DVD 支架上。

解决方法： 从主进纸盒下面的存放区取下 CD/DVD 支架。从 CD/DVD 托盘上取下可打印光盘，然后令光盘的打印面朝上，将光盘放入 CD/DVD 支架。将支架向前推入 CD/DVD 托盘，直到支架上的线与托盘上的白线对齐。标有箭头的支架后部首先进入 CD/DVD 托盘。

原因： 当通过一个打印作业打印多张 CD/DVD 时，HP All-in-One 会提示您插入下一张光盘。

解决方法： 从 CD/DVD 托盘中取出 CD/DVD 支架。从支架中取出打印好的 CD/DVD。令下一张光盘的打印面朝上，将光盘放入 CD/DVD 支架，然后将支架重新插入 CD/DVD 托盘，直到支架上的线与托盘上的白线对齐。当 HP All-in-One 检测到支架后，提示便会消失。

HP All-in-One 未检测到支架中的 CD/DVD

原因： 您将 CD/DVD 支架插入了 CD/DVD 托盘但未将 CD/DVD 放入支架。

解决方法： 从 CD/DVD 托盘中取出 CD/DVD 支架。令可打印光盘的打印面朝上，将光盘放入 CD/DVD 支架，然后将支架重新插入 CD/DVD 托盘，直到支架上的线与托盘上的白线对齐。

原因： 您将 CD/DVD 以打印面朝下的方式放入了支架。

解决方法： 从 CD/DVD 托盘中取出 CD/DVD 支架。令可打印光盘的打印面朝上，将光盘放入 CD/DVD 支架，然后将支架重新插入 CD/DVD 托盘，直到支架上的线与托盘上的白线对齐。

在打印 CD/DVD 时 HP All-in-One 停机

原因： 当在 CD/DVD 上打印时，HP All-in-One 会拉动 CD/DVD 支架，使其通过设备。支架会在设备后部伸出约 7.5 厘米（3 英寸）。如果 HP All-in-One 后面没有足够空间，支架将停止不动且打印将中断。

解决方法： 请确保在 HP All-in-One 后方保留至少 7.5 厘米（3 英寸）的空间。还须确保 HP All-in-One 后方的插槽未被挡住。

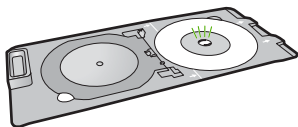
打印好的光盘图像不完整，且 CD/DVD 支架上有墨水

原因： 没有正确地将 CD/DVD 放入 CD/DVD 支架。

解决方法： 如果要将标准尺寸（120 毫米）的 CD/DVD 放入 CD/DVD 支架进行打印，请**不要**将蓝色环翻到光盘上面。该蓝色环只在打印小尺寸（80 毫米）的 CD/DVD 时使用。

在重试之前，请先清除 CD/DVD 支架上的墨水。这样可避免墨水弄脏设备，并防止您的光盘、双手和衣服沾上墨水。

在将 CD/DVD 支架清洗干净并晾干后，令新的可打印光盘的打印面朝上，将光盘放入支架。将蓝色环放在它原先的位置，即光盘所在的另一侧支架，如下图所示。将支架重新插入 CD/DVD 托盘，直到支架上的线与托盘上的白线对齐，然后重新尝试打印。



HP All-in-One 打印到了光盘的非打印区

原因： 您所打印的图案与所放入的 CD/DVD 的尺寸不符。

解决方法： 请确保您要打印的图案适合放入 CD/DVD 支架中介质的尺寸，包括打印环面的内径和外径。对软件作相应设置，令图案和光盘对齐并适合光盘尺寸。有关更多信息，请参考所用软件的文档或联机帮助。

原因： 您将 CD/DVD 以打印面朝下的方式放入了支架。

解决方法： 如果您已经在 CD/DVD 中刻录了内容，则您可能需要在新光盘中重新刻录这些内容。令新光盘的打印面朝上，将光盘放入 CD/DVD 支架。将支架重新插入 CD/DVD 托盘，直到支架上的线与托盘上的白线对齐，然后重新尝试打印。

打印出的图案在光盘上未居中

原因： 您的图案设置可能不正确。

解决方法： 对软件进行设置，令图案和光盘对齐并适合光盘尺寸。有关更多信息，请参考所用软件的文档或联机帮助。

CD/DVD 上的墨水无法变干

原因： 光盘表面不适宜打印。

解决方法： 请确保所用 CD/DVD 适宜喷墨打印。可喷墨打印光盘通常具有白色打印表面。（某些光盘还具有银色打印表面。）

原因： 您将 CD/DVD 以打印面朝下的方式放入了支架。

解决方法： 如果您已经在 CD/DVD 中刻录了内容，则您可能需要在新光盘中重新刻录这些内容。令新光盘的打印面朝上，将光盘放入 CD/DVD 支架。将支架重新插入 CD/DVD 托盘，直到支架上的线与托盘上的白线对齐，然后重新尝试打印。

HP All-in-One 报告出 CD/DVD 尺寸不匹配的错误

原因： 当您从计算机启动打印作业时，当前放入 CD/DVD 支架的 CD/DVD 尺寸同所指定的尺寸不匹配。

解决方法： 取消打印作业，用具有和打印作业中所指定尺寸相同的 CD/DVD 替换当前放入 CD/DVD 支架的 CD/DVD，或者在软件中更改打印设置。

CD/DVD 支架卡在了存放区


原因： 您可能将 CD/DVD 支架连同光盘一起插回了存放区，且将蓝色环覆盖在了光盘上。

解决方法： 将 CD/DVD 支架尽可能往外拉，直至感到阻力。然后用不锋利的扁平物体（如黄油刀或改锥）插入存放区插槽的左角，将蓝色环向下按。在按下蓝色环后，您便可以将 CD/DVD 支架拉出存放区插槽。

墨盒疑难排解

如果出现打印问题，则其中的某一墨盒可能有问题。有关更多信息，请参阅本手册中位于第 14 页的“[更换墨盒](#)”。

- 将所有墨盒都保存在原密封包装盒中，直到用时再取出。
- 将墨盒保存在室内温度为 15.6 至 26.6 摄氏度或 60 至 78 华氏度的房间内。
- 一旦取下了墨盒上的保护胶带，就不要再重新贴上。重新贴上塑料胶带可能会损坏墨盒。撕下塑料胶带后，应立即将墨盒放入 HP All-in-One 中。如果条件不允许，请把它放在墨盒匣或气密的塑料容器中保存。
- HP 建议在有可供安装的替换墨盒之前，请勿将墨盒从 HP All-in-One 中取出来。
- 从控制面板关闭 HP All-in-One，不要通过关闭电源板或拔掉 HP All-in-One 的电源线来关闭设备。如果使用不正确的方法关闭 HP All-in-One，打印支架将无法返回正确的位置，会导致墨盒中的墨水变干。
- 只有在必要时再打开墨盒盖。否则，墨盒将暴露在空气中，从而会缩短墨盒的使用寿命。

 **注意** 如果将墨盒盖长时间开着，HP All-in-One 将重新掩盖住墨盒，以防止其暴露在空气中。

- 当发现打印质量明显下降时，请清洁墨盒。

 **提示** 如果长时间没有使用墨盒，打印质量也可能会下降。

- 不要进行不必要的墨盒清洁。这会浪费墨水并且缩短墨盒的使用寿命。
- 小心处理墨盒。安装时，投掷、震动或草率处理墨盒可能会导致暂时的打印问题。如果墨盒刚刚安装之后打印质量差，请等待半个小时以使墨盒恢复正常。

支持程序

如果遇到问题，请执行以下步骤：

1. 查阅 HP All-in-One 随附的文档。
2. 访问 HP 的在线支持网站：www.hp.com/support。所有 HP 用户均可获取 HP 在线支持。在这里可以迅速获取最新设备信息和专家帮助，其包含以下功能：
 - 快速访问有资质的在线支持专家
 - 为您的 HP All-in-One 提供软件和驱动程序更新
 - 为常见问题提供有价值的 HP All-in-One 和故障排除信息
 - 注册 HP All-in-One 后可以获取主动设备更新、支持提醒以及 HP 新闻简报
3. 联系惠普支持。支持选项和可用性因设备、国家 / 地区和语言的不同而有所不同。若要获得技术支持电话号码列表，请参阅设备随附的印刷版文档。

