HP Photosmart D5400 series



基本指南 Basics Guide



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HP Photosmart D5400 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。



1 HP Photosmart 概觀

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1 HP Photosmart 概觀

使用 HP Photosmart 列印記憶卡中的相片,或直接列印在特殊塗層的 CD 和 DVD 表面上。您不需啓動電腦,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(也稱爲顯示器)
2	控制台
3	記憶卡插槽和相片燈號
4	前方 USB 埠
5	出紙匣
6	紙匣延伸架(也稱爲延伸架)
7	CD/DVD 放置架儲存區
8	CD/DVD 放置架
9	主進紙匣(也稱爲進紙匣)
10	相片匣
11	CD/DVD 匣
12	墨水匣存取擋門

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標籤	描述
13	後方機門
14	後方 USB 埠
15	電源連接*

*僅適用 HP 提供的電源轉接器。

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		彩色圖形顯示器 (也稱顯示器):顯示記憶卡上的相片。也會顯示狀態與錯誤訊息。
2		注意燈號 :表示發生問題。請參閱顯示器以取得更多資訊。
3		向左箭頭:向左箭頭按鈕會返回前一個顯示畫面或記憶卡中的前一張相片。
4	ОК	OK:選取要列印的相片或選取功能選項。
5		向右箭頭:向右箭頭按鈕會進入下一個顯示畫面或記憶卡中的下一張相片。
6		列印相片 :列印記憶卡中選取的相片。如果目前未選取相片,產品會列印目前顯示在顯示器上的相片。
7	Ś	消除紅眼 :開啓或關閉 消除紅眼 功能。這項功能會在插入記憶體時開啓。產品會自動修正顯示器上,目前所顯示之相片中的紅眼色彩。
8	X	取消 :停止目前作業,並返回主畫面。
9	Ċ	開啓 :開啓或關閉產品。產品關閉時,仍會使用最低電源量。若要完全中斷電源,請 關閉產品,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》的順序來執行步驟。

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13页的「<u>疑難排解與支援</u>」。

螢幕說明

螢幕說明詳細說明了本《使用者指南》中沒有提到的 HP Photosmart 功能指示,其中包括只有透過與 HP Photosmart 安裝的軟體才可使用的功能。螢幕說明也提供法規和環境資訊。

存取螢幕說明

 Windows:按一下「開始>所有程式>HP>Photosmart D5400 series>說 明」。

若要安裝螢幕說明,請將軟體 CD 放入電腦,然後按照螢幕上的指示進行。

• Macintosh:按一下「說明 > Mac 說明 > 資料庫 > HP 產品說明」。

HP 網站

若能連線至網際網路,便可從 HP 網站上取得說明和支援,網址為 <u>www.hp.com/</u> <u>support</u>。此網站上提供技術支援、驅動程式、以及耗材和訂購資訊。

放入紙張

您可在 HP Photosmart 中載入許多不同類型和大小的紙張,包括 Letter、A4 紙、 相片紙、投影片和信封。如需詳細資訊,請參閱螢幕說明。

放入整頁大小的紙張

1. 抬起出紙匣,將紙張放入主進紙匣。



2. 將紙張寬度導板滑到最外側的位置。



- ☆ 提示 在平面上輕敲紙疊使邊緣對齊。請確認紙疊中所有紙張的大小和類 型都相同,而且邊緣沒有破裂、粉塵、皺紋和捲曲或彎折。
- 將整疊紙張較短的一側朝前插入主進紙匣,列印面朝下。將整疊紙張向裡 推,直到不能再推入為止。



- △ 注意 當您將紙張放入主進紙匣時,請確認本產品處於閒置狀態並且不再 發出聲音。如果本產品正在使用墨水匣或正在進行其他工作,停留在本產 品中的紙張可能不會在原位。您可以將紙張推入到最前面,讓本產品退出 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。
- 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。



 放下出紙匣。將紙匣延伸架盡量向您自己的方向拉出。在紙匣延伸架末端翻 轉接紙器,打開延伸架未拉出的部分。



図 附註 使用 Legal 大小的紙張時,請勿打開紙匣延伸架。

將最大為 13 x 18 公分 (5 x 7 英吋) 的相紙裝入相片匣中

1. 抬起相片匣蓋板,將相紙裝入相片匣。



2. 將紙張寬度導板滑到最外側的位置。



 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,再放入紙張。



將紙張寬度導板向內推,直到接觸到紙張邊緣後停止。
 請勿在相紙匣中放入過多紙張;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。



