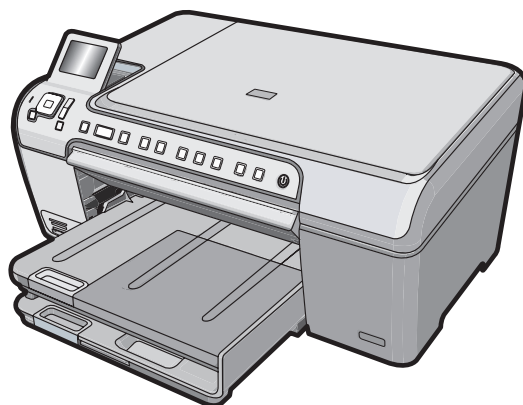


# HP Photosmart C5200 All-in-One series



## 基本指南 Basics Guide



## 惠普公司通告

本文件中包含的資訊如有變更，恕不另行通知。

版權所有，翻印必究。除版權法允許之外，未經惠普事先書面許可，不得對本手冊進行複製、改編或翻譯。HP 產品及服務隨附的保固是此類產品及服務的唯一明示保固。不應將此處的任何資訊視為附加保固。HP 對本手冊所包含的任何技術或編輯錯誤或遺漏不負任何責任。

著作權 © 2007 Hewlett-Packard Development Company, L.P.。

Windows、Windows 2000 和 Windows XP 是 Microsoft Corporation 在美國的註冊商標。

Windows Vista 是 Microsoft Corporation 在美國和/或其他國家/地區的註冊商標或商標。

Intel 和 Pentium 是 Intel Corporation 或其子公司在美國和其他國家/地區的商標或註冊商標。

## Hewlett-Packard Company notices

The information contained in this document is subject to change without notice.

All rights reserved. Reproduction, adaptation, or translation of this material is prohibited without prior written permission of Hewlett-Packard, except as allowed under copyright laws. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

© 2007 Hewlett-Packard Development Company, L.P.

Windows, Windows 2000, and Windows XP are U.S. registered trademarks of Microsoft Corporation.

Windows Vista is either a registered trademark or trademark of Microsoft Corporation in the United States and/or other countries.

Intel and Pentium are trademarks or registered trademarks of Intel Corporation or its subsidiaries in the United States and other countries.

# HP Photosmart C5200 All-in-One series

## 基本指南

使用者指南的這一部分主要針對香港和台灣使用者。



# 目錄

## 1 HP All-in-One 概觀

HP All-in-One 概觀.....	5
控制台功能.....	6
尋找更多資訊.....	7
放入原稿與紙張.....	7
避免卡紙.....	9
直接列印在 CD/DVD 上.....	10
檢視、選擇和列印相片.....	11
掃描影像.....	13
進行影印.....	13
更換列印墨匣.....	14
清潔 HP All-in-One.....	16

## 2 疑難排解與支援

解除安裝和重新安裝軟體.....	18
硬體安裝疑難排解.....	18
清除卡紙.....	21
CD/DVD 列印疑難排解.....	21
列印墨匣疑難排解.....	24
支援程序.....	25


## 3 技術資訊

系統需求.....	26
產品規格.....	26
Energy Star® 注意事項.....	26
列印墨匣的產能.....	27
法規注意事項.....	27
保固.....	28



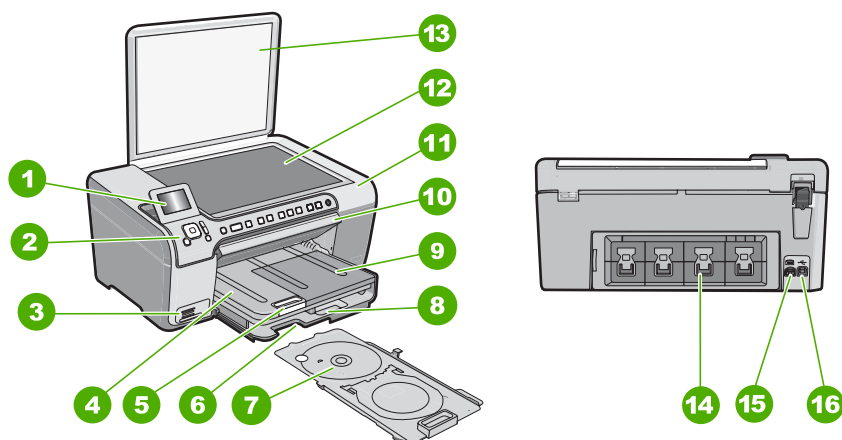
# 1 HP All-in-One 概觀

使用 HP All-in-One 即可快速並輕易地完成工作，如進行影印、掃描文件或從記憶卡列印相片。您不需啟動電腦，就可以直接從控制台存取 HP All-in-One 的許多功能。

 **附註** 本指南介紹了基本操作和疑難排解，以及提供用於聯絡 HP 支援和訂購耗材的資訊。

螢幕說明會詳細說明特性和功能的完整範圍，包含使用 HP All-in-One 隨附的 HP Photosmart 軟體。

## HP All-in-One 概觀



標籤	描述
1	彩色圖形顯示器（也稱為顯示器）
2	控制台
3	記憶卡插槽和相片燈號
4	出紙匣
5	紙匣延伸架（也稱為紙匣延伸架）
6	CD/DVD 放置架儲存
7	CD/DVD 放置架
8	主要進紙匣（也稱為進紙匣）
9	相片匣
10	CD/DVD 機門

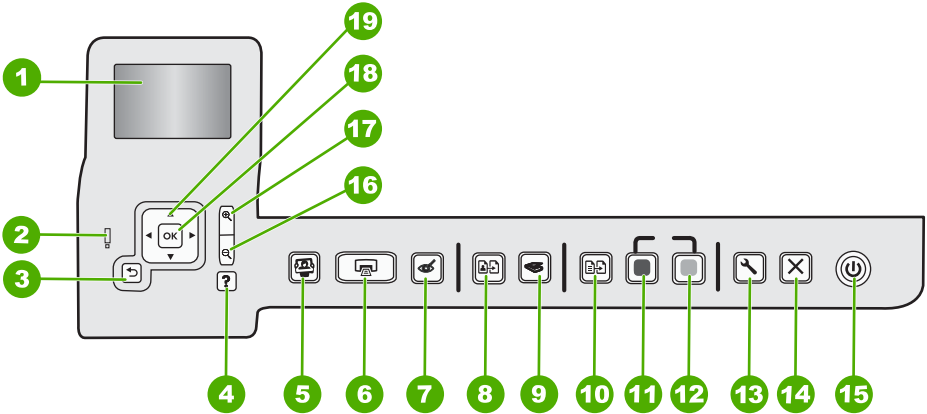
(續)

標籤	描述
11	列印墨匣門
12	玻璃板
13	蓋板
14	後方機門
15	電源連接*
16	後方 USB 連接埠

\* 只能與 HP 提供的電源轉接器搭配使用。

控制台功能

下列圖示和相關表格提供 HP All-in-One 控制台功能的快速參照。



標籤	名稱與描述
1	<b>顯示：</b> 顯示功能表、相片和訊息。您可以將顯示器拉出並調整角度以方便檢視。
2	<b>狀態指示燈：</b> 表示發生問題。請參閱顯示器以取得更多資訊。
3	<b>上一頁：</b> 回到顯示器的上一個畫面。
4	<b>說明：</b> 開啓「說明」功能表，使您可以選擇想要瞭解的主題。在閒置狀態時，按 <b>說明</b> 將列出項目功能表以提供使用者相關說明。根據您選擇的主題，顯示器或電腦螢幕將會顯示該主題。當您在閒置以外的時間檢視畫面時，按 <b>說明</b> 將列出項目功能表以提供使用者相關說明。當您在閒置以外的時間檢視畫面時，按 <b>說明</b> 按鈕可提供本文相關說明。
5	<b>「相片功能表」：</b> 啓動「 <b>Photosmart Express</b> 」功能選項，以列印、儲存、編輯和共享相片。
6	<b>列印相片：</b> 根據您是從「 <b>檢視</b> 」、「 <b>列印</b> 」或「 <b>建立</b> 」功能表存取相片， <b>列印相片</b> 按鈕將會顯示「 <b>預覽列印</b> 」畫面，或者其將列印任何已選取的相片。如果您未選取相片，將會出現一個提示，以詢問您是否要列印記憶卡上的所有相片。

(續)