3 技术信息

本节提供了有关 HP All-in-One 的技术规格以及国际规范信息。

系统要求


可以在自述文件中找到该软件的系统要求。

产品规格

有关产品规格的信息，请访问 HP 网站：www.hp.com/support。

纸张规格

- 主进纸盒容量：普通纸：最多 125 张（20 磅/75 gsm 纸）
- 出纸盒容量：普通纸：最多 50 张（20 磅/75 gsm 纸）
- 照片纸盒容量：照片纸：最多 20 张


 **注意** 有关受支持介质的尺寸的完整列表，请参阅打印机软件。

物理规格

- 高度：21.6 厘米
- 宽度：45.2 厘米
- 厚度：38.5 厘米
- 重量：6.8 千克

电源规格

- 功耗：最大 25W（打印时平均功率）
- 输入电压：AC 100 至 240 V ~ 600 mA 50 - 60 Hz
- 输出电压：DC 32 V ===375 mA，16 V ===500 mA

 **注意** 只使用 HP 提供的电源适配器。

环境规格

- 推荐的工作温度范围：15 至 32 摄氏度（59 至 90 华氏度）
- 允许的工作温度范围：5 至 35 摄氏度（41 至 95 华氏度）
- 湿度：15% 至 80% 相对湿度，无冷凝
- 不工作（存储）时的温度范围：-40 至 60 摄氏度（-4 至 122 华氏度）
- 在电磁场强的区域，HP All-in-One 的打印结果可能会稍有变形
- HP 建议使用长度小于等于 3 米（10 英尺）的 USB 电缆，以便将电磁场的干扰降至最低程度

Energy Star® 声明

此产品设计为在不损害产品性能的情况下，可以减少能源消耗并节省自然资源。而且在不管操作期间还是空闲期间，它都可以减少总的能源消耗。此产品符合为鼓励发展节能办公产品而建立的志愿计划 ENERGY STAR®。



ENERGY STAR 是美国环保署的注册服务标记，作为 ENERGY STAR 的合作伙伴，HP 确定本产品符合 ENERGY STAR 的能效标准。

有关 ENERGY STAR 计划的更多信息，请访问以下网站：

www.energystar.gov

墨盒产能

墨盒中的墨水以多种不同方式使用于打印过程，这些使用方式包括用来让设备和墨盒准备就绪的初始化过程，还包括用于确保打印喷头清洁和墨水顺利流动的打印头维护过程。此外，当墨盒用完后，墨盒中还会残留一些墨水。有关更多信息，请参见 www.hp.com/go/inkusage。

有关估计的墨盒产能的更多信息，请访问：www.hp.com/pageyield。

规范声明

HP All-in-One 符合您所在的国家 / 地区的产品规范要求。有关规范声明的完整列表，请参阅屏幕帮助。

标准型号

为了便于识别，为产品指定了一个“标准型号”。本产品的标准型号为 SDGOB-0731。不要将此标准型号与产品的市场名称（如 HP Photosmart C5200 All-in-One series 等）或产品编号（如 Q8320A 等）相混淆。

HP 产品	有限保修期限
软件媒体	90 天
打印机	1 年
打印或墨盒	直到 HP 墨水用完，或到达印在墨盒上的“保修结束”日期，视何者为先。本保修不涵盖重新灌注、再加工、整修、误用，或被擅改的 HP 墨水产品。
附件	90 天

A. 有限保修的范围

- 惠普 (HP) 向最终用户保证，在上述指定的保修期内，上述指定的 HP 产品自购买之日起无材料及工艺上的缺陷。
- 对于软件产品，HP 的有限保修仅适用于无法执行编程指令的故障。HP 不保证产品工作时不会中断或无错误。
- HP 的有限保修仅限于由正常使用产品而产生的缺陷，不适用于任何其他问题，包括因以下原因而产生的问题：
 - 不正确的维护或调整；
 - 使用非 HP 提供或支持的软件、介质、部件或耗材；
 - 在产品技术规格以外的条件下操作；
 - 未经授权的调整或误用。
- 对于 HP 打印机产品，使用非 HP 墨盒或重新灌注的墨盒既不影响对客户的保修也不影响与客户签订的任何 HP 支持合同。但是，如果打印机由于使用非 HP 墨盒或重新灌注的墨盒而过期的墨盒而发生故障或损坏，HP 在维修打印机时将根据具体故障或损坏，收取标准工时费和材料费。
- 如果 HP 在适用的保修期内收到符合 HP 保修条件的任何产品的缺陷的通知，HP 将自行决定对有缺陷的产品进行维修或更换。
- 如果 HP 无法适时维修或更换符合 HP 保修条件的有缺陷产品，HP 将在接到缺陷通知后的合理时间内，退回该产品的全额货款。
- 在客户将有缺陷的产品退回 HP 之前，HP 不承担维修、更换或退款的义务。
- 更换的产品可能为全新产品或相当于全新产品，前提是它的功能至少与被更换的产品相当。
- HP 产品可能包含性能等同于新部件的再加工部件、组件或材料。
- HP 的有限保修在任何销售保修范围内的 HP 产品的国家或地区均有效。可与授权的 HP 服务机构签订其他保修服务（如现场服务）合同，这些机构分布在由 HP 或授权进口商销售 HP 产品的国家/地区。

B. 有限保修

在当地法律允许范围内，HP 及其第三方供应商，对有关 HP 的产品，无论是以明示或默示的形式，均没有任何其他保修或条件并特别声明没有任何用于特定目的适销性、质量满意度以及适用性的默示保修或条件。

C. 责任限制

- 在当地法规允许的范围内，本保修声明中提供的补偿是对用户的唯一补偿。
- 在当地法规允许的范围内，除了本保修声明中特别规定的责任外，在任何情况下，无论是根据合同、民事侵权行为或其他法律准则，无论是否告知产生此类损失的可能性，HP 或其第三方供应商对直接、特殊、偶发、继发的损失概不承担责任。

D. 当地法律

- 此保修声明赋予用户特定的法律权利。用户还可能拥有其他权利，具体情况视州（美国）、省（加拿大）及国家/地区（世界其他地方）而异。
- 如果本保修声明与当地法规发生矛盾，则应视为已修改以便与当地法规保持一致。根据这类当地法规，本保修声明中的某些责任免除和限制可能不适用于用户。例如，美国的某些州及美国以外的某些政府（包括加拿大的某些省），可能会：
 - 排除本保修声明中的责任免除和限制条款对用户法定权利的限制（例如英国）；
 - 限制制造商实施这种责任免除或限制的能力；或者
 - 赋予客户附加的保修权利，指定默示保修的期限（对这种默示保修制造商不得拒绝），或者不允许制造商对默示保修的期限加以限制。
- 除非另有法律许可，本声明中的保修条款不得排除、限制或修改适用于此产品销售的强制性法律权利，而是对该权利的补充。

HP Photosmart C5200 All-in-One series Basics Guide

English



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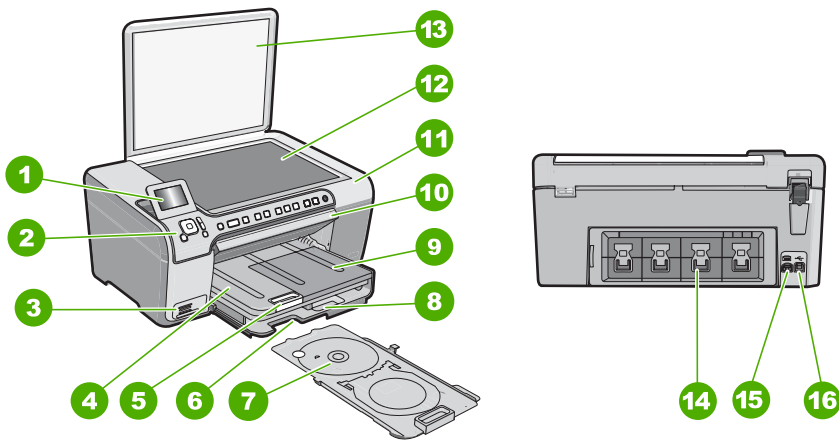
1 HP All-in-One overview

Use the HP All-in-One to quickly and easily accomplish tasks such as making a copy, scanning documents, or printing photos from a memory card. You can access many HP All-in-One functions directly from the control panel, without turning on your computer.

