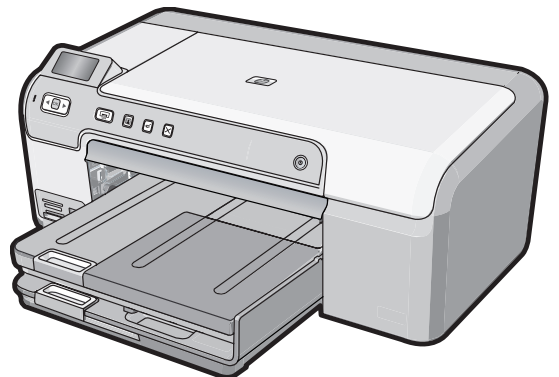


# HP Photosmart D5300 series



## 基本指南 Basics Guide



## 惠普公司通告

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# HP Photosmart D5300 series

## 基本指南

使用者指南的這一部分主要針對香港和台灣使用者。



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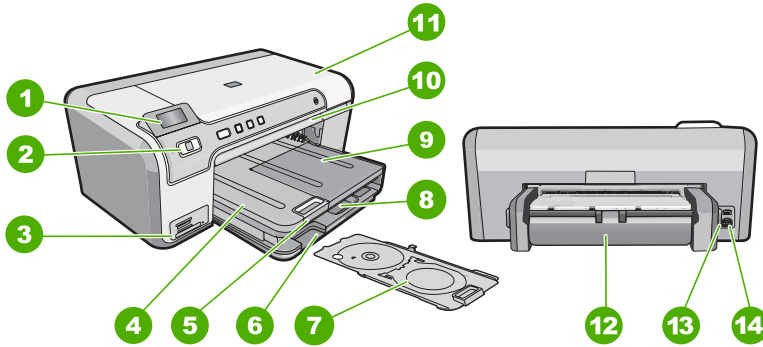
# 1 HP Photosmart 概觀

使用 HP Photosmart 從記憶卡列印相片，或直接列印在可列印 CD/DVD 光碟的表面上，以製作 CD/DVD 的標籤。HP Photosmart 隨附的雙面列印配件可讓您在紙張的兩面列印，以便您列印型錄和小冊子，或者只是節省紙張。您無需啟動電腦，即可從控制台直接存取 HP Photosmart 的許多功能。

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

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

## HP Photosmart 概觀



標籤	描述
1	彩色圖形顯示器（也稱顯示器）
2	控制台
3	記憶卡插槽與相片指示燈
4	出紙匣
5	紙匣延伸架
6	CD/DVD 放置架存放
7	CD/DVD 放置架
8	主要進紙匣（也稱進紙匣）
9	相片匣
10	CD/DVD 匣
11	列印墨匣門

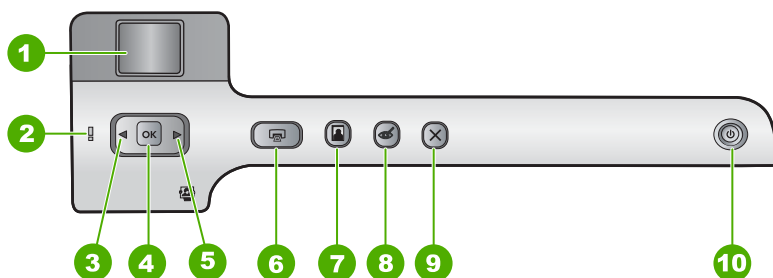
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標籤	描述
12	雙面列印配件
13	後方 USB 埠
14	電源連接*

\* 只能與 HP 提供的電源轉接器搭配使用。

## 控制台功能

下列圖示和相關表格提供 HP Photosmart 控制台功能的快速參照。



標籤	圖示	名稱與描述
1		<b>彩色圖形顯示器</b> （也稱顯示器）：顯示記憶卡上的相片。同時顯示狀態與錯誤訊息。
2		<b>注意燈號</b> ：表示發生問題。請參閱顯示器以取得更多資訊。
3		<b>向左箭頭</b> ：向左按鈕會傳回上一個顯示畫面或記憶卡上的上一張相片。
4	<b>OK</b>	<b>OK</b> ：選取要列印的相片或選取功能表選項。
5		<b>向右箭頭</b> ：向右按鈕會導覽到下一個顯示畫面或記憶卡上的下一張相片。
6		<b>列印相片</b> ：列印在記憶卡上選取的相片。如果目前尚未選取任何相片，HP Photosmart 會列印目前顯示器上顯示的相片。
7		<b>相片匣</b> ：針對您要從記憶卡列印的下一張相片，選取或取消選取 <b>相片匣</b> 。指示燈亮起時，表示有選取相片匣。指示燈熄滅時，HP Photosmart 會在主要進紙匣（而非相片匣）的紙張上列印。
8		<b>消除紅眼</b> ：開啓或關閉 <b>消除紅眼</b> 功能。預設會關閉此功能。開啓這個功能時，HP Photosmart 會自動修正目前顯示器中所顯示相片的紅眼色彩。
9		<b>取消</b> ：停止目前作業，並返回主畫面。
10		<b>開啓</b> ：開啓或關閉 HP Photosmart。當 HP Photosmart 處於關閉狀態時，裝置仍維持有最小量的電力。您可以按住 <b>開啓</b> 按鈕 3 秒鐘，進一步降低耗電量。這會讓

(續)

標籤	圖示	名稱與描述
		HP Photosmart 處於待機／關機狀態。若要完全移除電力，請關閉 HP Photosmart，然後拔掉電源線。

## 尋找更多資訊

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

- **安裝指南**  
《安裝指南》提供設定 HP Photosmart 和安裝軟體的指示。請務必依照《安裝指南》的步驟順序進行。  
如果安裝時發生問題，請參閱《安裝指南》最後一節的〈疑難排解〉，或是參閱本指南中的位於第 16 頁的「疑難排解與支援」。
- **螢幕說明**  
螢幕操作說明提供本《基本指南》中未提及之 HP Photosmart 功能的詳細指示（包括只有透過 HP Photosmart 安裝的軟體才可使用的功能）。
- **[www.hp.com/support](http://www.hp.com/support)**  
如果您可連線至網際網路，就可以從 HP 網站上取得說明和支援。此網站上提供技術支援、驅動程式、耗材和訂購資訊。

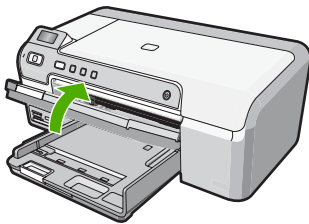
## 裝入紙張

本節說明在 HP Photosmart 中如何放入不同類型與大小的紙張，以進行列印。

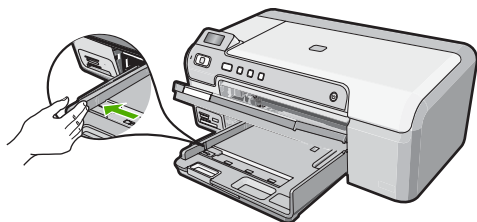
🔗 **提示** 為避免撕裂、起皺紋或邊緣彎曲，請將所有紙張平放儲存在可密封的袋子中。如果未妥善存放紙張，則在溫度和濕度的劇烈變化下，可能會使紙張捲曲，而無法正常用於 HP Photosmart。