標籤	名稱與描述
7	<b>紅眼修正</b> ：開啓或關閉 <b>紅眼修正</b> 功能。依預設，此功能是關閉的。當開啓此功能時，HP All-in-One 會自動在顯示器上修正相片中的紅眼。
8	<b>重印</b> ：讓您影印置於玻璃版上的原版相片。
9	<b>掃描功能表</b> ：開啓您可以選擇掃描目的地的「 <b>掃描功能表</b> 」。
10	<b>影印功能表</b> ：開啓 <b>影印功能表</b> ，使您可以選擇影印選項，例如份數、紙張尺寸和紙張類型。
11	「 <b>開始影印黑白</b> 」：開始黑白影印。
12	「 <b>開始影印彩色</b> 」：開始彩色影印。
13	<b>設定</b> ： <b>設定</b> 功能表提供各種報表、裝置設定和維護功能。
14	<b>取消</b> ：停止目前的作業。
15	<b>亮起</b> ：開啓或關閉 HP All-in-One。當 HP All-in-One 在關閉狀態時，裝置仍維持有最小量的電力。您可以按住 <b>亮起</b> 按鈕 3 秒鐘以減低電源。這可將裝置設為待命／關閉狀態。若要完全移除電力，請關閉 HP All-in-One，然後拔掉電源線。
16	<b>縮小 -</b> （放大鏡圖示）：縮小以更完整地顯示相片。如果您在顯示器上以 100% 的比例顯示相片時，按下此按鈕，「 <b>縮放到頁面</b> 」功能將自動套用至相片。
17	<b>放大 +</b> （放大鏡圖示）：放大以便放大顯示器上的影像。您也可以配合方向鍵上的箭頭使用此按鈕以調整剪裁方塊進行列印。
18	<b>OK</b> ：選取顯示器上的功能表設定、數值或相片。
19	<b>方向鍵</b> ：可讓您按向上、向下、向左或向右箭頭按鈕來瀏覽相片和功能表選項。 若您放大相片，則也可以使用箭頭按鈕在相片周圍搖攝並選擇一個要列印的不同區域。

## 尋找更多資訊

各種印刷手冊和螢幕說明上的資源，都會提供有關安裝與使用 HP All-in-One 的資訊。

- **安裝指南**  
《安裝指南》提供設定 HP All-in-One 和安裝軟體的指示。請務必依照《安裝指南》的步驟順序進行。  
如果安裝時發生問題，請參閱《安裝指南》最後一節的〈疑難排解〉，或是參閱本指南中的位於第 18 頁的「[疑難排解與支援](#)」。
- **螢幕說明**  
螢幕操作說明提供本《使用者指南》中未提及之 HP All-in-One 功能的詳細指示 (包括只有透過 HP All-in-One 安裝的軟體才可使用的功能)。
- [www.hp.com/support](http://www.hp.com/support)  
如果您可連線至網際網路，就可以從 HP 網站上取得說明和支援。此網站上提供技術支援、驅動程式、耗材和訂購資訊。

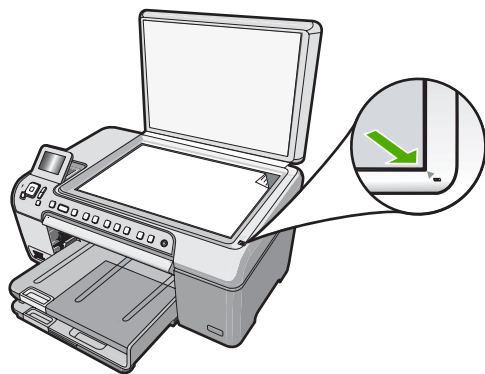
## 放入原稿與紙張

您可在玻璃板上放入原稿，以影印或掃描最大到 Letter 或 A4 尺寸的原稿。

**若要在掃描器玻璃板上放入原稿**

1. 掀起 HP All-in-One 的蓋板。
2. 將原稿列印面朝下放置在玻璃板上的右前方角落。

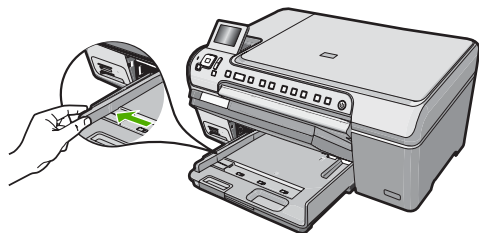
※ 提示 如需放入原稿的詳細說明，請參考刻在玻璃板邊緣的指導圖示。



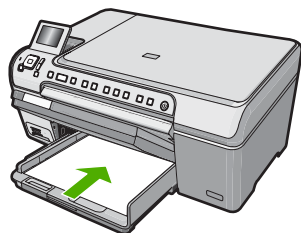
3. 蓋上蓋板。

**放入整頁大小的紙張**

1. 抬起出紙匣，以將紙張裝入主進紙匣中。
2. 將紙張寬度導板滑到最外側的位置。



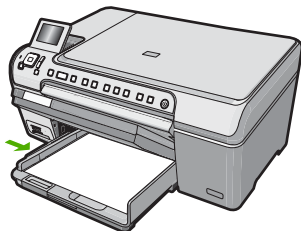
3. 在平面上輕敲紙疊將邊緣對齊，然後檢查：
  - 確定紙張沒有撕裂、灰塵、皺紋或邊緣彎曲。
  - 確定整疊紙張的大小和類型都相同。
4. 將整疊紙較短的一側朝前插入主進紙匣，列印面朝下。將整疊紙張向裏推，直到不能再推入為止。



- △ **注意** 當您將紙張載入主進紙匣時，請確認 HP All-in-One 處於閒置狀態並且不再發出聲音。如果 HP All-in-One 正在使用列印墨匣或正在進行其他工作，停留在裝置中的紙張可能不會在原位。您可以將紙張推入到最前面，讓 HP All-in-One 退出空白頁。

💡 **提示** 若您使用的是信箋，請先插入頁面頂端，列印面朝下。

5. 將紙張寬度導板向內推，直到接觸到紙張邊緣後停止。  
請勿在主進紙匣中放入過量的紙張，同時確保整疊紙張都置入主進紙匣內，高度不超過紙張寬度導板的上緣。

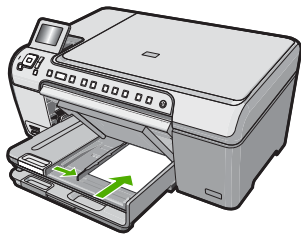


6. 放下出紙匣。
7. 將出紙匣延伸板盡量向前拉。

📖 **附註** 使用 Legal 大小紙張時，請勿打開出紙匣延伸架。

#### 在相片匣內載入 13 x 18 公分相片紙

1. 提起相片匣蓋，在相片匣中裝入相片紙。
2. 將整疊相紙較短的一側朝前插入相片匣，列印面朝下。將整疊相紙向內推，直到不能再推入為止。  
如果使用的相紙有預先穿孔，請將穿孔的部分朝向自己，再載入紙張。
3. 將紙張寬度導板向內推，直到接觸到整疊相紙後停止。  
請勿在相紙匣中載入過多紙張；同時確保整疊紙張都置入相紙匣內，高度不超過紙張寬度導板的上緣。



4. 放下相片匣蓋。

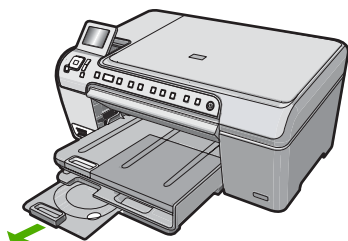
## 避免卡紙

為避免卡紙，請遵照下列指示。

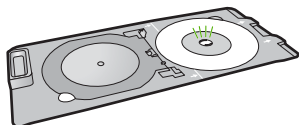
- 經常取出紙匣的紙張。
- 將所有未用過的紙張平放在可密封的袋子中，以避免捲曲或皺紋。
- 確定放入進紙匣的紙張平整且邊緣無彎折或破損。
- 請勿將不同類型和大小的紙張放入同一個進紙匣中；進紙匣中整疊紙張的類型和大小必須相同。
- 調整紙張寬度導板，使其貼緊進紙匣的所有紙張邊緣。確保紙張寬度導板不會使進紙匣中的紙張捲曲。
- 請勿用力強行將紙張推擠入進紙匣中。
- 使用建議用於 HP All-in-One 的紙張類型。


## 直接列印在 CD/DVD 上

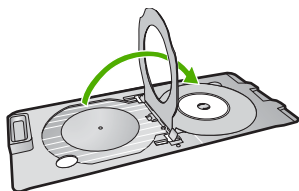
1. 使用 HP All-in-One 隨附的軟體來建立並列印 CD/DVD 標籤。
2. 當出現提示時，小心地將 HP All-in-One 隨附的 CD/DVD 放置架取出。CD/DVD 放置架存放在主要進紙匣的下方。



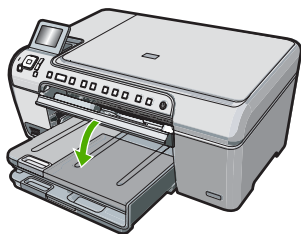
3. 將噴墨可列印媒體穩固地放入 CD/DVD 放置架（可列印面朝上）。CD/DVD 必須置於放置架上箭頭一端的圓環中。