 **NOTE:** This guide introduces basic operations and troubleshooting, as well as provides information for contacting HP support and ordering supplies.

The onscreen Help details the full range of features and functions, including use of the HP Photosmart software that came with the HP All-in-One.

The HP All-in-One at a glance



Label	Description
1	Color graphics display (also referred to as the display)
2	Control panel
3	Memory card slots and Photo light
4	Output tray
5	Paper tray extender (also referred to as the tray extender)
6	CD/DVD holder storage
7	CD/DVD holder
8	Main input tray (also referred to as the input tray)
9	Photo tray

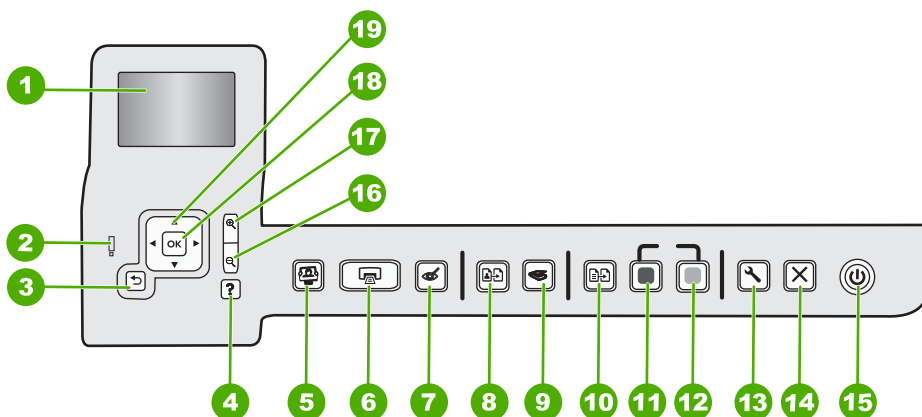
(continued)

Label	Description
10	CD/DVD access door
11	Print cartridge door
12	Glass
13	Lid
14	Rear door
15	Power connection*
16	Rear USB port

* Use only with the power adapter supplied by HP.

Control panel features

The following diagram and related table provide a quick reference to the HP All-in-One control panel features.



Label	Name and Description
1	Display: Displays menus, photos, and messages. The display can be pulled up and angled for better viewing.
2	Attention light: Indicates a problem occurred. See the display for more information.
3	Back: Returns to the previous screen on the display.
4	Help: Opens the Help menu on the display where you can select a topic to learn more about it. From the idle state, pressing Help lists a menu of items for which the user can obtain help. Depending on the topic you select, the topic will appear on your display or on your computer screen. When viewing screens other than Idle, the Help button provides context sensitive help. From the idle state, pressing Help lists a menu of items for which the user can obtain help. When viewing screens other than Idle, Help button provides context sensitive help.
5	Photo Menu: Launches the Photosmart Express menu for printing, saving, editing, and sharing photos.

(continued)

Label	Name and Description
6	Print Photos: Depending on whether you access your photos from the View , Print , or Create menu, the Print Photos button will display the Print Preview screen or it will print any selected photo(s). If no photos are selected, a prompt appears asking if you want to print all the photos on your card.
7	Red Eye Removal: Turns the Red Eye Removal feature On or Off. By default, this feature is turned off. When the feature is turned on, the HP All-in-One automatically corrects red eye coloring in the photo currently shown on the display.
8	Reprints: Enables you to make a copy of an original photo placed on the glass.
9	Scan Menu: Opens the Scan Menu where you can select a destination for your scan.
10	Copy Menu: Opens the Copy Menu where you can select copy options, such as number of copies, paper size, and paper type.
11	Start Copy Black: Starts a black-and-white copy.
12	Start Copy Color: Starts a color copy.
13	Setup: The Setup menu provides a variety of reports, device settings and maintenance functions.
14	Cancel: Stops the current operation.
15	On: Turns the HP All-in-One on or off. When the HP All-in-One is off, a minimal amount of power is still supplied to the device. You can further reduce power supply by holding down the On button for 3 seconds. This will put the unit in Standby/Off state. To completely remove power, turn the HP All-in-One off, and then unplug the power cord.
16	Zoom out - (magnifying glass icon): Zooms out to show more of a photo. If you press this button when a photo is shown on the display at 100%, the Fit to Page feature is applied to the photo automatically.
17	Zoom in + (magnifying glass icon): Zooms in to enlarge the image on the display. You can also use this button together with the arrows on the directional pad to adjust the crop box for printing.
18	OK: Selects a menu setting, value, or photo on the display.
19	Directional pad: Allows you to navigate through photos and menu options by pressing the up, down, left, or right arrow buttons. If you are zooming in on a photo, you can also use the arrow buttons to pan around the photo and select a different area to print.

Find more information

A variety of resources, both printed and onscreen, provide information about setting up and using the HP All-in-One.

- **Setup Guide**

The Setup Guide provides instructions for setting up the HP All-in-One and installing software. Make sure you follow the steps in the Setup Guide in order.

If you have problems during setup, see Troubleshooting in the last section of the Setup Guide, or see "[Troubleshooting and support](#)" on page 17 in this guide.

- **Onscreen Help**

The onscreen Help provides detailed instructions on features of the HP All-in-One that are not described in this User Guide, including features that are only available using the software you installed with the HP All-in-One.

- www.hp.com/support


If you have Internet access, you can get help and support from the HP Web site. This Web site offers technical support, drivers, supplies, and ordering information.

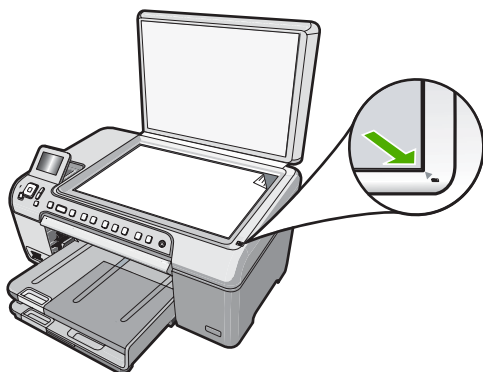
Load originals and load paper

You can copy or scan up to letter- or A4-size originals by loading them on the glass.

To load an original on the scanner glass

1. Lift the lid on the HP All-in-One.
2. Load your original print side down on the right front corner of the glass.

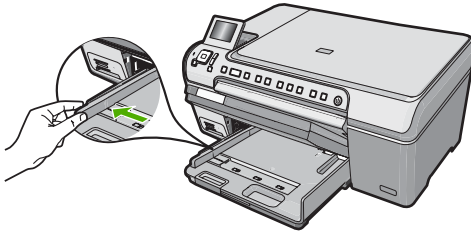
 **TIP:** For more help on loading an original, refer to the engraved guides along the edge of the glass.



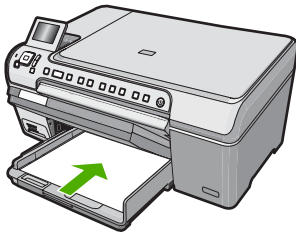
3. Close the lid.

To load full-size paper

1. Raise the output tray to load paper into the main input tray.
2. Slide the paper-width guide to its outermost position.



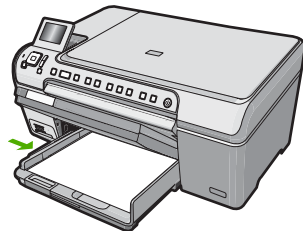
3. Tap a stack of paper on a flat surface to align the edges, and then check the paper for the following:
 - Make sure it is free of rips, dust, wrinkles, and curled or bent edges.
 - Make sure all the paper in the stack is the same size and type.
4. Insert the stack of paper into the main input tray with the short edge forward and the print side down. Slide the stack of paper forward until it stops.



△ **CAUTION:** Make sure that the HP All-in-One is idle and silent when you load paper into the main input tray. If the HP All-in-One is servicing the print cartridges or otherwise engaged in a task, the paper stop inside the device might not be in place. You could push the paper too far forward, causing the HP All-in-One to eject blank pages.