5. 放下相片匣蓋板。



避免卡紙

爲避免卡紙,請遵照下列指示。

- 經常取出出紙匣的紙張。
- 將所有未用過的相紙平放在可密封的袋子中,以避免捲曲或褶皺。
- 確定放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,請確定標籤紙未放置超過兩年。透過產品拉動舊紙張時,其上的標籤可能會脫落,並且造成卡紙。
- 請勿將不同類型和大小的紙張放入同一個進紙匣中;進紙匣中整疊紙張的類型和大小必須相同。
- 調整紙張寬度導板,使其貼緊進紙匣的所有紙張邊緣。確保紙張寬度導板不 會使進紙匣中的紙張捲曲。
- 請勿用力強行將紙張推擠入進紙匣中。
- 使用產品建議的紙張類型。

直接列印在 CD/DVD 上

您可以使用 HP Photosmart 隨附的軟體為 CD 或 DVD 製作自訂標籤。然後,您可將標籤直接列印在可列印的 CD 或 DVD 媒體上。

- 1. 使用產品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. 出現提示時,小心地將產品隨附的 CD/DVD 放置架取出。 CD/DVD 放置架存放在主進紙匣的下方。



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



⑦ 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. 將 CD/DVD 存取擋門放下以使用 CD/DVD 匣。 CD/DVD 存取擋門就位於控制台的下方。當存取擋門位於下方的位置時,CD/ DVD 匣就位於出紙匣上方。



5. 將 CD/DVD 放置架推入產品 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。



[2] 附註 在媒體上列印時,產品會拉回 CD/DVD 放置架。CD/DVD 放置架可 能會自產品後方突出約 7.5 公分(3 英吋)。如果產品太過靠近牆壁,請 將其移至離牆壁至少 3 英吋的地方。

在相紙上列印相片

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。



- 1 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)
- 2 xD-Picture Card、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 前方 USB 埠 (儲存裝置專用)

列印相片

- 1. 在相片匣中放入 13 x 18 公分紙張,或在主進紙匣中放入整頁大小的相片紙。
- 2. 將記憶卡插入產品的適當插槽,或將儲存裝置連接到前方 USB 埠。
- 按下向左箭頭或向右箭頭按鈕,捲動您的相片,直到您要列印的相片出現為止。
- 4. 按 OK 選取要列印的相片。 每次您按下 OK 時,就會遞增要列印之所選相片的份數。

☆ 提示 您可以重複步驟 3 和 4,將相片新增到列印佇列中。

- 5. 按列印相片。
- 6. 按向左箭頭或向右箭頭以捲動整個版面配置選項,當您需要的選項反白時, 按 OK:

更換墨水匣

當您需要更換墨水匣時,請遵照以下指示。

⑦ 附註 如果您是初次安裝產品,務心確實按照《安裝指南》中的指示,安裝列 印頭和墨水匣。

若您還沒有準備好 HP Photosmart 的更換墨水匣,則若要訂購墨水匣,請至 www.hp.com/buy/supplies。如果出現提示,請選擇您所在的國家/地區,依照提 示選擇產品,然後按一下頁面上其中一個購物連結。

△ 注意 請先備妥新的墨水匣之後,再取出舊的墨水匣。請勿將墨水匣放在本產 品之外超過太長時間。這可能會導致本產品與墨水匣損壞。

更換墨水匣

- 1. 請確認本產品已經開啓。
- 2. 從本產品右前方拉起墨水匣活動擋門將它打開,直到門蓋在定位扣住。



列印滑動架會移到本產品的中間。

⑦ 附註 在繼續之前,請先等候列印滑動架停止移動。

 按下墨水匣前方的垂片鬆開它,然後從插槽取出墨水匣。 如果您要更換黑色墨水匣,按壓最右邊墨水匣的垂片。 如果您要更換其中一個其他的墨水匣(例如,亮光黑、洋紅色、青色或黃色 墨水匣),請按壓滴當墨水匣上的垂片以取出它。



- 向後拉橘色拉式垂片,從墨水匣取下塑膠包裝紙,就可以從其包裝取出新的 墨水匣。
 - ⑦ 附註 在將墨水匣安裝在本產品中之前,請確認已經取下墨水匣上的塑膠 膠帶,否則列印將會失敗。



5. 扭開橘色蓋子將其鬆開。



- 透過彩色圖案的圖示協助、將墨水匣滑入空插槽,直到發出喀一聲,固定到 插槽中為止。
 - △ 注意 請勿提起列印滑動架上的閂鎖把手來安裝墨水匣。這麼做可能會導 致墨水匣位置不正確而且列印發生問題。閂鎖必須為放下狀態,才能正確 安裝墨水匣。

確定您將墨水匣插入的插槽上,有與您要安裝的墨水匣相同的圖示形狀和顏色。



- 7. 爲您要更換的每個墨匣重複步驟 3 至 6。
- 8. 關閉墨水匣存取擋門。



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繁體中交

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。如需疑難排解的詳細資訊,請參閱軟體隨附的螢幕說明。 如果在尙未安裝 HP Photosmart 軟體的電腦上使用 USB 纜線連接 HP Photosmart 與電 腦,容易產生很多問題。如果在軟體安裝畫面提示您之前已經連接 HP Photosmart 至電 腦, 您必須依照這些步驟:

疑難排解常見的安裝問題

- 從電腦上拔除 USB 續線。
- 2. 解除安裝軟體(如果已安裝)。
- 3. 重新啓動電腦。
- Image: Image: Amage: Am
- 5. 重新安裝 HP Photosmart 軟體。

△ 注意 只有當軟體安裝書面出現提示後,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

解除安裝與重新安裝軟體

- 1. 在 Windows 工作列中,按一下「開始」、「設定」、「控制台」(或者僅按一下 「控制台」)。
- 2. 按兩下「新增/移除程式」(或按一下「解除安裝程式」)。
- 選取「HP Photosmart All-in-One 驅動程式軟體」,然後按一下「變更/移除」。 按照畫面上的指示操作。
- 4. 中斷產品與電腦的連線。
- 5. 重新啓動電腦。
 - ⑦ 附註 重新啓動電腦前,請務心中斷印表機的連線。在重新安裝軟體完成之前,請 勿將印表機連接至您的電腦。
- 6. 將產品光碟放入電腦的光碟機,然後啓動安裝程式。
 - 🗊 附註 如果未出現安裝程式,請查找 CD-ROM 光碟機上的 setup.exe 檔案,並連 按兩下這個程式。

附註 如果您不再擁有安裝 CD,您可以從 www.hp.com/support 下載軟體。

請遵循螢幕指示,以及產品隨附之《安裝指南》中提供的指示進行。

完成軟體安裝時,「HP 數位影像監視器」圖示就會出現在 Windows 系統工作列中。

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。

印表機將不會開啓

如果您在啓動產品時未出現任何的燈號指示、聲響或動作,請嘗試下列解決方法。

解決方法 1:確定使用產品隨附的電源線

解決方案

- 確定產品和電源轉接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。
- 如果使用電源延長線,請確定電源延長線開關是開著的。否則請將產品直接插到 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。
- 如果將產品插入有開關的插座,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: 產品沒有使用隨附的電源線。

如果這樣無法解決問題,請嘗試下一個解決方法。

解決方法 2:重設產品

解決方案: 關閉產品,然後拔下電源線。插回電源線,然後按**開啓**按鈕以啓動產品。 **原因:** 產品發生錯誤。

如果這樣無法解決問題,請嘗試下一個解決方法。

解決方法 3: 請以較慢的速度再按一次開啓按鈕

解決方案:如果您太快按下**開啓**按鈕,產品可能會沒有反應。請再按一次**開啓**按鈕。 需稍等幾分鐘,產品才會啓動。如果您在這段時間內再次按下**開啓**按鈕,則可能會關 閉產品。

原因: 您太快按下「**開啓**」 按鈕。

如果這樣無法解決問題,請嘗試下一個解決方法。

解決方法 4:連絡 HP 更換電源供應器

解決方案: 請聯絡 HP 支援,索取產品的電源供應器。
請造訪: www.hp.com/support.
如果出現提示,選擇您的國家/地區,然後按一下「聯絡 HP」以取得技術支援的資訊。
原因: 電源供應器不適用於此產品或有機械故障。

如果這樣無法解決問題,請嘗試下一個解決方法。

解決方法 5:連絡 HP 支援以取得維修服務

解決方案:如果您已完成上述解決方法提供的所有步驟卻仍然無法解決問題,請洽 詢 HP 支援的維修服務。

前往:<u>www.hp.com/support</u>.

如果出現提示,請選擇國家/地區,然後再按一下「聯絡 HP」,取得技術支援的資 訊。

原因:您可能需要協助,才能讓產品或軟體正常運作。

我已連上 USB 纜線,但在透過電腦使用產品時產生問題

解決方案: 連接 USB 纜線之前,必須先安裝產品隨附的軟體。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。

繁體中交

安裝軟體後,將 USB 纜線的一端插入電腦背面,然後將另一端插入產品背面。您可 以連接至電腦後方任一 USB 埠。

如需有關安裝軟體和連接 USB 纜線的詳細資訊,請參閱產品隨附的《安裝指南》。 原因: 安裝軟體之前,已連接好 USB 纜線。提示造成錯誤之前,請連接 USB 纜線。

設定完印表機後,並未列印。

請嘗試執行下列解決方法以解決該問題。解決方法按順序列出,最有可能的解決方法在最 前面。若第一個解決方法不能解決問題,請繼續嘗試其他解決方法,直到解決問題為止。

解決方法 1: 按開啓按鈕開啓產品

解決方案: 查看產品上的顯示器。如果顯示器是空白的,且**開啓**按鈕未亮起,則表示 產品電源已關閉。確定產品電源線已牢固連接並插到電源插座上。按下**開啓**按鈕開啓 產品。