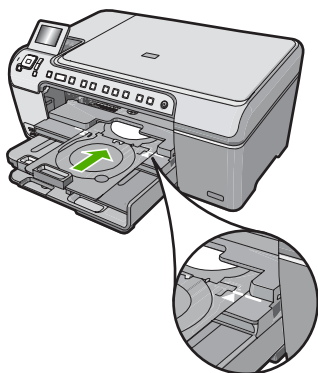
 **附註** 若您要使用較小尺寸的材質，請翻轉 CD/DVD 放置架。




4. 將 CD/DVD 機門放下以使用 CD/DVD 匣。  
CD/DVD 機門就位於控制台的下方。當機門位於下方的位置時，CD/DVD 匣就位於出紙匣上方。



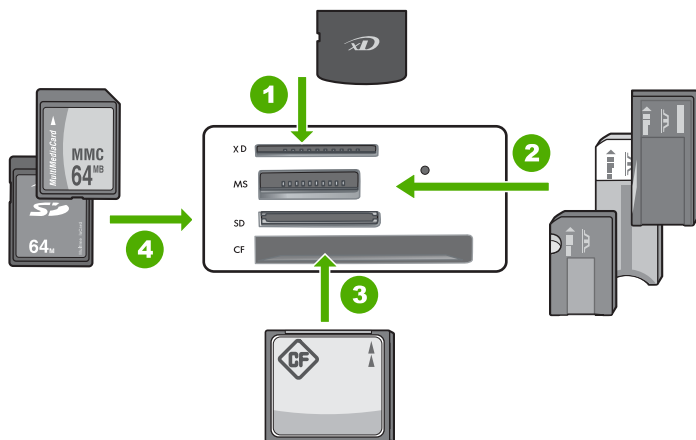
5. 將 CD/DVD 放置架推入 HP All-in-One 中，直到 CD/DVD 放置架上的線與 CD/DVD 匣上的白線對齊為止。



 **附註** 在材質上列印時，HP All-in-One 會拉回 CD/DVD 放置架。CD/DVD 放置架可能會突出裝置後方約 7.5 公分（3 英吋）。如果 HP All-in-One 太過靠近牆壁，請將其移至離牆壁至少 3 英吋的地方。

## 檢視、選擇和列印相片

您可以在列印記憶卡的相片之前或當時，檢視與選擇相片。



1	xD-Picture 卡
2	Memory Stick、Memory Stick Pro、Memory Stick Select、Memory Stick Magic Gate、Memory Stick Duo 或 Duo Pro（轉接器可選）或 Memory Stick Micro（需要轉接器）
3	CompactFlash (CF) I 和 II 型
4	Secure Digital (SD)、Secure Digital Mini（需要轉接器）、Secure Digital High Capacity (SDHC)、MultiMediaCard (MMC)、MMC Plus、MMC Mobile（RS-MMC；需要轉接器）、TransFlash MicroSD 記憶卡，或 Secure MultiMedia 記憶卡

### 檢視和選擇相片


- 將記憶卡插入 HP All-in-One 中正確的插槽。  
接著會出現「**Photosmart Express**」功能表，顯示器會顯示最近使用的相片。
- 將最大 13 x 18 公分的相片紙放入相片匣，或將整頁尺寸的相片紙放入主要進紙匣中。
- 按下 ► 以反白顯示「**檢視**」，然後按下 **OK**。  
出現「**檢視相片**」畫面。
- 按下 ◀ 或 ▶ 來捲動相片的縮圖。
- 當反白顯示您要檢視的相片縮圖時，請按下 **OK**。
- 當相片出現在顯示器上時，請再次按下 **OK**。  
出現「**相片選項**」畫面。
- 反白顯示「**預覽列印**」並按下 **OK**。  
接著會出現「**預覽列印**」畫面，顯示相片在列印時的外觀。
- 如果您要選取其他相片進行檢視和列印，請按下 ▼ 反白顯示「**加入其他相片**」，然後按下 **OK** 並重複步驟 4-6。  
或者，當您在「**新增相片**」畫面中時，選取多張相片（如果您不需要編輯相片的選項）的最快速方法是按下 ▲ 選取相片，然後按下 ◀ 或 ▶ 捲動並選取更多相片。



9. (可選) 如果您要檢查和／或修改任何列印設定，按下▼反白顯示「設定」並按 **OK**。
  10. 若要列印相片，請使用 ▲ 或 ▼ 反白顯示「立即列印」（或按下控制台上的列印相片）。
- 列印狀態畫面會顯示要列印的頁數以及預估的完成時間。

## 掃描影像

您可以從電腦或 HP All-in-One 的控制台開始掃描工作。本節只說明如何從 HP All-in-One 控制台使用掃描功能。

 **附註** 您可以使用與 HP All-in-One 一起安裝的軟體來掃描影像。您可使用此軟體編輯已掃描的影像，並用已掃描的影像建立特別的專案。

### 將原稿掃描至電腦

您可以利用控制台掃描置於玻璃板上的原稿。

#### 掃描至電腦

1. 將原稿列印面朝下放置在玻璃板上的右前方角落。
  2. 按**掃描功能表**。
  3. 按 **OK** 以選擇接收掃描的預設應用程式，或按 ▼ 以選擇不同的應用程式，然後按 **OK**。
- 掃描的預覽影像會出現在您的電腦上，您可以在此進行編輯。
4. 對預覽影像進行編輯，然後在完成後按「接受」。

### 將原稿掃描至記憶卡

您可以將掃描影像以 JPEG 影像格式，傳送到目前插入的記憶卡。您可以使用相片列印選項來製作掃描影像的無邊框列印和相簿頁。

#### 將掃描儲存至記憶卡

1. 確定您的記憶卡已經插入 HP All-in-One 的正確插槽中。
  2. 將原稿列印面朝下放置在玻璃板上的右前方角落。
  3. 按下**掃描功能表**按鈕。
  4. 按 ▼ 反白選取「掃描到記憶卡」，然後按下 **OK**。
- 這時 HP All-in-One 會掃描影像，並將檔案以 JPEG 格式儲存在記憶卡中。

## 進行影印


您可以從控制台進行高品質的影印。

#### 從控制台進行影印

1. 確定已在進紙匣內放入紙張。
2. 將原稿列印面朝下放置在玻璃板上的右前方角落。
3. 按「開始影印黑白」或「開始影印彩色」開始影印。

## 更換列印墨匣

請按照下列指示更換列印墨匣。

 **附註** 當列印墨匣的墨水存量不足時，顯示器上會出現訊息。您也可以使用電腦上的 **HP Photosmart** 軟體的「印表機工具箱」，或電腦的「列印屬性」對話方塊來檢查墨水存量。

如果您的 **HP All-in-One** 沒有可替換的列印墨匣，您可以按一下電腦上的「購買 HP 耗材」圖示進行訂購。在 **Windows** 的電腦中，其位於「開始」功能表的「HP」資料夾中。

如需詳細資訊，請參閱 [www.hp.com/buy/supplies](http://www.hp.com/buy/supplies)。

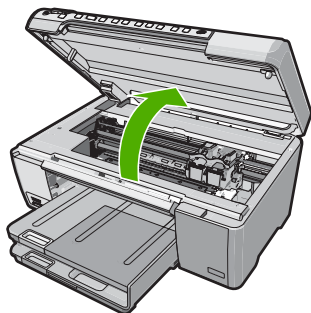
### 更換列印墨匣

1. 確認 **HP All-in-One** 已經開啓。

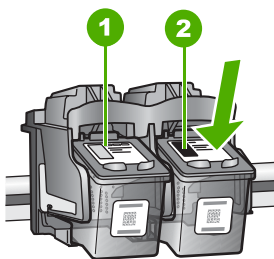
△ **注意** 當您開啓列印墨匣門取出列印墨匣時，如果 **HP All-in-One** 是關閉的，則 **HP All-in-One** 不會鬆開墨匣讓您更換。當您試著取出列印墨匣時，若墨匣沒有牢固地固定，則可能會損壞 **HP All-in-One**。

2. 打開列印墨匣門。

列印滑動架移至 **HP All-in-One** 的最右側。

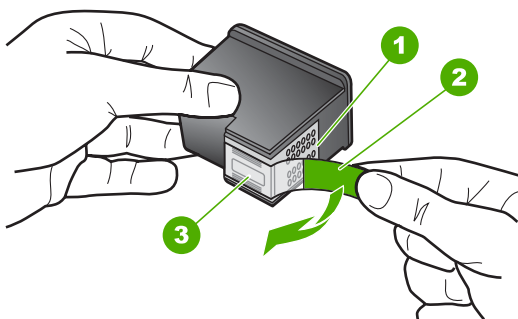


3. 待列印滑動架停止不動而且不再發出聲音，再輕輕壓下列印墨匣將它鬆開。  
如要更換三色列印墨匣，請取出左邊插槽中的列印墨匣。  
如要更換黑色、相片或灰色相片列印墨匣，請取出右邊插槽中的列印墨匣。



- |   |                  |
|---|------------------|
| 1 | 三色列印墨匣的墨匣插槽      |
| 2 | 黑色和相片列印墨匣的列印墨匣插槽 |

