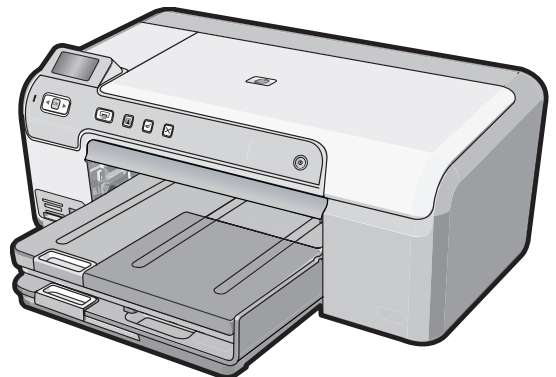


HP Photosmart D5300 series



Basics Guide



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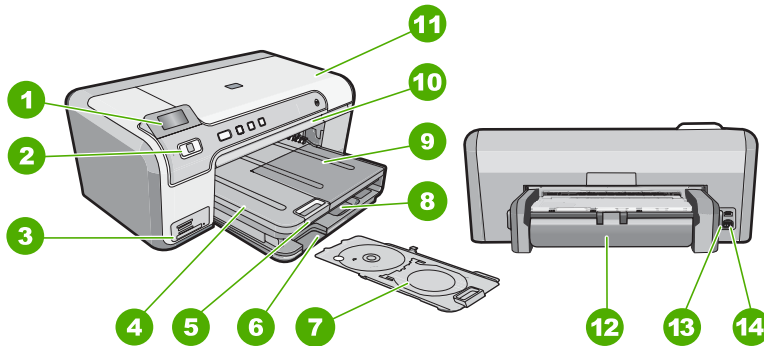
1 HP Photosmart overview

Use the HP Photosmart to print photos from a memory card or label your CD/DVDs by printing directly on the surface of printable CD/DVD discs. The Two-sided printing accessory included with the HP Photosmart lets you print on both sides of the page, so you can print brochures and booklets, or just save paper. 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	Color graphics display (also referred to as the display)
2	Control panel
3	Memory card slots and Photo light
4	Output tray
5	Paper tray extender (also referred to as the tray extender)
6	CD/DVD holder storage
7	CD/DVD holder
8	Main input tray (also referred to as the input tray)
9	Photo tray

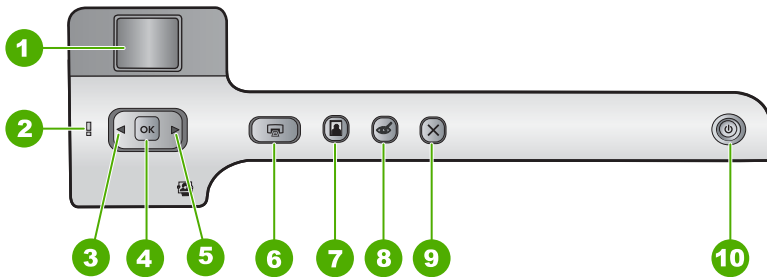
(continued)

Label	Description
10	CD/DVD tray
11	Print cartridge door
12	Two-sided printing accessory
13	Rear USB port
14	Power connection*




* 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	Icon	Name and Description
1		Color graphics display (also referred to as the display): Shows photos on a memory card. Also shows status and error messages.
2		Attention light: Indicates a problem occurred. See the display for more information.
3		Left arrow: The left button returns to the previous display screen or photo on the memory card.
4	OK	OK: Selects a photo for printing or selects a menu option.
5		Right arrow: The right button will navigate to the next display screen or photo on the memory card.
6		Print Photos: Prints the photos selected on your memory card. If no photos are currently selected, the HP Photosmart prints the photo currently showing on the display.
7		Photo Tray: Selects or deselects the Photo Tray for the next photo you print from a memory card. When the light is on, it means the photo tray is selected. When the light is off, the HP Photosmart prints on paper from the main input tray, rather than the photo tray.