原因: 產品可能尙未開啓。

如果這樣無法解決問題,請嘗試下一個解決方法。

解決方法 2:將產品設為預設的印表機

解決方案:使用電腦上的系統工具,將您的產品變更為預設印表機。 **原因:**您已經將列印工作傳送到預設印表機,但此產品不是預設印表機。 如果這樣無法解決問題,請嘗試下一個解決方法。

解決方法 3: 檢查產品和電腦之間的連線

解決方案:檢查產品和電腦之間的連線。 **原因:**產品和電腦彼此之間沒有任何通訊。 如果這樣無法解決問題,請嘗試下一個解決方法。

解決方法 4:請確認墨水匣安裝正確而且有墨水

解決方案:檢查墨水匣是否安裝正確而且有墨水。 **原因:**可能是一個或數個墨水匣有問題。 如果這樣無法解決問題,請嘗試下一個解決方法。

解決方法 5:將紙張放入進紙匣

解決方案: 將紙張放入進紙匣。 **原因:** 產品可能缺紙。

清除卡紙

如果卡紙,請先檢查後方機門。您可能需要從後方機門清除卡紙。

從後方機門清除卡紙

1. 按下後方機門左側的固定夾以鬆開門。將門從產品中拉出並取下。



- 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,請檢查產品中的滾筒或滾輪上是否殘 留紙張碎片。如果沒有取出產品中的所有紙張碎片,極有可能會再發生卡紙。
- 3. 重新裝上後方機門。輕輕將門往前推直到卡住定位。



4. 按下控制台上的 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。

產品未偵測到 CD/DVD 放置架

請嘗試執行下列解決方法以解決該問題。解決方法按順序列出,最有可能的解決方法在最前面。若第一個解決方法不能解決問題,請繼續嘗試其他解決方法,直到解決問題爲止。

解決方法 1:將 CD/DVD 放置架推入 CD/DVD 匣中

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



原因: 您沒有將 CD/DVD 放置架完全推入 CD/DVD 匣中。

解決方法 2:自儲存區取出 CD/DVD 放置架

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



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

原因:您已將 CD/DVD 放置架放回儲存區中。

如果這樣無法解決問題,請嘗試下一個解決方法。

解決方法 3:將 CD/DVD 放置在 CD/DVD 放置架上

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

原因: 您已將光碟片直接放入 CD/DVD 匣,但未完全放入 CD/DVD 放置架中。 如果這樣無法解決問題,請嘗試下一個解決方法。

解決方法 4:將下一張光碟放入 CD/DVD 放置架

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

原因: 當您在一個列印工作中列印多張 CD/DVD 時,產品會提示您放入下一張光碟 片。

產品並未在放置架上偵測到 CD/DVD

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

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

列印 CD/DVD 時,產品中斷列印

解決方案: 確保產品後方至少保持 7.5 公分的空間。同時,請確保產品背後的插槽沒 有被擋住。

原因: 在 CD/DVD 上列印時,產品會拉回 CD/DVD 放置架。放置架會自產品背面突 出約 7.5 公分。如果產品後方沒有足夠空間,放置架會停止並中斷列印。

列印光碟片上的影像遭到裁切,且 CD/DVD 放置架上有墨水殘留

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

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



原因: 您並未正確將 CD/DVD 放入 CD/DVD 放置架中。

產品會列印在光碟的非列印區上

請嘗試執行下列解決方法以解決該問題。解決方法按順序列出,最有可能的解決方法在最前面。若第一個解決方法不能解決問題,請繼續嘗試其他解決方法,直到解決問題為止。

解決方法 1: 變更軟體設定

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

如果這樣無法解決問題,請嘗試下一個解決方法。

解決方法 2:放入新的 CD/DVD,列印面朝上

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

圖案並未列印在光碟片中央

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

CD/DVD 上的墨水未乾

請嘗試執行下列解決方法以解決該問題。解決方法按順序列出,最有可能的解決方法在最前面。若第一個解決方法不能解決問題,請繼續嘗試其他解決方法,直到解決問題為止。

解決方法 1:使用可噴墨列印的光碟

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

原因: 光碟片表面不適用於列印。

如果這樣無法解決問題,請嘗試下一個解決方法。

解決方法 2: 放入新的 CD/DVD, 列印面朝上

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

產品報告 CD/DVD 大小不符的錯誤

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

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

CD/DVD 放置架卡在儲存區中

解決方案:將 CD/DVD 放置架盡可能拉出,直到感覺有阻力為止。然後將平面的鈍器(例如奶油刀或螺絲起子)插入儲存槽的左下角,並壓下藍色圓環。在將藍色圓環 壓下後,您就可以將 CD/DVD 放置架從儲存槽中拉出。