4. 將列印墨匣由插槽中向您自己的方向拉出。
5. 如果取出黑色列印墨匣以安裝相片或灰色相片列印墨匣，請將黑色列印墨匣放入列印墨匣護套或密封的塑膠容器中。
6. 從包裝中拿出新列印墨匣，然後拉粉紅色的標籤輕輕的移除膠帶；請注意只能接觸黑色塑膠的部份。

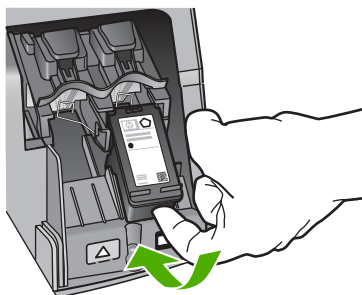


- |   |                      |
|---|----------------------|
| 1 | 銅色接點                 |
| 2 | 粉紅色拉啓式標籤膠帶（安裝前必須先移除） |
| 3 | 膠帶底下的墨水噴嘴            |

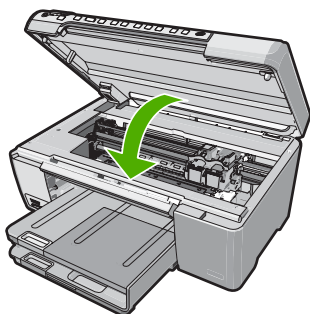
△ 注意 不要觸碰銅色接點或墨水噴嘴。同時，請勿以膠帶重新貼起列印墨匣。觸碰這些零件會導致墨水堵塞、無法噴墨及電子接點接觸不良。



7. 以 HP 標誌朝上的方式握住列印墨匣，將新列印墨匣插回空墨水匣插槽中。確認您穩固的推入列印墨匣，直到其卡入到位。  
如果安裝的是三色列印墨匣，請將它滑入左邊插槽。  
如果安裝的是黑色、相片或灰色相片列印墨匣，請將它滑入右邊插槽。




8. 關上列印墨匣門。



若您安裝了新列印墨匣，HP All-in-One 會列印一份列印墨匣校正頁。

9. 出現提示時，確認進紙匣中已載入一般白色紙張，再按 **OK**。
10. HP All-in-One 會列印測試頁、校正列印頭及校準印表機。回收或丟棄這一頁。  
成功或失敗的訊息即會出現。

 **附註** 如果在校正列印墨匣時於進紙匣中放入彩色紙張，則校正作業會失敗。請在進紙匣中放入未使用過的普通白紙，然後再校正一次。

如果校正再次失敗，可能是感應器或列印墨匣損壞。請聯絡 HP 支援。請至 [www.hp.com/support](http://www.hp.com/support)。如果出現提示，請選擇您所在的國家／地區，然後按「聯絡 HP」取得技術支援之資訊。

11. 按「**OK**」以繼續。

## 清潔 HP All-in-One

為確保影印和掃描效果清晰，您可能需要清潔玻璃板和背蓋板；此外也需要清除 HP All-in-One 外殼上的灰塵。

- ✧ 提示 您可以為噴墨印表機和 All-in-Ones (Q6260A) 購買 HP 清潔套件，其提供的所有工具可讓您安全地清潔 HP 裝置。如需詳細資訊，請造訪：  
[www.shopping.hp.com/accessories-store/printer](http://www.shopping.hp.com/accessories-store/printer)。

## 清潔玻璃板

在主玻璃板表面的指紋、污跡、頭髮和灰塵均會降低其效能，並影像影印和掃描功能的準確性。

### 清潔玻璃板

1. 關掉 HP All-in-One，拔下電源線，並且抬起蓋板。
2. 用柔軟的布料或海棉稍微沾一些非刺激性的玻璃清潔液。
  - △ 注意 不要在玻璃板上使用具有腐蝕性、丙酮、苯、或四氯化碳等物質，否則會損壞玻璃板。不要把液體直接傾倒或噴灑在玻璃板上。液體可能會滲到玻璃板下面，並對裝置造成損害。
3. 用一塊乾軟的無塵布擦乾玻璃，以防止髒污。
4. 插上電源線插頭，再開啓 HP All-in-One。

## 清潔背蓋板

HP All-in-One 蓋板底下的白色文件背板，可能會累積少許污垢。

### 清潔背蓋板

1. 關掉 HP All-in-One，拔下電源線，並且抬起蓋板。
2. 用柔軟的布料或海綿稍微沾一些溫肥皂水來清潔白色文件背板。輕輕地洗去髒污。請勿用力刷背板。
3. 用一塊乾軟的無塵布擦乾背板。
  - △ 注意 請勿使用紙張來擦抹，因為它們可能會刮傷背板。
4. 如果需要深層清潔，請使用酒精重複上述步驟，然後用一塊濕布將酒精徹底擦拭乾淨。
  - △ 注意 請注意，不要將酒精潑灑在 HP All-in-One 的玻璃板或外殼，因為這可能會損壞裝置。
5. 插上電源線，然後開啓 HP All-in-One。

## 2 疑難排解與支援

本章包含 HP All-in-One 的疑難排解資訊。提供有關安裝與組態設定問題的特定資訊，以及一些操作主題。有關疑難排解的詳細資訊，請參閱軟體隨附的螢幕說明。

若在電腦上安裝 HP All-in-One 軟體前，即使用 USB 纜線將 HP All-in-One 連接至電腦，將會造成許多問題。如果您在軟體安裝畫面提示執行這項操作之前，已經將 HP All-in-One 連接至電腦，則必須遵循下列步驟：

### 疑難排解常見的安裝問題

1. 從電腦上拔除 USB 纜線。
2. 解除安裝軟體 (如果已安裝)。
3. 重新啟動電腦。
4. 關閉 HP All-in-One，等待一分鐘，然後重新啟動。
5. 重新安裝 HP All-in-One 軟體。

---

△ **注意** 只有當軟體安裝畫面出現提示後，才可以將 USB 纜線連接至電腦。

---

如需支援聯絡資訊，請參閱本指南的封底內頁。

### 解除安裝和重新安裝軟體

如果安裝未完成，或者在軟體安裝畫面提示之前就連接 USB 纜線至電腦，可能需要解除安裝後再重新安裝軟體。請勿只是從電腦中刪除 HP All-in-One 應用程式檔案。務必使用安裝 HP All-in-One 隨附軟體時所提供的解除安裝公用程式，完整移除程式檔案。

#### 從 Windows 電腦解除安裝後再重新安裝

1. 在 Windows 工作列中，按一下「開始」、「設定」、「控制台」。
2. 按兩下「新增／移除程式」。
3. 選取 HP All-in-One，然後按一下「變更／移除」。  
按照畫面上的指示操作。
4. 中斷 HP All-in-One 與電腦的連線。
5. 重新啟動電腦。

---

📖 **附註** 重新啟動電腦前，請務必中斷 HP All-in-One 的連線。在重新安裝軟體之前，請勿將 HP All-in-One 連接至您的電腦。

---

6. 將 HP All-in-One 光碟插入電腦的光碟機，然後啟動安裝程式。
7. 請遵循螢幕指示，以及 HP All-in-One 隨附之《安裝指南》中所提供的指示。

### 硬體安裝疑難排解

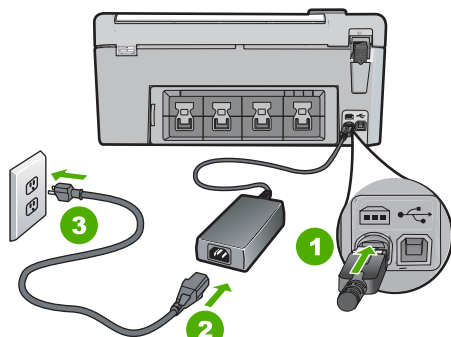
利用本節來解決您在安裝 HP All-in-One 硬體時可能遇到的問題。

#### HP All-in-One 未能開啓

**原因：** HP All-in-One 電源線沒有接好。

#### 解決方案

- 確定 HP All-in-One 和電源供應器雙方的電源線都穩固連接。將電源線插入電源插座、突波保護器或電源延長線。



1	電源連接
2	電源線與供應器
3	電源插座

- 如果使用電源延長線，請確定電源延長線開關是開著的。否則請將 HP All-in-One 直接插到電源插座上。
- 測試電源插座，確定它是正常的。插入一個已知能正常運作的裝置，檢視其是否有電。若沒有電，則可能是電源插座有問題。
- 如果將 HP All-in-One 插入有開關的插座，請確認該插座是開啓的。如果該插座是開啓的但仍無法運作，則可能是電源插座有問題。