Label	Icon	Name and Description
8		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.
9		Cancel: Stops the current operation and returns to the main screen.
10		On: Turns the HP Photosmart on or off. When the HP Photosmart is off, a minimal amount of power is still supplied to the device. You can further reduce power consumption by holding down the On button for 3 seconds. This will put the HP Photosmart in Standby/Off state. To completely remove power, turn the HP Photosmart off, and then unplug the power cord.


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 14 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.

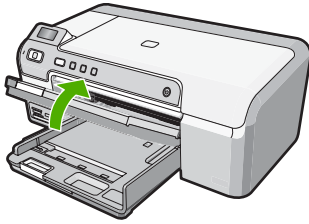
Load paper

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

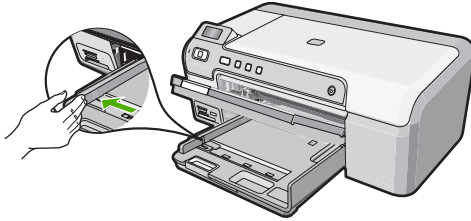
 **TIP:** To help prevent rips, wrinkles, and curled or bent edges, store all paper flat in a resealable bag. If the paper is not stored properly, extreme changes in temperature and humidity might result in curled paper that does not work well in the HP Photosmart.

To load full-size paper

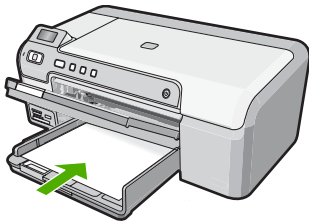
1. Raise the output tray to load paper into the main input tray.



2. Slide the paper-width guide to its outermost position.



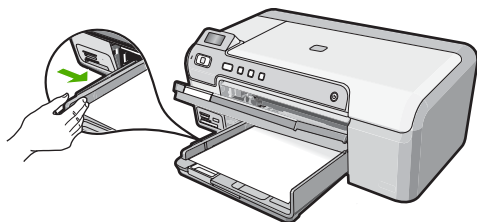
3. Tap a stack of paper on a flat surface to align the edges, and then check the paper for the following:
 - Make sure it is free of rips, dust, wrinkles, and curled or bent edges.
 - Make sure all the paper in the stack is the same size and type.
4. Insert the stack of paper into the main input tray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




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

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

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

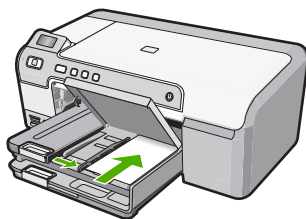


6. Lower the output tray. Pull the output tray extender towards you, as far as it will go.

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

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

1. Raise the photo tray lid to load photo paper in the photo tray.
2. Insert the stack of photo paper into the photo tray with the short edge forward and the print side down. Slide the stack of photo paper forward until it stops. If the photo paper you are using has perforated tabs, load the photo paper so that the tabs are closest to you.
3. Slide the paper-width guide inward against the stack of photo paper until the guide stops.
Do not overload the photo tray; make sure the stack of photo paper fits within the photo tray and is no higher than the top of the paper-width guide.



4. Lower the photo tray lid.

Avoid paper jams

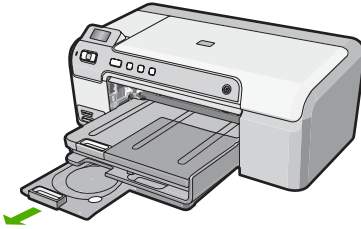
To help avoid paper jams, follow these guidelines.

- Remove printed papers from the output tray frequently.
- Prevent curled or wrinkled paper by storing all unused paper flat in a resealable bag.
- Ensure that paper loaded in the input tray lays flat and the edges are not bent or torn.
- If you are printing labels, ensure that the label sheets are no more than two years old. Labels on older sheets might peel off when the paper is pulled through the HP Photosmart, and cause paper jams.
- 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.

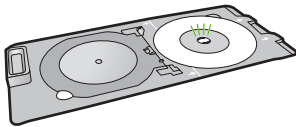
- Do not force paper too far forward in the input tray.
- Use paper types that are recommended for the HP Photosmart.