### 放入整頁大小的紙張

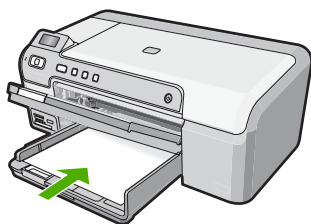
1. 抬起出紙匣，將紙張放入主要進紙匣。



2. 將紙張寬度導板滑到最外側的位置。



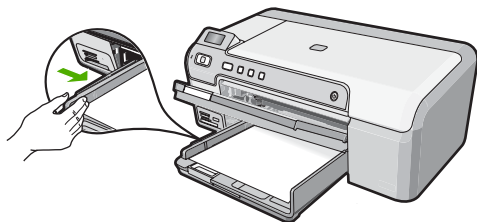
3. 在平面上輕敲紙疊將邊緣對齊，然後檢查：
  - 確定紙張沒有撕裂、灰塵、皺紋或邊緣彎曲。
  - 確定整疊紙張的大小和類型都相同。
4. 將整疊紙張較短的一側朝前插入主要進紙匣，列印面朝下。將整疊紙張向裡推，直到不能再推入為止。



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

※ 提示 若您使用的是信箋，請先插入頁面頂端，列印面朝下。

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



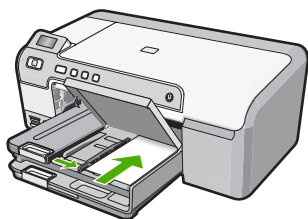
6. 放下出紙匣。將出紙匣延伸架盡量向您自己的方向拉出。

☞ 附註 使用 Legal 大小的紙張時，請勿打開紙匣延伸架。



### 在相片匣內載入 13 x 18 公分相片紙

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



4. 放下相片匣蓋。

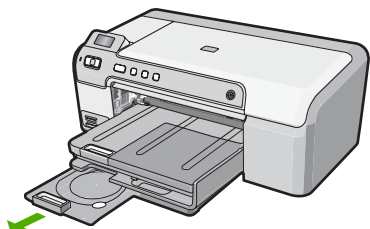
## 避免卡紙

為避免卡紙，請遵照下列指示。

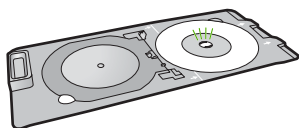
- 經常取出出紙匣的紙張。
- 將所有未用過的紙張平放在可密封的袋子中，以避免捲曲或皺紋。
- 確定載入進紙匣的紙張平整且邊緣無彎折或破損。
- 如果您要列印標籤，請確定標籤紙張的出品距今未超過兩年。透過 **HP Photosmart** 拉動的時候，較舊紙張上的標籤可能會脫落，因而造成卡紙。
- 請勿將不同類型和大小的紙張載入同一個進紙匣中；進紙匣中整疊紙張的類型和大小必須相同。
- 調整紙張寬度導板，使其貼緊進紙匣的所有紙張邊緣。確保紙張寬度導板不會使進紙匣中的紙張捲曲。
- 請勿用力強行將紙張推擠入進紙匣中。
- 使用建議用於 **HP Photosmart** 的紙張類型。


## 直接列印在 CD/DVD 上

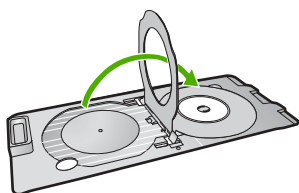
1. 使用 **HP Photosmart** 隨附的軟體建立標籤，並將其直接列印在可噴墨列印的 CD/DVD 上。
2. 看到提示時，請小心取出 **HP Photosmart** 隨附的 CD/DVD 放置架。CD/DVD 放置架會存放在主要進紙匣下方。



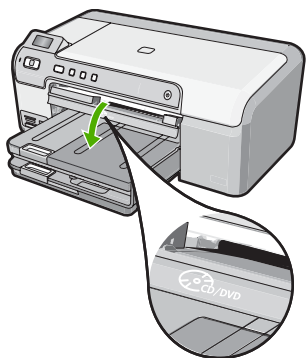
3. 將可噴墨列印的媒體牢固地卡入 CD/DVD 放置架上，並使可列印面朝上。CD/DVD 應該放在放置架有箭頭一端的環上。



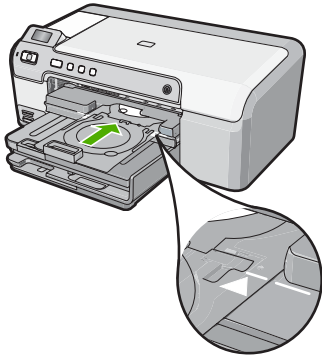
 **附註** 只有使用的媒體較小時，才需要將 CD/DVD 放置架的環翻轉到 CD/DVD 上。



4. 放下 CD/DVD 存取擋門以存取 CD/DVD 匣。  
CD/DVD 存取擋門位於控制台正下方。當 CD/DVD 匣的位置較低時，將在出紙匣的上方。



5. 將 CD/DVD 放置架推入 HP Photosmart CD/DVD 匣中。推入 CD/DVD 放置架時，請確定 CD/DVD 放置架上的線能對齊 CD/DVD 匣上的白線。



- 
- ☞ 附註 在媒體上列印時，HP Photosmart 會拉出 CD/DVD 放置架。CD/DVD 放置架可能會自裝置後方突出約 7.5 公分（3 英吋）。如果放置 HP Photosmart 的位置靠近牆壁，請至少距離牆壁 3 英吋。
- 

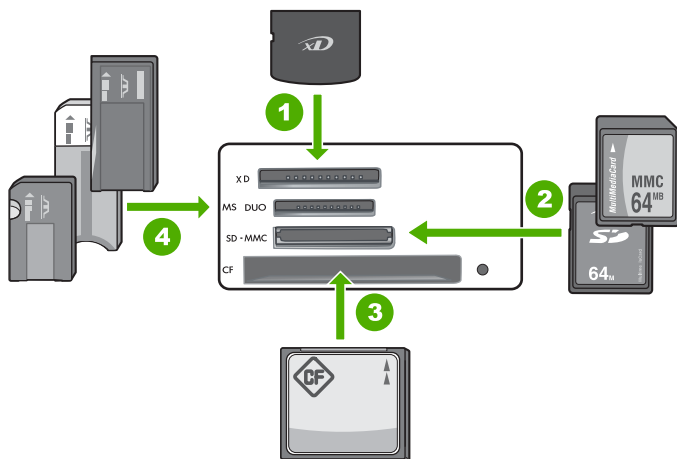
## 列印 13 x 18 公分（5 x 7 英吋）相片

HP Photosmart 可讓您直接從記憶卡列印相片，而不需要先將檔案傳輸到電腦。您可以列印無邊框相片（每張紙一張相片），或在單一紙張上列印多張相片。

依照預設，會將 HP Photosmart 設定為自動偵測您所使用的紙張類型。為了在列印相片時取得最佳效果，請將「紙張類型」設為「自動」，然後將相紙放入相片匣中。如果您發現使用「自動」設定存在列印品質問題，則只能變更「紙張類型」。

為了獲得最佳列印品質，HP 建議使用特別針對列印的專案類型設計的 HP 紙張，並搭配 HP 原廠墨水。HP 紙張與 HP 墨水的完美搭配，是專為提供高品質輸出所設計的。