**原因：** 您太快按下「亮起」按鈕。

**解決方案：** 如果您太快按下「亮起」按鈕，HP All-in-One 可能沒有反應。請再按一次「亮起」按鈕。需稍等幾分鐘，HP All-in-One 才會開啓。如果您在這段期間再次按下「亮起」按鈕，則可能會關閉裝置。

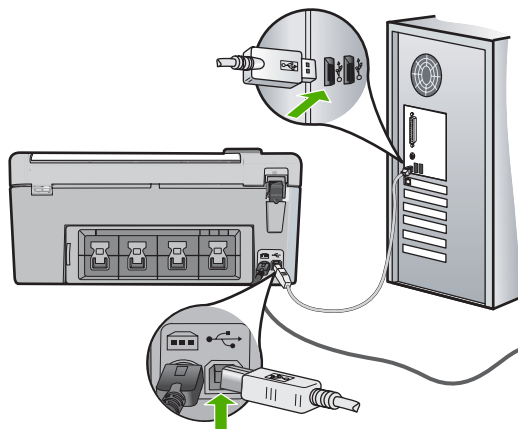
△ **注意** 如果仍未打開 HP All-in-One，可能存在機械故障。從電源插座拔下 HP All-in-One 並聯絡 HP。請至：[www.hp.com/support](http://www.hp.com/support) 如有提示，選擇您的國家／地區，然後按一下「聯絡 HP」，以取得關於呼叫技術支援的資訊。

### 我已接上 USB 纜線，但無法搭配電腦使用 HP All-in-One

**原因：** 安裝軟體之前，已連接好 USB 纜線。如果在出現提示之前就連接 USB 纜線，則會導致錯誤。

**解決方案：** 連接 USB 纜線之前，必須先安裝 HP All-in-One 隨附的軟體。安裝期間，除非螢幕操作指示出現提示，否則請勿插入 USB 纜線。

安裝軟體後，用 USB 纜線連接您的電腦與 HP All-in-One 便十分簡單。只要將 USB 纜線的一端插入電腦後方，而另一端插入 HP All-in-One 後方即可。您可以連接至電腦後方任一 USB 連接埠。



如需安裝軟體及連接 USB 纜線的詳細資訊，請參閱 HP All-in-One 隨附的《安裝指南》。

### HP All-in-One 無法列印

**解決方案：** 如果 HP All-in-One 和電腦之間沒有進行通訊，請嘗試執行下列動作：

- 檢視 HP All-in-One 前面的「亮起」燈號。如果該燈號沒有亮起，則表示 HP All-in-One 已關閉。確定電源線已牢固連接至 HP All-in-One 並插到電源插座上。按「亮起」按鈕以開啓 HP All-in-One 的電源。
- 確定列印墨匣已裝妥。
- 確定已在進紙匣內放入紙張。
- 檢查 HP All-in-One 沒有卡紙。
- 檢查列印滑動架沒有卡住。  
打開列印墨匣門以進入列印滑動架區域。取出任何會擋住列印墨匣的物件，包括包裝材料。關閉 HP All-in-One，然後再開機。
- 確認 HP All-in-One 列印佇列並未暫停 (Windows) 或停止 (Mac)。若是，請選擇適當的設定以恢復列印。有關存取列印佇列的詳細資訊，請參閱電腦安裝之作業系統的隨附說明文件。
- 檢查 USB 纜線。如果使用較舊的纜線，則可能是纜線有問題。將它連接到另一個產品，檢查 USB 纜線是否能發揮作用。如果遇到問題，則可能需要更換 USB 纜線。另外請確定纜線的長度沒有超過 3 公尺。
- 確認電腦可支援 USB。某些作業系統，例如 Windows 95 與 Windows NT，並不支援 USB 連線。請檢查作業系統隨附的說明文件，以取得詳細資訊。
- 檢查 HP All-in-One 與電腦的連線。確認 USB 纜線已牢固插入 HP All-in-One 背面的 USB 連接埠。確保 USB 纜線的另一端插入電腦的 USB 連接埠。在正確連接纜線後，關閉 HP All-in-One，然後再次開啓。
- 如果透過 USB 集線器連接 HP All-in-One，請確定集線器已開啓。如果集線器已開啓，請嘗試直接連接電腦。
- 檢查其他印表機或掃描器。您可能需要中斷與電腦連接的較舊產品。
- 嘗試將 USB 纜線連接到電腦上的另一個 USB 連接埠。在檢查連線後，請試著重新啓動電腦。關閉 HP All-in-One，然後重新開啓。



- 如果 HP All-in-One 為離線狀態，請關閉 HP All-in-One 後重新開機。開始掃描工作。
  - 如有需要，請先移除與 HP All-in-One 一起安裝的軟體，然後再次安裝。
- 有關設定 HP All-in-One 以及連接至電腦的詳細資訊，請參閱 HP All-in-One 隨附的《安裝指南》。

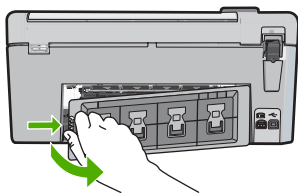
## 清除卡紙

如果 HP All-in-One 卡紙，請先檢查後匣門。

### 從後匣門清除卡紙

1. 按後門左側的固定夾鬆開後匣門。從 HP All-in-One 拉出並取下後匣門。

△ 注意 嘗試從 HP All-in-One 的前面清除卡紙可能會損壞印表機。請從後匣門來清除卡紙。



2. 慢慢地將紙張拉出滾筒。

△ 注意 如果從滾筒中取出紙張時將紙張撕破，請檢查裝置中的滾筒或滾輪上是否有殘留紙張碎片。如果沒有取出 HP All-in-One 中的所有紙張碎片，便極有可能會再度發生卡紙。

3. 裝回後匣門。輕輕將門往前推直到卡住定位。
4. 按「OK」繼續目前的工作。

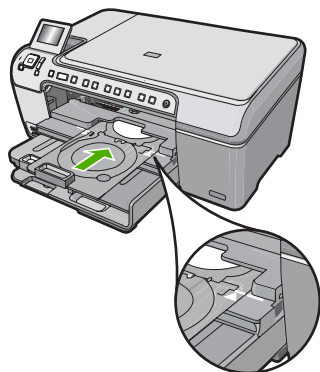
## CD/DVD 列印疑難排解

您在使用 HP All-in-One 列印 CD/DVD 表面時所遇到的任何問題都可透過本節解決。

### HP All-in-One 並未偵測到 CD/DVD 放置架

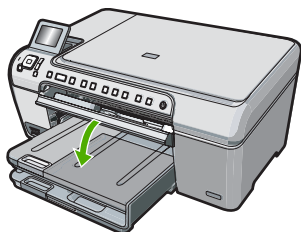
**原因：** 您可能並未將 CD/DVD 放置架完全推入 CD/DVD 匣中。

**解決方案：** 請將 CD/DVD 放置架往前推入 CD/DVD 匣，直到放置架上的線與匣上的白線對齊為止。放置架上有箭頭標示的那一面會先插入 CD/DVD 匣。



**原因：** 您可能已將 CD/DVD 放置架插回儲存區中。

**解決方案：** 將 CD/DVD 放置架從主要進紙匣下方的儲存區中取出。將 CD/DVD 機門（位於控制台下方）放下以使用 CD/DVD 匣。



確定您已放入 CD/DVD 放置架的可列印光碟片（可列印面朝上）。請將 CD/DVD 放置架往前推入 CD/DVD 匣，直到放置架上的線與匣上的白線對齊為止。放置架上有箭頭標示的那一面會先插入 CD/DVD 匣。

**原因：** 您可能已將光碟片直接插入 CD/DVD 匣，但未完全放入 CD/DVD 放置架中。

**解決方案：** 將 CD/DVD 放置架從主要進紙匣下方的儲存區中取出。將可列印光碟片從 CD/DVD 匣取出，並將其放入 CD/DVD 放置架中（可列印面朝上）。請將放置架往前推入 CD/DVD 匣，直到放置架上的線與匣上的白線對齊為止。放置架上有箭頭標示的那一面會先插入 CD/DVD 匣。

**原因：** 當您在一個列印工作中列印多張 CD/DVD 時，HP All-in-One 會提示您插入下一張光碟片。

**解決方案：** 從 CD/DVD 匣中取出 CD/DVD 放置架。從放置架中取出已列印的 CD/DVD。將下一張光碟片放入 CD/DVD 放置架（可列印面朝上），並將放置架重新插入 CD/DVD 匣，直到放置架上的線與匣上的白線對齊為止。當 HP All-in-One 偵測到放置架時，提示就會消失。

### HP All-in-One 並未在放置架上偵測到 CD/DVD

**原因：** 您已將 CD/DVD 放置架插入 CD/DVD 匣，但放置架中沒有 CD/DVD。

**解決方案：** 從 CD/DVD 匣中取出 CD/DVD 放置架。將可列印光碟片放入 CD/DVD 放置架（可列印面朝上），並將放置架重新插入 CD/DVD 匣，直到放置架上的線與匣上的白線對齊為止。

**原因：** 放入放置架的 CD/DVD 可能上下顛倒。

**解決方案：** 從 CD/DVD 匣中取出 CD/DVD 放置架。將可列印光碟片放入 CD/DVD 放置架（可列印面朝上），並將放置架重新插入 CD/DVD 匣，直到放置架上的線與匣上的白線對齊為止。

### 列印 CD/DVD 時，HP All-in-One 中斷列印

**原因：** 當 HP All-in-One 在 CD/DVD 上列印時，會拉回裝置中的 CD/DVD 放置架。放置架會自裝置背面突出約 7.5 公分（3 英吋）。如果 HP All-in-One 後方沒有足夠空間，放置架會停止並中斷列印。