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

墨水匣與列印頭的資訊

下列秘訣可以確保 HP 墨水匣維持一定的列印品質。

- 將所有墨水匣保存在原始包裝中,直到需要時才拿出。
- 按開啓按鈕關閉產品的電源。請勿以關閉電源插座盒,或將電源線拔掉的方式來關閉 產品。如果您沒有正確地關閉產品,列印頭組件可能不會回到正確位置。
- 在室溫(攝氏 15.6°-26.6°或華氏 60°-78°)環境中儲存墨水匣。
- HP建議,待您已準備好更換的墨水匣後,再將墨水匣從產品取出。
 如果您要搬運產品,請確定您已按下開啓按鈕關閉產品的電源。此外,請確定您已安裝好墨水匣。進行這些動作將可避免墨水從列印頭組件流出。
- 當您發現列印品質大幅下降時,請清潔列印頭。
- 若非必要,請勿清潔列印頭。這會浪費墨水並縮短墨匣壽命。
- 小心處理列墨水匣。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。

支援程序

如果發生問題,請依照下列步驟:

- 1. 檢查產品隨附的說明文件。
- 造訪 HP 線上支援網站: <u>www.hp.com/support</u>。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
 - 產品的軟體與驅動程式更新程式
 - 珍貴的產品資訊與常見問題疑難排解資訊
 - 註冊您的產品後,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。 如需支援聯絡資訊,請參閱本指南的封底內頁。

3 技術資訊

本節提供 HP Photosmart 的技術規格和國際法規資訊。

如需其他法規和環境資訊,包括「符合聲明」(Declaration of Conformity),請參閱螢幕操作說明。

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的HP網站。

紙張規格

- 主進紙匣容量:普通紙張:最多 125 張(60 到 90 gsm. 紙張)
- 出紙匣容量:普通紙張:最多 50 張(60 到 90 gsm. 紙張)
- 相片匣容量:相片紙張:最多 20 張

⑦ 附註 如需完整的支援材質尺寸清單,請參閱印表機軟體。

實體規格

- 高度:18.3 公分
- 寬度:45.8 公分
- 厚度:38.5 公分
- <u>重量</u>:5.8 kg

電源規格

- 耗電量:最多42W(列印時平均值)
- 電源轉接器輸入等級: AC 100-240 V ~ 1300 mA 50-60 Hz
- 印表機 DC 等級: DC 32 V===1300 mA

🗊 附註 只能與 HP 提供的電源轉接器搭配使用。

環境規格

- 建議的操作溫度範圍:15℃-32℃
- 允許的操作溫度範圍:5℃-35℃
- 非操作(存放)溫度範圍:-20℃-50℃
- 若 HP Photosmart 處於較高的電磁環境中,輸出可能會稍微失真
- HP 建議使用長度不超過 3 公尺的 USB 纜線,以尽量減少由於潜在高電磁環境而造成 的注入雜訊

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

爲用於法規識別,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爲 SDGOB-0821。請勿將此法規號碼與行銷名稱 (HP Photosmart D5400 series 等)或產品序號(Q8420A 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。
印字頭	1年

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内,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。
- 3. 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:
 - a. 不適當的維護或修改;
 - b. 使用非 HP 提供或支援的軟體、媒體、零件或耗材;
 - c. 違反產品規範的操作;
 - d. 未經授權的修改和誤用。
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HP Photosmart D5400 series Basics Guide



English

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English

1 HP Photosmart overview

Use the HP Photosmart to print photos from a memory card or print directly on the surface of specially coated CDs and DVDs. 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	Front USB port
5	Output tray
6	Paper tray extender (also referred to as the tray extender)
7	CD/DVD holder storage area
8	CD/DVD holder
9	Main input tray (also referred to as the input tray)
10	Photo tray
11	CD/DVD tray
12	Ink cartridge access door

(continued)		
Label	Description	
13	Rear door	
14	Rear USB port	
15	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	lcon	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	0	Attention light: Indicates a problem occurred. See the display for more information.
3		Left arrow: The left arrow button returns to the previous display screen or photo on the memory card.
4	ОК	OK : Selects a photo for printing or selects a menu option.
5		Right arrow: The right arrow button advances 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 product prints the photo currently showing on the display.
7	Ś	Red-Eye Removal : Turns the Red-Eye Removal feature On or Off. This feature turns on when a memory card is inserted. The product automatically corrects red-eye coloring in the photo currently shown on the display.
8	X	Cancel: Stops the current operation and returns to the main screen.
9	Û	On : Turns the product on or off. When the product is off, a minimal amount of power is still used. To completely remove power, turn off the product, 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 your 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 "<u>Troubleshooting and support</u>" on page 13 in this guide.

