HP Photosmart D7200 series

Basics Guide

Contents

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
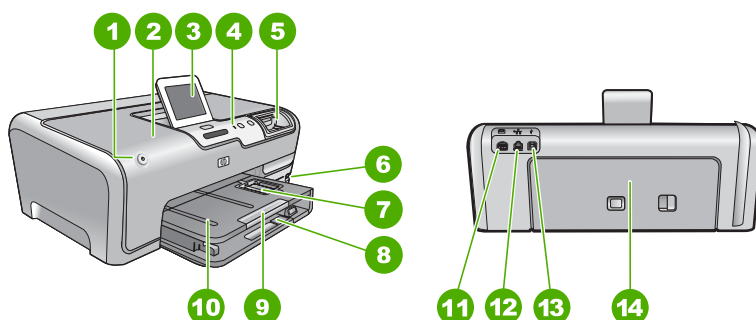
Label	Description
1	On button
2	Ink cartridge door
3	Color graphics display (also referred to as the display)
4	Control panel
5	Memory card slots and Photo light
6	Front USB port
7	Photo tray
8	Main input tray (also referred to as the input tray)
9	Paper tray extender (also referred to as the tray extender)
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.
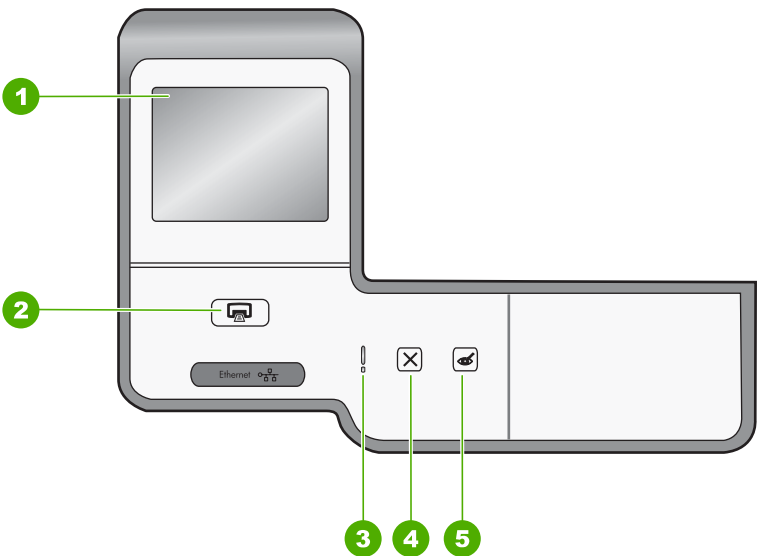
Label	Name and Description
1	**Color graphics display** (also referred to as the display): View menus, photos, and messages. The touch screen display can be adjusted to different positions. This enables the user to change the display angle to accommodate various device placements and lighting conditions.
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	**Attention light**: Indicates that a problem occurred. See the display for more information.
4	**Cancel**: Stops the current operation, exits a menu, or exits settings.
5	**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 17 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.

HP Photosmart overview

2 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.
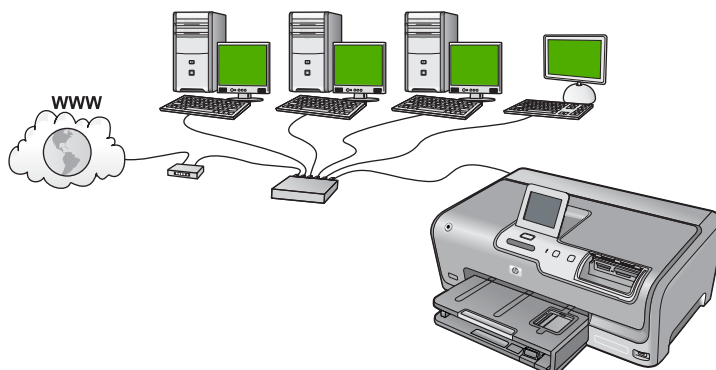
To set up the HP Photosmart on a wired network, you need to do the following:	See this section:
First, collect all of the required materials.	"What you need for a wired network" on page 5
Next, connect to a wired network.	"Connect the HP Photosmart to the network" on page 6
Finally, install the software.	"Install the software for a network connection" on page 7

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.
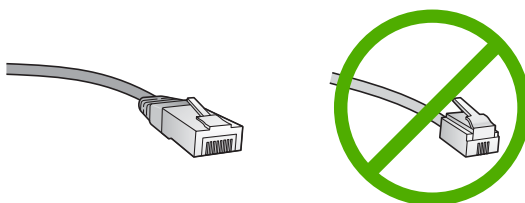
Although standard Ethernet cables look similar to standard telephone cables, they are not interchangeable. There is a different number of wires in each one, and each