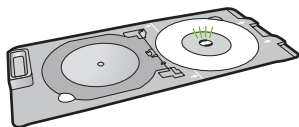
**解決方案：** 確定 HP All-in-One 後方至少保持 7.5 公分（3 英吋）的間隔。並確定 HP All-in-One 後方的插槽未被擋住。

### 列印光碟片上的影像遭到裁切，且 CD/DVD 放置架上有墨水殘留

**原因：** 您並未正確將 CD/DVD 放入 CD/DVD 放置架中。

**解決方案：** 如果您將一般大小（120 公釐）的 CD/DVD 放入放置架進行列印，請不要將藍色圓環翻轉至光碟片上。藍色圓環只能用來列印較小（80 公釐）的 CD/DVD。當您要再次列印時，請先清除放置架上的墨水。這將能避免裝置遭到墨水污染，並且保護您的光碟片、雙手和衣物不會沾染到墨水。

在 CD/DVD 放置架經過清潔和乾燥之後，請將新的可列印光碟放入放置架（可列印面朝上）。使藍色圓環保持在光碟片放置架相反面上的原來位置，如下圖所示。將放置架重新插入 CD/DVD 匣，直到放置架上的線與匣上的白線對齊為止，並試著再列印一次。



### HP All-in-One 列印在光碟片的非列印區上

**原因：** 您放入的 CD/DVD 圖案大小不正確。

**解決方案：** 確定您要列印的圖案符合 CD/DVD 放置架中的媒體大小，包括內環和外環的直徑。根據您使用的光碟片變更軟體設定以調整圖案的中心和大小。請參閱使用之軟體的說明文件或線上說明以取得詳細資訊。

**原因：** 放入放置架的 CD/DVD 可能上下顛倒。

**解決方案：** 如果您已將內容燒錄至 CD/DVD 中，您可能需要再次將內容燒錄至新的光碟片中。請將新的可列印光碟放入放置架（可列印面朝上）。將放置架重新插入 CD/DVD 匣，直到放置架上的線與匣上的白線對齊為止，並試著再列印一次。

### 圖案並未列印在光碟片中央

**原因：** 您的圖案設定可能不正確。

**解決方案：** 根據您使用的光碟片變更軟體設定以調整圖案的中心和大小。請參閱使用之軟體的說明文件或線上說明以取得詳細資訊。

### CD/DVD 上的墨水未乾

**原因：** 光碟片表面與列印規格不相容。

**解決方案：** 確定您使用的 CD/DVD 相容於噴墨列印規格。噴墨列印光碟片的列印表面通常為白色。（某些光碟片的列印表面可能為銀色）。

**原因：** 放入放置架的 CD/DVD 可能上下顛倒。

**解決方案：** 如果您已將內容燒錄至 CD/DVD 中，您可能需要再次將內容燒錄至新的光碟片中。請將新的可列印光碟放入放置架（可列印面朝上）。將放置架重新插入 CD/DVD 匣，直到放置架上的線與匣上的白線對齊為止，並試著再列印一次。

### HP All-in-One 報告 CD/DVD 大小不符的錯誤

**原因：** 目前放入 CD/DVD 放置架的 CD/DVD 大小與您從電腦啟動列印工作時所指定的大小不符。

**解決方案：** 取消列印工作，並將符合列印工作指定大小的 CD/DVD 替換目前放入 CD/DVD 放置架的 CD/DVD，或變更軟體中的列印設定。

### CD/DVD 放置架卡在儲存區中


**原因：** 您插回儲存區的 CD/DVD 放置架中可能裝有 CD/DVD，而且藍色圓環已翻轉至光碟片上。

**解決方案：** 將 CD/DVD 放置架盡可能地往外拉出。然後將平面的鈍器（例如奶油刀或螺絲起子）插入儲存槽的左下角，並壓下藍色圓環。在將藍色圓環壓下後，您就可以將 CD/DVD 放置架從儲存槽中拉出。

## 列印墨匣疑難排解


若您遇到列印問題，可能其中一個列印墨匣有問題。如需更多資訊，請參閱本指南位於第 14 頁的「更換列印墨匣」。

- 將所有列印墨匣保存在原始密封包裝中，直到需要時才拿出。
- 在室溫 (攝氏 15.6° - 26.6° 或華氏 60° - 78°) 環境中儲存列印墨匣。
- 如果列印墨匣的保護膠帶已經移除，請勿再貼回去。將膠帶再貼回去可能會損壞列印墨匣。移除膠帶之後，請立即將列印墨匣置於 HP All-in-One 中。如果無法立即裝入機器中，請將列印墨匣放入墨匣護套或可密封的塑膠容器中。
- HP 建議，待您已準備好更換的列印墨匣後，再將列印墨匣從 HP All-in-One 取下。
- 從控制台關閉 HP All-in-One。請勿以關閉電源延長線、或從 HP All-in-One 拔出電源線的方式來關閉裝置。如果不當關閉 HP All-in-One，列印滑動架將無法回到正確位置，使列印墨匣的墨水乾掉。
- 除非需要，否則不要打開列印墨匣門。這會使列印墨匣暴露在空氣中，縮短列印墨匣的壽命。

 **附註** 如果長時間開啓列印墨匣門，HP All-in-One 將重新蓋上列印墨匣，以防止它們暴露在空氣中。

- 當您發現列印品質明顯下降時，請清潔列印墨匣。

---

 **提示** 如果列印墨匣已經長時間沒有使用，列印品質可能會下降。

---

- 若非必要，請勿清潔列印墨匣。這會浪費墨水並縮短墨匣壽命。
- 小心處理列印墨匣。安裝期間若掉下、搖動或粗暴地處理，可能會造成暫時的列印問題。如果在安裝墨匣之後列印品質不佳，請給予半小時時間讓列印墨匣復原。

## 支援程序

如果發生問題，請依照下列步驟：

1. 檢查 HP All-in-One 隨附的說明文件。
2. 造訪 HP 線上支援網站：[www.hp.com/support](http://www.hp.com/support)。所有 HP 客戶都可以使用 HP 線上支援。它是獲取最新裝置資訊和專家協助的最快來源，其中包括下列功能：
  - 快速連絡合格的線上支援人員
  - HP All-in-One 的軟體與驅動程式更新程式
  - 寶貴的 HP All-in-One 資訊與常見問題的疑難排解資訊
  - 註冊您的 HP All-in-One 後，即可及早取得裝置更新程式、支援警示及 HP 新聞簡訊
3. 致電 HP 支援中心。支援選項與可用性會因裝置、國家／地區及語言而異。如需支援電話號碼的清單，請參閱裝置隨附的列印版說明文件。

## 3 技術資訊

本節提供 HP All-in-One 的技術規格和國際法規資訊。

### 系統需求


軟體系統需求在讀我檔案中。

### 產品規格

如需產品規格的資訊，請造訪位於 [www.hp.com/support](http://www.hp.com/support) 的 HP 網站：

#### 紙張規格

- 主進紙匣容量：普通紙張：最多 125 張 (20 lb./75 gsm. 紙張)
- 出紙匣容量：普通紙張：最多 50 張 (20 lb./75 gsm. 紙張)
- 相片匣容量：相片紙張：最多 20 張


 **附註** 如需完整的支援材質尺寸清單，請參閱印表機軟體。

#### 實體規格

- 高度：21.6 公分
- 寬度：45.2 公分
- 厚度：38.5 公分
- 重量：6.8 公斤

#### 電源規格

- 消耗電量：最多 25W (列印時平均值)
- 輸入電壓：AC 100 到 240 V ~ 600 mA 50-60 Hz
- 輸出電壓：DC 32 V===375 mA, 16 V===500 mA

 **附註** 只能與 HP 提供的電源轉接器搭配使用。

#### 環境規格

- 建議的操作溫度範圍：15° 到 32° C (59° 到 90° F)
- 可允許的操作溫度範圍：5° 到 35° C (41° 到 95° F)
- 溼度：相對濕度 15% 到 80% (非凝結狀態)
- 非操作 (存放) 溫度範圍：-40° 到 60° C (-4° 到 122° F)
- 若 HP All-in-One 處於較高的電磁環境中，輸出可能會稍微失真
- HP 建議使用短於或等於 3 公尺 (10 呎) 的 USB 纜線，以減少由於高電磁環境中可能造成的列印噪音

### Energy Star® 注意事項

本產品的設計目的是減少電源消耗並節省自然資源，而不會損害產品效能。其設計目的是要在操作期間與裝置未作用時減少能源消耗。此產品符合 ENERGY STAR® 的標準。這是一個自發性的活動，鼓勵廠商開發高能源效率的辦公事務產品。