Print directly onto a CD/DVD

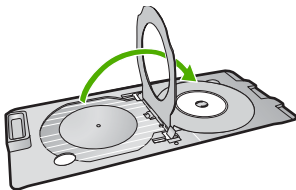
1. Use the software that came with the HP Photosmart to create a label and print it directly on an inkjet printable CD/DVD.
2. When prompted, carefully remove the CD/DVD holder that came with the HP Photosmart.
The CD/DVD holder is stored below the main input tray.



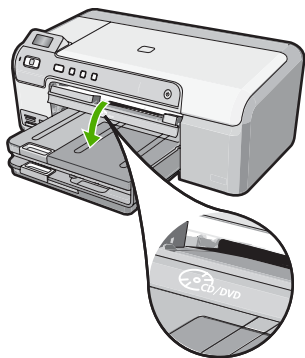
3. Securely snap the inkjet printable media onto the CD/DVD holder with the printable side up. The CD/DVD should be placed on the ring at the end of the holder with the arrows.



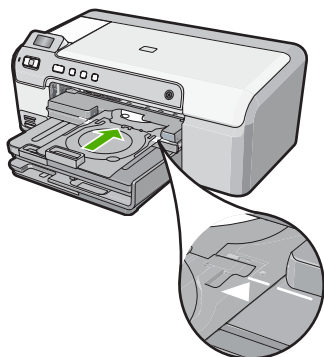
 **NOTE:** If you are using a smaller-sized media, only then should you flip the CD/DVD holder ring over the CD/DVD.




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



5. Push the CD/DVD holder into the HP Photosmart CD/DVD tray. Make sure that you push the CD/DVD holder until the lines on the CD/DVD holder line up to the white lines on the CD/DVD tray.



 **NOTE:** The HP Photosmart pulls the CD/DVD holder while printing on the media. The CD/DVD holder might protrude about 7.5 cm (3 inches) at the back of the device. If the HP Photosmart is placed close to a wall, move it at least 3 inches away from the wall.

Print up to 13 x 18 cm (5 x 7 inch) photos

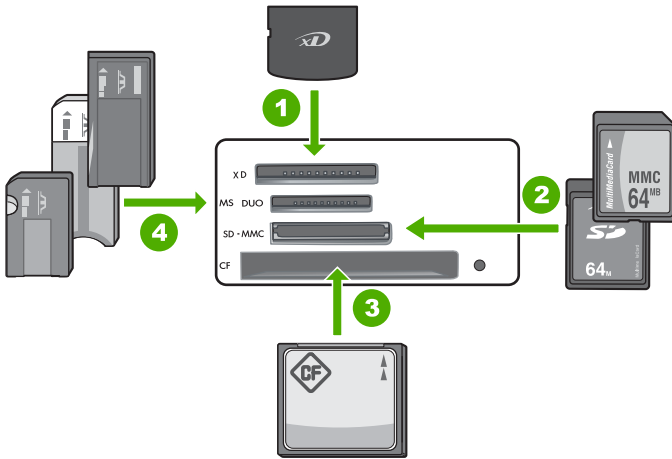
The HP Photosmart enables you to print photos directly from your memory card without first transferring the files to a computer. You can print borderless photos (one per sheet of paper) or you can print multiple photos on a single sheet of paper.

By default, the HP Photosmart is set to detect the type of paper you are using automatically. For the best results when printing photos, leave the **Paper Type** set to **Automatic**, and load photo paper in the photo tray. You should only change the **Paper Type** if you see print quality issues using the **Automatic** setting.

To achieve the best print quality, HP recommends using HP papers that are specifically designed for the type of project you are printing along with genuine HP ink. HP papers and HP ink are specifically designed to work well together to provide high-quality output.



NOTE: All photos that you print from the control panel, rather than from your computer, will be borderless.