Onscreen Help

The onscreen Help provides detailed instructions on features of your HP Photosmart that are not described in this guide, including features that are only available using the software you installed with your HP Photosmart. The onscreen Help also provides regulatory and environmental information.

To access the onscreen Help

- Windows: Click Start > All Programs > HP > Photosmart D5400 series > Help. To install the onscreen Help, insert the software CD in your computer and follow the onscreen instructions.
- Macintosh: Click Help > Mac Help > Library > HP Product Help.

HP Web site

If you have Internet access, you can get help and support from the HP Web site at <u>www.hp.com/support</u>. This Web site offers technical support, drivers, supplies, and ordering information.

Load paper

You can load many different types and sizes of paper in the HP Photosmart, including letter or A4 paper, photo paper, transparencies, and envelopes. For more information, see the onscreen Help.

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.



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



- \triangle CAUTION: Make sure that the product is idle and silent when you load paper into the main input tray. If the product is servicing the ink cartridges or otherwise engaged in a task, the paper stop inside the product might not be in place. You could push the paper too far forward, causing the product to eject blank pages.
 - English
- 🔆 TIP: If you are using letterhead, insert the top of the page first with the print side down.
- 4. 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.



5. Lower the output tray. Pull the tray extender towards you, as far as it will go. Flip the paper catch at the end of the tray extender to open the extender the rest of the way.



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



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.



4. Slide the paper-width guide inward until it stops at the edge of the paper. 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.

English



5. 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 photo paper by storing all unused photo 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 product, 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 product.

Print directly onto a CD/DVD

You can design and create a custom label for your CD or DVD using the software that came with the HP Photosmart. You can then print the label directly onto your printable CD or DVD media.

- 1. Use the software that came with the product 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 product. 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.



 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.



 Push the CD/DVD holder into the product 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 product 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 product. If the product is placed close to a wall, move it at least 3 inches away from the wall.

Print a photo on photo paper

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.



1 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)

- 2 xD-Picture Card, 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 Front USB port (for storage devices)

To print your photos

- 1. Load up to 13 x 18 cm (5 x 7 inch) paper in the photo tray or full-size photo paper in the main input tray.
- 2. Insert a memory card into the appropriate slot on the product, or connect a storage device to the front USB port.
- Press the left arrow or right arrow buttons to scroll through your photos until the photo you want to print appears.
- Press OK to select the photo you want to print. Each time you press OK, you increment the number of copies of the selected photo to be printed.

☆ TIP: You can repeat steps 3 and 4 to add photos to the print queue.

- 5. Press Print Photos.
- Press the left arrow or right arrow to scroll through the layout options, and press OK when the option you want is highlighted:
 - 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.

Replace the ink cartridges

Follow these instructions when you need to replace ink cartridges.

NOTE: If you are setting up the product for the first time, make sure you follow the instructions in the Setup Guide for installing the print head and the ink cartridges.

If you do not already have replacement ink cartridges for the HP Photosmart, to order cartridges, go to <u>www.hp.com/buy/supplies</u>. If prompted, choose your country/region, follow the prompts to select your product, and then click one of the shopping links on the page.

△ CAUTION: Wait until you have a new ink cartridge available before removing the old ink cartridge. Do not leave the ink cartridge outside of the product for an extended period of time. This can result in damage to both the product and the ink cartridge.

To replace the ink cartridges

- 1. Make sure the product is turned on.
- 2. Open the ink cartridge access door by lifting from the front right of the product, until the door locks into place.



The print carriage moves to the center of the product.

NOTE: Wait until the print carriage stops moving before proceeding.

3. Press the tab on the front of the ink cartridge to release it, and then remove it from the slot.

If you are replacing the black ink cartridge, push the tab of the ink cartridge on the far right.

If you are replacing one of the other ink cartridges, such as photo black, magenta, cyan, or yellow, push the tab on the appropriate ink cartridge to remove it.



- 4. Remove the new ink cartridge from its packaging by pulling the orange pull-tab straight back to remove the plastic wrap from the ink cartridge.
 - NOTE: Make sure you remove the plastic wrap from the ink cartridge before installing it in the product, or printing will fail.



5. Twist the orange cap to snap it off.



- 6. Using the colored shaped icons for help, slide the ink cartridge into the empty slot until it clicks into place and is seated firmly in the slot.
 - △ CAUTION: Do not lift the latch handle on the print carriage to install the ink cartridges. Doing so can result in incorrectly seated ink cartridges and printing problems. The latch must remain down in order to correctly install the ink cartridges.

Make sure that you insert the ink cartridge into the slot that has the same shaped icon and color as the one you are installing.



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



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 and reinstall the software

- 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).
- Select HP Photosmart All-in-One Driver Software, and then click Change/Remove. Follow the onscreen instructions.
- 4. Disconnect the product from your computer.
- 5. Restart your computer.

