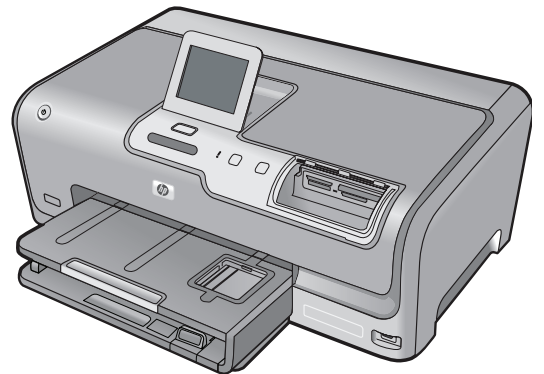


HP Photosmart D7400 series



基础知识手册 Basics Guide



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HP Photosmart D7400 series

基础知识手册

简体中文




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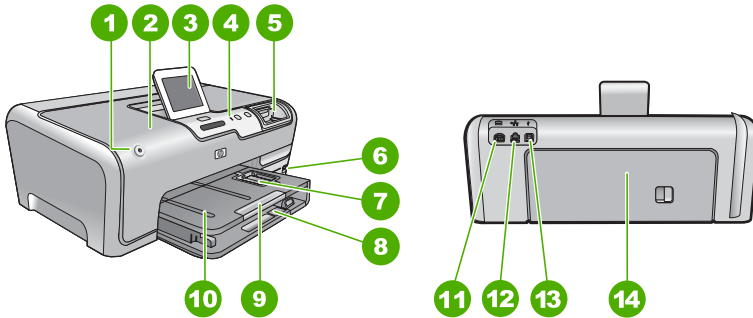
1 HP Photosmart 概述

使用 HP Photosmart 可方便快速地完成从存储卡或存储设备打印照片这样的任务。您可以从控制面板直接访问许多 HP Photosmart 的功能，而不必打开计算机。

 **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 Photosmart 随附的 HP Photosmart 软件。

HP Photosmart 总览



标签	说明
1	开 / 关机按钮
2	墨盒门
3	彩色图形显示屏（也称显示屏）
4	控制面板
5	存储卡插槽和“照片”灯
6	正面 USB 端口
7	照片纸盒
8	主进纸盒（也称进纸盒）
9	纸盒延长板（也称延长板）
10	出纸盒
11	电源接口
12	Ethernet 端口
13	背面 USB 端口

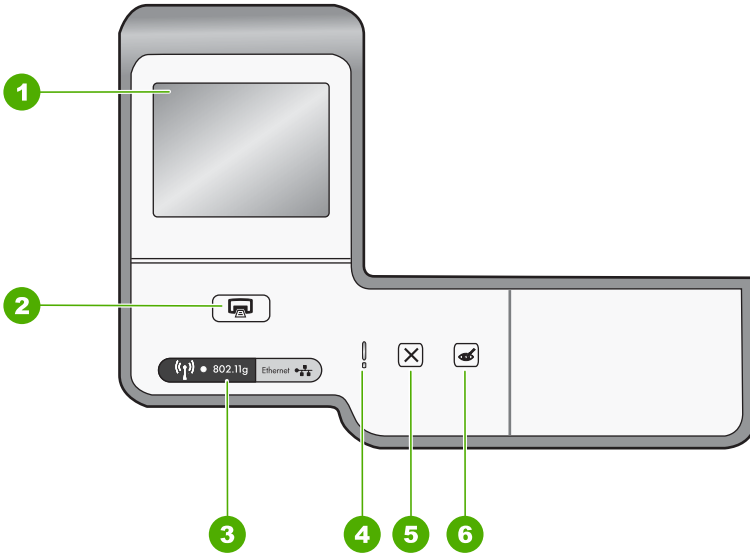
(续)

标签	说明
14	后盖

* 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 HP Photosmart 控制面板功能的快速参考。



标签	名称和描述
1	“显示屏” ：查看菜单、照片和消息。可将触摸屏显示调整到不同位置。这使用户可以更改显示屏角度，以适应不同的设备放置位置及照明条件。
2	“打印照片” ：根据您是从 “查看” 、 “打印” 还是 “创建” 菜单访问照片， “打印照片” 按钮将显示 “打印预览” 屏幕或打印任何选定的照片。如果未选择任何照片，将显示提示，询问是否打印存储卡或存储设备上的所有照片。
3	无线设备指示灯 ：指示已打开 802.11 b 和 g 无线广播。
4	警示灯 ：表示出现问题。有关详细信息，请参阅显示屏。
5	“取消” ：停止当前操作、退出菜单或退出设置。
6	“红眼消除” ：打开或关闭 “红眼消除” 功能。默认情况下，此功能是关闭的。打开此功能时，HP Photosmart 将自动更正显示屏上当前显示的照片中的红眼颜色。

查找更多信息


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

- **安装手册**
《安装手册》提供了 HP Photosmart 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 29 页的“疑难排解和支持”](#)。
- **屏幕帮助**
屏幕帮助详细介绍了此《基础知识手册》中没有描述的 HP Photosmart 的功能，包括那些只有使用与 HP Photosmart 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。

2 网络设置

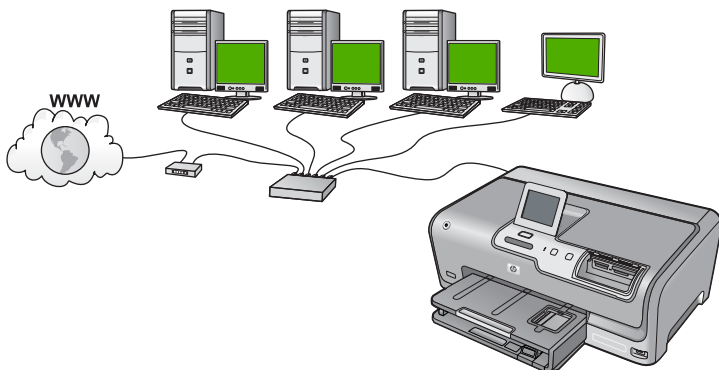
本节描述了如何将 HP Photosmart 连接到网络上以及如何查看和管理网络设置。

如果想要:	请参阅本节:
连接到有线（以太网）网络。	位于第 8 页的“有线网络设置”
使用无线路由器连接到无线网络（基础设施）。	位于第 10 页的“集成无线 WLAN 802.11 网络设置”
不使用无线路由器直接连接到支持无线连接的计算机 (ad hoc)。	位于第 13 页的“无线 ad hoc 网络设置”
安装 HP Photosmart 软件以用于联网环境。	位于第 16 页的“安装软件进行网络连接”
将连接添加到网络中的更多计算机上。	位于第 17 页的“连接到网络上的其他计算机”
将 HP Photosmart 从 USB 连接更改到网络连接。	位于第 17 页的“将 HP Photosmart 从 USB 连接更改为网络连接”
注意 如果以前使用 USB 连接安装 HP Photosmart，而现在希望更改到无线网络连接或以太网网络连接，则参照本节中的说明。	
查看或更改网络设置。	位于第 18 页的“管理网络设置”
查找疑难排解信息。	位于第 31 页的“网络疑难排解”

 **注意** 可以将 HP Photosmart 连接到无线或有线网络，但不能同时连接到这两个网络。

有线网络设置

本节介绍如何使用以太网电缆将 HP Photosmart 连接到以太网路由器、交换机或集线器，以及如何安装 HP Photosmart 软件来进行网络连接。这称作有线或以太网网络。

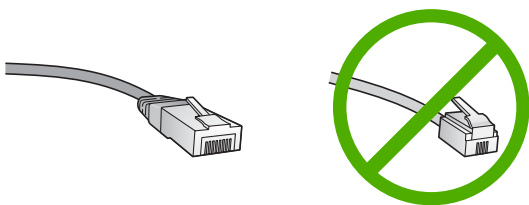


要在有线网络上设置 HP Photosmart，需要执行下列操作：	请参阅本节：
首先，收集所有所需材料。	位于第 9 页的“有线网络所需组件”
下一步，连接到有线网络。	位于第 9 页的“将 HP Photosmart 连接到网络”
最后，安装软件。	位于第 16 页的“安装软件进行网络连接”

有线网络所需组件


将 HP Photosmart 连接到网络之前，确保具有所有必需的材料。

- 一个包括路由器、交换机或具有以太网端口的集线器的功能完好的以太网。
- CAT-5 以太网电缆。



虽然标准的以太网电缆看起来与标准的电话电缆相似，但它们是不可互换的。每种电缆中的导线数目不同，并且每种电缆的接头也不同。以太网电缆的接头（也称作 RJ-45 接头）较宽且较厚，其末端总是有 8 个触点。电话接头有 2 到 6 个触点。

- 带有以太网连接的台式计算机或膝上型电脑。

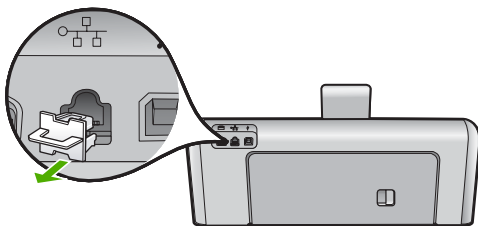
 **注意** HP Photosmart 同时支持 10 Mbps 和 100 Mbps 的以太网。如果您正购买或已经购买网络接口卡 (NIC)，请确保它能够以任一速度工作。

将 HP Photosmart 连接到网络

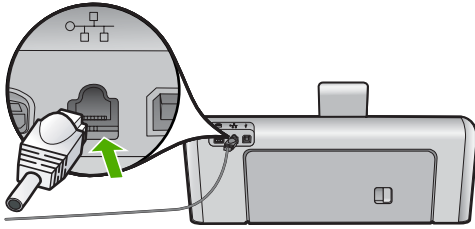
要将 HP Photosmart 连接到网络，可使用设备背面的以太网端口。

将 HP Photosmart 连接到网络

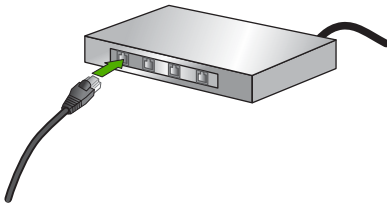
1. 拔掉 HP Photosmart 后面的黄色插头。



- 将 Ethernet 电缆连接到 HP Photosmart 背面的“Ethernet”端口。



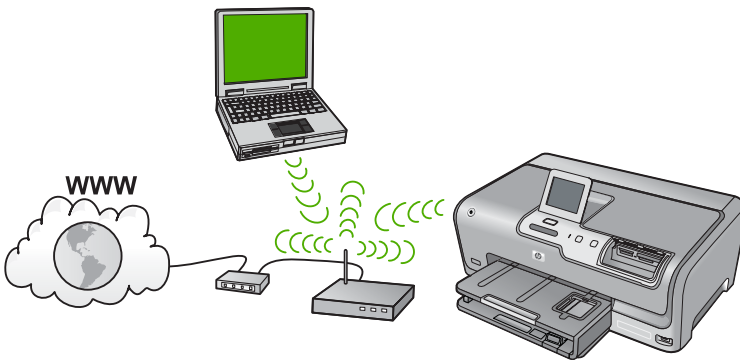
- 将 Ethernet 电缆的另一端连接到 Ethernet 路由器、交换机或无线路由器的可用端口上。



- 在将 HP Photosmart 连接到网络之后，按照位于第 16 页的“[安装软件进行网络连接](#)”中的描述安装软件。

集成无线 WLAN 802.11 网络设置

为了优化无线网络的性能和安全性，HP 建议您使用无线路由器或访问点 (802.11) 连接 HP Photosmart 和其他网络部件。通过无线路由器或访问点连接网络部件时，它被称为**基础设施网络**。



与 ad hoc 网络相比，无线基础设施网络的优点包括：

- 高级的网络安全性
- 增强的可靠性

- 网络灵活性
- 性能更佳，使用 802.11 g 模式时尤其如此
- 共享的宽带 Internet 访问

要在集成的无线 WLAN 802.11 网络上设置 HP Photosmart，需要执行下列操作：	请参阅本节：
首先，收集所有所需材料。	位于第 11 页的“对于集成无线 WLAN 802.11 网络您需要什么”
接着，将 HP Photosmart 连接到无线路由器，然后运行“无线设置向导”。	位于第 11 页的“连接到集成无线 WLAN 802.11 网络”
最后，安装软件。	位于第 16 页的“安装软件进行网络连接”

对于集成无线 WLAN 802.11 网络您需要什么

要将 HP Photosmart 连接到集成无线 WLAN 802.11 的网络，您需要具备以下条件：

- 具备无线路由器或接入点的 802.11 无线网络。
- 具备无线网络支持或网络接口卡 (NIC) 的台式计算机或膝上型电脑。必须将计算机连接到您打算安装 HP Photosmart 的无线网络。
- 如果要将 HP Photosmart 连接到可以访问 Internet 的无线网络，HP 建议您使用应用了“动态主机配置协议” (DHCP) 的无线路由器（接入点或基站）。
- 网络名称 (SSID)。
- WEP 密钥或 WPA 密钥（如需要）。

连接到集成无线 WLAN 802.11 网络

“无线设置向导”提供了一种将 HP Photosmart 连接到网络的简易方法。如果您的无线路由器或访问点支持 SecureEasySetup 功能，则可使用该功能。请参阅无线路由器或访问点随附的文档，以了解其是否支持使用 EasySetup，并获得其他安装说明。

△ **小心** 为了防止其他用户访问您的无线网络，HP 强烈建议对无线路由器使用密码或密钥（WPA 或 WEP 安全）和唯一网络名称 (SSID)。您的无线路由器可能已附带默认网络名称，此名称通常是制造商名称。如果使用默认网络名称，那么其他用户可使用相同的默认网络名称 (SSID) 容易地访问您的网络。这也意味着 HP Photosmart 可能会无意中连接到您区域中使用相同网络名称的其他无线网络。如果发生这种情况，那么您可能无法访问 HP Photosmart。要获得有关如何更改网络名称的详细信息，请参阅无线路由器随附的文档。


🔒 **注意** 在连接到无线基础架构网络之前，确保以太网电缆没有连接到 HP Photosmart。

使用无线设置向导连接 HP Photosmart

1. 请记录关于您无线路由器或接入点的下列信息：


- 网络名称（也称 SSID）
- WEP 密钥、WPA 密钥（如需要）

如果您不清楚在何处可找到这些信息，请参阅随无线路由器或接入点提供的文档。您也许能够从无线路由器的嵌入式 Web 服务器上找到此网络名称 (SSID) 以及 WEP 密钥或 WPA 密钥。