1	xD-Picture Card
2	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
3	CompactFlash (CF) types I and II
4	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)

To print up to 13 x 18 cm (5 x 7 inch) photos

1. Insert your memory card into the appropriate slot on the HP Photosmart. The most recent image on the card appears on the display.
2. Load up to 13 x 18 cm (5 x 7 inch) paper in the photo tray.
3. If the **Photo Tray** light is off, select the photo tray by pressing the **Photo Tray** button (the light will turn on).
4. Press ◀ or ▶ to scroll through your photos until the photo you want to print appears.
5. Press the **OK** button to select the photo you want to print. Each time you press the **OK** button, you increment the number of copies of the selected photo to be printed.


6. Press the **Print Photos** button.

 **TIP:** While the photo is printing, you can continue scrolling through the photos on your memory card. When you see a photo you want to print, you can press the **Print Photos** button to add that photo to the print queue.

7. If you increased the number of copies or selected additional photos to print, do one of the following in the **Select Format** screen:
 - Press the **OK** button to accept the default of **1-Up**. The photos will be printed on separate pages.
 - Press the **▶** button to highlight **3-Up**, and then press the **OK** button. The photos will be printed on the same page (up to 3 per page).

Replace the print cartridges

Follow these instructions when you need to replace print cartridges.


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

If you do not already have replacement print cartridges for the HP 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.

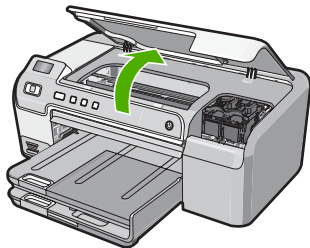
For more information see www.hp.com/buy/supplies.

To replace the print cartridges

1. Make sure the HP Photosmart is on.

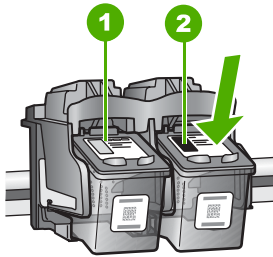
 **CAUTION:** If the HP Photosmart is off when you open the print cartridge door to access the print cartridges, the HP Photosmart will not release the cartridges for changing. You might damage the HP Photosmart if the print cartridges are not docked safely when you try to remove them.

2. Open the print cartridge door.
The print carriage moves to the far right side of the HP Photosmart.



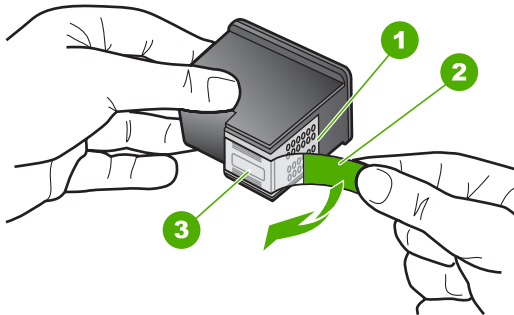
3. Wait until the print carriage is idle and silent, and then lightly press down on a print cartridge to release it.
If you are replacing the tri-color print cartridge, remove the print cartridge from the slot on the left.

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



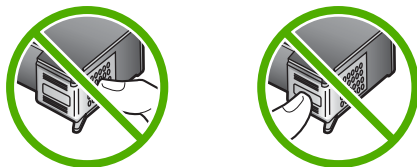
- | | |
|---|---|
| 1 | Print cartridge slot for the tri-color print cartridge |
| 2 | Print cartridge slot for the black and photo print cartridges |

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



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

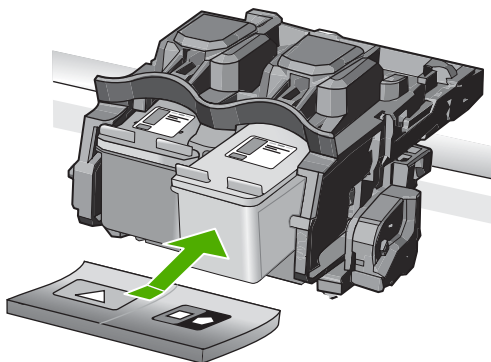
△ **CAUTION:** Do not touch the copper-colored contacts or ink nozzles. Also, do not re-tape the print cartridges. Doing so can result in clogs, ink failure, and bad electrical connections.