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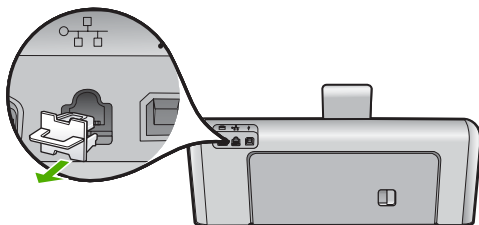
2. Connect the Ethernet cable to the Ethernet port on the back of the HP Photosmart.
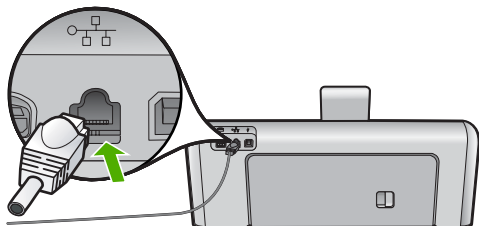
3. Connect the other end of the Ethernet cable to an available port on your Ethernet router, switch, or wireless router.

Network setup
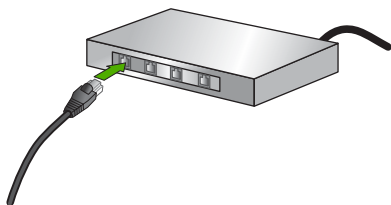
4. Once you have connected the HP Photosmart to the network, install the software as described in "Install the software for a network connection" on page 7.

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.

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 an Ethernet network connection. If you already understand how to connect to a network, you can use the general directions below.

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:

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

You can perform a variety of network management tasks from the control panel, such as printing the network settings and restoring network defaults.

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 Menu**.
4. Do one of the following:
   - To display wired network settings, touch **Display Wired 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.

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**.

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.
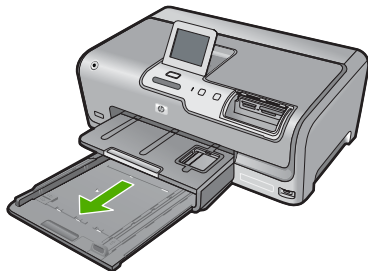
2. Tap a stack of paper on a flat surface to align the edges, and then check the paper for the following:
   • Make sure it is free of rips, dust, wrinkles, and curled or bent edges.
   • Make sure all the paper in the stack is the same size and type.
3. Insert the stack of paper into the main input tray with the short edge forward and the print side down. Slide the stack of paper forward until it stops.
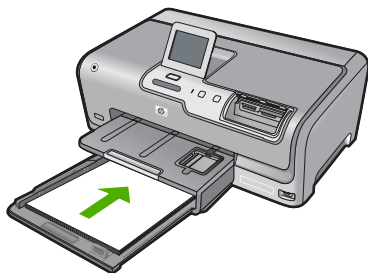
CAUTION: Make sure that the HP Photosmart is idle and silent when you load paper into the main input tray. If the HP Photosmart is servicing the ink cartridges or otherwise engaged in a task, the paper stop inside the device might not be in place. You could push the paper too far forward, causing the 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.

4. 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.
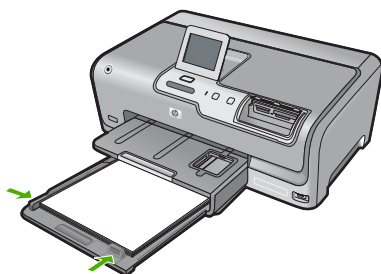
5. Push the main input tray back into the HP Photosmart.
6. Pull the output tray extender toward you, as far as it will go.
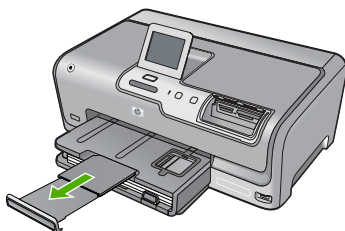
NOTE: When you use legal-size paper, leave the tray extender closed.

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
1. Raise the output tray, and then pull out the photo tray.
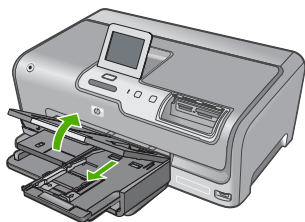
2. Insert the stack of photo paper into the photo tray with the short edge forward and the print side down. Slide the stack of photo paper forward until it stops.
If the photo paper you are using has perforated tabs, load the photo paper so that the tabs are closest to you.