💡 **TIP:** If you are using letterhead, insert the top of the page first with the print side down.

-
5. Slide the paper-width guide inward until it stops at the edge of the paper. Do not overload the main input tray; make sure the stack of paper fits within the main input tray and is no higher than the top of the paper-width guide.



6. Lower the output tray.
7. Pull the output tray extender towards you, as far as it will go.

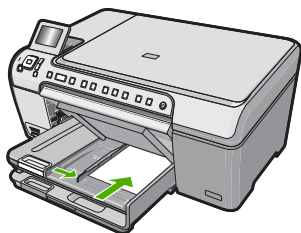


NOTE: When you use legal-size paper, leave the output tray extender closed.

To load up to 13 x 18 cm (5 x 7 inch) photo paper in the photo tray

1. Raise the photo tray lid to load photo paper in the photo tray.
2. Insert the stack of photo paper into the photo tray with the short edge forward and the print side down. Slide the stack of photo paper forward until it stops.
If the photo paper you are using has perforated tabs, load the photo paper so that the tabs are closest to you.
3. Slide the paper-width guide inward against the stack of photo paper until the guide stops.

Do not overload the photo tray; make sure the stack of photo paper fits within the photo tray and is no higher than the top of the paper-width guide.



4. Lower the photo tray lid.

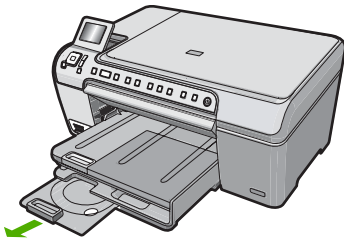
Avoid paper jams

To help avoid paper jams, follow these guidelines.

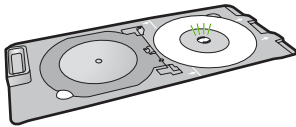
- Remove printed papers from the output tray frequently.
- Prevent curled or wrinkled paper by storing all unused paper flat in a resealable bag.
- Ensure that paper loaded in the input tray lays flat and the edges are not bent or torn.
- Do not combine different paper types and paper sizes in the input tray; the entire stack of paper in the input tray must be the same size and type.
- Adjust the paper-width guide in the input tray to fit snugly against all paper. Make sure the paper-width guide does not bend the paper in the input tray.
- Do not force paper too far forward in the input tray.
- Use paper types that are recommended for the HP All-in-One.


Print directly onto a CD/DVD

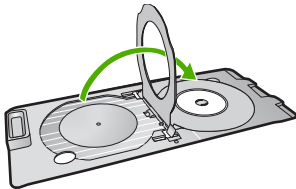
1. Use the software that came with the HP All-in-One to create and print a CD/DVD label.
2. When prompted, carefully remove the CD/DVD holder that came with the HP All-in-One.
The CD/DVD holder is stored below the main input tray.



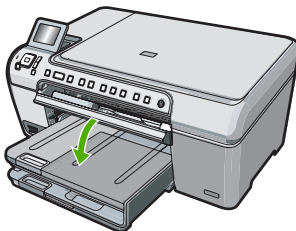
3. Securely snap the inkjet printable media onto the CD/DVD holder with the printable side up. The CD/DVD should be placed on the ring at the end of the holder with the arrows.



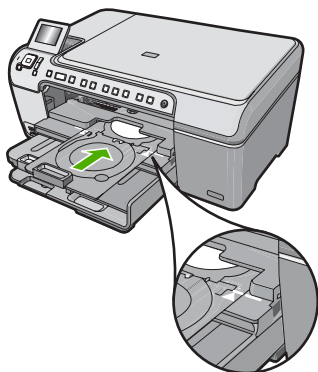
 **NOTE:** If you are using a smaller-sized media, flip the CD/DVD holder ring over the CD/DVD.



4. Lower the CD/DVD access door to access the CD/DVD tray. The CD/DVD access door is located just below the control panel. When in its lowered position, the CD/DVD tray sits on top of the output tray.



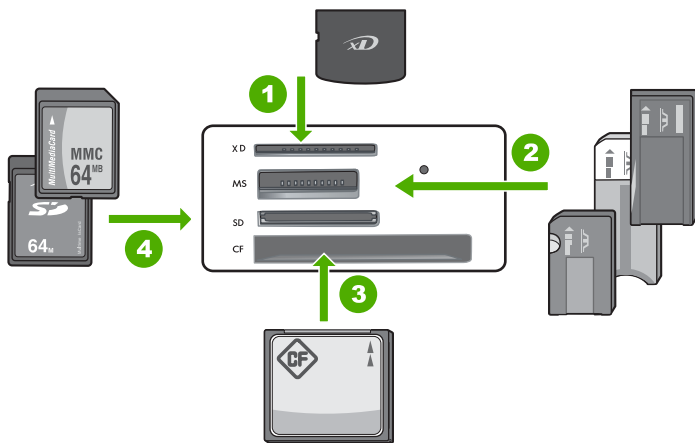
5. Push the CD/DVD holder into the HP All-in-One until the lines on the CD/DVD holder line up to the white lines on the CD/DVD tray.



NOTE: The HP All-in-One 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 device. If the HP All-in-One is placed close to a wall, move it at least 3 inches away from the wall.

View, select, and print photos

You can view and select photos on your memory card before or while printing them.




- | | |
|---|---|
| 1 | xD-Picture Card |
| 2 | Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Duo Pro (adapter optional), or Memory Stick Micro (adapter required) |
| 3 | CompactFlash (CF) types I and II |
| 4 | Secure Digital (SD), Secure Digital Mini (adapter required), Secure Digital High Capacity (SDHC), MultiMediaCard (MMC), MMC Plus, MMC Mobile (RS-MMC; adapter required), TransFlash MicroSD Card, or Secure MultiMedia Card |

To view and select photos

1. Insert a memory card into the appropriate slot on the HP All-in-One.
The **Photosmart Express** menu appears, with the most recent photo shown on the display.
2. Load up to 13 x 18 cm (5 x 7 inch) photo paper in the photo tray or full-size photo paper in the main input tray.
3. Press **▶** until **View** is highlighted, and then press **OK**.
The **View Photos** screen appears.
4. Press **◀** or **▶** to scroll through the thumbnails of your photos.
5. When the thumbnail of the photo you want to view is highlighted, press **OK**.
6. When the photo appears by itself on the display, press **OK** again.
The **Photo Options** screen appears.
7. With **Print Preview** highlighted, press **OK**.
The **Print Preview** screen appears, showing how your photo will look when printed.
8. If you want to select additional photos to view and print, press **▼** to highlight **Add More**, press **OK**, and repeat steps 4-6.
Or, once you're in the **Add Photos** screen, the quickest way to select multiple photos (if you don't need the option to edit them) is to press **▲** to select a photo, and then press **◀** or **▶** to scroll through more photos to select.
9. (Optional) If you want to check and/or modify any of your print settings, press **▼** to highlight **Settings** and press **OK**.
10. To print the photo(s), use **▲** or **▼** to highlight **Print Now** (or press the **Print Photos** button on the control panel).
A print status screen displays the number of pages to print and the estimated time to complete.

Scan an image

You can start a scan from your computer or from the control panel of the HP All-in-One. This section explains how to scan from the control panel of the HP All-in-One only.

 **NOTE:** You can also use the software you installed with the HP All-in-One to scan images. Using this software, you can edit a scanned image and create special projects using a scanned image.

Scan an original to a computer

You can scan originals placed on the glass by using the control panel.

To scan to a computer

1. Load your original print side down on the right front corner of the glass.
2. Press **Scan Menu**.
3. Press **OK** to select the default application to receive the scan, or press **▼** to select a different application, and then press **OK**.
A preview image of the scan appears on your computer, where you can edit it.
4. Make any edits to the preview image, and then click **Accept** when you are finished.

Scan an original to a memory card

You can send the scanned image as a JPEG image to the memory card that is currently inserted. This enables you to use the photo print options to print borderless prints and album pages from the scanned image.