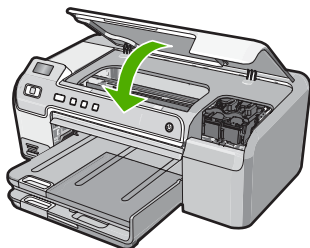
7. Hold the print cartridge with the HP logo on top, and insert the new print cartridge into the empty cartridge slot. Make sure you push the print cartridge in firmly until it snaps into place.

If you are installing the tri-color print cartridge, slide it into the left slot.

If you are installing a black, photo, or gray photo print cartridge, slide it into the right slot.




8. Close the print cartridge door.



If you installed a new print cartridge, the HP Photosmart prints a print cartridge alignment page.

9. When prompted, ensure plain white paper is loaded in the input tray, then press **OK**.

10. The HP Photosmart prints a test page, aligns the print head, and calibrates the printer. Recycle or discard the page.
A success or failure message appears.

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

11. Press **OK** to continue.


2 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 restart it.
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

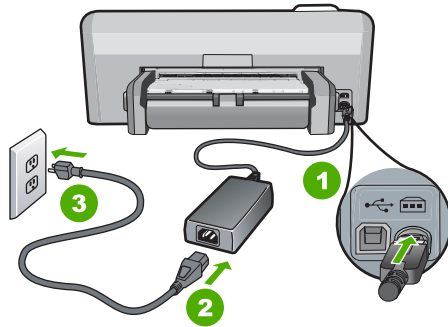
Use this section to solve any problems you might encounter while setting up the HP Photosmart hardware.

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.

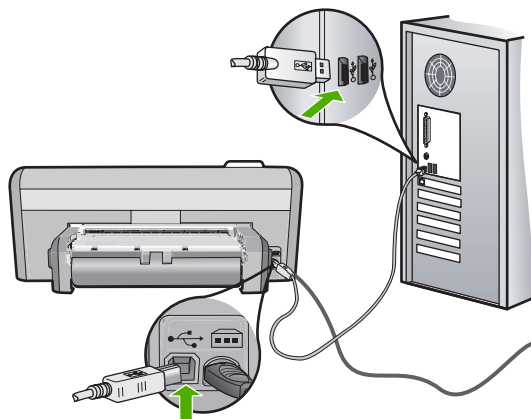
△ **CAUTION:** If the HP Photosmart still does not turn on, it might have a mechanical failure. Unplug the HP Photosmart from the power outlet and contact HP. Go to: www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

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

Solution: If the HP Photosmart and computer are not communicating with each other, try the following:

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

- Try connecting the USB cable to another USB port on your computer. After you check the connections, try restarting your computer. Turn the HP Photosmart off and then on again.
- If the HP Photosmart is offline, turn the HP Photosmart off and on again. Start a print job.
- If necessary, remove and then install the software you installed with the HP Photosmart again.

For more information on setting up the HP Photosmart and connecting it to your computer, see the Setup Guide that came with the HP Photosmart.

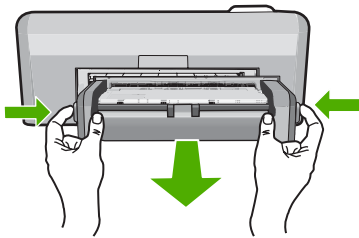
Clear paper jams

If the HP Photosmart has a paper jam, check the Two-sided printing accessory. If paper is still jammed, check the front door.

To clear a paper jam from the Two-sided printing accessory

1. Turn off the HP Photosmart.
2. Press in the tabs on the left and right side of the Two-sided printing accessory. Remove the accessory by pulling it away from the HP Photosmart.

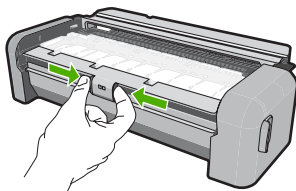
△ **CAUTION:** Trying to clear a paper jam from the front of the HP Photosmart can damage the print mechanism. Always access and clear paper jams from the Two-sided printing accessory of the HP Photosmart.