 **注意** HP 提供有能自动帮您找到无线安全设置的在线工具。请访问：
www.hp.com/go/networksetup。

2. 点击显示屏上的“设置”。

3. 点击“网络”。

 **注意** 如果屏幕上没有显示您需要的菜单选项，请点击 ▲ 或 ▼ 滚动浏览所有菜单选项。

4. 点击“无线设置向导”。

这将运行“无线设置向导”。

5. 点击您在步骤 1 中记下的网络名称。

如果在列表中看不到您的网络名称

a. 点击“请输入新的网络名称 (SSID)”。

将出现一个软键盘。

b. 输入网络名称 (SSID)。点击软键盘上相应的字母或数字。

 **注意** 所输入的内容必须包含正确的大小写字母。否则无线连接将失败。

c. 当您输入完新的网络名称之后，点击“完成”，然后点击“确定”。

如果 HP Photosmart 无法根据您所输入的网络名称找到网络，系统将提示您回答几个有关网络的问题，如步骤 d 和 e 中所述。在继续之前，请移动 HP Photosmart，令其更靠近计算机，然后再次运行“无线设置向导”，以确定 HP Photosmart 是否能够自动找到网络。

d. 点击“基础设施”。

e. 点击“WEP 加密”或“WPA 加密”。

如果您不想使用 WEP 加密，请点击“否，我的网络不使用加密”。转到步骤 7。

6. 如果出现提示，请按如下方法输入 WPA 或 WEP 密钥：

a. 点击软键盘上相应的字母或数字。

 **注意** 所输入的内容必须包含**正确**的大小写字母。否则无线连接将失败。

b. 当您输入完 WPA 或 WEP 密钥之后，点击“**完成**”。

c. 点击“**确定**”以确认。

HP Photosmart 将尝试连接此网络。如果出现消息，提示您输入的 WAP 或 WEP 密钥无效，请检查为新网络记录下的密钥，根据提示改正密钥，然后重试。


7. 当 HP Photosmart 成功连接到网络后，请对将通过网络使用该设备的每台计算机都安装软件。

使用 SecureEasySetup 连接 HP Photosmart

1. 激活无线路由器或访问点上的 SecureEasySetup。

2. 点击显示屏上的“**设置**”。

3. 点击“**网络**”。

 **注意** 如果屏幕上没有显示您需要的菜单选项，请点击 ▲ 或 ▼ 滚动浏览所有菜单选项。

4. 点击“**无线设置向导**”。

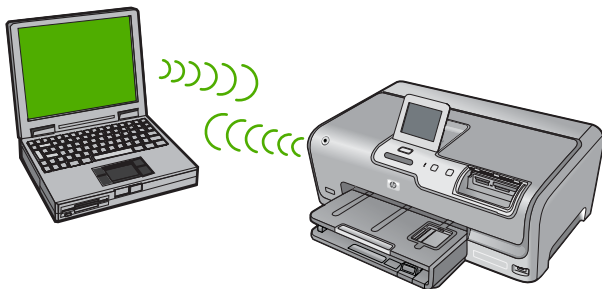
5. 根据显示器屏幕提示来完成连接。


6. HP Photosmart 成功连接至网络后，即可转向您的计算机以在将使用网络的每台计算机上安装该软件。

 **注意** 如果连接失败，那么无线路由器或访问点将在激活 SecureEasySetup 之后超时。重复上述任务，确保在按无线路由器或访问点上的按钮之后，立即完成 HP Photosmart 控制面板上的步骤。

无线 ad hoc 网络设置

如果您不想使用无线路由器或访问点将 HP Photosmart 连接到支持无线连接的计算机上，则请使用本节。



 **注意** 如果您没有无线路由器或访问点，则可使用 ad hoc 连接。但它的灵活性较差、网络安全性较低，且网络性能比无线路由器或访问点慢。

要将 HP Photosmart 连接到计算机 (ad hoc)，您需要在计算机上创建 ad hoc 网络配置文件。这包括选择 ad hoc 网络的网络名称 (SSID) 和 WEP 安全（是可选项，但建议您选择）。

要在无线 ad hoc 网络上设置 HP Photosmart，需要执行下列操作：	请参阅本节：
首先，收集所有所需材料。	位于第 14 页的“对于 ad hoc 网络您还需要什么”
下一步，创建网络配置文件以准备计算机。	位于第 14 页的“为 Windows XP 计算机创建网络配置文件” 位于第 15 页的“创建其他操作系统的网络配置文件”
下一步，运行“无线设置向导”。	位于第 15 页的“连接到无线 ad hoc 网络”
最后，安装软件。	位于第 16 页的“安装软件进行网络连接”


对于 ad hoc 网络您还需要什么

要将 HP Photosmart 连接到无线网络，则需要一台带有无线网络适配器的 Windows 计算机。


为 Windows XP 计算机创建网络配置文件

通过创建网络配置文件，准备计算机进行 ad hoc 连接。

创建网络配置文件


 **注意** HP Photosmart 所配置的网络配置文件的网络名称 (SSID) 为 **hpsetup**。但是，出于安全和保密目的，HP 建议您按照此处的说明在计算机上创建新的网络配置文件。

1. 在“控制面板”中，双击“网络连接”。
2. 在“网络连接”窗口中，右键单击“无线网络连接”。如果在弹出式菜单上看到“启用”，则选择此项。否则，如果在该菜单上看到“禁用”，则说明无线连接已启用。
3. 右键单击“无线网络连接”图标，然后单击“属性”。
4. 单击“无线网络”选项卡。
5. 选择“使用 Windows 配置我的无线网络设置”复选框。
6. 单击“添加”，然后执行以下操作：
 - a. 在“网络名称 (SSID)”框中，输入所选择的唯一网络名称。


 **注意** 网络名称区分大小写，因此，必须记住任何大写和小写字母。

- b. 如果存在一个“网络身份验证”列表，则选择“打开”。否则，转到下一步。

- c. 在“数据加密”列表中，选择“WEP”。

 **注意** 不使用 WEP 密钥也可以创建网络。但是为了保护网络安全，HP 建议使用 WEP 密钥。

- d. 确保未选择“自动向我供给密钥”旁的复选框。如果已经选中，则单击该复选框将其清除。
- e. 在“网络密钥”框中，键入**刚好有 5 个或刚好有 13 个**字母数字 (ASCII) 字符的 WEP 密钥。例如，如果输入 5 个字符，可能输入的是 **ABCDE** 或 **12345**。或者，如果输入 13 个字符，可能输入的是 **ABCDEF1234567**。（12345 和 ABCDE 仅作为实例。从所选中选择一个组合。）
- 另外，还可以使用 HEX（十六进制）字符来设置 WEP 密钥。对于 40 位加密，十六进制 WEP 密钥必须为 10 个字符，对于 128 位加密，此密钥必须为 26 个字符。
- f. 在“确认网络密钥”框中，键入在上一步中所键入的同一 WEP 密钥。
- g. 准确记录所键入的 WEP 密钥，包括大小写字母。

 **注意** 必须准确记住大小写字母。如果在 HP Photosmart 上输入了错误的 WEP 密钥，则无线连接将会失败。


- h. 选择“这是计算机对计算机 (ad hoc) 网络；未使用无线访问点”复选框。
- i. 单击“确定”，关闭“无线网络属性”窗口，然后再次单击“确定”。
- j. 再次单击“确定”关闭“无线网络属性连接”窗口。

创建其他操作系统的网络配置文件

如果使用的是 Windows XP 以外的操作系统，则 HP 建议使用无线 LAN 卡随附的配置程序。要找到无线 LAN 卡的配置程序，请访问计算机的程序列表。

使用局域网卡配置程序，创建具有下列值的网络配置文件：

- **网络名称 (SSID):** Mynetwork（仅举例）

 **注意** 应该创建唯一的且易于记住的网络名称。请注意，网络名称是区分大小写的。因此必须记住哪个字母是大写的，哪个字母是小写的。


- **通信模式:** Ad Hoc
- **加密:** 已启用

连接到无线 ad hoc 网络

可以使用“无线设置向导”将 HP Photosmart 连接到无线 ad hoc 网络。

要连接到无线 ad hoc 网络

1. 点击显示屏上的“**设置**”。
2. 点击“**网络**”。

 **注意** 如果屏幕上没有显示您需要的菜单选项，请点击 ▲ 或 ▼ 滚动浏览所有菜单选项。

3. 点击“**无线设置向导**”。
这时将运行“**无线设置向导**”。该设置向导会搜索可用的网络，然后显示检测到的网络名称 (SSID) 列表。基础架构网络出现在列表首项，接着是可用的 ad hoc 网络。列表中首先出现的是信号最强的网络，而信号最弱的网络则最后出现。
4. 在显示屏上查找您在计算机上所创建的网络名称（例如，Mynetwork）。
5. 点击该网络名称。
找到你的网络名称并选择它，进入第六步。

如果在列表中没有看到您的网络名称

- a. 点击“**输入新的网络名称 (SSID)**”。

将出现一个软键盘。

- b. 输入 SSID。点击软键盘上相应的字母或数字。

 **注意** 所输入的内容必须包含**正确**的大小写字母。否则无线连接将失败。

- c. 当您输入完新的 SSID 之后，点击软键盘上的“**完成**”，然后点击“**确定**”。

如果 HP Photosmart 无法根据您所输入的网络名称找到网络，系统将提示您回答几个有关网络的问题，如步骤 d 和 e 中所述。在继续之前，请移动 HP Photosmart，令其更靠近计算机，然后再次运行“无线设置向导”，以确定 HP Photosmart 是否能够自动找到网络。

- d. 点击“**Ad Hoc**”。

- e. 点击“**是，我的网络使用 WEP 加密**”。将出现一个软键盘。

如果您不想使用 WEP 加密，请点击“**否，我的网络不使用加密**”。转到步骤 7。

6. 如果出现提示，请按如下方法输入 WEP 密钥。否则转到第 7 步。

- a. 点击软键盘上相应的字母或数字。

 **注意** 所输入的内容必须包含**正确**的大小写字母。否则无线连接将失败。

- b. 当您输入完 WEP 密钥之后，点击软键盘上的“**完成**”。


7. 再次点击“**确定**”以确认。

HP Photosmart 将试图连接到该 SSID。如果出现消息，提示您输入的 WEP 密钥无效，请检查为新网络记录的密钥，然后根据提示改正 WEP 密钥，然后重试。

8. HP Photosmart 成功连接至网络后，便可继续在计算机上安装软件。

安装软件进行网络连接

要在连接到网络的计算机上安装 HP Photosmart 软件，请参阅本节。安装该软件前，请确保已经将 HP Photosmart 连接到网络上。

 **注意** 如果所配置的计算机连接到了许多网络驱动器上，则请确保在安装软件之前，已将计算机连接到这些驱动器上。否则，HP Photosmart 安装软件可能尝试使用一个保留的驱动器盘符，这样，您将不能访问计算机上的该网络驱动器。


注意 根据您的操作系统、可用空间量以及计算机的处理器速度，安装时间的范围可为 20 到 45 分钟。

安装 Windows HP Photosmart 软件

1. 退出正在计算机上运行的所有应用程序，包括所有病毒检测软件。
2. 将 HP Photosmart 随附的 Windows CD 插入计算机的 CD-ROM 驱动器中，并按照屏幕说明执行操作。
3. 如果显示有关防火墙的对话框，请按照说明执行操作。如果看到防火墙弹出消息，则必须始终接受或允许弹出消息。
4. 在“连接类型”屏幕上，请选择“通过网络”，然后单击“下一步”。当安装程序搜索网络上的 HP Photosmart 时，会出现“搜索”屏幕。
5. 在“找到打印机”屏幕上，确认打印机的描述是正确的。如果在网络上找到多台打印机，则会出现“找到多台打印机”屏幕。选择您要连接的 HP Photosmart。
6. 请按照提示安装软件。
完成软件安装后，就可以使用 HP Photosmart。
7. 如果在计算机上禁用了任何病毒检测软件，请确保重新启用。
8. 要测试网络连接，请转至您的计算机，并打印 HP Photosmart 的自检报告。


连接到网络上的其他计算机

您可以在网络上共享 HP Photosmart，以便更多的计算机可以使用它。如果 HP Photosmart 已经连接到网络中的一台计算机，则您必须为其他每台计算机安装 HP Photosmart 软件。在安装过程中，该软件将在网络中为每台计算机找到 HP Photosmart。当在网络中安装了 HP Photosmart 之后，在添加其他计算机时便无需再次对其进行配置。

 **注意** 可以将 HP Photosmart 连接到无线或有线网络，但不能同时连接到这两个网络。


将 HP Photosmart 从 USB 连接更改为网络连接

如果最初安装 HP Photosmart 时使用了 USB 连接，则以后可以更改为无线或以太网网络连接。如果已经知道如何连接到网络，则可以使用下面的常规方法进行更改。

 **注意** 为了确保无线网络的最佳性能和安全性，请使用访问点（如无线路由器）来连接 HP Photosmart。

将 USB 连接更改为集成无线 WLAN 802.11 连接

1. 拔掉 HP Photosmart 背面的 USB 电缆。
2. 点击显示屏上的“设置”。
3. 点击“网络”。

 **注意** 如果屏幕上没有显示您需要的菜单选项，请点击 ▲ 或 ▼ 滚动浏览所有菜单选项。

4. 点击“无线设置向导”。
这时将运行“无线设置向导”。
5. 安装用于网络连接的软件，选择“添加设备”，然后选择“通过网络”。
6. 安装结束后，打开“控制面板”中的“打印机和传真”（或“打印机”），然后删除 USB 安装的打印机。

将 USB 连接更改为有线（以太网）连接

1. 拔掉 HP Photosmart 背面的 USB 电缆。
2. 将以太网电缆从 HP Photosmart 背面的以太网端口连接到路由器或交换机上的可用以太网端口。
3. 安装用于网络连接的软件，选择“添加设备”，然后选择“通过网络”。
4. 安装结束后，打开“控制面板”中的“打印机和传真”（或“打印机”），然后从以前的 USB 安装中删除打印机。

有关将 HP Photosmart 连接到网络的更多详细说明，请参阅：

- 位于第 8 页的“有线网络设置”
- 位于第 10 页的“集成无线 WLAN 802.11 网络设置”
- 位于第 13 页的“无线 ad hoc 网络设置”

管理网络设置

可以通过 HP Photosmart 控制面板来管理 HP Photosmart 的网络设置。可以使用嵌入式 Web 服务器进行其他高级设置，该服务器是一个可使用 HP Photosmart 的现有网络连接通过 Web 浏览器来访问的配置和状态工具。


从控制面板更改基本网络设置

通过 HP Photosmart 的控制面板可以设置和管理无线连接，并执行各种网络管理任务。其中包括查看网络设置、恢复网络默认设置、打开和关闭无线广播以及更改网络设置。

使用无线设置向导

“无线设置向导”提供了一种设置和管理 HP Photosmart 无线连接的便捷方式。

1. 点击显示屏上的“**设置**”。
2. 点击“**网络**”。


 **注意** 如果屏幕上没有显示您需要的菜单选项，请点击 ▲ 或 ▼ 滚动浏览所有菜单选项。

3. 点击“**无线设置向导**”。
- 将运行“**无线设置向导**”。

查看和打印网络设置

可以在 HP Photosmart 控制面板上显示网络设置摘要，也可以打印更详细的配置页。网络配置页列出了所有重要的网络设置，如 IP 地址、链接速度、DNS 和 mDNS。

1. 点击显示屏上的“**设置**”。
2. 点击“**网络**”。

 **注意** 如果屏幕上没有显示您需要的菜单选项，请点击 ▲ 或 ▼ 滚动浏览所有菜单选项。


3. 点击“**查看网络设置**”。
4. 执行下列操作之一：
 - 要显示有线网络设置，请点击“**显示有线网络摘要**”。
 - 要显示无线网络设置，请点击“**显示无线网络摘要**”。
 - 要打印网络配置页，请点击“**打印网络配置页**”。

恢复网络默认设置

可以重置购买 HP Photosmart 时的厂商网络设置。

△ **小心** 此操作将清除您已输入的所有无线设置信息。为了恢复该信息，需要再次运行“无线设置向导”。

1. 点击显示屏上的“**设置**”。
2. 点击“**网络**”。


 **注意** 如果屏幕上没有显示您需要的菜单选项，请点击 ▲ 或 ▼ 滚动浏览所有菜单选项。

3. 点击“**恢复网络默认设置**”。
4. 点击“**是**”或“**否**”。

打开和关闭无线广播

默认情况下，无线广播处于关闭状态。为了保持与无线网络的连接，广播必须始终保持打开状态。打开广播后，HP Photosmart 前部的蓝灯将点亮。但是，如果将 HP Photosmart 连接到有线网络，或具有 USB 连接，则不使用广播。在这种情况下，您可能希望关闭广播。