- 
- ☞ 附註 您從控制台（而非電腦）列印的所有相片都沒有邊框。
-



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

#### 若要列印最大 13 x 18 公分的相片


- 將記憶卡插入 HP Photosmart 中正確的插槽。  
記憶卡上最近的影像會顯示於顯示器上。
- 將最大 13 x 18 公分的相紙放入相片匣中。
- 如果**相片匣**指示燈熄滅，按下**相片匣**按鈕以選取相片匣（指示燈將會亮起）。
- 按下 ◀ 或 ▶ 捲動您的相片，直到您要列印的相片出現為止。
- 按下 **OK** 按鈕，選取要列印的相片。  
每次您按下 **OK** 按鈕時，就會遞增要列印之所選相片的份數。
- 按下**列印相片**按鈕。

🔔 **提示** 列印相片時，您可繼續捲動記憶卡中的相片。當您看到想列印的相片時，可按下**列印相片**按鈕將這張相片加入列印佇列。

- 如果您增加了份數或選取其他要列印的相片，請在「**選擇格式**」畫面中進行下列其中一項：
  - 按下 **OK** 按鈕以接受「**每頁 1 張**」的預設值。  
這些相片將會列印在個別的頁面上。
  - 按下 ▶ 按鈕以反白選取「**每頁 3 張**」，然後按下 **OK** 按鈕。  
這些相片將會列印在相同的頁面上（每頁最多 3 張）。

## 更換列印墨匣

請按照下列指示更換列印墨匣。


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

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

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

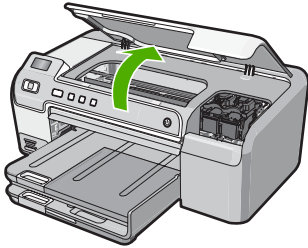
### 更換列印墨匣

1. 確認 **HP Photosmart** 已經開啓。

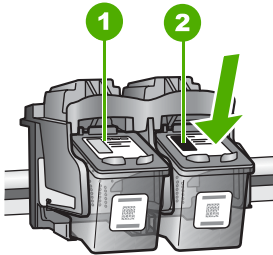
 **注意** 當您開啓列印墨匣門取出列印墨匣時，如果 **HP Photosmart** 是關閉的，則 **HP Photosmart** 不會鬆開墨匣讓您更換。當您試著取出列印墨匣時，若墨匣沒有牢固地固定，則可能會損壞 **HP Photosmart**。

2. 打開列印墨匣門。

列印滑動架移至 **HP Photosmart** 的最右側。

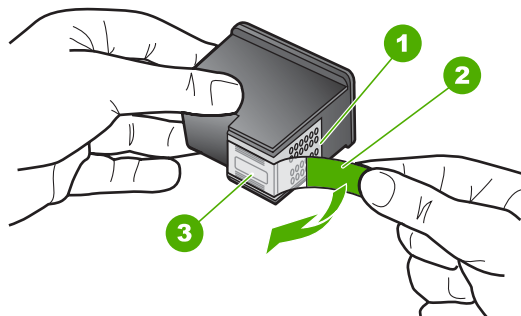


3. 待列印滑動架停止不動而且不再發出聲音，再輕輕壓下列印墨匣將它鬆開。如要更換三色列印墨匣，請取出左邊插槽中的列印墨匣。如要更換黑色相片或灰色相片列印墨匣，請取出右邊插槽中的列印墨匣。



1	三色列印墨匣的墨匣插槽
2	黑色和相片列印墨匣的列印墨匣插槽

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

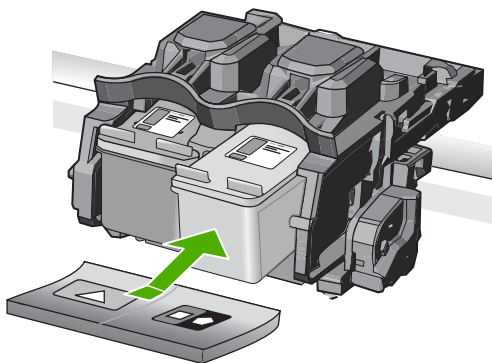


1	銅色接點
2	粉紅色拉啓式標籤膠帶（安裝前必須先移除）
3	膠帶底下的墨水噴嘴

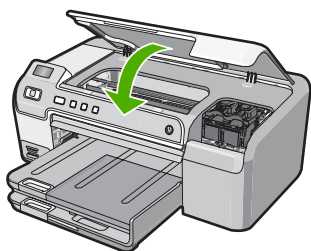
△ 注意 不要觸碰銅色接點或墨水噴嘴。同時，請勿以膠帶重新貼起列印墨匣。觸碰這些零件會導致墨水堵塞、無法噴墨及電子接點接觸不良。



- 以 HP 商標朝上的方式握住列印墨匣，並將新的列印墨匣插入空的墨水匣插槽中。請確認牢牢推入列印墨匣直到卡住定位。  
如果安裝的是三色列印墨匣，請將它滑入左邊插槽。  
如果安裝的是黑色相片或灰色相片列印墨匣，請將它滑入右邊插槽。



8. 關上列印墨匣門。



若您安裝了新列印墨匣，HP Photosmart 會列印一份列印墨匣校正頁。

9. 出現提示時，請確認進紙匣中已放入普通白色紙張，然後按下 **OK**。
10. HP Photosmart 會列印測試頁、校正列印頭及校準印表機。回收或丟棄這一頁。  
成功或失敗的訊息即會出現。

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☞ 附註 如果在校正印表機時，於進紙匣中載入彩色紙張，則校正作業會失敗。請在進紙匣中裝入普通白紙，然後再校正一次。

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11. 按 **OK** 以繼續。

## 2 疑難排解與支援

本章包含 HP Photosmart 的疑難排解資訊。提供有關安裝與組態設定問題的特定資訊，以及一些操作主題。有關疑難排解的詳細資訊，請參閱軟體隨附的螢幕說明。若在電腦上安裝 HP Photosmart 軟體前，即使用 USB 纜線將 HP Photosmart 連接至電腦，將會造成許多問題。如果您在軟體安裝畫面提示執行這項操作之前，已經將 HP Photosmart 連接至電腦，則必須遵循下列步驟：

### 疑難排解常見的安裝問題

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

△ 注意 只有當軟體安裝畫面出現提示後，才可以將 USB 纜線連接至電腦。

如需支援聯絡資訊，請參閱本指南的封底內頁。

### 解除安裝和重新安裝軟體

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

#### 從 Windows 電腦解除安裝後再重新安裝

1. 在 Windows 工作列中，依次按一下「開始」、「設定」，再選取「控制台」（或直接選取「控制台」）。
2. 連接兩下「新增或移除程式」（或按一下「解除安裝程式」）。
3. 選取「HP Photosmart 驅動程式軟體」，並按一下「變更／移除」。按照畫面上的指示操作。
4. 中斷 HP Photosmart 與電腦的連線。
5. 重新啟動電腦。