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

- Insert the product CD-ROM into your computer's CD-ROM drive and then start the Setup program.
 - NOTE: If the Setup program does not appear, locate the setup.exe file on the CD-ROM drive and double-click it.

NOTE: If you no longer have the installation CD, you can download the software from <u>www.hp.com/support</u>.

7. Follow the onscreen instructions and the instructions provided in the Setup Guide that came with the product.

When the software installation is complete, the **HP Digital Imaging Monitor** icon appears in the Windows system tray.

Hardware setup troubleshooting

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

The product will not turn on

Try the following solutions if there are no light indications, no noise, and no movement from the product when you turn it on.

Solution 1: Make sure you use the power cord that came with the product

Solution

- Make sure the power cord is firmly connected to both the product and the power adapter.
 Plug the power cord into a power outlet, surge protector, or power strip.
- If you are using a power strip, make sure the power strip is turned on. Or, try plugging the
 product 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 product into a switched outlet, make sure the outlet is switched on. If it
 is switched to on but still does not work, then there might be a problem with the power outlet.

Cause: The product was not being used with the power cord provided.

If this did not solve the issue, try the next solution.

Solution 2: Reset the product

Solution: Turn off the product, and then unplug the power cord. Plug the power cord back in, and then press the **On** button to turn on the product.

Cause: The product experienced an error.

If this did not solve the issue, try the next solution.

Solution 3: Press the On button more slowly

Solution: The product might not respond if you press the **On** button too quickly. Press the **On** button once. It might take a few minutes for the product to turn on. If you press the **On** button again during this time, you might turn the product off.

Cause: You pressed the On button too quickly.

If this did not solve the issue, try the next solution.

Solution 4: Contact HP to replace the power supply

Solution: Contact HP support to request a power supply for the product. Go to: <u>www.hp.com/support</u>.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Cause: The power supply was not intended for use with this product or it had a mechanical failure.

If this did not solve the issue, try the next solution.

Solution 5: Contact HP support for service

Solution: If you have completed all of the steps provided in the previous solutions and are still having a problem, contact HP support for service.

Go to: www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for technical support. **Cause:** You might need assistance to enable the product or software to function properly.

I connected the USB cable, but I am having problems using the product with my computer

Solution: You must first install the software that came with the product 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, plug one end of the USB cable into the back of your computer and the other into the back of the product. 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 product.

Cause: The USB cable was connected before the software was installed. Connecting the USB cable before you are prompted can cause errors.

After setting up the product, it does not print

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

Solution 1: Press the On button to turn on the product

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

Cause: The product might not have been turned on.

If this did not solve the issue, try the next solution.

Solution 2: Set your product as the default printer

Solution: Use the system tools on your computer to change your product to be the default printer.

Cause: You sent the print job to the default printer, but this product was not the default printer. If this did not solve the issue, try the next solution.

Solution 3: Check the connection between the product and computer

Solution: Check the connection between the product and computer.

Cause: The product and computer were not communicating with each other. If this did not solve the issue, try the next solution.

Solution 4: Check that the ink cartridges are installed properly and have ink

Solution: Check that the ink cartridges are installed properly and have ink.Cause: There might have been a problem with one or more of the ink cartridges. If this did not solve the issue, try the next solution.

Solution 5: Load paper in the input tray

Solution: Load paper in the input tray.

Cause: The product might have been out of paper.

Clear paper jams

In case of a paper jam, check the rear door. You might need to clear the paper jam from the rear door.

To clear a paper jam from the rear door

1. Press in the tab on the left side of the rear door to release the door. Remove the door by pulling it away from the product.



- 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 product. If you do not remove all the pieces of paper from the product, more paper jams are likely to occur.
- 3. Replace the rear door. Gently push the door forward until it snaps into place.



4. Press **OK** on the control panel 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 product does not detect the CD/DVD holder

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

Solution 1: Push the CD/DVD holder 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 did not push the CD/DVD holder far enough into the CD/DVD tray. If this did not solve the issue, try the next solution.

Solution 2: Remove the CD/DVD holder from the storage area

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



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 inserted the CD/DVD holder back into the storage area.

If this did not solve the issue, try the next solution.

Solution 3: Place the CD/DVD 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: You inserted the disc directly into the CD/DVD tray without placing it on the CD/DVD holder.

If this did not solve the issue, try the next solution.

Solution 4: Load the next disc on the CD/DVD holder

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 product detects the holder, the prompt disappears.

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

The product does not detect a CD/DVD on the holder

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

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

The product stalled while printing a CD/DVD

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

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

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

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 product, 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.



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

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

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

Solution 1: Change the software settings

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

If this did not solve the issue, try the next solution.

Solution 2: Load a new CD/DVD with the printable side up

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.