1. 点击显示屏上的“**设置**”。
2. 点击“**网络**”。


 **注意** 如果屏幕上没有显示您需要的菜单选项，请点击 ▲ 或 ▼ 滚动浏览所有菜单选项。

3. 点击“**无线广播**”。
4. 点击“**开启**”或“**关闭**”。

打印无线网络测试

无线网络测试执行一系列的诊断测试，确定网络设置是否成功。当运行无线设置向导时，无线网络测试会自动打印出来。也可随时打印无线网络测试。

1. 点击显示屏上的“**设置**”。
2. 点击“**网络**”。

 **注意** 如果屏幕上没有显示您需要的菜单选项，请点击 ▲ 或 ▼ 滚动浏览所有菜单选项。


3. 点击“**无线网络测试**”。
- 便打印出“**无线网络测试**”。

从控制面板设置更改高级网络设置

高级网络设置是为了给您提供方便而设。然而，除非您是高级用户，否则请勿更改任何设置。


更改 IP 设置

默认的 IP 设置为“**自动**”，该选项自动设定 IP 设置。但是，如果您是高级用户，则可能需要手动更改 IP 地址、子网掩码或默认网关。要查看 HP Photosmart 的 IP 地址和子网掩码，可从 HP Photosmart 打印网络配置页。

 **注意** 手动输入 IP 设置时，您必须已经连接到活动网络上，否则当您从菜单中退出后该设置将不再存在。

 **小心** 手动分配 IP 地址时要十分慎重。如果在安装过程中输入无效的 IP 地址，则无法将网络组件连接到 HP Photosmart。

1. 点击显示屏上的“**设置**”。
2. 点击“**网络**”。

 **注意** 如果屏幕上没有显示您需要的菜单选项，请点击 ▲ 或 ▼ 滚动浏览所有菜单选项。

3. 点击“**高级设置**”。
4. 点击“**IP 设置**”。
5. 点击“**手册**”。

6. 点击以下 IP 设置之一。

- “IP 地址”
- “子网掩码”
- “默认网关”

软键盘将出现在显示屏上。


7. 通过软键盘输入您的 IP 设置。

3 使用 HP Photosmart 的功能

本章包括有关如何使用 HP Photosmart 进行基本操作的信息。此外，还介绍有关如何放入纸张、查看、选择和打印照片以及更换墨盒的说明。

放入纸张

本节介绍了在 HP Photosmart 中放入不同类型的打印用纸的方法。

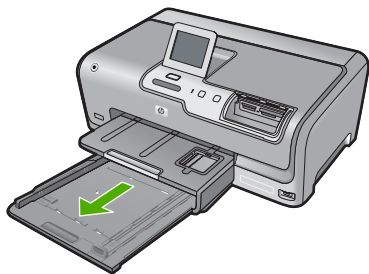
 **提示** 为了防止纸张撕裂、起皱、卷曲或弯曲，应将所有纸张平放在密封袋中保存。如果纸张存放不当，剧烈的温度和湿度变化可能会导致纸张卷曲，从而无法在 HP Photosmart 上正常使用。

放入标准纸

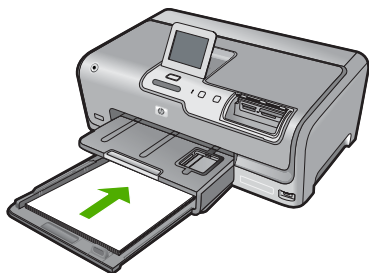
可以在 HP Photosmart 的主进纸盒中放入多种类型的 Letter 或 A4 纸。

放入全尺寸的纸张

1. 拉出主进纸盒，然后将纸张宽度和纸张长度导板滑到最外侧。



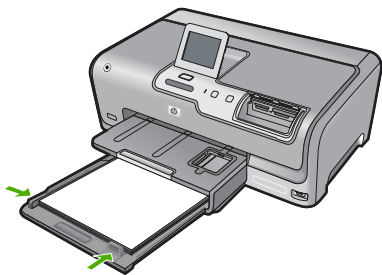
2. 将一摞纸在平面上墩齐，然后检查以下事项：
 - 确保纸张无裂缝、无尘、无褶皱、无卷曲或折边。
 - 确保这摞纸中所有纸张的尺寸和类型都相同。
3. 将这摞纸短边朝前、打印面朝下放到主进纸盒中。将纸张向前推，直到不能移动时为止。



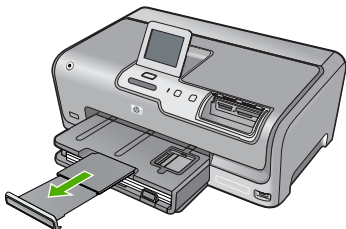
△ **小心** 确保将纸张放入主进纸盒中时 HP Photosmart 处于没有工作的闲置状态。如果 HP Photosmart 正在处理墨盒或忙于其他任务，纸张会在还没有准备就绪的设备内部停止。可以将纸张尽量往前推，使得 HP Photosmart 退出白纸。

💡 **提示** 如果用的是信头纸，请先插入纸张顶端并将打印面朝下。有关放入全尺寸的纸张和信头纸的详细帮助，请参阅主进纸盒底座上的图示。

4. 向内滑动纸张宽度和纸张长度导板，直到它们停靠在纸张边缘处。不要在主进纸盒中放入过多的信封；确保纸可以装在主进纸盒中，并且高度不超过纸张宽度导板的顶部。



5. 将主进纸盒推回到 HP Photosmart 中。
6. 将出纸盒延长板完全拉出。



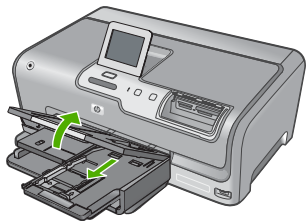
📄 **注意** 在使用 legal 大小的纸张时，请关闭纸盒延长板。

放入 10 x 15 厘米 (4 x 6 英寸) 照片纸

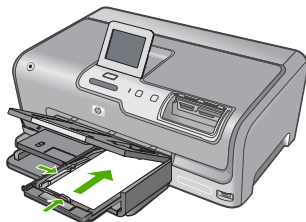
可以将尺寸最大为 10 x 15 厘米 的照片纸放入 HP Photosmart 的照片纸盒中。为了获得最佳效果，请使用 10 x 15 厘米 HP 超高级照片纸或 HP 高级照片纸。

在照片纸盒中放入 10 x 15 厘米照片纸

1. 抬起出纸盒，然后拉出照片纸盒。



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. 将纸张长度导板和纸张宽度导板朝着照片纸垛的方向向内滑动，直到无法滑动为止。
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板顶部。



4. 推入照片纸盒，并放下出纸盒。

避免卡纸

遵循以下操作规范可避免卡纸。

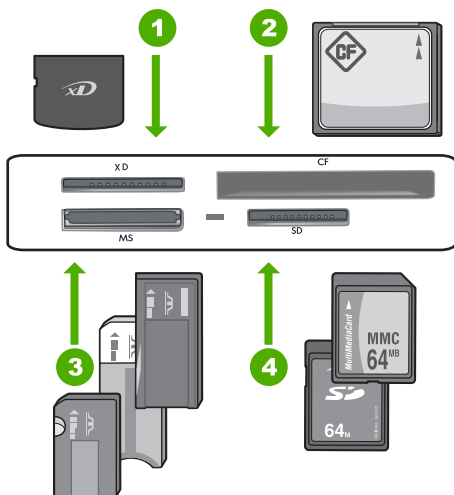
- 请经常从出纸盒中取出已打印好的纸张。
- 将所有未使用的纸张平放在密封袋中保存，以防纸张卷曲或起皱。
- 确保纸张平放在进纸盒中，并且边缘没有弯曲或撕裂。
- 不要在进纸盒中混用不同类型和尺寸的纸张；进纸盒中所有纸张尺寸和类型都必须完全相同。
- 调整进纸盒中的纸张宽度导板，使其紧贴所有纸张。确保纸张宽度导板没有将进纸盒中的纸压弯。
- 不要将纸强行推入进纸盒。
- 使用用于 HP Photosmart 的推荐纸张类型。

查看、选择和打印照片

可在打印存储卡或存储设备上的照片之前或在打印照片时，查看和选择这些照片。

查看、选择和打印照片

1. 将存储卡插入 HP Photosmart 的相应插槽中，或将存储设备连接到正面 USB 端口。



1	xD-Picture 卡
2	CompactFlash (CF) I 型和 II 型
3	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）
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


将出现“**Photosmart Express**”菜单，且显示屏上显示最新照片。

2. 将最大尺寸为 10 x 15 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。
3. 点击“**查看**”。
将显示“**查看照片**”屏幕。
4. 点击 ◀ 或 ▶ 滚动浏览照片缩略图。
5. 当出现您要查看的照片缩略图时，请点击它。
6. 当显示屏上单独显示该照片时，请再次点击该图像。
将显示“**照片选项**”屏幕。
7. 点击“**打印预览**”。
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，请点击“**添加更多**”并重复步骤 4 - 6。

8. (可选) 如果您要检查和 / 或修改任何打印设置, 请点击“**设置**”。
9. 要打印照片, 请点击“**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。

检查预计的墨水量

可以轻松地查看墨水量, 以确定多长时间后需要更换墨盒。墨水量显示了墨盒中大概剩余的墨水量。

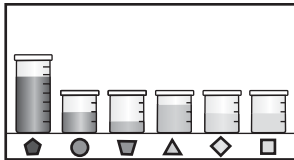
 **注意** HP Photosmart 只能检测原厂 HP 墨水的墨水量。重新灌注或已经在其他设备中使用过的墨盒的墨水量可能无法准确判断。

注意 在打印过程中可使用很多方法来使用墨盒中的墨水, 例如在初始化过程中, 准备设备和墨盒进行打印, 以及在打印头维护过程中, 可使打印喷嘴保持清洁, 使墨水畅通。此外, 在使用了墨水后, 墨盒中会有一些残留的墨水。有关更多信息, 请参阅 www.hp.com/go/inkusage。

从控制面板检查墨水量


1. 点击显示屏上的“**设置**”。
2. 点击“**工具**”。
3. 点击“**显示墨水量**”。

HP Photosmart 将显示一个计量图, 说明所有已装入墨盒的估计墨水量。



更换墨盒

当需要更换墨盒时, 请根据这些说明操作。

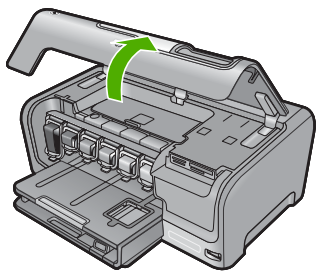
 **注意** 如果第一次为 HP Photosmart 装墨盒, 请一定要使用随设备附送的墨盒。这些墨盒中的墨水是特殊配制的, 要在首次安装时与打印头装置中的墨水混合。

如果您还没有 HP Photosmart 的更换墨盒, 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。

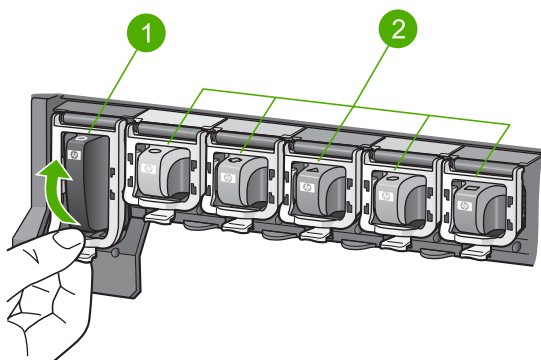
有关详细信息, 请参阅 www.hp.com/buy/supplies。

更换墨盒

1. 确保 HP Photosmart 已经打开。
2. 从设备正前方抬起并打开墨盒盖, 直到盒盖锁定到位。

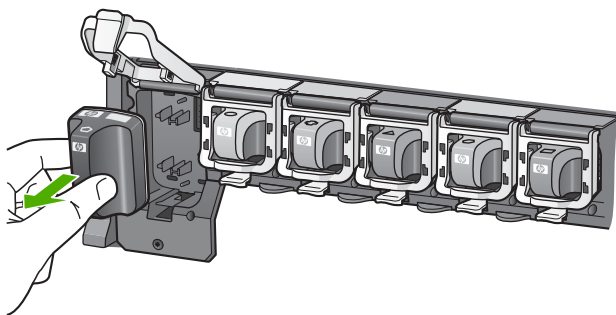


3. 挤压要更换的墨盒下方的插销底部，然后抬起插销。
 如果要更换黑色墨盒，则抬起最左侧的卡销。
 如果要更换五个彩色墨盒中的一个，如黄色、浅青色（蓝色）、青色、浅洋红（粉色）或洋红，请提起中间区域内对应的卡销。

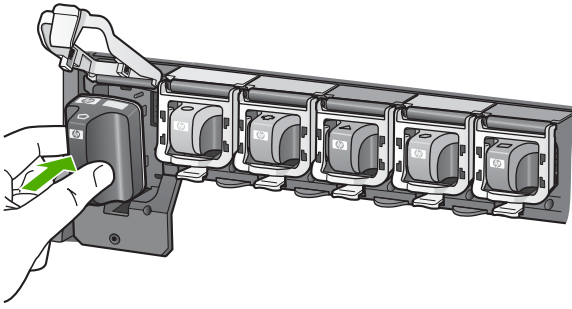


- | | |
|---|-------------|
| 1 | 对应黑色墨盒的墨盒卡销 |
| 2 | 对应彩色墨盒的墨盒卡销 |

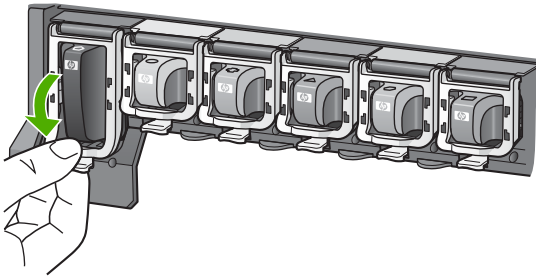
4. 将墨盒朝外拉，使其脱离墨盒槽以将其卸下。



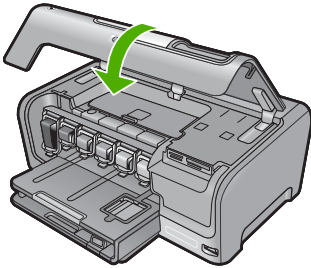
5. 从包装中取出新墨盒，使用手柄将墨盒推入空的墨盒槽中。
 将墨盒的颜色和样式与墨盒托架上的颜色和样式相匹配。



6. 合上插销，确保其牢固地卡住。



7. 对于每个要更换的墨盒，重复步骤 3 到 6。
8. 关闭墨盒盖。



4 疑难排解和支持

本章包含 HP Photosmart 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。如果在为计算机安装 HP Photosmart 软件前已用 USB 电缆将 HP Photosmart 连接到计算机，则会引起许多问题。如果在软件安装屏幕提示连接前已经将 HP Photosmart 连接到计算机上，则必须执行下列操作：

排除常见安装问题

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 Photosmart，等待一分钟后再将其打开。
5. 重新安装 HP Photosmart 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 Photosmart 应用程序文件。一定要使用安装 HP Photosmart 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”（或仅单击“控制面板”）。
2. 双击“添加 / 删除程序”（或单击“卸载程序”）。
3. 选择“HP Photosmart All-in-One 驱动程序软件”，然后单击“更改 / 删除”。按照屏幕上的说明执行操作。
4. 断开 HP Photosmart 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 Photosmart 的连接。重新安装完软件后，才能将 HP Photosmart 连接到计算机上。