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

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

### 硬體安裝疑難排解

利用本節來解決您在安裝 HP Photosmart 硬體時可能遇到的問題。

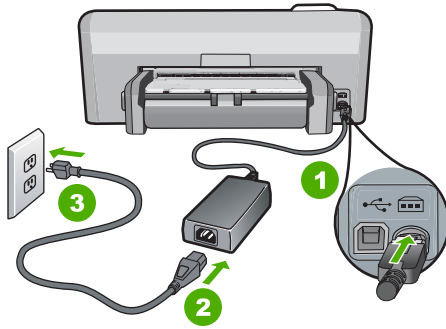
#### HP Photosmart 未能開啓

原因： HP Photosmart 電源線沒有接好。

#### 解決方案

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





1	電源連接
2	電源線與供應器
3	電源插座

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

**原因：** 您太快按下「開啓」按鈕。

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

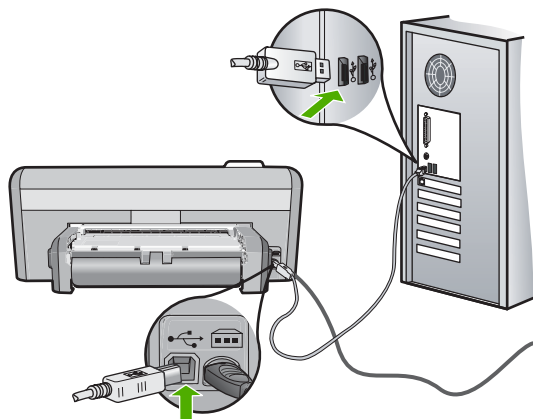
△ **注意** 如果仍未打開 HP Photosmart，可能存在機械故障。從電源插座拔下 HP Photosmart 並聯絡 HP。請至：[www.hp.com/support](http://www.hp.com/support) 如有提示，選擇您的國家／地區，然後按一下「聯絡 HP」，以取得關於呼叫技術支援的資訊。

### 我已接上 USB 纜線，但無法搭配電腦使用 HP Photosmart

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

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

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



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

### HP Photosmart 無法列印

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

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

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

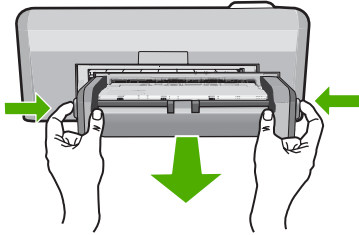
## 清除卡紙

如果 HP Photosmart 發生卡紙，請檢查雙面列印配件。如果依然卡紙，請先檢查前門。

### 清除雙面列印配件的卡紙

1. 關閉 HP Photosmart 。
2. 按下雙面列印配件左右兩側的按鈕。從 HP Photosmart 拉出配件。

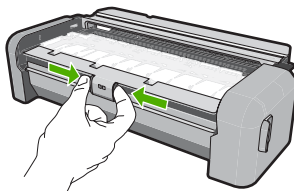
△ **注意** 嘗試從 HP Photosmart 前面板清除夾紙可能會損害印表機。請一律從 HP Photosmart 的雙面列印配件清除夾紙。



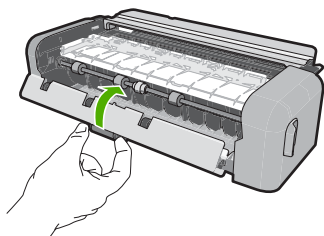
3. 慢慢地將紙張拉出滾筒。

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

4. 如果已清除卡紙，請繼續執行步驟 5。  
如果未清除卡紙，請執行以下動作：
  - a. 將按鈕壓在一起，開啓雙面列印配件。



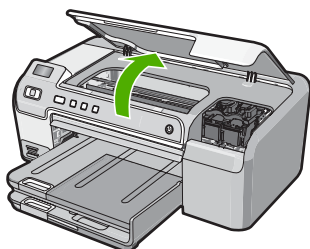
- b. 取出配件中的所有紙張。
- c. 關閉雙面列印配件蓋板直到鎖入定位。



5. 重新放回雙面列印配件。輕輕將配件往前推直到卡住定位。
6. 啓動 HP Photosmart，然後按下 **OK** 繼續目前的工作。

#### 從前門清除卡紙

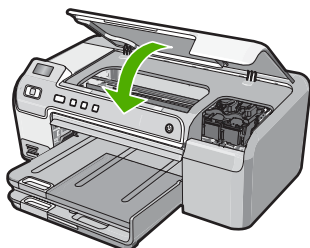
1. 若有需要，請抬起出紙匣。然後抬起列印墨匣門。



2. 慢慢地將紙張拉出滾筒。

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

3. 放下下列印墨匣門。同時請放下出紙匣（如果是抬起狀態）。



4. 按下 **OK** 繼續目前的工作。

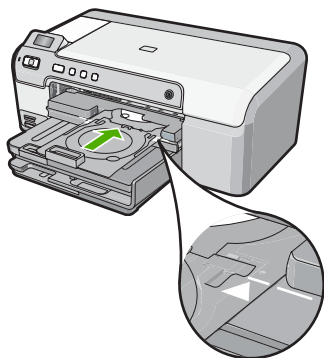
## CD/DVD 列印疑難排解

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

### HP Photosmart 沒有偵測到 CD/DVD 放置架

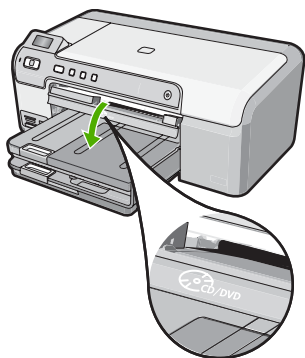
**原因：** 您可能沒有將 CD/DVD 放置架完全推入 CD/DVD 匣。

**解決方案：** 將 CD/DVD 放置架向前推入 CD/DVD 匣，直到放置架上的線與匣上的白線對齊。有箭頭標示的放置架端會先插入 CD/DVD 匣。



**原因：** 您可能將 CD/DVD 放置架插回存放區中。

**解決方案：** 將 CD/DVD 放置架從主要進紙匣下方的存放區中取出。放下 CD/DVD 存取擋門（位於控制台下方）以存取 CD/DVD 匣。



請確認您將可列印光碟放入 CD/DVD 放置架上，並使可列印面朝上。將 CD/DVD 放置架向前推入 CD/DVD 匣，直到放置架上的線與匣上的白線對齊。有箭頭標示的放置架端會先插入 CD/DVD 匣。

**原因：** 您可能將光碟直接插入了 CD/DVD 匣，而沒有將它放在 CD/DVD 放置架上。

**解決方案：** 將 CD/DVD 放置架從主要進紙匣下方的存放區中取出。從 CD/DVD 匣中取出可列印光碟，然後將其放在 CD/DVD 放置架上，並使可列印面朝上。將放置架向前推入 CD/DVD 匣，直到放置架上的線與匣上的白線對齊。有箭頭標示的放置架端會先插入 CD/DVD 匣。

**原因：** 若列印工作需要列印多張 CD/DVD，HP Photosmart 會提示您插入下一張光碟。

**解決方案：** 從 CD/DVD 匣中取出 CD/DVD 放置架。從放置架中取出列印的 CD/DVD。將下一張光碟放到 CD/DVD 放置架上，並使可列印面朝上，然後將放置架重新插入 CD/DVD 匣，直到放置架上的線與匣上的白線對齊。當 HP Photosmart 偵測到放置架時，提示就會消失。