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

The design is not centered on my disc

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

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

Solution 1: Use inkjet printable discs

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:** The surface of the disc was not compatible for printing.

If this did not solve the issue, try the next solution.

Solution 2: Load a new CD/DVD with the printable side up

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.

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

The product reports a CD/DVD size mismatch error

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.

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

English

The CD/DVD holder is stuck in the storage area

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.

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

Information on ink cartridges and the print head

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

- · Keep all ink cartridges in the original sealed packages until they are needed.
- Turn off the product by pressing the **On** button. Do not turn off the product by turning off a power strip or unplugging the power cord. If you improperly turn off the product, the print head assembly might not return to the correct position.
- Store ink cartridges at room temperature (15.6°-26.6° C or 60°-78° F).
- HP recommends that you do not remove the ink cartridges from the product until you have replacement cartridges available to install.
 If you are transporting the product make sure you turn it off by pressing the **On** button to power it down properly. Also, make sure you leave the ink cartridges installed. Doing these actions will prevent ink leaking from the print head assembly.
- · Clean the print head when you notice a significant decrease in print quality.

- Do not clean the print head unnecessarily. This wastes ink and shortens the life of the cartridges.
- Handle ink cartridges carefully. Dropping, jarring, or rough handling during installation can cause temporary printing problems.

Support process

If you have a problem, follow these steps:

- 1. Check the documentation that came with the product.
- 2. Visit the HP online support Web site at <u>www.hp.com/support</u>. 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 product
 - Valuable product and troubleshooting information for common problems
 - Proactive device updates, support alerts, and HP newsgrams that are available when you
 register the product
- 3. Call HP support. Support options and availability vary by device, country/region, and language. For support contact information, 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.

For additional regulatory and environmental information, including the Declaration of Conformity statement, see the onscreen Help.

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 (60 to 90 gsm. (20 lb) paper)
- Output tray capacity: Plain paper sheets: Up to 50 (60 to 90 gsm. (20 lb) 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: 18.3 cm (7.2 inches)
- Width: 45.8 cm (18.0 inches)
- Depth: 38.5 cm (15.2 inches)
- Weight: 5.8 kg (12.8 pounds)

Power specifications

- Power consumption: 42 watts maximum (average printing)
- Power adapter input rating: AC 100 to 240 V ~ 1300 mA 50–60 Hz
- Printer DC rating: DC 32 V===1300 mA
- NOTE: Use only with the power adapter supplied by HP.

Environmental specifications

- Recommended operating temperature range: 15 °C to 32 °C (59 °F to 90 °F)
- Allowable operating temperature range: 5 °C to 35 °C (41 °F to 95 °F)
- Humidity: 15% to 80% RH non-condensing
- Non-operating (Storage) temperature range: -20 °C to 50 °C (-4 °F 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

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-0821. This regulatory number should not be confused with the marketing name (HP Photosmart D5400 series, etc.) or product numbers (Q8420A, 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.
Printheads	1 year

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.
- 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.
- 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.
- 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
 - 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:
 - 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.
 - 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

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

Englist

Dear Customer.



Africa (English speaking)	+27 11 2345872
Afrique (francophone)	+33 1 4993 9230
021 672 280	الجزائر
Argentina (Buenos Aires)	54-11-4708-1600
Argentina	0-800-555-5000
Australia	1300 721 147
Australia (out-of-warranty)	1902 910 910
Österreich	+43 0820 87 4417
17212049	البحرين
België	+32 070 300 005
Belgique	+32 070 300 004
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	1068687980
中国	800-810-3888
Colombia (Bogotá)	571-606-9191
Colombia	01-8000-51-4746-8368
Costa Rica	0-800-011-1046
Česká republika	810 222 222
Danmark	+45 70 202 845
Ecuador (Andinatel)	1-999-119 🕾 800-711-2884
Ecuador (Pacifitel)	1-800-225-528 🕾 800-711-2884
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France	+33 0892 69 60 22
Deutschland	+49 01805 652 180
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Ελλάδα (από Κύπρο)	800 9 2654
Guatemala	1-800-711-2884
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Magyarország	06 40 200 629
India	1-800-425-7737
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Mauritius	(262) 262 210 404
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Nigeria	(01) 271 2320
Norge	+47 815 62 070
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Paraguay	009 800 54 1 0006
Perú	0-800-10111
Philippines	2 867 3551
Polska	801 800 235
Portugal	+351 808 201 492
Puerto Rico	1-877-232-0589
República Dominicana	1-800-711-2884
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România	0801 033 390
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Trinidad & Tobago	1-800-711-2884
Türkiye (İstanbul, Ankara, İzmir & Bursa)	444 0307
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United States	1-(800)-474-6836
Uruguay	0004-054-177
Venezuela (Caracas)	58-212-278-8666
Venezuela	0-800-474-68368
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