6. 将 HP Photosmart 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 Photosmart 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

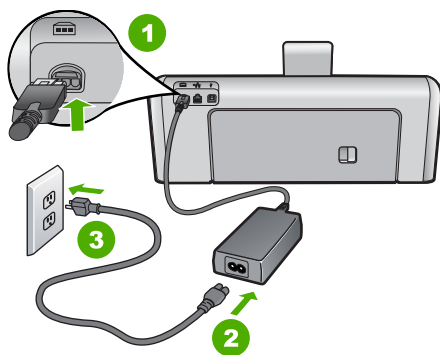
使用本节来解决在安装 HP Photosmart 的硬件时可能会出现的问题。

HP Photosmart 无法启动

原因： HP Photosmart 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 Photosmart 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 Photosmart 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 Photosmart 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 Photosmart 可能会没有响应。按下“开 / 关机”按钮一次。开启 HP Photosmart 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。

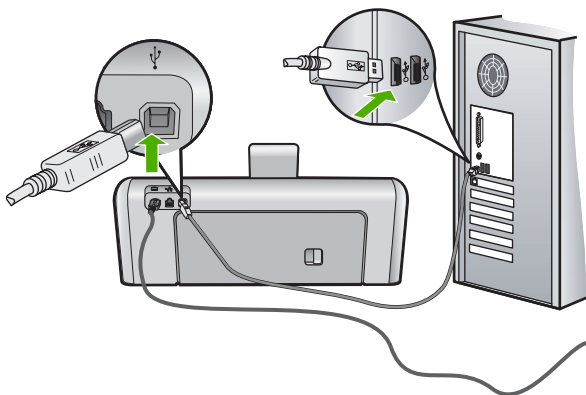
△ **小心** 如果仍然无法打开 HP Photosmart，可能是因为出现机械故障。请从电源插座中拔出 HP Photosmart 电源线并联系 HP：www.hp.com/support。如出现提示，请选择您所在国家 / 地区，然后单击“联系 HP”，以了解如何致电技术支持。

连接了 USB 电缆，但是无法从计算机使用 HP Photosmart

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 Photosmart 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 Photosmart 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 Photosmart 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 Photosmart 随附的《安装手册》。

HP Photosmart 不打印

原因： HP Photosmart 和计算机不能互相通信。

解决方法： 检查 HP Photosmart 和计算机之间的连接。

原因： 其中一个或多个墨盒可能有问题。

解决方法： 检查墨盒安装是否正确以及其中是否有墨水。

原因： HP Photosmart 可能未开启。

解决方法： 查看 HP Photosmart 上的显示屏。如果显示屏上没有显示，并且“开 / 关机”按钮不亮，则说明 HP Photosmart 还没有启动。请确保电源线已牢固地连接到 HP Photosmart 上并且已插入电源插座中。按“开 / 关机”按钮启动 HP Photosmart。

原因： HP Photosmart 可能缺纸。

解决方法： 在进纸盒中放入纸张。

网络疑难排解

本节介绍了设置网络时可能遇到的问题。

有线网络设置疑难排解

本节介绍了设置有线网络时可能遇到的问题。

计算机没有检测到 HP Photosmart

原因： 电缆连接不正确。

解决方法： 检查下面的电缆，确保其连接正确。

- HP Photosmart 和集线器或路由器之间的电缆
- 集线器或路由器和计算机之间的电缆
- 从调制解调器引入或引出的电缆或 HP Photosmart Internet 连接（如果有）

原因： 计算机的局域网卡（LAN 卡）安装不正确。

解决方法： 确保局域网卡（LAN 卡）安装正确。

检查局域网卡（Windows 2000 和 XP）

1. 右键单击“我的电脑”。
2. 在“系统特性”对话框中，单击“硬件”选项卡。
3. 单击“设备管理器”。
4. 确保在“网卡”下面列出了您的网卡。
5. 参阅随网卡提供的文档。

检查局域网卡 (Windows Vista)

1. 在 Windows 任务栏中，依次单击“开始”、“计算机”和“属性”。
2. 单击“设备管理器”。
3. 确保在“网卡”下面列出了您的网卡。
4. 参阅随网卡提供的文档。

原因： 连接不上网络。

解决方法： 检查是否能正常连接网络。

查看是否能正常连接网络

- ▲ 检查 HP Photosmart 后面的 RJ-45 以太网插孔顶部和底部的两个以太网指示灯。灯指示如下信息：
 - a. 顶部灯：如果灯是墨绿色，则表示设备已经正确连接到网络上，并且已建立了通信。如果顶部灯不亮，则表示没有网络连接。
 - b. 底部灯：当设备通过网络发送或接收数据时，黄色灯会闪烁。

建立一个活动的网络连接

1. 检查 HP Photosmart 和网关、路由器或集线器之间的电缆连接，确保连接正常。
2. 如果连接安全，请按下面控制面板上的“开 / 关机”按钮将 HP Photosmart 关闭。然后关闭路由器或集线器的电源。接下来先打开路由器或集线器，然后按下“开 / 关机”按钮将 HP Photosmart 打开。

原因： 您以前能将 HP Photosmart 连接到网络，但现在不能连接。

解决方法： 关闭 HP Photosmart、计算机和路由器。等待 30 秒。首先启动路由器，然后开启 HP Photosmart 和计算机。

原因： HP Photosmart 和计算机未连接到同一网络。

解决方法： 尝试通过 HP Photosmart 访问嵌入式 Web 服务。要确定 IP 地址，请打印网络配置页。

安装过程中出现“未找到打印机”屏幕

原因： HP Photosmart 没有开机。

解决方法： 启动 HP Photosmart。

原因： 连接不上网络。

解决方法： 确保能正常连接网络。

确保能正常连接网络

1. 如果连接正常，请关闭 HP Photosmart，然后再打开。按控制面板上的“开/关机”按钮关闭 HP Photosmart，然后再按该按钮，重新启动设备。另外，请关闭路由器或集线器的电源，然后再打开。
2. 检查 HP Photosmart 和网关、路由器或集线器之间的电缆连接，确保连接正常。
3. 确保 HP Photosmart 通过 CAT-5 以太网电缆连接到网络上。

原因： 电缆连接不正确。

解决方法： 检查下面的电缆，确保其连接正确：

- HP Photosmart 和集线器或路由器之间的电缆
- 集线器或路由器和计算机之间的电缆
- 从调制解调器引入或引出的电缆或 HP Photosmart Internet 连接（如果有）

原因： 防火墙、防病毒软件或反间谍应用程序正在阻止 HP Photosmart 访问计算机。


解决方法： 卸载 HP Photosmart 软件，然后重新启动计算机。临时禁用防病毒软件或反间谍应用程序，然后重新安装 HP Photosmart 软件。可以在安装完成后重新启用防病毒软件或反间谍应用程序。如果看到防火墙弹出消息，则必须始终接受或允许弹出消息。

如果仍显示该画面，请尝试卸载 HP Photosmart 软件，重新启动计算机，并在临时禁用防火墙后重新安装 HP Photosmart 软件。安装完成后，可重新启用防火墙应用程序。如果仍看到防火墙弹出消息，则必须始终接受或允许弹出消息。

详细信息，请参见防火墙软件随附的文档。


原因： 虚拟专用网络 (VPN) 正在阻止 HP Photosmart 访问计算机。

解决方法： 尝试在继续安装前临时禁用 VPN。

 **注意** 在 VPN 会话期间 HP Photosmart 不可访问。但是，打印作业保存在打印队列中。退出 VPN 会话时，打印队列中的打印作业将被打印。

无线设置疑难排解

本节介绍了设置网络时可能遇到的问题。检查设备显示屏查看特定的错误消息。

 **注意** HP 提供有能自动帮您找到无线安全设置的在线工具。请访问：www.hp.com/go/networksetup。

在无线网络设置过程中未显示 SSID（网络名称）

原因： 您的无线路由器没在广播其网络名称 (SSID)，因为“广播 SSID”选项为关闭状态。

解决方法： 访问路由器的嵌入式 Web 服务器并启用“广播 SSID”选项。有关如何访问嵌入式 Web 服务器和检查“广播 SSID”设置的信息，请参阅无线路由器随附的使用手册。

详细信息，请参阅：

位于第 11 页的“[连接到集成无线 WLAN 802.11 网络](#)”

原因： 无线路由器（基础架构）或计算机 (ad hoc) 离 HP Photosmart 太远或受到干扰。

解决方法： 为了确保 HP Photosmart 和无线路由器（基础架构）或计算机 (ad hoc) 之间的信号质量，您可能需要做一些试验。假设设备能够正常工作，请尝试执行下列一项或多项工作：

- 如果计算机或无线路由器与 HP Photosmart 的间距过远，请缩小两者间的距离。
- 如果 HP Photosmart 和计算机或无线路由器之间的传送通道上有金属物体（如金属书柜或冰箱），请移开这些物体。
- 如果附近有无线电话、微波炉或其他发射广播信号的设备以 2.4 GHz 的速度进行传输，则请将其移到远处，以减少广播干扰。
- 如果计算机或无线路由器靠近外部墙壁，则将其移开，远离墙壁。

原因： 当您在无线网络中安装 HP Photosmart 时，您的网络名称位于显示的 SSID 列表底部。

解决方法： 点击 ▼ 滚动至列表底部。首先列出的是基础架构项，最后列出的是 ad hoc 项。

弱信号

原因： HP Photosmart 离无线路由器太远或受到干扰。

解决方法： 为了确保 HP Photosmart 和无线路由器之间的信号质量，您可能需要做一些试验。假设设备能够正常工作，请尝试执行下列一项或多项工作：

- 如果计算机或无线路由器与 HP Photosmart 的间距过远，请缩小两者间的距离。
 - 如果 HP Photosmart 和计算机或无线路由器之间的传送通道上有金属物体（如金属书柜或冰箱），请移开这些物体。
 - 如果附近有无线电话、微波炉或其他发射广播信号的设备以 2.4 GHz 的速度进行传输，则请将其移到远处，以减少广播干扰。
 - 如果计算机或无线路由器靠近外部墙壁，则将其移开，远离墙壁。
-

在设置过程中无法连接到网络

原因： 设备电源没有打开。

解决方法： 打开已联网的设备，如基础架构网络无线路由器或 ad hoc 网络计算机。有关如何开启无线路由器的详细信息，请参阅无线路由器附带的文档。

原因： HP Photosmart 未接收信号。

解决方法： 移动无线路由器和 HP Photosmart，使它们离得更近一些。然后再次运行无线设置。

详细信息，请参阅：

[位于第 10 页的“集成无线 WLAN 802.11 网络设置”](#)

原因： 如果是手动输入的网络名称 (SSID)，则可能未正确输入。

解决方法： 再次运行无线设置过程并仔细输入网络名称 (SSID)。请注意，SSID 是区分大小写的。

详细信息，请参阅：

[位于第 11 页的“连接到集成无线 WLAN 802.11 网络”](#)

原因： 您的无线路由器中可能已启用了 MAC 地址过滤设置。

解决方法：禁用无线路由器中的 MAC 地址过滤功能，直到 HP Photosmart 成功连接到网络。如果在无线路由器中重新启用 MAC 地址过滤，请确保 HP Photosmart 的 MAC 地址出现在可接受 MAC 地址列表中。

无线设置过程中 WEP 密钥无效

原因：如果您正在使用 WEP 安全性，则在无线设置过程中您可能没有正确输入 WEP 密钥。

解决方法：在无线设置过程中，您可能没有正确输入 WEP 密钥。某些无线路由器提供最多四个 WEP 密钥。HP Photosmart 使用第一个 WEP 密钥（由无线路由器选择作为默认 WEP 密钥）。再次运行无线设置过程，务必使用由无线路由器提供的第一个 WEP 密钥。完全按照在无线路由器设置中的显示输入 WEP 密钥。该 WEP 密钥区分大小写。

如果您不知道 WEP 密钥，请参阅无线路由器附带的文档，以了解有关如何访问路由器嵌入式 Web 服务器的信息。您可以通过使用无线网络中的计算机登录到路由器嵌入式 Web 服务器的方式来确定 WEP 密钥。

无线设置过程中密钥无效

原因：在无线设置过程中，您没有正确输入 WPA 密钥。

解决方法：再次运行无线设置过程并输入正确的密钥。该密钥区分大小写。

安装过程中出现“未找到打印机”画面

原因：防火墙、防病毒软件或反间谍应用程序正在阻止 HP Photosmart 访问计算机。


解决方法：卸载 HP Photosmart 软件，然后重新启动计算机。临时禁用防病毒软件或反间谍应用程序，然后重新安装 HP Photosmart 软件。可以在安装完成后重新启用防病毒软件或反间谍应用程序。如果看到防火墙弹出消息，则必须始终接受或允许弹出消息。

如果仍显示该画面，请尝试卸载 HP Photosmart 软件，重新启动计算机，并在临时禁用防火墙后重新安装 HP Photosmart 软件。安装完成后，可重新启用防火墙应用程序。如果仍看到防火墙弹出消息，则必须始终接受或允许弹出消息。

详细信息，请参见防火墙软件随附的文档。

原因：虚拟专用网络 (VPN) 正在阻止 HP Photosmart 访问计算机。

解决方法：在继续安装前临时禁用 VPN。

 **注意** HP Photosmart 功能在 VPN 会话期间将受到限制。

原因：HP Photosmart 没有开启。

解决方法：开启 HP Photosmart。

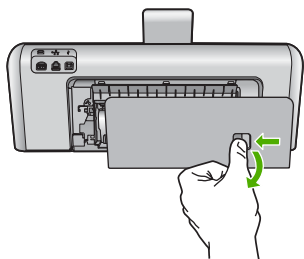
清除卡纸

如果 HP Photosmart 卡纸，请首先检查后盖。如果后面的滚筒没有卡纸，请检查顶盖。

从后盖清除卡纸

1. 关闭 HP Photosmart。
2. 按后盖上的插销以打开检修门。从 HP Photosmart 上向外拉，卸下检修门。

- △ 小心 试图从 HP Photosmart 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。



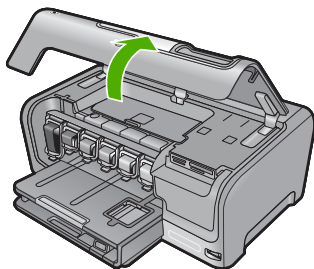
3. 慢慢地将纸从滚筒里拉出来。

△ 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 Photosmart 中取出所有纸片，则会发生更多的卡纸情况。

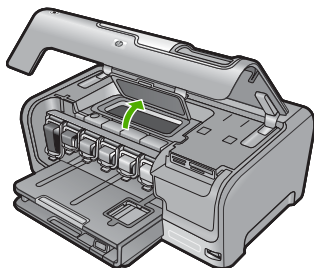
4. 重新装上后盖。慢慢地向前推检修门，直到其卡在相应位置。
5. 打开 HP Photosmart，然后点击“确定”继续当前的作业。

从顶盖清除卡纸

1. 关闭 HP Photosmart。
2. 打开墨盒门。



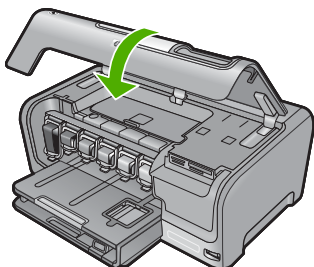
3. 抬起位于墨盒和打印头组件后方的顶盖。



- 轻轻将纸从滚筒里拉出。

△ **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 Photosmart 中取出所有纸片，则会发生更多的卡纸情况。