### HP Photosmart 沒有偵測到放置架上的 CD/DVD

**原因:** 您已經將 CD/DVD 放置架插入 CD/DVD 匣中，但是沒有將 CD/DVD 放在放置架上。

**解決方案:** 從 CD/DVD 匣中取出 CD/DVD 放置架。將可列印的光碟放到 CD/DVD 放置架上，並使可列印面朝上，然後將放置架重新插入 CD/DVD 匣，直到放置架上的線與匣上的白線對齊。

### 列印 CD/DVD 時，HP Photosmart 停止運轉

**原因:** 在 CD/DVD 上列印時，HP Photosmart 會將 CD/DVD 放置架從裝置中拉出。放置架會自裝置背面突出約 7.5 公分（3 英吋）。如果 HP Photosmart 後面沒有足夠的空間，放置架會停止，而且列印會停止。

**解決方案:** 請確保 HP Photosmart 後面至少有 7.5 公分（3 英吋）的空間。同時，請確保 HP Photosmart 背後的插槽沒有被擋住。

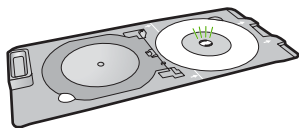
### 列印光碟上的影像被裁剪，而且 CD/DVD 放置架上有墨水

**原因:** 您將 CD/DVD 放到 CD/DVD 放置架上的方式不正確。

**解決方案:** 如果您要將正常尺寸（120 公釐）的 CD/DVD 放到放置架上進行列印，請勿將藍色環翻轉到光碟上。只有在小尺寸（80 公釐）的 CD/DVD 上列印時，才需要使用藍色環。

請先清潔 CD/DVD 放置架，將上面的墨水擦掉，然後再試一次。這樣可以避免墨水沾污裝置內部，同時避免您的光碟、雙手與衣服稍後被弄髒。

清潔並擦乾 CD/DVD 放置架後，將新的可列印光碟放在放置架上，並使可列印面朝上。將藍色環留在其原始位置（即放置架中光碟的反面），如下圖所示。將放置架重新插入 CD/DVD 匣中，直到放置架上的線與匣上的白線對齊，然後再次嘗試列印。



### HP Photosmart 在光碟的非列印區列印

**原因:** 您設計的尺寸與您放入的 CD/DVD 尺寸不同。

**解決方案:** 請確定您所列印的設計適合放入 CD/DVD 放置架上的媒體尺寸，包括內外環的尺寸。相應地變更軟體設定，根據所使用光碟居中並調整設計的尺寸。如需其他資訊，請參閱軟體的說明文件或線上說明。

**原因:** 放置架上放入的 CD/DVD 可能上下顛倒。

**解決方案:** 如果您已經將內容燒錄到 CD/DVD 上，則可能需要在新的光碟上再燒錄一次。將新的光碟放在 CD/DVD 放置架上，並使可列印面朝上。將放置架重新插入 CD/DVD 匣中，直到放置架上的線與匣上的白線對齊，然後再次嘗試列印。

### 設計不在光碟的中央

**原因:** 您的設計設定可能不正確。

**解決方案:** 變更軟體設定，根據所使用光碟居中並調整設計的尺寸。如需其他資訊，請參閱軟體的說明文件或線上說明。

### CD/DVD 上的墨水未乾

**原因：** 光碟表面與列印不相容。

**解決方案：** 請確定您使用的 CD/DVD 與噴墨列印相容。可噴墨列印的光碟通常列印表面為白色（有些光碟的列印表面為銀色）。

**原因：** 放置架上放入的 CD/DVD 可能上下顛倒。

**解決方案：** 如果您已經將內容燒錄到 CD/DVD 上，則可能需要在新的光碟上再燒錄一次。將新的光碟放在 CD/DVD 放置架上，並使可列印面朝上。將放置架重新插入 CD/DVD 匣中，直到放置架上的線與匣上的白線對齊，然後再次嘗試列印。

### HP Photosmart 報告 CD/DVD 尺寸不符的錯誤

**原因：** 目前放在 CD/DVD 放置架上的 CD/DVD 尺寸與您從電腦啓動列印工作時所指定的尺寸不符。

**解決方案：** 取消列印工作，然後將目前放在 CD/DVD 放置架上的 CD/DVD 更換為尺寸與您在列印工作中所指定的尺寸相同的 CD/DVD，或變更軟體中的列印設定。

### CD/DVD 放置架卡在存放區中


**原因：** 您可能將存有 CD/DVD，且藍色環翻轉到光碟上的 CD/DVD 放置架插回存放區中。

**解決方案：** 將 CD/DVD 放置架盡可能拉出，直到感覺有阻力為止。然後，將扁平的鈍物（例如，奶油刀或螺絲起子）插入存放插槽的左角，並向下推至藍色環上。藍色環壓下後，您應該就可以將 CD/DVD 放置架拉出存放插槽。


## 列印墨匣疑難排解

若您遇到列印問題，可能其中一個列印墨匣有問題。如需更多資訊，請參閱本指南位於第 13 頁的「更換列印墨匣」。

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

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

- 當您發現列印品質明顯下降時，請清潔列印墨匣。

 **提示** 如果列印墨匣已經長時間沒有使用，列印品質可能會下降。

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

## 支援程序

如果發生問題，請依照下列步驟：

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



## 3 技術資訊

本節提供 HP Photosmart 的技術規格和國際法規資訊。

### 系統需求


軟體系統需求在讀我檔案中。

### 產品規格

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

#### 紙張規格

- 主要進紙匣容量：普通紙張：最多 125 張（20 磅/75 gsm. 紙張）
- 出紙匣容量：普通紙張：最多 50 張（20 磅/75 gsm. 紙張）
- 相片匣容量：相紙：最多 20 張


 附註 如需支援的媒體尺寸之完整清單，請參閱印表機軟體。

#### 實體規格

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

#### 電源規格

- 消耗電量：最多 25W（列印時平均值）
- 輸入電壓：AC 100 - 240 V，600 mA，50-60 Hz
- DC 電壓：DC 32 V===550 mA，16 V===400 mA

 附註 只能與 HP 提供的電源轉接器搭配使用。

附註 HP Photosmart 在關閉的狀態下仍會消耗一些能源。啓用待機／關機狀態可以降低能源消耗。若要啓用待機／關機狀態，按住**開啓**按鈕 3 秒鐘，直到 HP Photosmart 關閉為止。HP Photosmart 處於待機／關機狀態時，將需要比平常更多的時間才能重新開啓電源。

#### 環境規格

- 建議的操作溫度範圍：15° C - 32° C
- 可允許的操作溫度範圍：5° C - 35° C
- 溼度：15% - 80% 相對濕度，非凝結
- 非操作（存放）溫度範圍：-40° C - 60° C
- 若 HP Photosmart 處於較高的電磁環境中，輸出可能會稍微失真
- HP 建議使用長度短於或等於 3 公尺的 USB 纜線，以減少由於高電磁環境而可能造成的干擾噪音