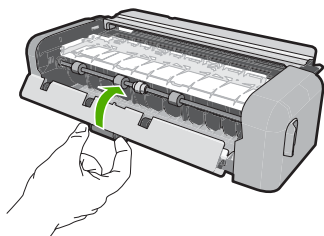
3. Gently pull the paper out of the rollers.

△ **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. If the paper jam is cleared, proceed to step 5.
If the paper jam is not cleared, do the following:
 - a. Open the Two-sided printing accessory by squeezing the tabs together.



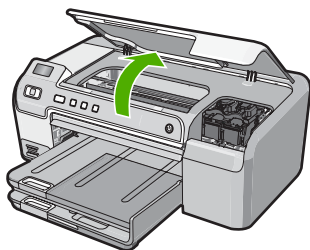
- b. Remove any paper from inside the accessory.
- c. Close the Two-sided printing accessory cover until it locks into place.



5. Replace the Two-sided printing accessory. Gently push the accessory forward until it snaps into place.
6. Turn on the HP Photosmart, and then press **OK** to continue the current job.

To clear a paper jam from the front door

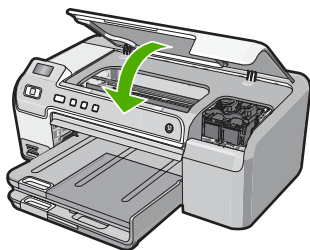
1. If necessary, raise the output tray. Then, raise the print cartridge door.



2. Gently pull the paper out of the rollers.

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

3. Lower the print cartridge door. Also, lower the output tray if it is raised.



4. Press **OK** to continue the current job.

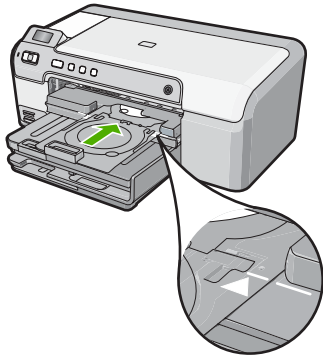
CD/DVD print troubleshooting

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

The HP Photosmart does not detect the CD/DVD holder

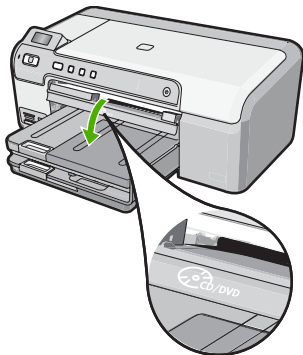
Cause: You might not have pushed the CD/DVD holder far enough into the CD/DVD tray.

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



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

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



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

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

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

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

Solution: Remove the CD/DVD holder from the CD/DVD tray. Remove the printed CD/DVD from the holder. Load the next disc onto the CD/DVD holder with the printable side up and

reinsert the holder into the CD/DVD tray until the lines on the holder line up to the white lines on the tray. When the HP Photosmart detects the holder, the prompt disappears.

The HP Photosmart does not detect a CD/DVD on the holder

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

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

The HP Photosmart stalled while printing a CD/DVD

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

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

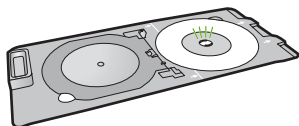
The image on my printed disc is cropped and there is ink on the CD/DVD holder

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

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

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

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



The HP Photosmart is printing on a non-printable area of my disc

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

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

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

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

The design is not centered on my disc

Cause: Your design settings might not be correct.

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

The ink on the CD/DVD is not drying

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

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

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

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

The HP Photosmart reports a CD/DVD size mismatch error

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

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

The CD/DVD holder is stuck in the storage area

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

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


Print cartridge troubleshooting

If you are experiencing problems with printing, you might have a problem with one of the print cartridges. For more information, see ["Replace the print cartridges" on page 10](#) in this guide.