- 合上顶盖。
- 关闭墨盒门。



- 启动 HP Photosmart，然后点击“**确定**”继续当前作业。

有关墨盒和打印头的信息

下面的提示可以帮助您维护 HP 墨盒，确保稳定的打印质量。

- 在安装截止日期当天或之前安装墨盒。此日期印刷在墨盒包装上。
- 将所有墨盒保存在原包装中，直到需要时再拿出来使用。
- 按下设备上的“**开 / 关机**”按钮关闭 HP Photosmart。不要通过关闭电源板或拔掉 HP Photosmart 的电源线来关闭设备。如果关闭 HP Photosmart 时操作不当，则打印头不会返回到正确位置。
- 将墨盒保存在室内温度为 15.6° - 26.6° C 或 60° - 78° F 的房间内。
- HP 建议在有可供安装的更换墨盒之前，请勿将墨盒从 HP Photosmart 中取出来。在搬运 HP Photosmart 时，请确保通过按下“**开 / 关机**”按钮关闭设备来正确切断电源。还要确保没有卸下墨盒。执行这些操作可阻止打印头泄漏墨水。
- 当发现打印质量明显下降时，请清洁打印头（通过“打印机工具箱”软件维护）。
- 不要进行不必要的打印头清洁。这会浪费墨水并且缩短墨盒的使用寿命。
- 小心处理墨盒。安装期间，投掷、震动或草率处理墨盒可能会导致出现暂时打印问题。

支持程序

如果遇到问题，请执行以下步骤：

- 查阅 HP Photosmart 随附的文档。
- 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 Photosmart 提供软件和驱动程序更新
 - 为常见问题提供有价值的 HP Photosmart 和故障排除信息
 - 注册 HP Photosmart 后可以获取主动设备更新、支持提醒以及 HP 新闻简报
- 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。

5 技术信息

本节提供了有关 HP Photosmart 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 100 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：17.2 厘米
- 宽度：46 厘米
- 厚度：38.7 厘米
- 重量：7.8 千克（装有耗材）

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 ~ 1300 mA 50 - 60 Hz
- 输出电压：DC +32 V ===1560 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：- 20 至 60 摄氏度（- 4 至 140 华氏度）
- 在电磁场强的区域，HP Photosmart 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-0711。不要将此标准型号与产品的市场名称（如 HP Photosmart D7400 series 等）或产品编号（如 CC247A 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，或被篡改的 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

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- 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 D7400 series

Basics Guide

English




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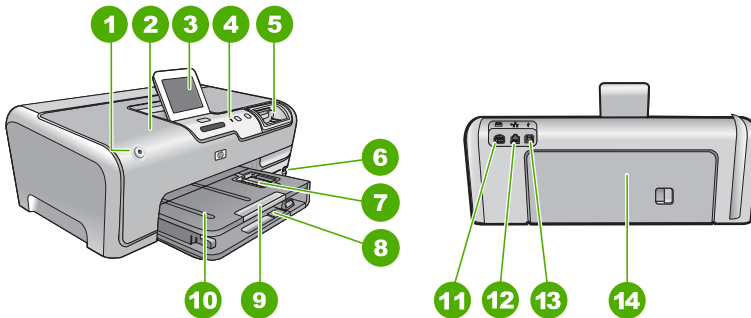
1 HP Photosmart overview

Use the HP Photosmart to quickly and easily accomplish tasks such as printing photos from a memory card or storage device. You can access many HP Photosmart 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 Photosmart.

The HP Photosmart at a glance



Label	Description
1	On button
2	Ink cartridge door
3	Color graphics display (also referred to as the display)
4	Control panel
5	Memory card slots and Photo light
6	Front USB port
7	Photo tray
8	Main input tray (also referred to as the input tray)
9	Paper tray extender (also referred to as the tray extender)
10	Output tray
11	Power connection*
12	Ethernet port

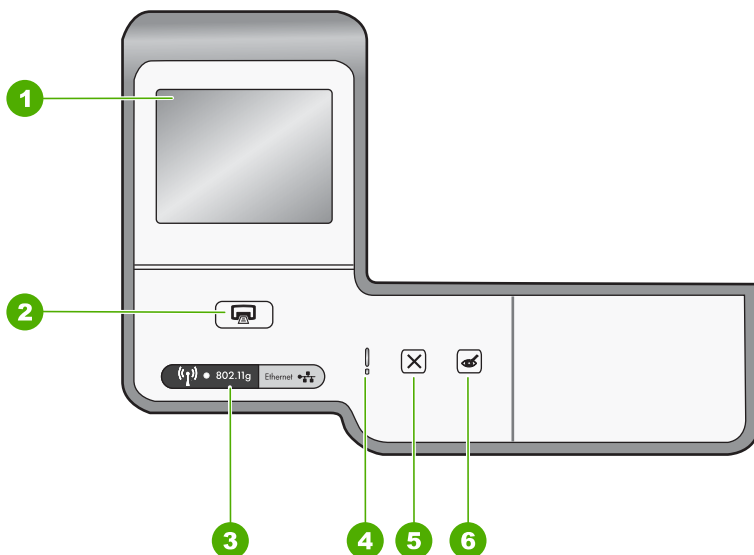
(continued)

Label	Description
13	Rear USB port
14	Rear door

* 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 Photosmart control panel features.



Label	Name and Description
1	Display: View menus, photos, and messages. The touch screen display can be adjusted to different positions. This enables the user to change the display angle to accommodate various device placements and lighting conditions.
2	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 or storage device.
3	Wireless light: Indicates that the 802.11 b and g wireless radio is turned on.
4	Attention light: Indicates that a problem occurred. See the display for more information.
5	Cancel: Stops the current operation, exits a menu, or exits settings.
6	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 Photosmart automatically corrects red eye coloring in the photo currently shown on the display.

Find more information


A variety of resources, both printed and onscreen, provide information about setting up and using the HP Photosmart.

- **Setup Guide**
The Setup Guide provides instructions for setting up the HP Photosmart 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 27 in this guide.
- **Onscreen Help**
The onscreen Help provides detailed instructions on features of the HP Photosmart that are not described in this Basics Guide, including features that are only available using the software you installed with the HP Photosmart.
- 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.

2 Network setup

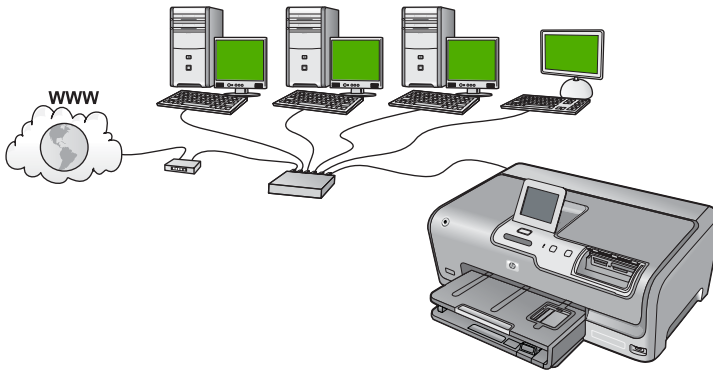
This section describes how to connect the HP Photosmart to a network and how to view and manage network settings.

If you want to:	See this section:
Connect to a wired (Ethernet) network.	“Wired network setup” on page 6
Connect to a wireless network with a wireless router (infrastructure).	“Integrated wireless WLAN 802.11 network setup” on page 9
Connect directly to a wireless-capable computer without a wireless router (ad hoc).	“Wireless ad hoc network setup” on page 12
Install the HP Photosmart software for use in a networked environment.	“Install the software for a network connection” on page 15
Add connections to more computers on the network.	“Connect to additional computers on a network” on page 16
Change the HP Photosmart from a USB connection to a network connection. NOTE: Use the instructions in this section if you first installed the HP Photosmart with a USB connection, and you now want to change to either a wireless or Ethernet network connection.	“Change the HP Photosmart from a USB connection to a network connection” on page 16
View or change the network settings.	“Manage your network settings” on page 17
Find troubleshooting information.	“Network troubleshooting” on page 29

 **NOTE:** You can connect the HP Photosmart to either a wireless or wired network, but not both at the same time.

Wired network setup

This section describes how to connect the HP Photosmart to a router, switch, or hub using an Ethernet cable and how to install the HP Photosmart software for a network connection. This is known as a wired or Ethernet network.

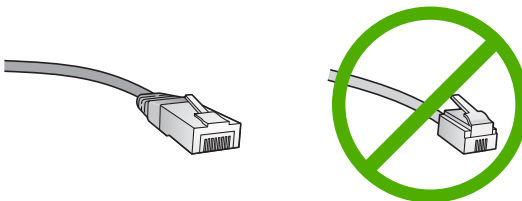


To set up the HP Photosmart on a wired network, you need to do the following:	See this section:
First, collect all of the required materials.	"What you need for a wired network" on page 7
Next, connect to a wired network.	"Connect the HP Photosmart to the network" on page 8
Finally, install the software.	"Install the software for a network connection" on page 15

What you need for a wired network

Before you connect the HP Photosmart to a network, make sure you have all of the required materials.


- A functional Ethernet network that includes a router, switch, or hub with an Ethernet port.
- CAT-5 Ethernet cable.



Although standard Ethernet cables look similar to standard telephone cables, they are not interchangeable. There is a different number of wires in each one, and each has a different connector. An Ethernet cable connector (also called an RJ-45

connector) is wider and thicker and always has 8 contacts on the end. A phone connector has between 2 and 6 contacts.

- ❑ A desktop computer or laptop with an Ethernet connection.

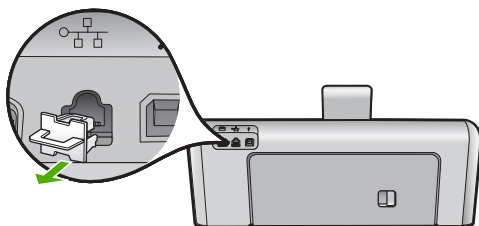
 **NOTE:** The HP Photosmart supports both 10 Mbps and 100 Mbps Ethernet networks. If you are purchasing, or have purchased, a network interface card (NIC), make sure it can operate at either speed.

Connect the HP Photosmart to the network

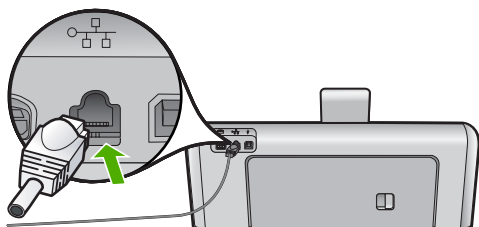
To connect the HP Photosmart to the network, use the Ethernet port on the back of the device.

To connect the HP Photosmart to the network

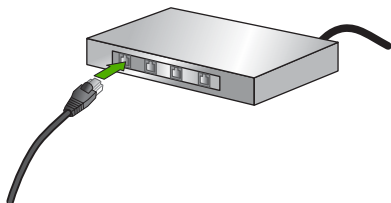
1. Remove the yellow plug from the back of the HP Photosmart.



2. Connect the Ethernet cable to the Ethernet port on the back of the HP Photosmart.



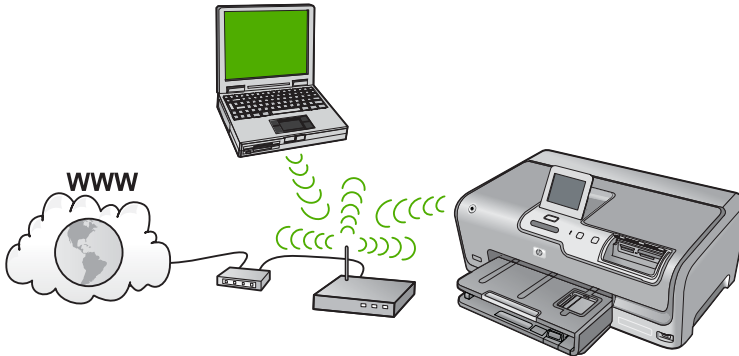
3. Connect the other end of the Ethernet cable to an available port on your Ethernet router, switch, or wireless router.



4. Once you have connected the HP Photosmart to the network, install the software as described in ["Install the software for a network connection"](#) on page 15.

Integrated wireless WLAN 802.11 network setup

For optimal performance and security in your wireless network, HP recommends you use a wireless router or access point (802.11) to connect the HP Photosmart and the other network elements. When network elements are connected through a wireless router or access point, this is called an **infrastructure** network.



The advantages of a wireless infrastructure network as compared to an ad hoc network include:

- Advanced network security
- Enhanced reliability
- Network flexibility
- Better performance, especially with 802.11 g mode
- Shared Broadband Internet access

To set up the HP Photosmart on an integrated wireless WLAN 802.11 network, you need to do the following:	See this section:
First, collect all of the required materials.	"What you need for an integrated wireless WLAN 802.11 network" on page 9
Next, connect the HP Photosmart to the wireless router, and run the Wireless Setup Wizard.	"Connect to an integrated wireless WLAN 802.11 network" on page 10
Finally, install the software.	"Install the software for a network connection" on page 15

What you need for an integrated wireless WLAN 802.11 network

To connect the HP Photosmart to an integrated wireless WLAN 802.11 network, you will need the following:

- A wireless 802.11 network that includes a wireless router or access point.
- A desktop computer or laptop with either wireless networking support, or a network interface card (NIC). The computer must be connected to the wireless network that you intend to install the HP Photosmart on.

- ❑ If you connect the HP Photosmart on a wireless network that has Internet access, HP recommends that you use a wireless router (access point or base station) that uses Dynamic Host Configuration Protocol (DHCP).
- ❑ Network name (SSID).
- ❑ WEP key or WPA Passphrase (if needed).

Connect to an integrated wireless WLAN 802.11 network

The Wireless Setup Wizard provides an easy way to connect the HP Photosmart to your network. You can also use SecureEasySetup, if your wireless router or access point supports this feature. See the documentation that came with your wireless router or access point to find out if it supports using EasySetup and for additional setup instructions.

⚠ CAUTION: To prevent other users from accessing your wireless network, HP strongly recommends using a password or passphrase (WPA or WEP security) and a unique network name (SSID) for your wireless router. Your wireless router might have been shipped with a default network name, which is typically the manufacturer name. If you use the default network name, your network can be easily accessed by other users using the same default network name (SSID). It also means that the HP Photosmart might accidentally connect to a different wireless network in your area which uses the same network name. If this happens you will not be able to access the HP Photosmart. For more information on how to change the network name, see the documentation that came with your wireless router.

📖 NOTE: Before connecting to a wireless infrastructure network, ensure that the ethernet cable is not connected to the HP Photosmart.

To connect the HP Photosmart with the Wireless Setup Wizard

1. Write down the following information about your wireless router or access point:
 - Network Name (also called SSID)
 - WEP Key, WPA Passphrase (if needed)

If you do not know where to find this information, see the documentation that came with your wireless router or access point. You might be able to find the network name (SSID) and the WEP key or WPA passphrase on the Embedded Web Server for the wireless router.

📖 NOTE: HP provides an online tool that might be able to find your wireless security settings automatically. Go to: www.hp.com/go/networksetup.

2. Touch **Setup** on the display.
3. Touch **Network**.


📖 NOTE: If the menu option you want is not visible on the screen, touch ▲ or ▼ to scroll through all the menu options.

4. Touch **Wireless Setup Wizard**.
This runs the **Wireless Setup Wizard**.


5. Touch the name of the network you wrote down in step 1.

If you do not see your network name in the list

- a. Touch **Enter a New Network Name (SSID)**.
The visual keyboard appears.
- b. Enter the network name (SSID). Touch the appropriate letters or numbers on the visual keyboard.