ENERGY STAR 為 U.S. EPA 在美國的註冊服務標誌。身為 ENERGY STAR 夥伴的一員，HP 確定此產品符合 ENERGY STAR 的能源效率規則。

如需 ENERGY STAR 準則的詳細資訊，請造訪下列網站：

[www.energystar.gov](http://www.energystar.gov)

## 列印墨匣的產能

墨水匣中的墨水用在列印過程的好幾個地方，包括初始化作業（讓裝置和墨水匣完成列印的準備工作）和噴墨頭維護（清潔噴嘴，讓墨水流動順暢）。此外，墨水匣在使用過後會留下一些殘墨。如需更多資訊，請參閱 [www.hp.com/go/inkusage](http://www.hp.com/go/inkusage)。

請造訪 [www.hp.com/pageyield](http://www.hp.com/pageyield) 以取得更多關於預估墨匣產能的資訊。

## 法規注意事項

HP All-in-One 符合您所在國家／地區法規機構的產品規定。如需完整的法規公告清單，請參閱螢幕說明。

### 法規機型識別號碼

為用於法規識別，您的產品具有一個法規機型識別號碼 (Regulatory Model Number)。本產品的法規機型識別號碼為 SDGOB-0731。請勿將此法規號碼與行銷名稱（HP Photosmart C5200 All-in-One series 等）或產品序號（Q8320A 等）混淆。

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

- 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。
- 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。
- 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：
  - 不適當的維護或修改；
  - 使用非 HP 提供或支援的軟體、媒體、零件或耗材；
  - 違反產品規範的操作；
  - 未經授權的修改和誤用。
- 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。
- 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。
- 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。
- 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。
- 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。
- 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。
- 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

- 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。
- 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

- 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。
- 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：
  - 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)；
  - 限制製造商實施這些免責或限制條款的能力；或者
  - 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。
- 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。



# HP Photosmart C5200

## All-in-One series

### Basics Guide

English



# Contents

## 1 HP All-in-One overview

The HP All-in-One at a glance.....	3
Control panel features.....	4
Find more information.....	5
Load originals and load paper.....	6
Avoid paper jams.....	8
Print directly onto a CD/DVD.....	8
View, select, and print photos.....	10
Scan an image.....	11
Make a copy.....	12
Replace the print cartridges.....	12
Clean the HP All-in-One.....	15

## 2 Troubleshooting and support


Uninstall and reinstall the software.....	17
Hardware setup troubleshooting.....	17
Clear paper jams.....	20
CD/DVD print troubleshooting.....	20
Print cartridge troubleshooting.....	23
Support process.....	24

## 3 Technical information

System requirements.....	25
Product specifications.....	25
Energy Star® notice.....	25
Print cartridge yield.....	26
Regulatory notices.....	26
Warranty.....	27

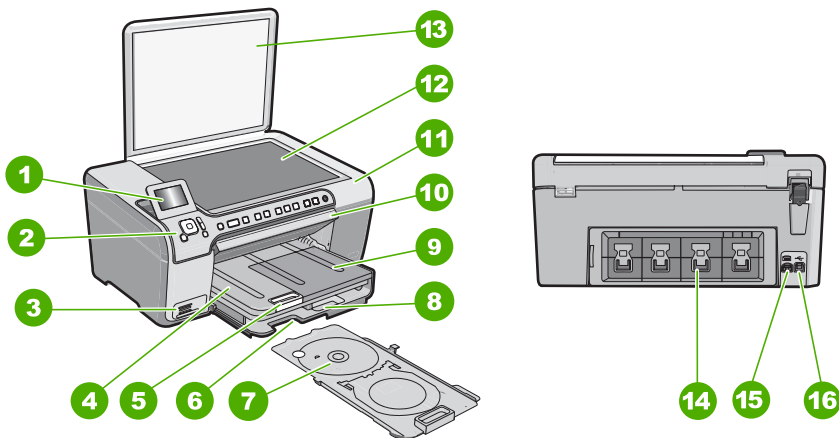
# 1 HP All-in-One overview

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

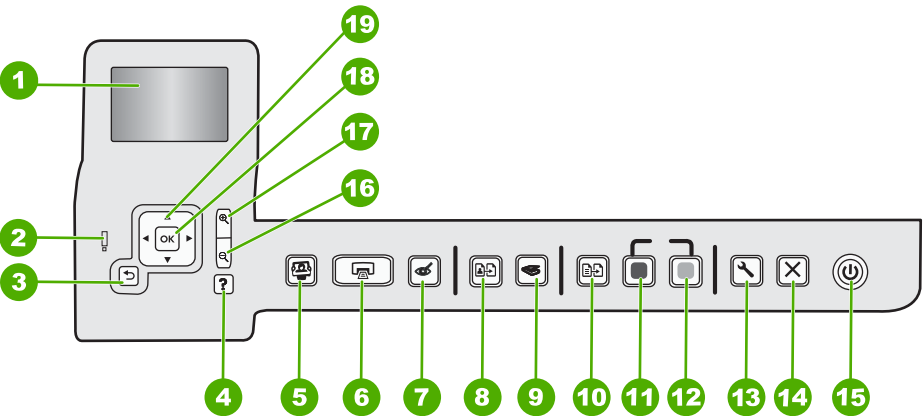
(continued)

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

(continued)

Label	Name and Description
6	<b>Print Photos:</b> Depending on whether you access your photos from the <b>View</b> , <b>Print</b> , or <b>Create</b> menu, the <b>Print Photos</b> button will display the <b>Print Preview</b> 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	<b>Red Eye Removal:</b> Turns the <b>Red Eye Removal</b> 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	<b>Reprints:</b> Enables you to make a copy of an original photo placed on the glass.
9	<b>Scan Menu:</b> Opens the <b>Scan Menu</b> where you can select a destination for your scan.
10	<b>Copy Menu:</b> Opens the <b>Copy Menu</b> where you can select copy options, such as number of copies, paper size, and paper type.
11	<b>Start Copy Black:</b> Starts a black-and-white copy.
12	<b>Start Copy Color:</b> Starts a color copy.
13	<b>Setup:</b> The <b>Setup</b> menu provides a variety of reports, device settings and maintenance functions.
14	<b>Cancel:</b> Stops the current operation.
15	<b>On:</b> 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 <b>On</b> 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	<b>Zoom out -</b> (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 <b>Fit to Page</b> feature is applied to the photo automatically.
17	<b>Zoom in +</b> (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	<b>OK:</b> Selects a menu setting, value, or photo on the display.
19	<b>Directional pad:</b> 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](http://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.

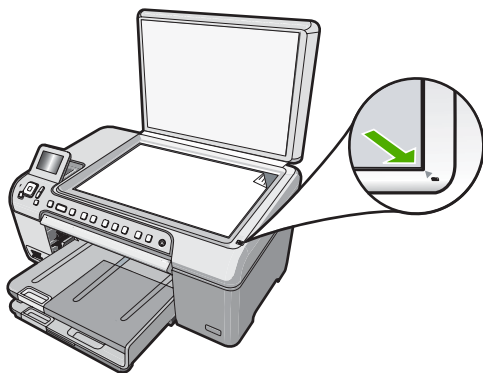
### To load an original on the scanner glass

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.

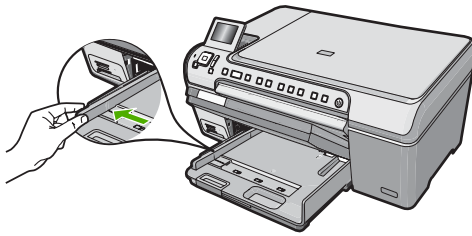
---



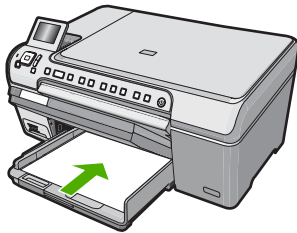
3. Close the lid.

### 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.



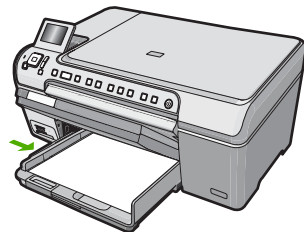
3. Tap a stack of paper on a flat surface to align the edges, and then check the paper for the following:
  - Make sure it is free of rips, dust, wrinkles, and curled or bent edges.
  - Make sure all the paper in the stack is the same size and type.
4. Insert the stack of paper into the main input tray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



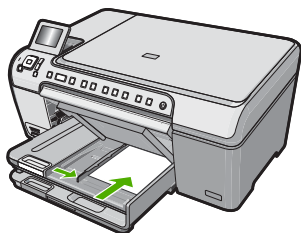
**NOTE:** When you use legal-size paper, leave the output tray extender closed.