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



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

- Clean the print cartridges when you notice a significant decrease in print quality.
-
-  **TIP:** You might notice a decrease in print quality if the print cartridges have not been used for a long time.
-
- Do not clean the print cartridges unnecessarily. This wastes ink and shortens the life of the cartridges.
 - Handle print cartridges carefully. Dropping, jarring, or rough handling during installation can cause temporary printing problems. If print quality is poor right after cartridge installation, allow half an hour for the print cartridge to recover.

Support process

If you have a problem, follow these steps:

1. Check the documentation that came with the HP 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.

3 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 125 (20 lb./75 gsm. paper)
- Output tray capacity: Plain paper sheets: Up to 50 (20 lb./75 gsm. paper)
- Photo tray capacity: Photo paper sheets: Up to 20


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

Physical specifications

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

Power specifications

- Power consumption: 25 watts maximum (average printing)
- Input voltage: AC 100 to 240 V ~ 600 mA 50–60 Hz
- DC voltage: DC 32 V===550 mA, 16 V===400 mA

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

NOTE: When the HP Photosmart is off, some amount of energy is still being consumed. Energy consumption can be lessened by enabling the Standby/Off state. To enable the Standby/Off state, press and hold the **On** button for 3 seconds until the HP Photosmart turns off. When the HP Photosmart is in the Standby/Off state, it will take longer than usual to turn back on.

Environmental specifications

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

Print cartridge yield

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

Visit www.hp.com/pageyield for more information on estimated cartridge yields.

Regulatory notices

The HP 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-0732. This regulatory number should not be confused with the marketing name (HP Photosmart D5300 series, etc.) or product numbers (Q8360A, etc.).

Warranty

HP product	Duration of limited warranty
Software Media	90 days
Printer	1 year
Print or Ink cartridges	Until the HP ink is depleted or the "end of warranty" date printed on the cartridge has been reached, whichever occurs first. This warranty does not cover HP ink products that have been refilled, remanufactured, refurbished, misused, or tampered with.
Accessories	1 year unless otherwise stated

A. Extent of limited warranty

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

B. Limitations of warranty

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

C. Limitations of liability

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

D. Local law

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

HP Limited Warranty

Dear Customer,

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

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

Ireland: Hewlett-Packard Ireland Ltd. 30 Herbert Street IRL-Dublin 2

United Kingdom: Hewlett-Packard Ltd, Cain Road, Bracknell, GB-Berks RG12 1HN



www.hp.com/support

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

日本	www.hp.com/support/japan	
	0800 222 47	الأردن
한국	www.hp.com/support/korea	
Luxembourg	www.hp.com/support	
Malaysia	www.hp.com/support	
Mauritius	(262) 262 210 404	
México (Ciudad de México)	55-5258-9922	
México	01-800-472-68368	
	081 005 010	المغرب
Nederland	www.hp.com/support	
New Zealand	www.hp.com/support	
Nigeria	(01) 271 2320	
Norge	www.hp.com/support	
	24791773	نمسا
Panamá	1-800-711-2884	
Paraguay	009 800 54 1 0006	
Perú	0-800-10111	
Philippines	www.hp.com/support	
Polska	0801 800 235	
Portugal	www.hp.com/support	
Puerto Rico	1-877-232-0589	
República Dominicana	1-800-711-2884	
Reunion	0820 890 323	
România	0801 033 390	
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Россия (Санкт-Петербург)	+7 812 3324240	
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Slovensko	0850 111 256	
South Africa (RSA)	0860 104 771	
Suomi	www.hp.com/support	
Sverige	www.hp.com/support	
Switzerland	www.hp.com/support	
臺灣	www.hp.com/support/taiwan	
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Türkiye	+90 (212)291 38 65	
Україна	(044) 230-51-06	
	600 54 47 47	الإمارات العربية المتحدة
United Kingdom	www.hp.com/support	
United States	1-(800)-474-6836 (1-800 hp invent)	
Uruguay	0004-054-177	
Venezuela (Caracas)	58-212-278-8666	
Venezuela	0-800-474-68368	
Việt Nam	www.hp.com/support	