 **NOTE:** You must enter the **exact** uppercase (capital) and lowercase (small) letters. Otherwise, the wireless connection will fail.


- c. When you have finished entering the new network name, touch **Done**, and then touch **OK**.
If the HP Photosmart is unable to discover the network based on the network name you entered, you will be prompted to answer additional questions about your network, as described in steps d and e. Before continuing, move the HP Photosmart closer to the computer and run the Wireless Setup Wizard again to see if the HP Photosmart can discover your network automatically.
 - d. Touch **Infrastructure**.
 - e. Touch **WEP encryption** or **WPA encryption**.
If you do **not** want to use WEP encryption, touch **No, my network does not use encryption**. Go to step 7.
6. If prompted, enter your WPA or WEP key as follows:
 - a. Touch the appropriate letters or numbers on the visual keyboard.

 **NOTE:** You must enter the **exact** uppercase (capital) and lowercase (small) letters. Otherwise, the wireless connection will fail.

- b. When you are finished entering the WPA or WEP key, touch **Done**.
 - c. Touch **OK** to confirm.
The HP Photosmart will attempt to connect to the network. If a message says you entered an invalid WPA or WEP key, check the key you wrote down for your new network, follow the prompts to correct the key, and then try again.
7. When the HP Photosmart connects successfully to the network, install the software on each computer that will use the device over the network.


To connect the HP Photosmart with SecureEasySetup

1. Activate SecureEasySetup on your wireless router or access point.
2. Touch **Setup** on the display.
3. Touch **Network**.

 **NOTE:** If the menu option you want is not visible on the screen, touch ▲ or ▼ to scroll through all the menu options.

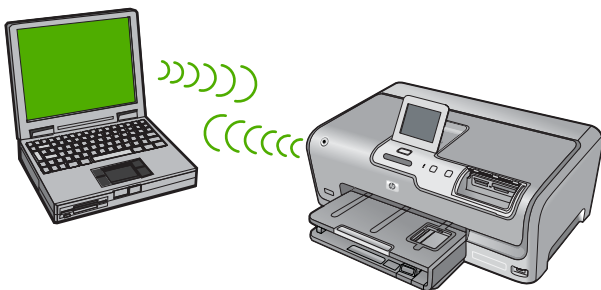
4. Touch **Wireless Setup Wizard**.


5. Follow the onscreen prompts on the display to complete the connection.
6. When the HP Photosmart connects successfully to the network, go to your computer to install the software on each computer that will use the network.

 **NOTE:** If the connection fails, the wireless router or access point might have timed out after you activated SecureEasySetup. Repeat the above task, ensuring that you complete the steps on the control panel of the HP Photosmart immediately after pressing the button on the wireless router or access point.

Wireless ad hoc network setup

Use this section if you want to connect the HP Photosmart to a wireless-capable computer without using a wireless router or access point.



 **NOTE:** An ad hoc connection is available if you do not have a wireless router or access point. However, it provides little flexibility, a low level of network security, and slower network performance than with a wireless router or access point.

In order to connect the HP Photosmart to your computer (ad hoc), you need to create an ad hoc network profile on your computer. This includes choosing a network name (SSID) and WEP security (optional but recommended) for your ad hoc network.

To set up the HP Photosmart on a wireless ad hoc network, you need to do the following:	See this section:
First, collect all of the required materials.	"What you need for an ad hoc network" on page 13
Next, prepare your computer by creating a network profile.	"Create a network profile for a Windows XP computer" on page 13 "Create a network profile for other operating systems" on page 14
Next, run the Wireless Setup Wizard.	"Connect to a wireless ad hoc network" on page 14
Finally, install the software.	"Install the software for a network connection" on page 15


What you need for an ad hoc network

To connect the HP Photosmart to a wireless network, you will need a Windows computer with a wireless network adapter.


Create a network profile for a Windows XP computer

Prepare your computer for an ad hoc connection by creating a network profile.

To create a network profile

 **NOTE:** The HP Photosmart comes configured with a network profile with **hpsetup** as the network name (SSID). However, for security and privacy HP recommends you create a new network profile on your computer as described here.

1. In the **Control Panel**, double-click **Network Connections**.
2. On the **Network Connections** window, right-click the **Wireless Network Connection**. If you see **Enable** on the pop-up menu, select it. Otherwise, if you see **Disable** on the menu, the wireless connection is already enabled.
3. Right-click the **Wireless Network Connection** icon, and then click **Properties**.
4. Click the **Wireless Networks** tab.
5. Select the **Use Windows to configure my wireless network settings** check box.
6. Click **Add**, and then do the following:
 - a. In **Network name (SSID)** box, type in a unique network name of your choice.


 **NOTE:** The network name is case sensitive, so it is important to remember any uppercase (capital) and lowercase (small) letters.

- b. If there is a **Network Authentication** list, select **Open**. Otherwise, go to the next step.
 - c. In the **Data encryption** list, select **WEP**.

 **NOTE:** It is possible to create a network that does not use a WEP key. However, HP recommends using a WEP key in order to secure your network.

- d. Make sure that the check box is **not** selected next to **The key is provided for me automatically**. If it is selected, click the check box to clear it.
 - e. In the **Network key** box, type a WEP key that has **exactly** 5 or **exactly** 13 alphanumeric (ASCII) characters. For example, if you enter 5 characters, you might enter **ABCDE** or **12345**. Or, if you enter 13 characters, you might enter **ABCDEF1234567**. (12345 and ABCDE are examples only. Select a combination of your choosing.)
Alternatively, you can use HEX (hexadecimal) characters for the WEP key. A HEX WEP key must be 10 characters for 40 bit encryption, or 26 characters for 128 bit encryption.
 - f. In the **Confirm network key** box, type the same WEP key you typed in the previous step.

- g. Write down the WEP key exactly as you typed it, including uppercase and lowercase letters.

 **NOTE:** You must remember the exact uppercase (capital) and lowercase (small) letters. If you enter your WEP key incorrectly on the HP Photosmart, the wireless connection will fail.


- h. Select the check box for **This is a computer-to-computer (ad hoc) network; wireless access points are not used.**
- i. Click **OK** to close the **Wireless network properties** window, and then click **OK** again.
- j. Click **OK** again to close the **Wireless Network Properties Connection** window.

Create a network profile for other operating systems

If you have an operating system other than Windows XP, HP recommends that you use the configuration program that came with your wireless LAN card. To find the configuration program for your wireless LAN card, access your computer's list of programs.

Using the LAN card configuration program, create a network profile that has the following values:

- **Network name (SSID):** Mynetwork (example only)

 **NOTE:** You should create a network name that is unique and easy for you to remember. Just remember that the network name is case-sensitive. Therefore, you must remember which letters are uppercase and lowercase.


- **Communication mode:** Ad Hoc
- **Encryption:** enabled

Connect to a wireless ad hoc network

You can use the Wireless Setup Wizard to connect the HP Photosmart to a wireless ad hoc network.

To connect to a wireless ad hoc network

1. Touch **Setup** on the display.
2. Touch **Network**.


 **NOTE:** If the menu option you want is not visible on the screen, touch ▲ or ▼ to scroll through all the menu options.

3. Touch **Wireless Setup Wizard**.
This runs the **Wireless Setup Wizard**. The setup wizard searches for available networks, and then displays a list of detected network names (SSIDs). The infrastructure networks appear first in the list, followed by available ad hoc networks. The networks with the strongest signal appear first, the weakest appear last.
4. On the display, look for the network name you created on your computer (for example, Mynetwork).


5. Touch the network name.
If you found your network name and selected it, go on to step 6.

If you do not see your network name in the list

- a. Touch **Enter a New Network Name (SSID)**.
The visual keyboard appears.
 - b. Enter the SSID. Touch the appropriate letters or numbers on the visual keyboard.

 **NOTE:** You must enter the **exact** uppercase (capital) and lowercase (small) letters. Otherwise, the wireless connection will fail.


 - c. When you have finished entering the new SSID, touch **Done** on the visual keyboard, and then touch **OK**.
If the HP Photosmart is unable to discover the network based on the network name you entered, you will be prompted to answer additional questions about your network, as described in steps d and e. Before continuing, move the HP Photosmart closer to the computer and run the Wireless Setup Wizard again to see if the HP Photosmart can discover your network automatically.
 - d. Touch **Ad Hoc**.
 - e. Touch **Yes, my network uses WEP encryption**. The visual keyboard displays. If you do **not** want to use WEP encryption, touch **No, my network does not use encryption**. Go to step 7.
6. If prompted, enter your WEP key as follows. Otherwise go to step 7.
 - a. Touch the appropriate letters or numbers on the visual keyboard.

 **NOTE:** You must enter the **exact** uppercase (capital) and lowercase (small) letters. Otherwise, the wireless connection will fail.

 - b. When you are finished entering the WEP key, touch **Done** on the visual keyboard.
 7. Touch **OK** again to confirm.
The HP Photosmart will attempt to connect to the SSID. If a message says you entered an invalid WEP key, check the key you wrote down for your new network, follow the prompts to correct the WEP key, and then try again.
 8. When the HP Photosmart connects successfully to the network, go to your computer to install the software.

Install the software for a network connection

Use this section to install the HP Photosmart software on a computer connected to a network. Before you install the software, make sure you have connected the HP Photosmart to a network.

-  **NOTE:** If your computer is configured to connect to a series of network drives, make sure that your computer is currently connected to these drives before installing the software. Otherwise, HP Photosmart installation software might try to use one of the reserved drive letters, and you will not be able to access that network drive on your computer.


NOTE: Installation time can range from 20 to 45 minutes depending on your operating system, the amount of available space, and the processor speed of your computer.

To install the Windows HP Photosmart software

1. Quit all applications running on your computer, including any virus detection software.
2. Insert the Windows CD that came with the HP Photosmart into the CD-ROM drive on your computer and follow the onscreen instructions.
3. If a dialog box about firewalls appears, follow the instructions. If you see firewall pop-up messages, you must always accept or allow the pop-up messages.
4. On the **Connection Type** screen, select **Through the network**, and then click **Next**.
The **Searching** screen appears as the Setup program searches for the HP Photosmart on the network.
5. On the **Printer Found** screen, verify that the printer description is correct. If more than one printer is found on the network, the **Printers Found** screen appears. Select the HP Photosmart you want to connect.
6. Follow the prompts to install the software.
When you have finished installing the software, the HP Photosmart is ready for use.
7. If you disabled any virus detection software on your computer, make sure to enable it again.
8. To test your network connection, go to your computer and print a self-test report to the HP Photosmart.


Connect to additional computers on a network

You can share the HP Photosmart on a network so that more computers can use it. If the HP Photosmart is already connected to a computer on the network, you must install the HP Photosmart software for each additional computer. During the installation, the software will discover the HP Photosmart on the network for each of the computers. Once you have set up the HP Photosmart on the network you will not need to configure it again when you add additional computers.

 **NOTE:** You can connect the HP Photosmart to either a wireless or wired network, but not both at the same time.

Change the HP Photosmart from a USB connection to a network connection


If you first install the HP Photosmart with a USB connection, you can later change to either a wireless or Ethernet network connection. If you already understand how to connect to a network, you can use the general directions below.

 **NOTE:** For optimal performance and security in your wireless network, use an access point (such as a wireless router) to connect the HP Photosmart.

To change a USB connection to an integrated wireless WLAN 802.11 connection

1. Unplug the USB connection from the back of the HP Photosmart.
2. Touch **Setup** on the display.

3. Touch **Network**.

 **NOTE:** If the menu option you want is not visible on the screen, touch ▲ or ▼ to scroll through all the menu options.

4. Touch **Wireless Setup Wizard**.

This runs the **Wireless Setup Wizard**.

5. Install the software for a network connection, choose **Add a Device**, and then choose **Through the network**.

6. When the installation is complete, open **Printers and Faxes** (or **Printers**) in the **Control Panel** and delete the printers for the USB installation.

To change a USB connection to a wired (Ethernet) connection

1. Unplug the USB connection from the back of the HP Photosmart.

2. Connect an Ethernet cable from the Ethernet port on the back of the HP Photosmart to an available Ethernet port on the router or switch.

3. Install the software for a network connection, choose **Add a Device**, and then choose **Through the network**.

4. When the installation is complete, open **Printers and Faxes** (or **Printers**) in the **Control Panel** and delete the printers from the previous USB installation.

For more detailed instructions on connecting the HP Photosmart to a network, see:

- [“Wired network setup” on page 6](#)
- [“Integrated wireless WLAN 802.11 network setup” on page 9](#)
- [“Wireless ad hoc network setup” on page 12](#)

Manage your network settings

You can manage network settings for the HP Photosmart through the HP Photosmart control panel. Additional advanced settings are available in the Embedded Web Server, a configuration and status tool you access from your Web browser using an existing network connection to the HP Photosmart.

Change basic network settings from the control panel


The HP Photosmart control panel enables you to set up and manage a wireless connection and to perform a variety of network management tasks. This includes viewing the network settings, restoring the network defaults, turning the wireless radio on and off, and changing the network settings.

Use the Wireless Setup Wizard

The Wireless Setup Wizard provides an easy way to set up and manage a wireless connection to the HP Photosmart.

1. Touch **Setup** on the display.

2. Touch **Network**.

 **NOTE:** If the menu option you want is not visible on the screen, touch ▲ or ▼ to scroll through all the menu options.


3. Touch **Wireless Setup Wizard**.

This runs the **Wireless Setup Wizard**.

View and print network settings

You can display a summary of the network settings on the HP Photosmart control panel, or you can print a more detailed configuration page. The network configuration page lists all of the important network settings such as the IP address, link speed, DNS, and mDNS.

1. Touch **Setup** on the display.
2. Touch **Network**.

 **NOTE:** If the menu option you want is not visible on the screen, touch ▲ or ▼ to scroll through all the menu options.


3. Touch **View Network Settings**.
4. Do one of the following:
 - To display wired network settings, touch **Display Wired Summary**.
 - To display wireless network settings, touch **Display Wireless Summary**.
 - To print the network configuration page, touch **Print Network Configuration Page**.

Restore network defaults

You can reset the network settings to what they were when you purchased the HP Photosmart.

△ **CAUTION:** This will erase all wireless setup information that you have entered. In order to restore this information, you will need to run the Wireless Setup Wizard again.

1. Touch **Setup** on the display.
2. Touch **Network**.


 **NOTE:** If the menu option you want is not visible on the screen, touch ▲ or ▼ to scroll through all the menu options.

3. Touch **Restore Network Defaults**.
4. Touch **Yes** or **No**.

Turn the wireless radio on and off

The wireless radio is off by default. In order to stay connected to a wireless network, the radio must stay on. When the radio is on, the blue light on the front of the HP Photosmart is lit. However, if the HP Photosmart is connected to a wired network or you have a USB connection, the radio is not used. In this case you might want to turn the radio off.

1. Touch **Setup** on the display.
2. Touch **Network**.


 **NOTE:** If the menu option you want is not visible on the screen, touch ▲ or ▼ to scroll through all the menu options.

3. Touch **Wireless Radio**.
4. Touch **On** or **Off**.

Print the wireless network test

The wireless network test performs a series of diagnostic tests to determine whether network setup is successful. The wireless network test prints automatically when the Wireless Setup Wizard is run. You also can print the wireless network test at any time.