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.
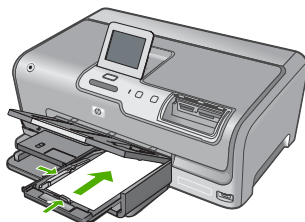
4. Push in the photo tray, and then lower the output tray.

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.
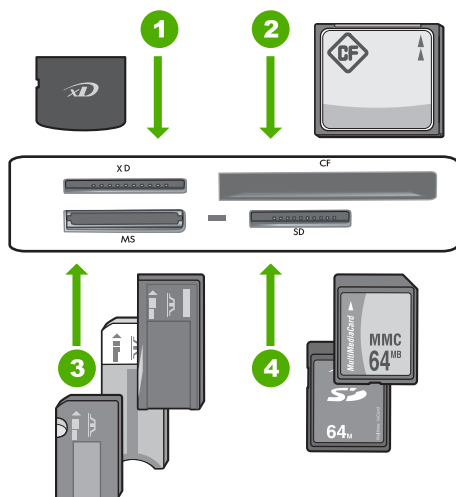
1	xD-Picture Card
2	CompactFlash (CF) types I and II
3	Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Duo Pro (adapter optional), or Memory Stick Micro (adapter required)
4	Secure Digital (SD), Secure Digital Mini (adapter required), Secure Digital High 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.

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.
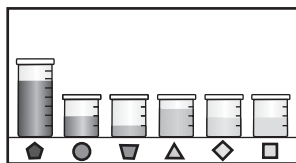
Replace the ink cartridges

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.
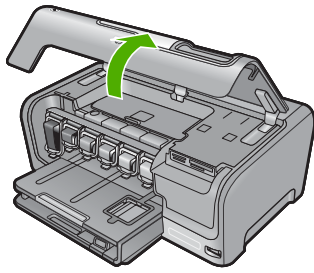
3. Squeeze the bottom of the latch below the ink cartridge you want to replace, and then lift the latch.
If you are replacing the black ink cartridge, lift the latch on the far left.
If you are replacing one of the five color ink cartridges, such as yellow, light cyan (blue), cyan, light magenta (pink), or magenta, lift the appropriate latch in the center area.
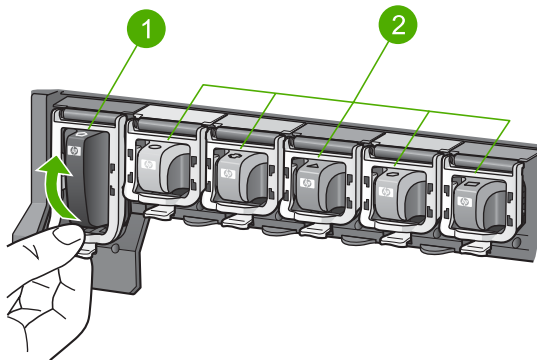
| 1 | Ink cartridge latch for the black ink cartridge |
| 2 | Ink cartridge latches for the color ink cartridges |

4. Pull the ink cartridge toward you out of its slot to remove it.
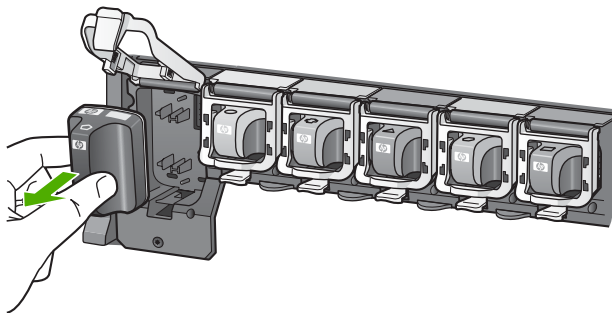
5. Remove the new ink cartridge from its packaging, and then, holding it by the handle, push the ink cartridge into the empty slot.
Match the color and pattern of the ink cartridge to the color and pattern on the print carriage.
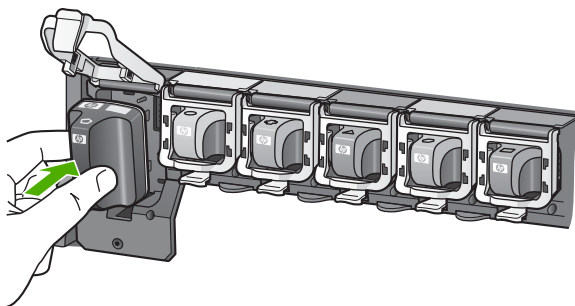
6. Close the latch and make sure it is secure.
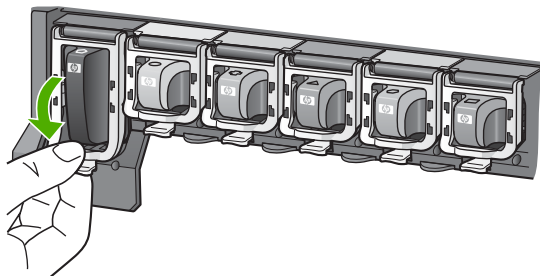
7. Repeat steps 3 through 6 for each ink cartridge you are replacing.
8. Close the ink cartridge door.
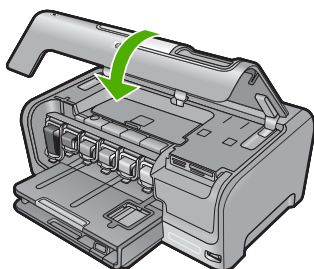
4 Troubleshooting and support