### 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.

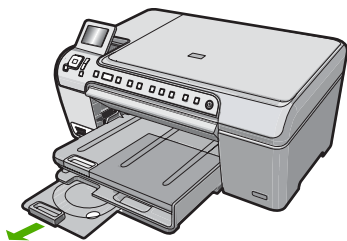
- Remove printed papers from the output tray frequently.
- Prevent curled or wrinkled paper by storing all unused paper flat in a resealable bag.
- Ensure that paper loaded in the input tray lays flat and the edges are not bent or torn.
- Do not combine different paper types and paper sizes in the input 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

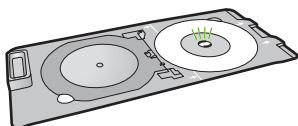
1. Use the software that came with the HP All-in-One to create and print a CD/DVD label.
2. When prompted, carefully remove the CD/DVD holder that came with the HP All-in-One.


The CD/DVD holder is stored below the main input tray.

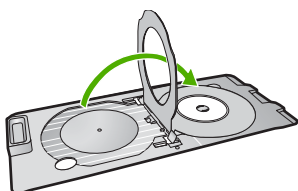




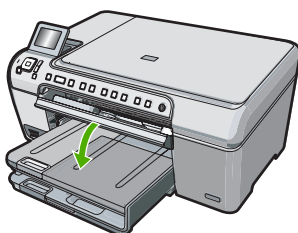
3. Securely snap the inkjet printable media onto the CD/DVD holder with the printable side up. The CD/DVD should be placed on the ring at the end of the holder with the arrows.



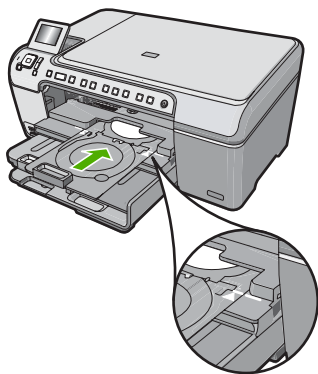
 **NOTE:** If you are using a smaller-sized media, flip the CD/DVD holder ring over the CD/DVD.




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.



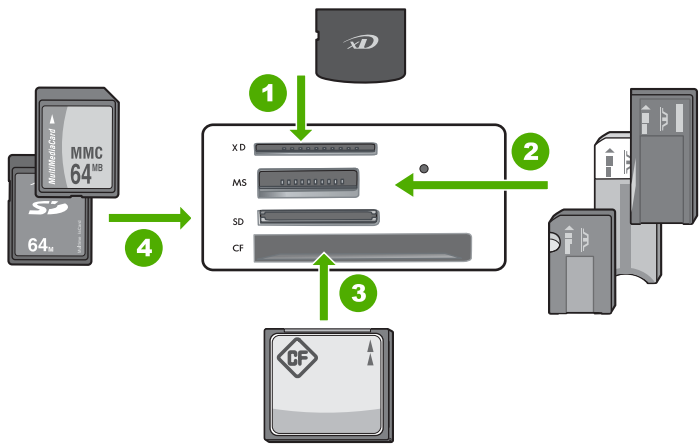
5. Push the CD/DVD holder into the HP All-in-One until the lines on the CD/DVD holder line up to the white lines on the CD/DVD tray.



 **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.

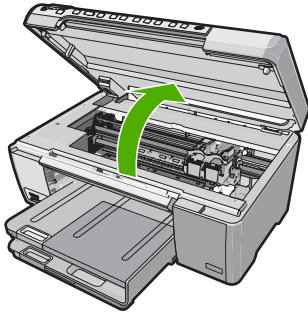
For more information see [www.hp.com/buy/supplies](http://www.hp.com/buy/supplies).

### 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.

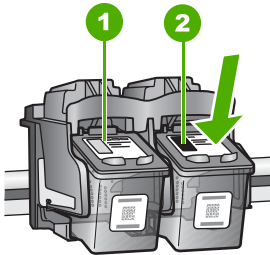
2. Open the print cartridge door.  
The print carriage moves to the far right side of the HP All-in-One.



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

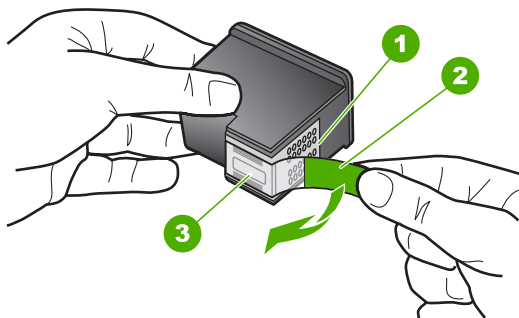
If you are replacing the tri-color print cartridge, remove the print cartridge from the slot on the left.

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.

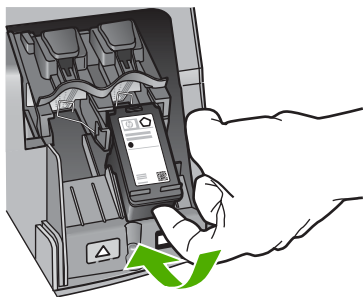


1	Copper-colored contacts
2	Plastic tape with pink pull tab (must be removed before installing)
3	Ink nozzles under tape

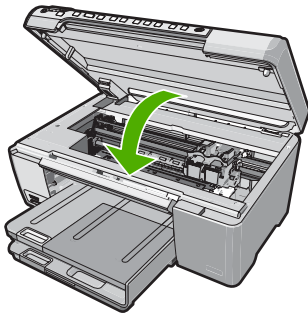
**⚠ CAUTION:** Do not touch the copper-colored contacts or ink nozzles. Also, do not re-tape the print cartridges. Doing so can result in clogs, ink failure, and bad electrical connections.



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

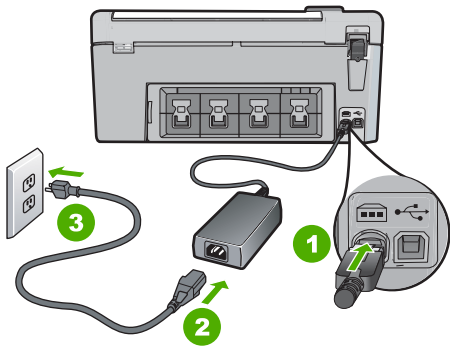
Use this section to solve any problems you might encounter while setting up the HP All-in-One hardware.

### 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.

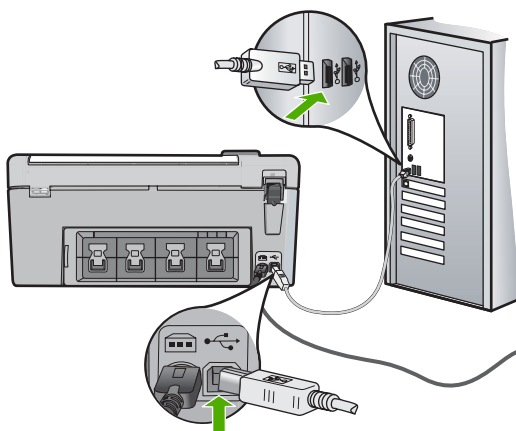
△ **CAUTION:** If the HP All-in-One still does not turn on, it might have a mechanical failure. Unplug the HP All-in-One from the power outlet and contact HP. Go to: [www.hp.com/support](http://www.hp.com/support). If prompted, choose your country/region, and then click **Contact HP** for information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

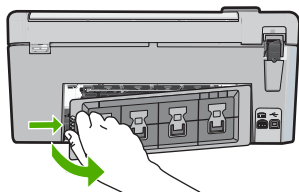
## Clear paper jams

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.

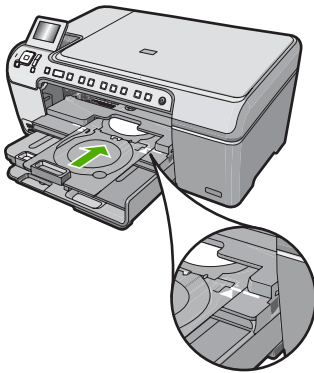
## CD/DVD print troubleshooting

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

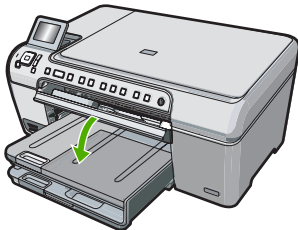
**Cause:** You might not have pushed the CD/DVD holder far enough into the CD/DVD tray.

**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.

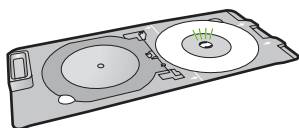
### The image on my printed disc is cropped and there is ink on the CD/DVD holder

**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](http://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](http://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](http://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](http://www.hp.com/go/inkusage). Visit [www.hp.com/pageyield](http://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	
+971 4 224 9189		العراق
+971 4 224 9189		الكويت
+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		فلسطين
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	
Slovenko	0850 111 256	
South Africa (RSA)	0860 104 771	
Suomi	www.hp.com/support	
Sverige	www.hp.com/support	
Switzerland	www.hp.com/support	
臺灣	www.hp.com/support/taiwan	
ไทย	www.hp.com/support	
071 891 391		تونس
Trinidad & Tobago	1-800-711-2884	
Türkiye	+90 (212)291 38 65	
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	