1. Touch **Setup** on the display.
2. Touch **Network**.

 **NOTE:** If the menu option you want is not visible on the screen, touch ▲ or ▼ to scroll through all the menu options.


3. Touch **Wireless Network Test**.
The **Wireless Network Test** prints.

Change advanced network settings from the control panel settings

The advanced network settings are provided for your convenience. However, unless you are an advanced user, you should not change any of these settings.


Change IP settings

The default setting for the IP settings is **Automatic**, which sets the IP settings automatically. However, if you are an advanced user, you might want to manually change the IP address, subnet mask, or the default gateway. To see the IP address and subnet mask of the HP Photosmart, print a network configuration page from the HP Photosmart.

 **NOTE:** When manually entering an IP setting, you must already be connected to an active network, otherwise the setting will not stay when you exit from the menu.

△ **CAUTION:** Be careful when manually assigning an IP address. If you enter an invalid IP address during the installation, your network components will not be able to connect with the HP Photosmart.

1. Touch **Setup** on the display.
2. Touch **Network**.

 **NOTE:** If the menu option you want is not visible on the screen, touch ▲ or ▼ to scroll through all the menu options.

3. Touch **Advanced Setup**.
4. Touch **IP Settings**.
5. Touch **Manual**.
6. Touch one of the following IP settings.
 - **IP Address**
 - **Subnet Mask**
 - **Default Gateway**

The visual keyboard appears on the display.


7. Use the visual keyboard to enter your IP settings.

3 Use the HP Photosmart features

This chapter includes information about how to use the HP Photosmart for basic operations. In addition, it provides instructions about how to load paper, view, select, and print photos, and replace the ink cartridges.

Load paper

This section describes the procedure for loading different types and sizes of paper into the HP Photosmart for your printouts.

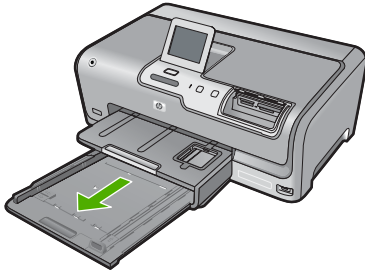
 **TIP:** To help prevent rips, wrinkles, and curled or bent edges, store all paper flat in a resealable bag. If the paper is not stored properly, extreme changes in temperature and humidity might result in curled paper that does not work well in the HP Photosmart.

Load full-size paper

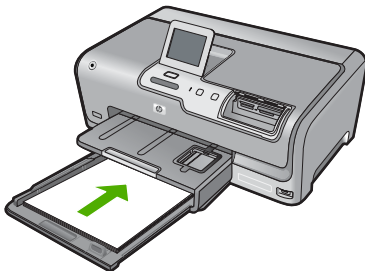
You can load many types of letter or A4 paper into the main input tray of the HP Photosmart.

To load full-size paper

1. Pull out the main input tray, and then slide the paper-width and paper-length guides to their outermost positions.



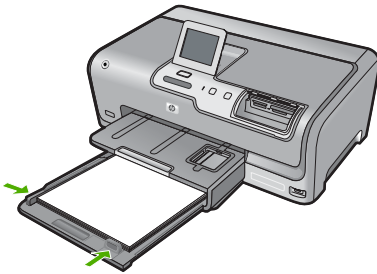
2. Tap a stack of paper on a flat surface to align the edges, and then check the paper for the following:
 - Make sure it is free of rips, dust, wrinkles, and curled or bent edges.
 - Make sure all the paper in the stack is the same size and type.
3. Insert the stack of paper into the main input tray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



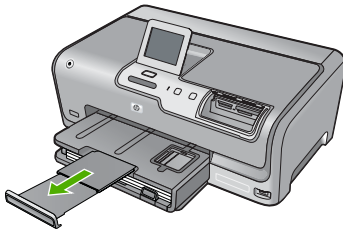
CAUTION: Make sure that the HP Photosmart is idle and silent when you load paper into the main input tray. If the HP Photosmart is servicing the ink cartridges or otherwise engaged in a task, the paper stop inside the device might not be in place. You could push the paper too far forward, causing the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

TIP: If you are using letterhead, insert the top of the page first with the print side down. For more help on loading full-size paper and letterhead, refer to the diagram engraved in the base of the main input tray.

- Slide the paper-width and paper-length guides inward until they stop at the edges 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.



- Push the main input tray back into the HP Photosmart.
- Pull the output tray extender toward you, as far as it will go.



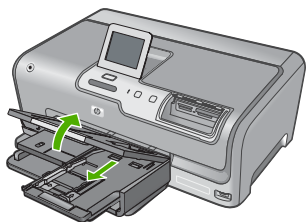
NOTE: When you use legal-size paper, leave the tray extender closed.

Load 10 x 15 cm (4 x 6 inch) photo paper

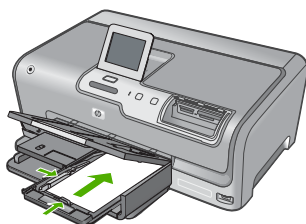
You can load up to 10 x 15 cm (4 x 6 inch) photo paper into the photo tray of the HP Photosmart. For the best results, use 10 x 15 cm (4 x 6 inch) HP Premium Plus Photo Paper or HP Premium Photo Paper.

To load 10 x 15 cm (4 x 6 inch) photo paper in the photo tray

- Raise the output tray, and then pull out 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-length and paper-width guides inward against the stack of photo paper until the guides stop. 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. Push in the photo tray, and then lower the output tray.

Avoid paper jams

To help avoid paper jams, follow these guidelines.

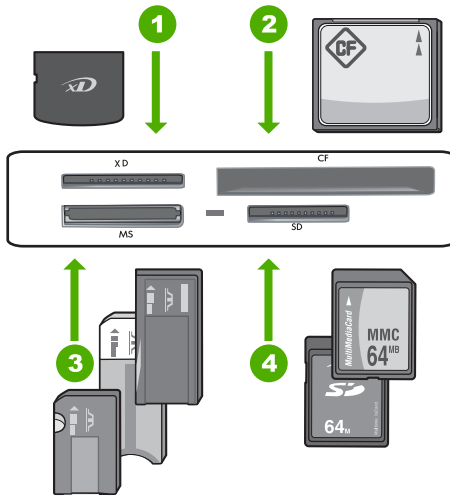
- Remove printed papers from the output tray frequently.
- Prevent curled or wrinkled paper by storing all unused paper flat in a resealable bag.
- Ensure that paper loaded in the input tray lays flat and the edges are not bent or torn.
- Do not combine different paper types and paper sizes in the input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

View, select, and print photos

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

To view, select, and print photos

1. Insert a memory card into the appropriate slot on the HP Photosmart, or connect a storage device to the front USB port.




1	xD-Picture Card
2	CompactFlash (CF) types I and II
3	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)
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

The **Photosmart Express** menu appears, with the most recent photo shown on the display.

2. Load up to 10 x 15 cm (4 x 6 inch) photo paper in the photo tray or full-size photo paper in the main input tray.
3. Touch **View**.
The **View Photos** screen appears.
4. Touch ◀ or ▶ to scroll through the thumbnails of your photos.
5. When the thumbnail of the photo you want to view appears, touch it.
6. When the photo appears by itself on the display, touch the image again.
The **Photo Options** screen appears.
7. Touch **Print Preview**.
The **Print Preview** screen appears, showing how your photo will look when printed. If you want to select additional photos to view and print, touch **Add More** and repeat steps 4-6.
8. (Optional) If you want to check and/or modify any of your print settings, touch **Settings**.
9. To print the photo(s), touch **Print** 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.

Check the estimated ink levels

You can easily check the ink supply level to determine how soon you might need to replace an ink cartridge. The ink supply level shows an estimate of the amount of ink remaining in the ink cartridges.

 **NOTE:** The HP Photosmart can only detect the ink levels for genuine HP ink. The ink levels in ink cartridges that are refilled or have been used in other devices might not register accurately.

NOTE: 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.

To check the ink levels from the control panel


1. Touch **Setup** on the display.
2. Touch **Tools**.
3. Touch **Display Ink Gauge**.

The HP Photosmart displays a gauge that shows the estimated ink levels of all cartridges installed.



Replace the ink cartridges

Follow these instructions when you need to replace ink cartridges.

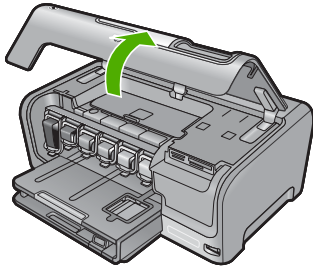
 **NOTE:** If you are installing ink cartridges in the HP Photosmart for the first time, be sure to use only the ink cartridges that came with the device. The ink in these cartridges is specially formulated to mix with the ink in the print head assembly at first-time setup.

If you do not already have replacement ink cartridges for the HP Photosmart, 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 ink cartridges

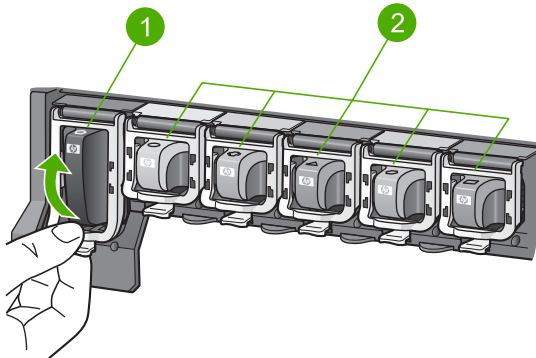
1. Make sure the HP Photosmart is turned on.
2. Open the ink cartridge door by lifting from the front center of the device, until the door locks into place.



3. Squeeze the bottom of the latch below the ink cartridge you want to replace, and then lift the latch.

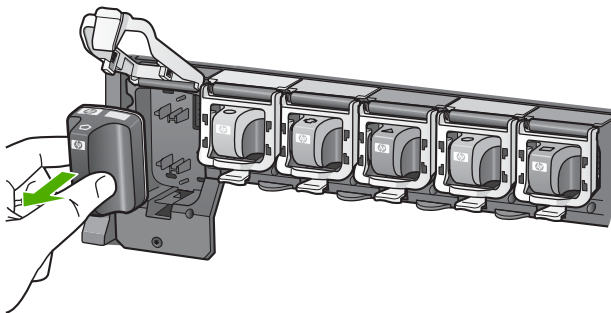
If you are replacing the black ink cartridge, lift the latch on the far left.

If you are replacing one of the five color ink cartridges, such as yellow, light cyan (blue), cyan, light magenta (pink), or magenta, lift the appropriate latch in the center area.

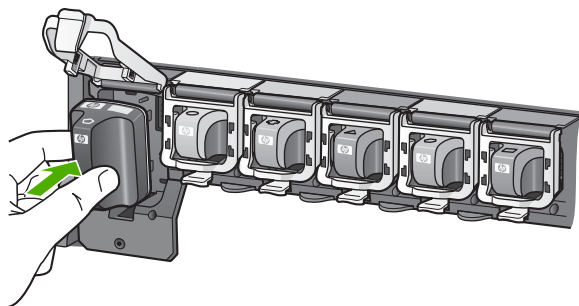


1	Ink cartridge latch for the black ink cartridge
2	Ink cartridge latches for the color ink cartridges

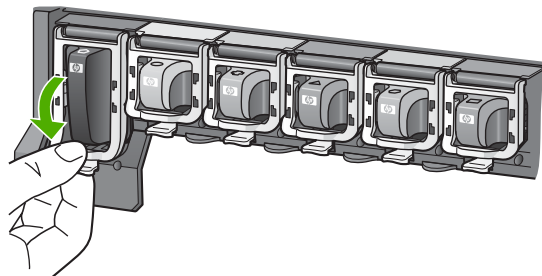
4. Pull the ink cartridge toward you out of its slot to remove it.



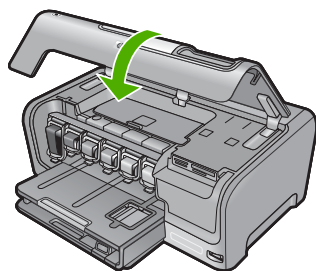
5. Remove the new ink cartridge from its packaging, and then, holding it by the handle, push the ink cartridge into the empty slot. Match the color and pattern of the ink cartridge to the color and pattern on the print carriage.



6. Close the latch and make sure it is secure.



7. Repeat steps 3 through 6 for each ink cartridge you are replacing.
8. Close the ink cartridge door.




4 Troubleshooting and support

This chapter contains troubleshooting information for the HP Photosmart. 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 Photosmart is connected to the computer using a USB cable before the HP Photosmart software is installed on the computer. If you connected the HP Photosmart 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 Photosmart, wait one minute then turn it on.
5. Reinstall the HP Photosmart 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 Photosmart 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 Photosmart.

To uninstall from a Windows computer and then reinstall

1. On the Windows taskbar, click **Start, Settings, Control Panel** (or just **Control Panel**).
2. Double-click **Add/Remove Programs** (or click **Uninstall a program**).
3. Select **HP Photosmart All-in-One Driver Software**, and then click **Change/Remove**. Follow the onscreen instructions.
4. Disconnect the HP Photosmart from your computer.
5. Restart your computer.

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

6. Insert the HP Photosmart 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 Photosmart.

Hardware setup troubleshooting

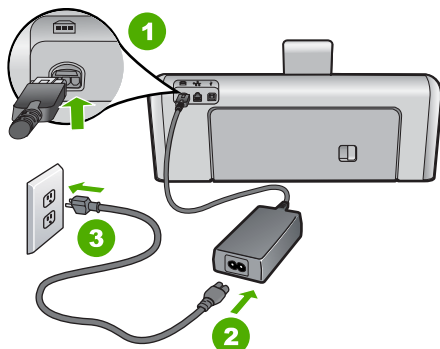
Use this section to solve any problems you might encounter while setting up the HP Photosmart hardware.

The HP Photosmart will not turn on

Cause: The HP Photosmart is not properly connected to a power supply.

Solution

- Make sure the power cord is firmly connected to both the HP Photosmart 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 Photosmart 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 Photosmart 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 Photosmart 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 Photosmart to turn on. If you press the **On** button again during this time, you might turn the device off.

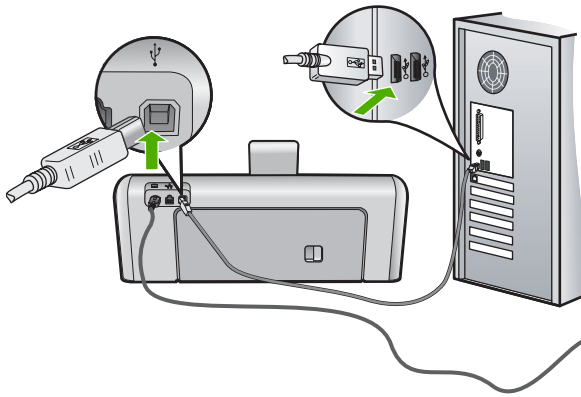
△ **CAUTION:** If the HP Photosmart still does not turn on, it might have a mechanical failure. Unplug the HP Photosmart from the power outlet and contact HP. Go to: www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

I connected the USB cable, but I am having problems using the HP Photosmart 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 Photosmart 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 Photosmart 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 Photosmart. 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 Photosmart.

The HP Photosmart does not print

Cause: The HP Photosmart and computer are not communicating with each other.

Solution: Check the connection between the HP Photosmart and computer.

Cause: There might be a problem with one or more of the ink cartridges.

Solution: Check that the ink cartridges are installed properly and have ink.

Cause: The HP Photosmart might not be turned on.

Solution: Look at the display on the HP Photosmart. If the display is blank and the **On** button is not lit, the HP Photosmart is turned off. Make sure the power cord is firmly connected to the HP Photosmart and plugged into a power outlet. Press the **On** button to turn on the HP Photosmart.