To save a scan to a memory card

1. Make sure your memory card is inserted into the appropriate slot on the HP All-in-One.
2. Load your original print side down on the right front corner of the glass.
3. Press the **Scan Menu** button.
4. Press ▼ to highlight **Scan to Memory Card**, and then press **OK**.
The HP All-in-One scans the image and saves the file to the memory card in the JPEG format.

Make a copy


You can make quality copies from the control panel.

To make a copy from the control panel

1. Make sure you have paper loaded in the input tray.
2. Load your original print side down on the right front corner of the glass.
3. Press **Start Copy Black** or **Start Copy Color** to begin copying.

Replace the print cartridges

Follow these instructions when you need to replace print cartridges.

 **NOTE:** When the ink level for the print cartridge is low, a message appears on the display. You can also check the ink levels by using the **Printer Toolbox** available through the HP Photosmart Software on your computer or through the **Print Properties** dialog box on your computer.

If you do not already have replacement print cartridges for the HP All-in-One, you can order them by clicking the **Shop for HP Supplies** icon on your computer. On a Windows computer this is located in the **HP** folder in the **Start** menu.

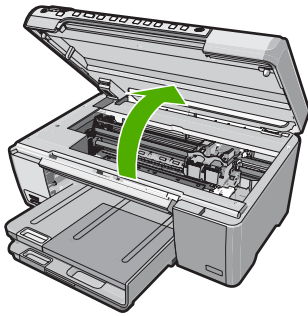
For more information see www.hp.com/buy/supplies.

To replace the print cartridges

1. Make sure the HP All-in-One is on.

 - △ **CAUTION:** If the HP All-in-One is off when you open the print cartridge door to access the print cartridges, the HP All-in-One will not release the cartridges for changing. You might damage the HP All-in-One if the print cartridges are not docked safely when you try to remove them.

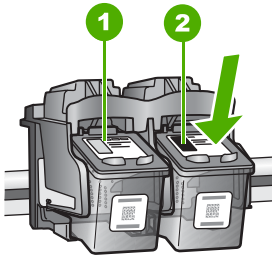
2. Open the print cartridge door.
The print carriage moves to the far right side of the HP All-in-One.



3. Wait until the print carriage is idle and silent, and then lightly press down on a print cartridge to release it.

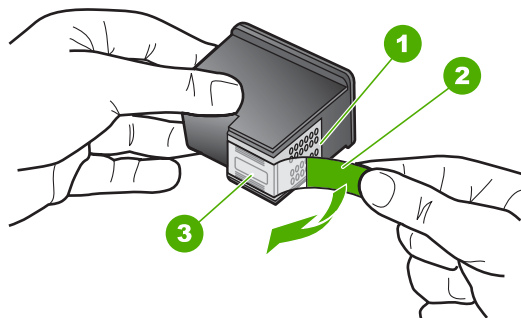
If you are replacing the tri-color print cartridge, remove the print cartridge from the slot on the left.

If you are replacing the black, photo, or gray photo print cartridge, remove the print cartridge from the slot on the right.



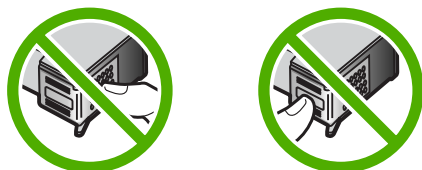
1	Print cartridge slot for the tri-color print cartridge
2	Print cartridge slot for the black and photo print cartridges

4. Pull the print cartridge toward you out of its slot.
5. If you are removing the black print cartridge in order to install the photo or gray photo print cartridge, store the black print cartridge in the print cartridge protector or an airtight plastic container.
6. Remove the new print cartridge from its packaging and, being careful to touch only the black plastic, gently remove the plastic tape by using the pink pull tab.

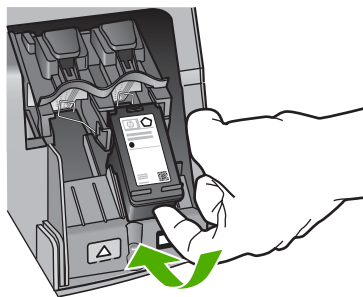


1	Copper-colored contacts
2	Plastic tape with pink pull tab (must be removed before installing)
3	Ink nozzles under tape

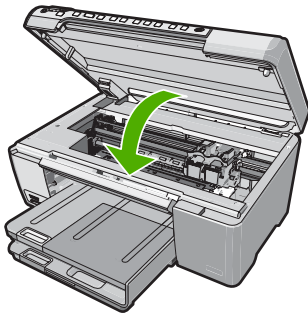
⚠ CAUTION: Do not touch the copper-colored contacts or ink nozzles. Also, do not re-tape the print cartridges. Doing so can result in clogs, ink failure, and bad electrical connections.



7. Hold the print cartridge with the HP logo on top, and insert the new print cartridge into the empty cartridge slot. Make sure you push the print cartridge in firmly until it snaps into place.
 If you are installing the tri-color print cartridge, slide it into the left slot.
 If you are installing a black, photo, or gray photo print cartridge, slide it into the right slot.




8. Close the print cartridge door.



If you installed a new print cartridge, the HP All-in-One prints a print cartridge alignment page.

9. When prompted, ensure plain white paper is loaded in the input tray, then press **OK**.
10. The HP All-in-One prints a test page, aligns the print head, and calibrates the printer. Recycle or discard the page. A success or failure message appears.


 **NOTE:** If you have colored paper loaded in the input tray when you align the print cartridges, the alignment will fail. Load unused plain white paper into the input tray, and then try the alignment again.

If the alignment fails again, you might have a defective sensor or print cartridge. Contact HP Support. Go to www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

-
11. Press **OK** to continue.

Clean the HP All-in-One

To ensure that your copies and scans remain clear, you might need to clean the glass and lid backing. You might also want to dust the exterior of the HP All-in-One.

 **TIP:** You can purchase an HP Cleaning Kit for Inkjet Printers and All-in-Ones (Q6260A) that provides everything needed to safely clean your HP device. For more information, go to: www.shopping.hp.com/accessories-store/printer.

Clean the glass

Fingerprints, smudges, hair, and dust on the main glass surface slow down performance and affect the accuracy of the copy and scan features.

To clean the glass

1. Turn off the HP All-in-One, unplug the power cord, and raise the lid.
2. Clean the glass with a soft cloth or sponge slightly moistened with a nonabrasive glass cleaner.

△ **CAUTION:** Do not use abrasives, acetone, benzene, or carbon tetrachloride on the glass, since they can damage it. Do not place or spray liquid directly on the glass. The liquid might seep under the glass and damage the device.

3. Dry the glass with a dry, soft, lint-free cloth to prevent spotting.
4. Plug in the power cord, and then turn on the HP All-in-One.

Clean the lid backing

Minor debris can accumulate on the white document backing located underneath the lid of the HP All-in-One.

To clean the lid backing

1. Turn off the HP All-in-One, unplug the power cord, and raise the lid.
2. Clean the white document backing with a soft cloth or sponge slightly moistened with a mild soap and warm water.

Wash the backing gently to loosen debris. Do not scrub the backing.

3. Dry the backing with a dry, soft, lint-free cloth.

△ **CAUTION:** Do not use paper-based wipes, as these might scratch the backing.

4. If further cleaning is needed, repeat the previous steps using isopropyl (rubbing) alcohol, and wipe the backing thoroughly with a damp cloth to remove any residual alcohol.

△ **CAUTION:** Be careful not to spill alcohol on the glass or exterior of the HP All-in-One, as this might damage the device.

5. Plug in the power cord, and then turn on the HP All-in-One.


2 Troubleshooting and support

This chapter contains troubleshooting information for the HP All-in-One. Specific information is provided for installation and configuration issues, and some operational topics. For more troubleshooting information, see the onscreen Help that came with your software.

Many issues are caused when the HP All-in-One is connected to the computer using a USB cable before the HP All-in-One software is installed on the computer. If you connected the HP All-in-One to your computer before the software installation screen prompts you to do so, you must follow these steps:

Troubleshooting common setup issues

1. Disconnect the USB cable from the computer.
2. Uninstall the software (if you have already installed it).
3. Restart your computer.
4. Turn off the HP All-in-One, wait one minute, then restart it.
5. Reinstall the HP All-in-One software.