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 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.
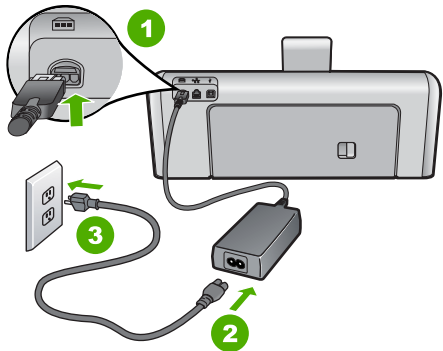
1	Power connection
2	Power cord and adapter
3	Power outlet

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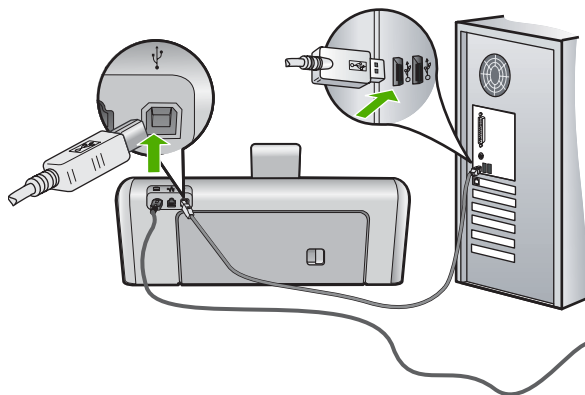
For more information on installing the software and connecting the USB cable, see the Setup Guide that came with the HP Photosmart.

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 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.

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.
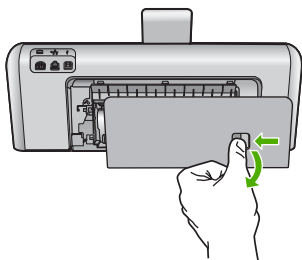
3. Gently pull the paper out of the rollers.

> ⚠ **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.
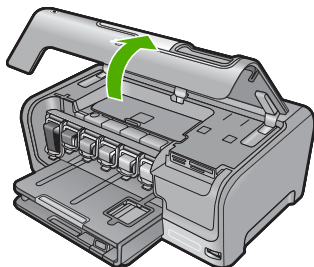
3. Lift the top door that is located behind the ink cartridges and print head assembly.
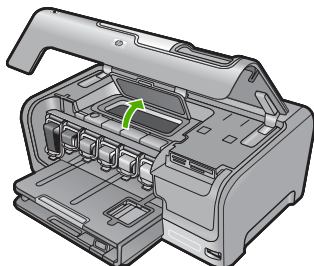
4. Gently pull the paper out of the rollers.

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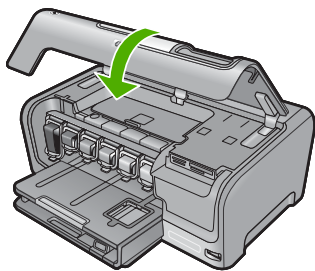
7. Turn on the HP Photosmart, and then touch **OK** to continue the current job.

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 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 inside back cover of this guide.

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: 15º to 32º C (59º to 90º F)
- Allowable operating temperature range: 5º to 35º C (41º to 95º F)
- Humidity: 15% to 80% RH non-condensing
- Non-operating (Storage) temperature range: –20º to 60º C (–4º to 140º 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