Cause: The HP Photosmart might be out of paper.

Solution: Load paper in the input tray.

Network troubleshooting

This section addresses problems you might encounter while setting up a network.

Wired network setup troubleshooting

This section addresses problems you might encounter setting up a wired network.

The computer is unable to discover the HP Photosmart

Cause: Cables are not connected properly.

Solution: Check the following cables to ensure they are connected properly.

- Cables between the HP Photosmart and the hub or router
- Cables between the hub or router and your computer
- Cables to and from your modem or HP Photosmart Internet connection (if applicable)

Cause: Your computer's Local Area Network card (LAN card) is not set up properly.

Solution: Make sure that your LAN card is set up properly.

To check your LAN card (Windows 2000 and XP)

1. Right-click **My Computer**.
2. In the **System Properties** dialog box, click the **Hardware** tab.
3. Click **Device Manager**.
4. Make sure your card shows up under **Network Adapters**.
5. Refer to the documentation that came with your card.

To check your LAN card (Windows Vista)

1. On the Windows taskbar, click **Start**, **Computer**, and then click **Properties**.
2. Click **Device Manager**.
3. Make sure your card shows up under **Network Adapters**.
4. Refer to the documentation that came with your card.

Cause: You do not have an active network connection.

Solution: Check to see if you have an active network connection.

To see if you have an active network connection

- ▲ Check the two Ethernet indicator lights on the top and bottom of the RJ-45 Ethernet jack on the back of the HP Photosmart. The lights indicate the following:
 - a. Top light: If this light is a solid green, the device is properly connected to the network, and communications have been established. If the top light is off, there is no network connection.
 - b. Bottom light: This yellow light flashes when data is being sent or received by the device over the network.

To establish an active network connection

1. Check the cable connections from the HP Photosmart to your gateway, router, or hub to ensure connections are secure.
2. If the connections are secure, press the **On** button on the control panel to turn the HP Photosmart off. Then turn off the power on your router or hub. Turn on the router or hub first, and then press the **On** button to turn the HP Photosmart on.

Cause: You were able to connect the HP Photosmart to the network previously, but now it will not connect.

Solution: Turn off the HP Photosmart, the computer, and the router. Wait 30 seconds. Turn on the router first, and then turn on the HP Photosmart and the computer.

Cause: The HP Photosmart and computer are not connected to the same network.

Solution: Try accessing the Embedded Web Server on the HP Photosmart. To find the IP address, print a network configuration page.

The Printer not Found screen appears during installation

Cause: The HP Photosmart is not turned on.

Solution: Turn on the HP Photosmart.

Cause: You do not have an active network connection.

Solution: Make sure you have an active network connection.

To make sure your network connection is active

1. If the connections are secure, turn off the power on the HP Photosmart, and then turn it on again. Press the **On** button on the control panel to turn the HP Photosmart off, and press it again to turn the device on. Also, turn off the power on your router or hub, and then turn it on again.
2. Check the cable connections from the HP Photosmart to your gateway, router, or hub to ensure connections are secure.
3. Make sure the HP Photosmart is connected to the network with a CAT-5 Ethernet cable.

Cause: Cables are not connected properly.

Solution: Check the following cables to ensure they are connected properly:

- Cables between the HP Photosmart and the hub or router
- Cables between the hub or router and your computer
- Cables to and from your modem or HP Photosmart Internet connection (if applicable)

Cause: A firewall, anti-virus, or anti-spyware application is preventing the HP Photosmart from accessing your computer.


Solution: Uninstall the HP Photosmart software, and then reboot your computer. Temporarily disable anti-virus or anti-spyware applications, and then reinstall the HP Photosmart software. You can re-enable your anti-virus or anti-spyware applications after installation is complete. If you see firewall pop-up messages, you must always accept or allow the pop-up messages.

If the screen still appears, try uninstalling the HP Photosmart software, rebooting your computer, and temporarily disabling your firewall before reinstalling the HP Photosmart software. You can re-enable your firewall application after installation is complete. If you still see firewall pop-up messages, you must always accept or allow the pop-up messages.

For more information, see the documentation provided with the firewall software.

Cause: A Virtual Private Network (VPN) is preventing the HP Photosmart from accessing your computer.

Solution: Try temporarily disabling the VPN before proceeding with the installation.

 **NOTE:** The HP Photosmart is not accessible during VPN sessions. However, print jobs are saved in the print queue. When you exit the VPN session, print jobs in the print queue will be printed.

Wireless setup troubleshooting

This section addresses problems you might encounter setting up a network. Check the device display for specific error messages.

 **NOTE:** HP provides an online tool that might be able to find your wireless security settings automatically. Go to: www.hp.com/go/networksetup.

During wireless network setup you do not see the SSID (network name) displayed

Cause: Your wireless router is not broadcasting its network name (SSID) because the **Broadcast SSID** option is turned off.

Solution: Access the router's Embedded Web Server and turn on the **Broadcast SSID** option. See the user guide that came with your wireless router for information on how to access the Embedded Web Server and check the Broadcast SSID setting.

For more information, see:

["Connect to an integrated wireless WLAN 802.11 network" on page 10](#)

Cause: The wireless router (infrastructure) or computer (ad hoc) is too far from the HP Photosmart or there is interference.

Solution: In order to establish a good signal between the HP Photosmart and wireless router (infrastructure) or computer (ad hoc), you might have to experiment a bit. Assuming the equipment is functioning properly, try doing the following things separately or in combination:

- If there is a long distance between your computer or wireless router and the HP Photosmart, move them closer together.
- If there are metal objects (such as a metal bookcase or refrigerator) in the transmission path, clear the path between the HP Photosmart and the computer or wireless router.
- If a cordless telephone, microwave, or other device that emits radio signals transmitting at 2.4 GHz is nearby, move it farther away to reduce radio interference.
- If your computer or wireless router is near an external wall, move them away from the wall.

Cause: Your network name (SSID) may be at the bottom of the SSID list that is displayed when you install the HP Photosmart on a wireless network.

Solution: Touch ▼ to scroll to the bottom of the list. Infrastructure entries are listed first, ad hoc last.

Weak signal

Cause: The HP Photosmart is too far away from the wireless router or there is interference.

Solution: In order to establish a good signal between the HP Photosmart and the wireless router, you might have to experiment a bit. Assuming the equipment is functioning properly, try doing the following things separately or in combination:

- If there is a long distance between your computer or wireless router and the HP Photosmart, move them closer together.
- If there are metal objects (such as a metal bookcase or refrigerator) in the transmission path, clear the path between the HP Photosmart and the computer or wireless router.
- If a cordless telephone, microwave, or other device that emits radio signals transmitting at 2.4 GHz is nearby, move it farther away to reduce radio interference.
- If your computer or wireless router is near an external wall, move them away from the wall.

Cannot connect to network during setup

Cause: The equipment is not turned on.

Solution: Turn on the networked devices, such as the wireless router for an infrastructure network, or the computer for an ad hoc network. For more information on how to turn on the wireless router, see the documentation that came with your wireless router.

Cause: The HP Photosmart is not receiving a signal.

Solution: Move the wireless router and the HP Photosmart closer together. Then run the wireless setup again.

For more information, see:

["Integrated wireless WLAN 802.11 network setup" on page 9](#)

Cause: If you manually entered your network name (SSID), you might have entered it incorrectly.

Solution: Run the wireless setup process again and enter your network name (SSID) carefully. Remember that the SSID is case-sensitive.

For more information, see:

[“Connect to an integrated wireless WLAN 802.11 network” on page 10](#)

Cause: The setting for MAC address filtering might be enabled on your wireless router.

Solution: Disable MAC address filtering on your wireless router until the HP Photosmart has successfully connected to your network. If you re-enable MAC address filtering on your wireless router, make sure the MAC address of the HP Photosmart is on the list of acceptable MAC addresses.

Invalid WEP key during wireless setup

Cause: If you are using WEP security, you might have entered the WEP key incorrectly during the wireless setup process.

Solution: During the wireless setup process, you might have entered the WEP key incorrectly. Some wireless routers provide up to four WEP keys. The HP Photosmart uses the first WEP key (selected by the wireless router as the default WEP key). Run the wireless setup process again and be sure to use the first WEP key provided by the wireless router. Enter the WEP key exactly as it appears in the wireless router settings. The WEP key is case sensitive.

If you do not know the WEP key, see the documentation that came with your wireless router for information on how to access the router's Embedded Web Server. You can find the WEP key by logging onto the router's Embedded Web Server using a computer on the wireless network.

Invalid passphrase during wireless setup

Cause: During the wireless setup process, you might have entered the WPA passphrase incorrectly.

Solution: Run the wireless setup process again and enter the correct passphrase. The passphrase is case-sensitive.

The Printer Not Found screen appears during installation

Cause: A firewall, anti-virus, or anti-spyware application is preventing the HP Photosmart from accessing your computer.

Solution: Uninstall the HP Photosmart software, and then reboot your computer. Temporarily disable anti-virus or anti-spyware applications, and then reinstall the HP Photosmart software. You can re-enable your anti-virus or anti-spyware applications after installation is complete. If you see firewall pop-up messages, you must always accept or allow the pop-up messages.

If the screen still appears, try uninstalling the HP Photosmart software, rebooting your computer, and temporarily disabling your firewall before reinstalling the HP Photosmart software. You can re-enable your firewall application after installation is complete. If you still see firewall pop-up messages, you must always accept or allow the pop-up messages.

For more information, see the documentation provided with the firewall software.

Cause: A Virtual Private Network (VPN) is preventing the HP Photosmart from accessing your computer.

Solution: Temporarily disable the VPN before proceeding with the installation.



NOTE: The HP Photosmart functionality will be limited during VPN sessions.

Cause: The HP Photosmart is not turned on.

Solution: Turn on the HP Photosmart.

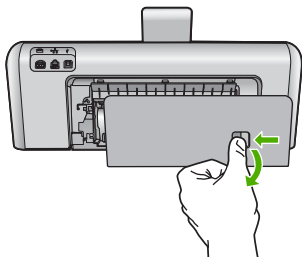
Clear paper jams

If the HP Photosmart has a paper jam, first check the rear door. If the jammed paper is not in the rear rollers, check the top door.

To clear a paper jam from the rear door

1. Turn off the HP Photosmart.
2. Press in the tab on the rear door to release the door. Remove the door by pulling it away from the HP Photosmart.

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



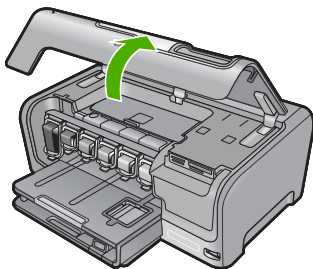
3. Gently pull the paper out of the rollers.

△ **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 Photosmart, more paper jams are likely to occur.

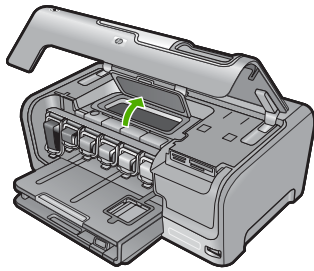
4. Replace the rear door. Gently push the door forward until it snaps into place.
5. Turn on the HP Photosmart, and then touch **OK** to continue the current job.

To clear a paper jam from the top door

1. Turn off the HP Photosmart.
2. Open the ink cartridge door.



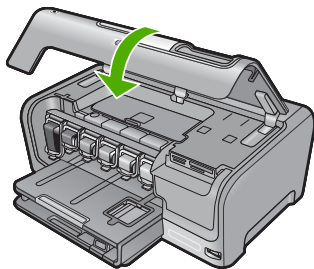
3. Lift the top door that is located behind the ink cartridges and print head assembly.



4. 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 Photosmart, more paper jams are likely to occur.

5. Close the top door.
6. Close the ink cartridge door.



7. Turn on the HP Photosmart, and then touch **OK** to continue the current job.

Information on ink cartridges and the print head

The following tips help maintain HP ink cartridges and ensure consistent print quality.

- Install the ink cartridge on or before the install by date, which is printed on the ink cartridge package.
- Keep all ink cartridges in the original sealed packages until they are needed.
- Turn off the HP Photosmart by pressing the **On** button located on the device. Do not turn off the device by turning off a power strip or unplugging the power cord from the HP Photosmart. If you improperly turn off the HP Photosmart, the print head assembly might not return to the correct position.
- Store ink cartridges at room temperature (15.6°-26.6° C or 60°-78° F).
- HP recommends that you do not remove the ink cartridges from the HP Photosmart until you have replacement cartridges available to install.
If you are transporting the HP Photosmart make sure you turn off the device by pressing the **On** button to power it down properly. Also, make sure you leave the ink cartridges installed. Doing these actions will prevent ink leaking from the print head assembly.
- Clean the print head (via the **Printer Toolbox** Software maintenance) when you notice a significant decrease in print quality.
- Do not clean the print head unnecessarily. This wastes ink and shortens the life of the cartridges.
- Handle ink cartridges carefully. Dropping, jarring, or rough handling during installation can cause temporary printing problems.

Support process

If you have a problem, follow these steps:

1. Check the documentation that came with the HP Photosmart.
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 Photosmart
 - Valuable HP Photosmart and troubleshooting information for common problems
 - Proactive device updates, support alerts, and HP newsgrams that are available when you register the HP Photosmart
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.

5 Technical information

The technical specifications and international regulatory information for the HP Photosmart 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 100 (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: 17.2 cm (6.8 inches)
- Width: 46 cm (18.1 inches)
- Depth: 38.7 cm (15.2 inches)
- Weight: 7.8 kg (17.1 pounds) with supplies installed

Power specifications

- Power consumption: 25 watts maximum (average printing)
- Input voltage: AC 100 to 240 V ~ 1300 mA 50-60 Hz
- Output voltage: DC +32 V===1560 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: -20° to 60° C (-4° to 140° F)
- In the presence of high electromagnetic fields, it is possible the output from the HP Photosmart 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

Ink 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-0711. This regulatory number should not be confused with the marketing name (HP Photosmart D7400 series, etc.) or product numbers (CC247A, 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

021 672 280	الجزائر
Argentina (Buenos Aires)	54-11-4708-1600
Argentina	0-800-555-5000
Australia	1300 721 147
Australia (out-of-warranty)	1902 910 910
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	10-68687980
中国	800-810-3888
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	(852) 2802 4098
Magyarország	06 40 200 629
India	1-800-425-7737
India	91-80-28526900
Indonesia	+62 (21) 350 3408
+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	0570-000511

日本(携帯電話の場合)	03-3335-9800
0800 222 47	الأردن
한국	1588-3003
Luxembourg	www.hp.com/support
Malaysia	1800 88 8588
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	0800 441 147
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	2 867 3551
Polska	22 5666 000
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)	095 777 3284
Россия (Санкт-Петербург)	812 332 4240
800 897 1415	السعودية
Singapore	6 272 5300
Slovensko	0850 111 256
South Africa (international)	+ 27 (0)11 234 5872
South Africa (RSA)	0860 104 771
Rest of West Africa	+ 351 213 17 63 80
Suomi	www.hp.com/support
Sverige	www.hp.com/support
Switzerland	www.hp.com/support
臺灣	02-8722-8000
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071 891 391	تونس
Trinidad & Tobago	1-800-711-2884
Türkiye	+90 212 444 71 71
Україна	(044) 230-51-06
600 54 47 47	المتحدة العربية الإمارات
United Kingdom	www.hp.com/support
United States	1-(800)-474-6836
Uruguay	0004-054-177
Venezuela (Caracas)	58-212-278-8666
Venezuela	0-800-474-68368
Việt Nam	+84 88234530