 **CAUTION:** Do not connect the USB cable to the computer until prompted by the software installation screen.


For support contact information, see the inside back cover of this guide.

Uninstall and reinstall the software

If your installation is incomplete, or if you connected the USB cable to the computer before prompted by the software installation screen, you might need to uninstall and then reinstall the software. Do not simply delete the HP All-in-One application files from your computer. Make sure to remove them properly using the uninstall utility provided when you installed the software that came with the HP All-in-One.

To uninstall from a Windows computer and then reinstall

1. On the Windows taskbar, click **Start, Settings, Control Panel**.
2. Double-click **Add/Remove Programs**.
3. Select the HP All-in-One, and then click **Change/Remove**.
Follow the onscreen instructions.
4. Disconnect the HP All-in-One from your computer.
5. Restart your computer.

 **NOTE:** It is important that you disconnect the HP All-in-One before restarting your computer. Do not connect the HP All-in-One to your computer until after you have reinstalled the software.

6. Insert the HP All-in-One CD-ROM into your computer's CD-ROM drive and then start the Setup program.
7. Follow the onscreen instructions and the instructions provided in the Setup Guide that came with the HP All-in-One.

Hardware setup troubleshooting

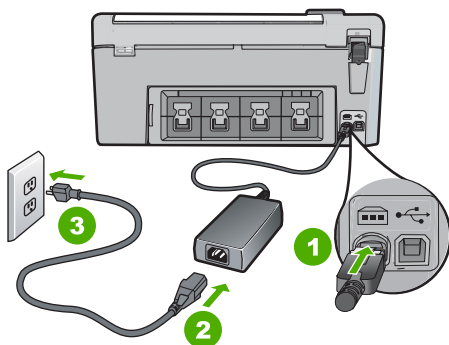
Use this section to solve any problems you might encounter while setting up the HP All-in-One hardware.

The HP All-in-One will not turn on

Cause: The HP All-in-One is not properly connected to a power supply.

Solution

- Make sure the power cord is firmly connected to both the HP All-in-One and the power adapter. Plug the power cord into a power outlet, surge protector, or power strip.



1	Power connection
2	Power cord and adapter
3	Power outlet

- If you are using a power strip, make sure the power strip is on. Or, try plugging the HP All-in-One directly into a power outlet.
- Test the power outlet to make sure it is working. Plug in an appliance that you know works, and see if the appliance has power. If not, then there might be a problem with the power outlet.
- If you plugged the HP All-in-One into a switched outlet, make sure the switch is on. If it is switched to on but still does not work, then there might be a problem with the power outlet.

Cause: You pressed the **On** button too quickly.

Solution: The HP All-in-One might not respond if you press the **On** button too quickly. Press the **On** button once. It might take a few minutes for the HP All-in-One to turn on. If you press the **On** button again during this time, you might turn the device off.

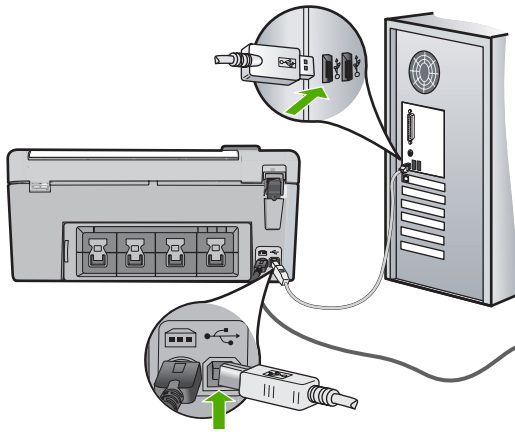
△ **CAUTION:** If the HP All-in-One still does not turn on, it might have a mechanical failure. Unplug the HP All-in-One from the power outlet and contact HP. Go to: www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

I connected the USB cable, but I am having problems using the HP All-in-One with my computer

Cause: The USB cable was connected before the software was installed. Connecting the USB cable before prompted can cause errors.

Solution: You must first install the software that came with the HP All-in-One before connecting the USB cable. During installation, do not plug in the USB cable until prompted by the onscreen instructions.

Once you have installed the software, connecting your computer to the HP All-in-One with a USB cable is straightforward. Simply plug one end of the USB cable into the back of your computer and the other into the back of the HP All-in-One. You can connect to any USB port on the back of your computer.



For more information on installing the software and connecting the USB cable, see the Setup Guide that came with the HP All-in-One.

The HP All-in-One does not print

Solution: If the HP All-in-One and computer are not communicating with each other, try the following:

- Look at the **On** light located on the front of the HP All-in-One. If it is not lit, the HP All-in-One is turned off. Make sure the power cord is firmly connected to the HP All-in-One and plugged into a power outlet. Press the **On** button to turn on the HP All-in-One.
- Make sure the print cartridges are installed.
- Make sure you have paper loaded in the input tray.
- Check that the HP All-in-One does not have a paper jam.
- Check that the print carriage is not jammed.
Open the print cartridge door to access the print carriage area. Remove any objects that are blocking the print carriage, including any packing materials. Turn the HP All-in-One off and then turn it on again.
- Check that the HP All-in-One print queue is not paused (Windows) or stopped (Mac). If it is, choose the appropriate setting to resume printing. For more information about accessing the print queue, see the documentation that came with the operating system installed on your computer.
- Check the USB cable. If you are using an older cable, it might not be working properly. Try connecting it to another product to see if the USB cable works. If you experience problems, the USB cable might need to be replaced. Also verify that the cable does not exceed 3 meters (9.8 feet) in length.
- Make sure your computer is USB ready. Some operating systems, such as Windows 95 and Windows NT, do not support USB connections. Check the documentation that came with your operating system for more information.
- Check the connection from the HP All-in-One to your computer. Verify that the USB cable is securely plugged into the USB port on the back of the HP All-in-One. Make sure the other end of the USB cable is plugged into a USB port on your computer. After the cable is connected properly, turn the HP All-in-One off and then on again.
- If you are connecting the HP All-in-One through a USB hub, make sure the hub is turned on. If the hub is on, try connecting directly to your computer.
- Check other printers or scanners. You might need to disconnect older products from your computer.

- Try connecting the USB cable to another USB port on your computer. After you check the connections, try restarting your computer. Turn the HP All-in-One off and then on again.
 - If the HP All-in-One is offline, turn the HP All-in-One off and on again. Start a print job.
 - If necessary, remove and then install the software you installed with the HP All-in-One again.
- For more information on setting up the HP All-in-One and connecting it to your computer, see the Setup Guide that came with the HP All-in-One.

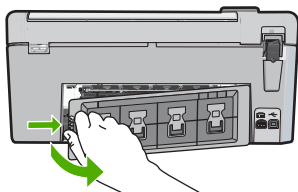
Clear paper jams

If the HP All-in-One has a paper jam, check the rear door.

To clear a paper jam from the rear door

1. Press in the tab on the left side of the rear door to release the door. Remove the door by pulling it away from the HP All-in-One.

△ **CAUTION:** Trying to clear a paper jam from the front of the HP All-in-One can damage the print mechanism. Always access and clear paper jams through the rear door.



2. Gently pull the paper out of the rollers.

△ **CAUTION:** If the paper tears when you are removing it from the rollers, check the rollers and wheels for torn pieces of paper that might be remaining inside the device. If you do not remove all the pieces of paper from the HP All-in-One, more paper jams are likely to occur.

3. Replace the rear door. Gently push the door forward until it snaps into place.
4. Press **OK** to continue the current job.

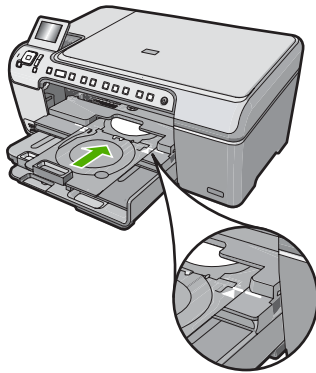
CD/DVD print troubleshooting

Use this section to solve any problems you might encounter while printing on CD/DVD surfaces with the HP All-in-One.