### 列印墨匣的產能

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

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

## 法規注意事項

HP Photosmart 符合您所在國家／地區主管機構的產品需求。如需完整的法規注意事項清單，請參閱螢幕說明。

### 法規機型識別號碼

為用於法規識別，您的產品具有一個法規機型識別號碼 (Regulatory Model Number)。本產品的法規機型識別號碼為 **SDGOB-0732**。請勿將此法規號碼與行銷名稱 (HP Photosmart D5300 series 等) 或產品序號 (Q8360A 等) 混淆。

HP 產品	保固期限
軟體媒體	90 天
印表機	1 年
列印或墨匣	直至 HP 油墨已耗盡或印在列印墨匣上的「保固結束日期」到期，視何者為先。本保固不包含經過重新填裝、再製、整修、使用不當，或擅自修改的 HP 墨匣產品。
配件	90 天

#### A. 有限保固範圍

- Hewlett-Packard (HP) 向您 (最終使用者) 保證，自購買之日起到上述指定期限內，以上指定的 HP 產品無材料及製造的瑕疵；保固期限自客戶購買產品之日起生效。
- 對於軟體產品，HP 的有限保固僅適用於無法執行其程式指令的狀況。HP 並不保證任何產品工作時都不會中斷或無誤。
- HP 的有限保固僅涵蓋因正常使用產品而發生的瑕疵，而不適用於由其他情況發生的瑕疵，包括下列任何一種情況：
  - 不適當的維護或修改；
  - 使用非 HP 提供或支援的軟體、媒體、零件或耗材；
  - 違反產品規範的操作；
  - 未經授權的修改和誤用。
- 對於 HP 印表機產品，使用非 HP 列印墨匣或重新填裝的列印墨匣不會影響對客戶的保固或任何 HP 與客戶之間的支援合約。然而，如果印表機因為使用非 HP 列印墨匣或重新填裝的列印墨匣出問題或受損，HP 會針對該項問題或損壞維修所耗的時間和材料，收取標準的費用。
- 如果 HP 在有效的保固期限內，收到 HP 保固範圍內任何產品瑕疵的通知，HP 可以選擇修理或更換有瑕疵的產品。
- 如果 HP 不能修理或更換在 HP 保固範圍內的有瑕疵產品，HP 將在接到通知後於合理的時間內，退還購買產品的全款。
- 未收到客戶的瑕疵產品前，HP 沒有義務進行修理、更換或退款。
- 更換品可能是新產品或者相當於新的產品，只要在功能性上至少相當於被更換的產品即可。
- HP 產品可能包含性能上相當於新零件的再製零件、元件或材料。
- HP 的有限保固，在任何具有 HP 產品經銷的國家/地區都有效。其他保固服務 (如現場實地服務) 合約，可與 HP 授權服務機構簽訂，這些機構分布在由 HP 或授權進口商銷售的 HP 產品的國家/地區。

#### B. 保固限制

在當地法律許可的範圍內，對於 HP 的產品，HP 及其協力廠商都不會明示或暗示地提供其他保證或任何條件，並對於產品適售性、品質滿意度以及針對特定用途的適用性之暗示保證或條件，特別不予擔保。

#### C. 責任限制

- 在當地法律許可的範圍內，本保固聲明中提供的補償是客戶可獲得的唯一補償。
- 在當地法律許可的範圍內，除了本保固聲明中明確提出的義務之外，不論是否基於合約、侵權、或其他法律理論，也不論是否已告知損害的可能性，HP 及其協力廠商都不會對直接、間接、特殊、意外或者因果性的傷害負責。

#### D. 當地法律

- 本保固聲明賦予客戶特定的法律權利。客戶也可能有其他權利，這種權利在美國因州而異，在加拿大因省而異，在世界各地則因國家或地區而異。
- 若本保固聲明與當地法律不一致，以當地法律為準。在此情況下，本保固聲明的某些免責和限制條款可能不適用於客戶。例如，美國的某些州以及美國以外的某些政府 (包括加拿大的某些省)，可能會：
  - 排除本保固聲明中的無擔保聲明和限制條款，以免限制客戶的法定權利 (例如英國)；
  - 限制製造商實施這些免責或限制條款的能力；或者
  - 賦予客戶其他保固權利，指定製造商不能聲明免責的暗示保固期限，或者不允許對暗示的保固期限進行限制。
- 除了法律許可的範圍外，本保固聲明中的條款，不得排除、限制或修改對客戶銷售 HP 產品的強制性法定權利，而是對這些權利的補充。

# HP Photosmart D5300 series

## Basics Guide

English




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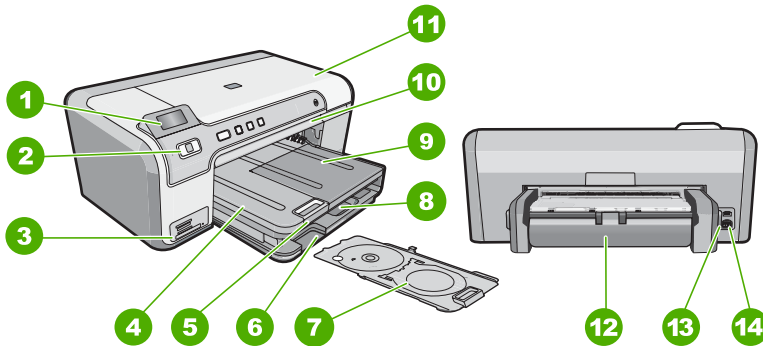
# 1 HP Photosmart overview

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

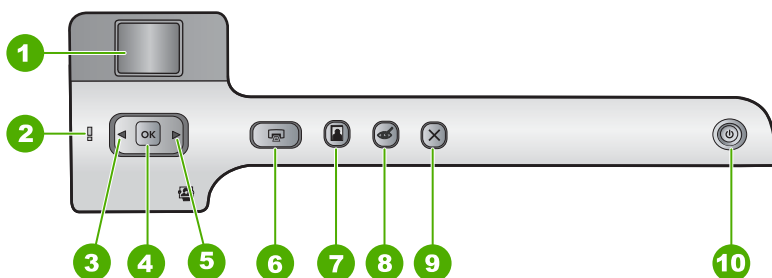
(continued)

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		<b>Color graphics display</b> (also referred to as the display): Shows photos on a memory card. Also shows status and error messages.
2	!	<b>Attention light:</b> Indicates a problem occurred. See the display for more information.
3	◀	<b>Left arrow:</b> The left button returns to the previous display screen or photo on the memory card.
4	OK	<b>OK:</b> Selects a photo for printing or selects a menu option.
5	▶	<b>Right arrow:</b> The right button will navigate to the next display screen or photo on the memory card.
6	🖨️	<b>Print Photos:</b> 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	👤	<b>Photo Tray:</b> Selects or deselects the <b>Photo Tray</b> 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.

(continued)

Label	Icon	Name and Description
8		<b>Red-Eye Removal:</b> Turns the <b>Red-Eye Removal</b> feature On or Off. By default, this feature is turned off. When the feature is turned on, the HP Photosmart automatically corrects red eye coloring in the photo currently shown on the display.
9		<b>Cancel:</b> Stops the current operation and returns to the main screen.
10		<b>On:</b> 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 <b>On</b> 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 15 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](http://www.hp.com/support)  
If you have Internet access, you can get help and support from the HP Web site. This Web site offers technical support, drivers, supplies, and ordering information.