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 Photosmart 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-0710. This regulatory number should not be confused with the marketing name (HP Photosmart D7200 series, etc.) or product numbers (CC975A, 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
   1. Hewlett-Packard (HP) warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer.
   2. For software products, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be interrupted or error free.
   3. HP's limited warranty covers only those defects that arise as a result of normal use of the product, and does not cover any other problems, including those that arise as a result of:
     a. Improper maintenance or modification;
     b. Software, media, parts, or supplies not provided or supported by HP;
     c. Operation outside the product's specifications;
     d. Unauthorized modification or misuse.
   4. For HP printer products, the use of a non-HP cartridge or a refilled cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled 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.
   5. If HP receives, during the applicable warranty period, notice of a defect in any product which is covered by HP's warranty, HP shall either repair or replace the product, at HP's option.
   6. If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.
   7. HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
   8. Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the product being replaced.
   9. HP products may contain remanufactured parts, components, or materials equivalent to new in performance.
   10. HP's Limited Warranty Statement is valid in any country where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, may be available from any authorized HP service facility in countries where the product is distributed by HP or by an authorized importer.
B. Limitations of warranty
   TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.
C. Limitations of liability
   1. To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.
   2. TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
D. Local law
   1. This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.
   2. To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
     a. Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., the United Kingdom);
     b. Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
     c. Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or allow limitations on the duration of implied warranties.
   3. THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THE HP PRODUCTS TO SUCH CUSTOMERS.

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

Technical information

www.hp.com/support

Africa (English speaking)	+27 11 2345872	日本	www.hp.com/support/japan
Afrique (francophone)	+33 1 4993 9230	0800 222 47	الأردن
021 67 22 80	الجزائر	한국	www.hp.com/support/korea
Argentina (Buenos Aires)	54-11-4708-1600	Luxembourg	www.hp.com/support
Argentina	0-800-555-5000	Malaysia	www.hp.com/support
Australia	www.hp.com/support/australia	Mauritius	(262) 262 210 404
Österreich	www.hp.com/support	México (Ciudad de México)	55-5258-9922
17212049	البحرين	México	01-800-472-68368
België	www.hp.com/support	081 005 010	المغرب
Belgique	www.hp.com/support	Nederland	www.hp.com/support
Brasil (Sao Paulo)	55-11-4004-7751	New Zealand	www.hp.com/support
Brasil	0-800-709-7751	Nigeria	(01) 271 2320
Canada	1-(800)-474-6836 (1-800 hp invent)	Norge	www.hp.com/support
Central America & The Caribbean	www.hp.com/support	24791773	عُمان
Chile	800-360-999	Panamá	1-800-711-2884
中国	www.hp.com/support/china	Paraguay	009 800 54 1 0006
Colombia (Bogotá)	571-606-9191	Perú	0-800-10111
Colombia	01-8000-51-4746-8368	Philippines	www.hp.com/support
Costa Rica	0-800-011-1046	Polska	0801 800 235
Česká republika	810 222 222	Portugal	www.hp.com/support
Danmark	www.hp.com/support	Puerto Rico	1-877-232-0589
Ecuador (Andinatel)	1-999-119 ☎ 800-711-2884	República Dominicana	1-800-711-2884
Ecuador (Pacifitel)	1-800-225-528 ☎ 800-711-2884	Reunion	0820 890 323
		România	0801 033 390
(02) 6910602	مصر	Россия (Москва)	+7 495 7773284
El Salvador	800-6160	Россия (Санкт-Петербург)	+7 812 3324240
España	www.hp.com/support	800 897 1415	السعودية
France	www.hp.com/support	Singapore	www.hp.com/support/singapore
Deutschland	www.hp.com/support	Slovensko	0850 111 256
Ελλάδα (από το εξωτερικό)	+ 30 210 6073603	South Africa (RSA)	0860 104 771
Ελλάδα (εντός Ελλάδας)	801 11 75400	Suomi	www.hp.com/support
Ελλάδα (από Κύπρο)	800 9 2654	Sverige	www.hp.com/support
Guatemala	1-800-711-2884	Switzerland	www.hp.com/support
香港特別行政區	www.hp.com/support/hongkong	臺灣	www.hp.com/support/taiwan
Magyarország	06 40 200 629	ไทย	www.hp.com/support
India	www.hp.com/support/india	071 891 391	تونس
Indonesia	www.hp.com/support	Trinidad & Tobago	1-800-711-2884
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+971 4 224 9189	الكويت	Україна	(044) 230-51-06
+971 4 224 9189	لبنان	600 54 47 47	الإمارات العربية المتحدة
+971 4 224 9189	قطر	United Kingdom	www.hp.com/support
+971 4 224 9189	اليمن	United States	1-(800)-474-6836 (1-800 hp invent)
Ireland	www.hp.com/support	Uruguay	0004-054-177
1-700-503-048	ישראל	Venezuela (Caracas)	58-212-278-8666
Italia	www.hp.com/support	Venezuela	0-800-474-68368
Jamaica	1-800-711-2884	Viêt Nam	www.hp.com/support