The HP All-in-One does not detect the CD/DVD holder

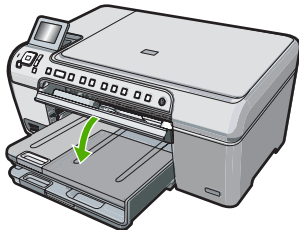
Cause: You might not have pushed the CD/DVD holder far enough into the CD/DVD tray.

Solution: Push the CD/DVD holder forward into the CD/DVD tray until the lines on the holder line up to the white lines on the tray. The end of the holder marked with arrows goes into the CD/DVD tray first.



Cause: You might have inserted the CD/DVD holder back into the storage area.

Solution: Remove the CD/DVD holder from the storage area below the main input tray. Lower the CD/DVD access door (located below the control panel) to access the CD/DVD tray.



Make sure you loaded a printable disc onto the CD/DVD holder with the printable side up. Push the CD/DVD holder forward into the CD/DVD tray until the lines on the holder line up to the white lines on the tray. The end of the holder marked with arrows goes into the CD/DVD tray first.

Cause: You might have inserted the disc directly into the CD/DVD tray without placing it on the CD/DVD holder.

Solution: Remove the CD/DVD holder from the storage area below the main input tray. Remove the printable disc from the CD/DVD tray and load it onto the CD/DVD holder with the printable side up. Push the holder forward into the CD/DVD tray until the lines on the holder line up to the white lines on the tray. The end of the holder marked with arrows goes into the CD/DVD tray first.

Cause: The HP All-in-One prompts you to insert the next disc when printing multiple CD/DVDs in a print job.

Solution: Remove the CD/DVD holder from the CD/DVD tray. Remove the printed CD/DVD from the holder. Load the next disc onto the CD/DVD holder with the printable side up and reinsert the holder into the CD/DVD tray until the lines on the holder line up to the white lines on the tray. When the HP All-in-One detects the holder, the prompt disappears.

The HP All-in-One does not detect a CD/DVD on the holder

Cause: You inserted the CD/DVD holder into the CD/DVD tray without loading a CD/DVD onto the holder.

Solution: Remove the CD/DVD holder from the CD/DVD tray. Load a printable disc onto the CD/DVD holder with the printable side up and reinsert the holder into the CD/DVD tray until the lines on the holder line up to the white lines on the tray.

Cause: You might have loaded the CD/DVD upside down on the holder.

Solution: Remove the CD/DVD holder from the CD/DVD tray. Load a printable disc onto the CD/DVD holder with the printable side up and reinsert the holder into the CD/DVD tray until the lines on the holder line up to the white lines on the tray.

The HP All-in-One stalled while printing a CD/DVD

Cause: The HP All-in-One pulls the CD/DVD holder through the device while printing on the CD/DVD. The holder can protrude about 7.5 cm (3 inches) from the back of the device. If there is not sufficient space behind the HP All-in-One, the holder stops and printing stalls.

Solution: Ensure that there is at least 7.5 cm (3 inches) of space behind the HP All-in-One. Also, make sure that the slot on the back of the HP All-in-One is not blocked.

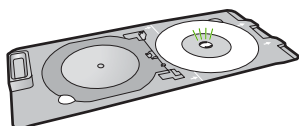
The image on my printed disc is cropped and there is ink on the CD/DVD holder

Cause: You loaded the CD/DVD onto the CD/DVD holder incorrectly.

Solution: If you are loading a regular-size (120 mm) CD/DVD onto the CD/DVD holder to be printed, do **not** flip the blue ring over the disc. The blue ring should only be used if you are printing on a small-size (80 mm) CD/DVD.

Before trying again, clean the CD/DVD holder to remove ink from the holder. This avoids ink contamination within the device, as well as protects your discs, hands, and clothing from stains later.

After the CD/DVD holder is clean and dry, load a new printable disc onto the holder with the printable side up. Leave the blue ring in its original location on the opposite side of the holder from your disc, as shown below. Reinsert the holder into the CD/DVD tray until the lines on the holder line up to the white lines on the tray and try your print again.



The HP All-in-One is printing on a non-printable area of my disc

Cause: Your design is not the correct size for the CD/DVD you loaded.

Solution: Make sure the design you are printing is appropriate for the size of the media loaded in the CD/DVD holder, including the diameter of the inner and outer rings. Change the software settings accordingly to center and size your design for the disc you are using. Refer to the documentation or the online help of the software you are using for additional information.

Cause: You might have loaded the CD/DVD upside down on the holder.

Solution: If you have already burned your content onto the CD/DVD, you might need to burn your contents again onto a new disc. Load the new disc onto the CD/DVD holder with the printable side up. Reinsert the holder into the CD/DVD tray until the lines on the holder line up to the white lines on the tray and try your print again.

The design is not centered on my disc

Cause: Your design settings might not be correct.

Solution: Change the software settings to center and size your design for the disc you are using. Refer to the documentation or the online help of the software you are using for additional information.

The ink on the CD/DVD is not drying

Cause: The surface of the disc is not compatible for printing.

Solution: Make sure that the CD/DVD you use is compatible for inkjet printing. Inkjet printable discs normally have a white printing surface. (Some discs also have a silver printing surface.)

Cause: You might have loaded the CD/DVD upside down on the holder.

Solution: If you have already burned your content onto the CD/DVD, you might need to burn your contents again onto a new disc. Load the new disc onto the CD/DVD holder with the printable side up. Reinsert the holder into the CD/DVD tray until the lines on the holder line up to the white lines on the tray and try your print again.

The HP All-in-One reports a CD/DVD size mismatch error

Cause: The size of the CD/DVD currently loaded on the CD/DVD holder does not match the size you specified when you started the print job from the computer.

Solution: Cancel the print job and replace the CD/DVD currently loaded on the CD/DVD holder with a CD/DVD that is the same size as specified in the print job, or change the print settings in the software.

The CD/DVD holder is stuck in the storage area

Cause: You might have inserted the CD/DVD holder back into the storage area with a CD/DVD loaded and the blue ring flipped over the disc.

Solution: Pull the CD/DVD holder out as far as possible, until you feel resistance. Then, insert a flat blunt object (such as a butter knife or screwdriver) into the left corner of the storage slot and push down on the blue ring. With the blue ring pressed down, you should be able to pull the CD/DVD holder out of the storage slot.

Print cartridge troubleshooting

If you are experiencing problems with printing, you might have a problem with one of the print cartridges. For more information, see ["Replace the print cartridges" on page 12](#) in this guide.

- Keep all print cartridges in the original sealed packages until they are needed.
- Store print cartridges at room temperature (15.6°-26.6° C or 60°-78° F).
- Do not reattach the protective tape once it has been removed from the print cartridge. Reattaching the plastic tape might damage the print cartridge. Place the print cartridge in the HP All-in-One immediately after removing the plastic tape. If this is not possible, store it in a print cartridge protector or airtight plastic container.
- HP recommends that you do not remove the print cartridges from the HP All-in-One until you have replacement print cartridges available to install.
- Turn off the HP All-in-One from the control panel. Do not turn off the device by turning off a power strip or unplugging the power cord from the HP All-in-One. If you improperly turn off the HP All-in-One, the print carriage does not return to the correct position and the print cartridges can dry out.
- Do not open the print cartridge door unless necessary. This exposes the print cartridges to air, which reduces the life of the print cartridges.



NOTE: If you leave the print cartridge door open for a long period of time, the HP All-in-One will recap the print cartridges to protect them from exposure to air.

- Clean the print cartridges when you notice a significant decrease in print quality.



TIP: You might notice a decrease in print quality if the print cartridges have not been used for a long time.

- Do not clean the print cartridges unnecessarily. This wastes ink and shortens the life of the cartridges.
- Handle print cartridges carefully. Dropping, jarring, or rough handling during installation can cause temporary printing problems. If print quality is poor right after cartridge installation, allow half an hour for the print cartridge to recover.

Support process

If you have a problem, follow these steps:

1. Check the documentation that came with the HP All-in-One.
2. Visit the HP online support Web site at www.hp.com/support. HP online support is available to all HP customers. It is the fastest source for up-to-date device information and expert assistance and includes the following features:
 - Fast access to qualified online support specialists
 - Software and driver updates for the HP All-in-One
 - Valuable HP All-in-One and troubleshooting information for common problems
 - Proactive device updates, support alerts, and HP newsgrams that are available when you register the HP All-in-One
3. Call HP support. Support options and availability vary by device, country/region, and language. For a list of support phone numbers, see the printed documentation that came with the device.