## Load paper

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

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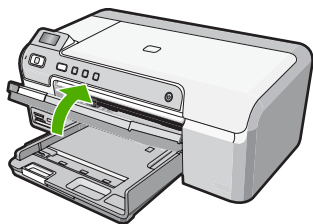
 **TIP:** To help prevent rips, wrinkles, and curled or bent edges, store all paper flat in a resealable bag. If the paper is not stored properly, extreme changes in temperature and humidity might result in curled paper that does not work well in the HP Photosmart.

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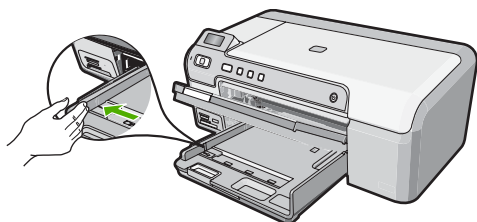
### To load full-size paper

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

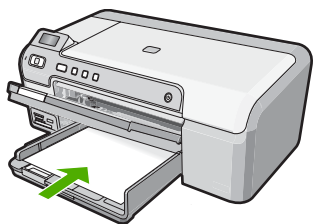




2. Slide the paper-width guide to its outermost position.



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.



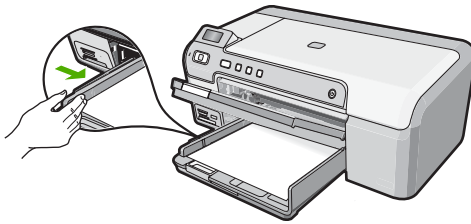
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△ **CAUTION:** Make sure that the HP Photosmart is idle and silent when you load paper into the main input tray. If the HP Photosmart is servicing the print cartridges or otherwise engaged in a task, the paper stop inside the device might not be in 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.

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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.

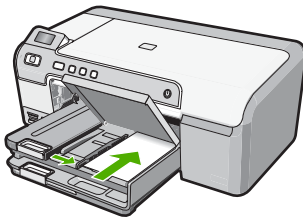


6. Lower the output tray. Pull the output tray extender towards you, as far as it will go.

 **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

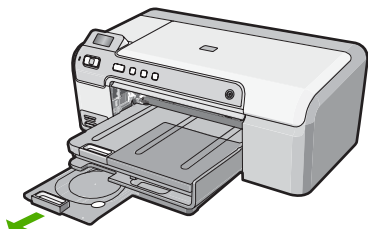
To help avoid paper jams, follow these guidelines.

- 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.

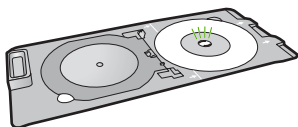
- Do not force paper too far forward in the input tray.
- Use paper types that are recommended for the HP Photosmart.

## 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.



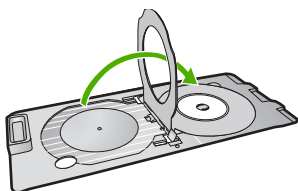
3. Securely snap the inkjet printable media onto the CD/DVD holder with the printable side up. The CD/DVD should be placed on the ring at the end of the holder with the arrows.



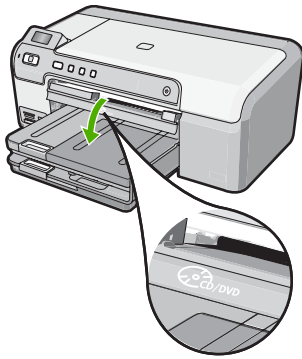
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 **NOTE:** If you are using a smaller-sized media, only then should you flip the CD/DVD holder ring over the CD/DVD.

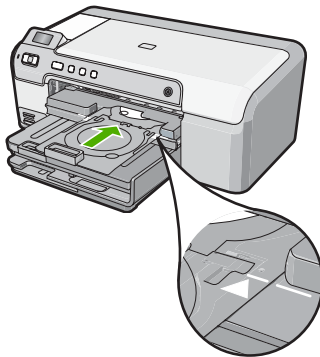
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4. Lower the CD/DVD access door to access the CD/DVD tray.  
The CD/DVD access door is located just below the control panel. When in its lowered position, the CD/DVD tray sits on top of the output tray.



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.



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 **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.


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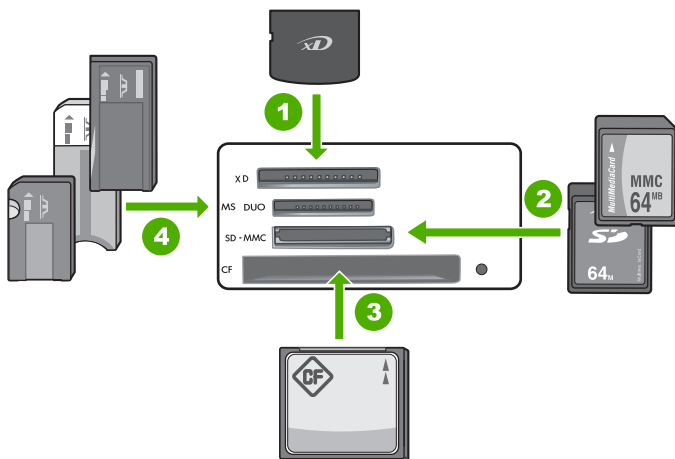
## Print up to 13 x 18 cm (5 x 7 inch) photos

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) photo 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.


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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.

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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](http://www.hp.com/buy/supplies).

### To replace the print cartridges

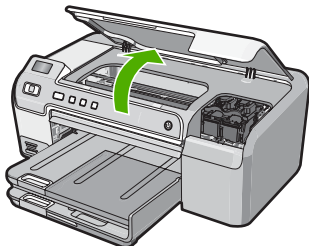
1. Make sure the HP Photosmart is on.

---

 **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.

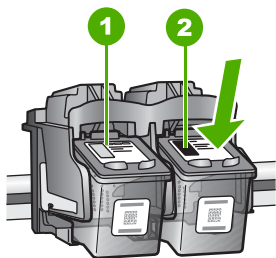
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2. Open the print cartridge door.  
The print carriage moves to the far right side of the HP Photosmart.



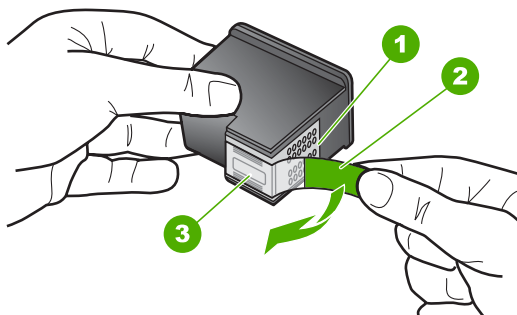
3. Wait until the print carriage is idle and silent, and then lightly press down on a print cartridge to release it.  
If you are replacing the tri-color print cartridge, remove the print cartridge from the slot on the left.

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  |

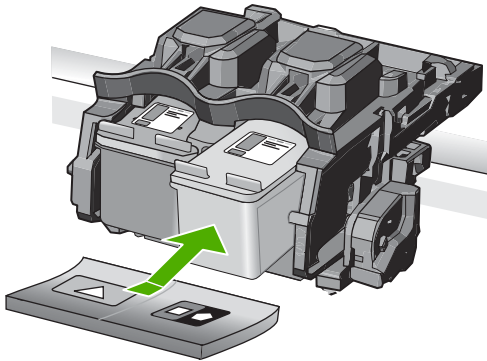
△ **CAUTION:** Do not touch the copper-colored contacts or ink nozzles. Also, do not re-tape the print cartridges. Doing so can result in clogs, ink failure, and bad electrical connections.



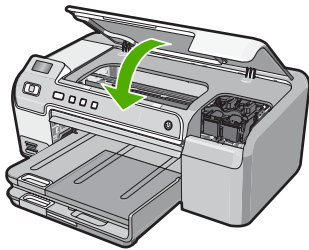
7. Hold the print cartridge with the HP logo on top, and insert the new print cartridge into the empty cartridge slot. Make sure you push the print cartridge in firmly until it snaps into place.

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.

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 **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.

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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.

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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

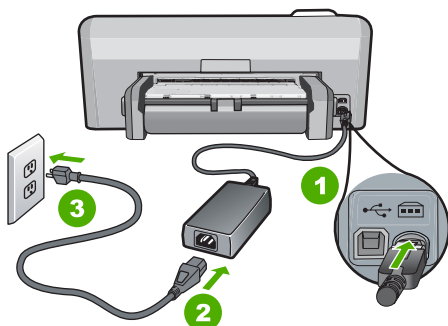
Use this section to solve any problems you might encounter while setting up the HP Photosmart hardware.

#### 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.

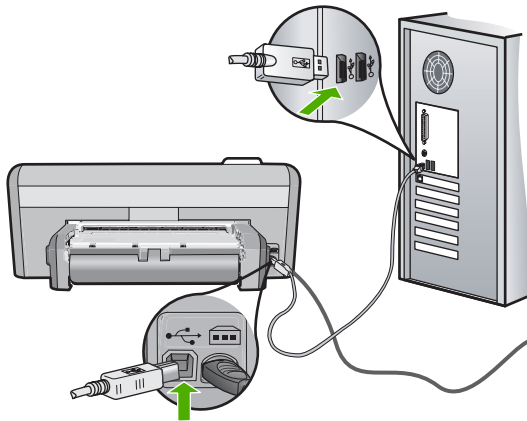
△ **CAUTION:** If the HP Photosmart still does not turn on, it might have a mechanical failure. Unplug the HP Photosmart from the power outlet and contact HP. Go to: [www.hp.com/support](http://www.hp.com/support). If prompted, choose your country/region, and then click **Contact HP** for information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

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

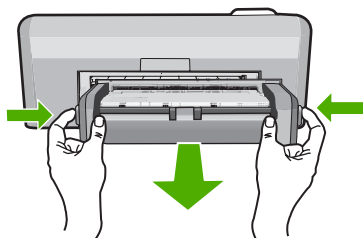
## Clear paper jams

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.

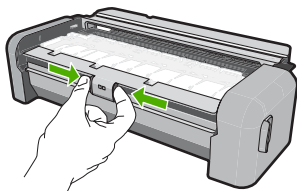
△ **CAUTION:** Trying to clear a paper jam from the front of the HP Photosmart can damage the print mechanism. Always access and clear paper jams from the Two-sided printing accessory of the HP Photosmart.



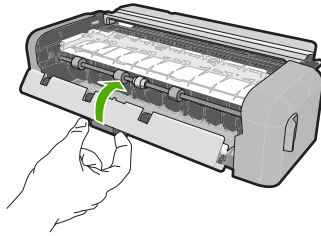
3. Gently pull the paper out of the rollers.

△ **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.



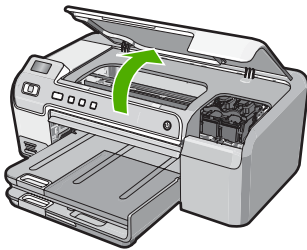
- b. Remove any paper from inside the accessory.
- c. Close the Two-sided printing accessory cover until it locks into place.



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**

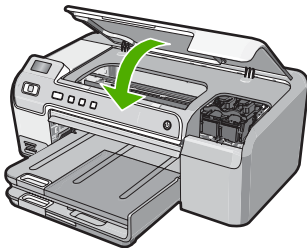
1. If necessary, raise the output tray. Then, raise the print cartridge door.



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.

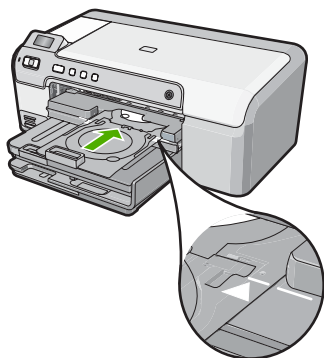
## CD/DVD print troubleshooting

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

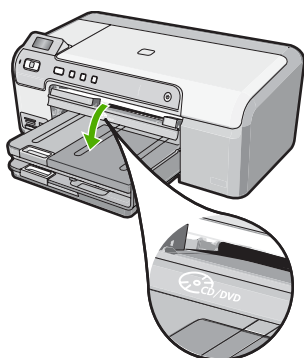
**Cause:** You might not have pushed the CD/DVD holder far enough into the CD/DVD tray.

**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.

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### 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.

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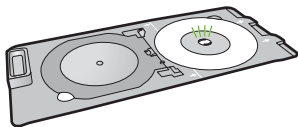
### The image on my printed disc is cropped and there is ink on the CD/DVD holder

**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.

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### 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.)

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**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.

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## 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 11 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.

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- 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.

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- 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](http://www.hp.com/support). HP online support is available to all HP customers. It is the fastest source for up-to-date device information and expert assistance and includes the following features:
  - Fast access to qualified online support specialists
  - Software and driver updates for the HP 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](http://www.hp.com/support).

### Paper specifications

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

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

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### 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

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

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**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.

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### 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](http://www.hp.com/go/inkusage). Visit [www.hp.com/pageyield](http://www.hp.com/pageyield) for more information on estimated cartridge yields.

## Regulatory notices

The HP 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

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



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	عمان
Panamá	1-800-711-2884	
Paraguay	009 800 54 1 0006	
Perú	0-800-10111	
Philippines	www.hp.com/support	
Polska	0801 800 235	
Portugal	www.hp.com/support	
Puerto Rico	1-877-232-0589	
República Dominicana	1-800-711-2884	
Reunion	0820 890 323	
România	0801 033 390	
Россия (Москва)	+7 495 7773284	
Россия (Санкт-Петербург)	+7 812 3324240	
	800 897 1415	السعودية
Singapore	www.hp.com/support/singapore	
Slovensko	0850 111 256	
South Africa (RSA)	0860 104 771	
Suomi	www.hp.com/support	
Sverige	www.hp.com/support	
Switzerland	www.hp.com/support	
臺灣	www.hp.com/support/taiwan	
ไทย	www.hp.com/support	
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Trinidad & Tobago	1-800-711-2884	
Türkiye	+90 (212)291 38 65	
Україна	(044) 230-51-06	
	600 54 47 47	الإمارات العربية المتحدة
United Kingdom	www.hp.com/support	
United States	1-(800)-474-6836 (1-800 hp invent)	
Uruguay	0004-054-177	
Venezuela (Caracas)	58-212-278-8666	
Venezuela	0-800-474-68368	
Việt Nam	www.hp.com/support	