3 Technical information

The technical specifications and international regulatory information for the HP All-in-One are provided in this section.

System requirements

Software system requirements are located in the Readme file.

Product specifications

For product specifications, go to the HP Web site at www.hp.com/support.

Paper specifications

- Main input tray capacity: Plain paper sheets: Up to 125 (20 lb./75 gsm. paper)
- Output tray capacity: Plain paper sheets: Up to 50 (20 lb./75 gsm. paper)
- Photo tray capacity: Photo paper sheets: Up to 20


 **NOTE:** For a complete list of supported media sizes, see the printer software.

Physical specifications

- Height: 21.6 cm (8.5 inches)
- Width: 45.2 cm (17.8 inches)
- Depth: 38.5 cm (15.2 inches)
- Weight: 6.8 kg (15 pounds)

Power specifications

- Power consumption: 25 watts maximum (average printing)
- Input voltage: AC 100 to 240 V ~ 600 mA 50-60 Hz
- Output voltage: DC 32 V===375 mA, 16 V===500 mA

 **NOTE:** Use only with the power adapter supplied by HP.

Environmental specifications

- Recommended operating temperature range: 15° to 32° C (59° to 90° F)
- Allowable operating temperature range: 5° to 35° C (41° to 95° F)
- Humidity: 15% to 80% RH non-condensing
- Non-operating (Storage) temperature range: -40° to 60° C (-4° to 122° F)
- In the presence of high electromagnetic fields, it is possible the output from the HP All-in-One may be slightly distorted
- HP recommends using a USB cable less than or equal to 3 m (10 feet) in length to minimize injected noise due to potential high electromagnetic fields

Energy Star® notice

This product is designed to reduce power consumption and save natural resources without compromising product performance. It has been designed to reduce total energy consumption both during operation and when the device is not active. This product qualifies for ENERGY STAR® which is a voluntary program established to encourage the development of energy-efficient office products.



ENERGY STAR is a U.S. registered service mark of the U.S. EPA. As an ENERGY STAR partner, HP has determined that this product meets ENERGY STAR guidelines for energy efficiency. For more information on ENERGY STAR guidelines, go to the following Web site:
www.energystar.gov

Print cartridge yield

Ink from the cartridges is used in the printing process in a number of different ways, including in the initialization process, which prepares the device and cartridges for printing, and in printhead servicing, which keeps print nozzles clear and ink flowing smoothly. In addition, some residual ink is left in the cartridge after it is used. For more information, see www.hp.com/go/inkusage. Visit www.hp.com/pageyield for more information on estimated cartridge yields.

Regulatory notices

The HP All-in-One meets product requirements from regulatory agencies in your country/region. For a complete listing of regulatory notices, see the onscreen Help.

Regulatory model identification number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SDGOB-0731. This regulatory number should not be confused with the marketing name (HP Photosmart C5200 All-in-One series, etc.) or product numbers (Q8320A, etc.).

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	1 year unless otherwise stated

A. Extent of limited warranty

- Hewlett-Packard (HP) warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer.
- For software products, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be interrupted or error free.
- HP's limited warranty covers only those defects that arise as a result of normal use of the product, and does not cover any other problems, including those that arise as a result of:
 - Improper maintenance or modification;
 - Software, media, parts, or supplies not provided or supported by HP;
 - Operation outside the product's specifications;
 - Unauthorized modification or misuse.
- For HP printer products, the use of a non-HP 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 cartridge or an expired ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.
- If HP receives, during the applicable warranty period, notice of a defect in any product which is covered by HP's warranty, HP shall either repair or replace the product, at HP's option.
- If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.
- HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
- Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the product being replaced.
- HP products may contain remanufactured parts, components, or materials equivalent to new in performance.
- HP's Limited Warranty Statement is valid in any country where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, may be available from any authorized HP service facility in countries where the product is distributed by HP or by an authorized importer.

B. Limitations of warranty

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

C. Limitations of liability

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

D. Local law

- This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.
- To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
 - Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., the United Kingdom);
 - Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
 - Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or allow limitations on the duration of implied warranties.
- THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THE HP PRODUCTS TO SUCH CUSTOMERS.

HP Limited Warranty

Dear Customer,

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

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

Ireland: Hewlett-Packard Ireland Ltd, 30 Herbert Street IRL-Dublin 2
United Kingdom: Hewlett-Packard Ltd, Cain Road, Bracknell, GB-Berks RG12 1HN



www.hp.com/support

Africa (English speaking)	+27 11 2345872	
Afrique (francophone)	+33 1 4993 9230	
	021 67 22 80	الجزائر
Argentina (Buenos Aires)	54-11-4708-1600	
Argentina	0-800-555-5000	
Australia	www.hp.com/support/australia	
Österreich	www.hp.com/support	
	17212049	البحرين
België	www.hp.com/support	
Belgique	www.hp.com/support	
Brasil (Sao Paulo)	55-11-4004-7751	
Brasil	0-800-709-7751	
Canada	1-(800)-474-6836 (1-800 hp invent)	
Central America & The Caribbean	www.hp.com/support	
Chile	800-360-999	
中国	www.hp.com/support/china	
Colombia (Bogotá)	571-606-9191	
Colombia	01-8000-51-4746-8368	
Costa Rica	0-800-011-1046	
Česká republika	810 222 222	
Danmark	www.hp.com/support	
Ecuador (Andinatel)	1-999-119 ☎ 800-711-2884	
Ecuador (Pacifitel)	1-800-225-528 ☎ 800-711-2884	
	(02) 6910602	مصر
El Salvador	800-6160	
España	www.hp.com/support	
France	www.hp.com/support	
Deutschland	www.hp.com/support	
Ελλάδα (από το εξωτερικό)	+ 30 210 6073603	
Ελλάδα (εντός Ελλάδας)	801 11 75400	
Ελλάδα (από Κύπρο)	800 9 2654	
Guatemala	1-800-711-2884	
香港特別行政區	www.hp.com/support/hongkong	
Magyarország	06 40 200 629	
India	www.hp.com/support/india	
Indonesia	www.hp.com/support	
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	+971 4 224 9189	لبنان
	+971 4 224 9189	قطر
	+971 4 224 9189	اليمن
Ireland	www.hp.com/support	
	1-700-503-048	ישראל
Italia	www.hp.com/support	
Jamaica	1-800-711-2884	

日本	www.hp.com/support/japan	
	0800 222 47	الأردن
한국	www.hp.com/support/korea	
Luxembourg	www.hp.com/support	
Malaysia	www.hp.com/support	
Mauritius	(262) 262 210 404	
México (Ciudad de México)	55-5258-9922	
México	01-800-472-68368	
	081 005 010	المغرب
Nederland	www.hp.com/support	
New Zealand	www.hp.com/support	
Nigeria	(01) 271 2320	
Norge	www.hp.com/support	
	24791773	عمان
Panamá	1-800-711-2884	
Paraguay	009 800 54 1 0006	
Perú	0-800-10111	
Philippines	www.hp.com/support	
Polska	0801 800 235	
Portugal	www.hp.com/support	
Puerto Rico	1-877-232-0589	
República Dominicana	1-800-711-2884	
Reunion	0820 890 323	
România	0801 033 390	
Россия (Москва)	+7 495 7773284	
Россия (Санкт-Петербург)	+7 812 3324240	
	800 897 1415	السعودية
Singapore	www.hp.com/support/singapore	
Slovensko	0850 111 256	
South Africa (RSA)	0860 104 771	
Suomi	www.hp.com/support	
Sverige	www.hp.com/support	
Switzerland	www.hp.com/support	
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Trinidad & Tobago	1-800-711-2884	
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Україна	(044) 230-51-06	
	600 54 47 47	الإمارات العربية المتحدة
United Kingdom	www.hp.com/support	
United States	1-(800)-474-6836 (1-800 hp invent)	
Uruguay	0004-054-177	
Venezuela (Caracas)	58-212-278-8666	
Venezuela	0-800-474-68368	
Việt Nam	www.hp.com/support	