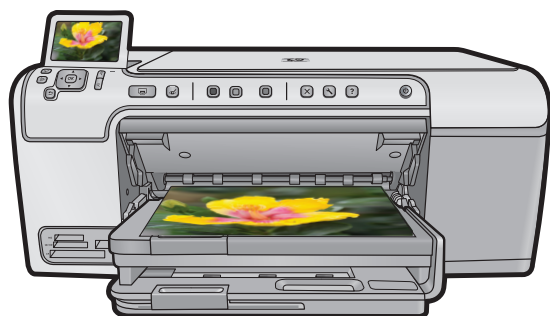


HP Photosmart C5300 All-in-One series



基本指南

Basics Guide



惠普公司通告

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HP Photosmart C5300 All-in-One series

基本指南



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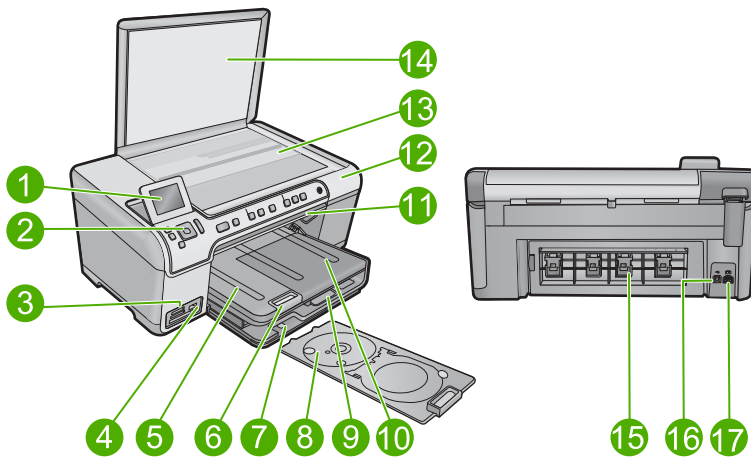
1 HP All-in-One 概觀

使用 HP All-in-One 可以快速輕鬆地完成工作，例如影印、掃描文件，或從記憶卡或 USB 儲存裝置列印相片。您不需啟動電腦，即可從控制台直接存取 HP All-in-One 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 All-in-One 隨附的 HP Photosmart 軟體。

HP All-in-One 概觀



標籤	描述
1	彩色圖形顯示器（也稱為顯示器）
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（也稱為紙匣延伸架）
7	CD/DVD 放置架儲存
8	CD/DVD 放置架
9	主要進紙匣（也稱為進紙匣）

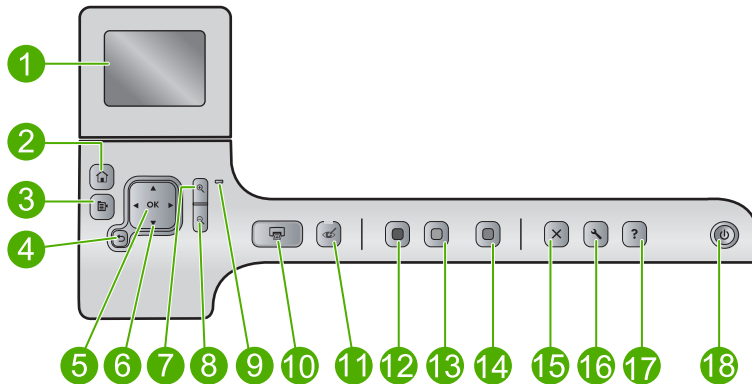
(續)

標籤	描述
10	相片匣
11	CD/DVD 機門
12	墨水匣門
13	玻璃板
14	背蓋板
15	後方機門
16	後方 USB 連接埠
17	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 All-in-One 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）：顯示功能選項、相片和訊息。您可以將顯示器拉出並調整角度以方便檢視。
2		首頁：返回首頁畫面（開啓產品時的預設畫面）。
3		功能表：表示一組與目前顯示有關的選項。
4		上一頁：返回顯示器的上一個畫面。
5	OK	OK ：選取顯示器上的功能選項設定、值或相片。

標籤	圖示	名稱與描述
6		方向鍵 ：可以藉由按下向上、向下、向左或向右箭頭按鈕，讓您瀏覽相片或功能選項。 若您放大相片，則也可以使用箭頭按鈕在相片周圍搖攝並選擇一個要列印的不同區域。
7		拉近 + ：拉近以便放大顯示器上的影像。您也可以配合方向鍵上的箭頭使用此按鈕，以調整剪裁方塊進行列印。
8		拉遠 - ：將相片拉遠以顯示較大區域。若您在相片顯示比例為 100% 時按此按鈕，會為相片套用「縮放到頁面大小」功能。
9		注意指示燈：表示發生問題。請參閱顯示器以取得更多資訊。
10		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。
11		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。產品會自動修正列印佇列中所有相片中的紅眼色彩。
12		開始影印黑白 ：開始黑白影印。
13		開始影印彩色 ：開始彩色影印。
14		開始掃描 ：開啓「 掃描功能選項 」，其中您可以選取掃描的目的地。
15		取消 ：停止目前的作業。
16		設定 ：開啓「 設定 」功能表，其中您可以變更產品設定以及執行維護功能。
17		說明 ：開啓顯示器上的「 說明功能選項 」，讓您選取要進一步了解的主題。在首頁畫面中按下 說明 ，會列出有說明的主題。依照您選取的不同主題，會於顯示器或電腦螢幕上顯示主題。在檢視首頁畫面之外的畫面時， 說明 按鈕會提供該目前畫面可用的說明。
18		開啓 ：開啓或關閉產品。產品關閉時，仍會使用最低電量。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 All-in-One 的資訊。

《從此處開始》指南

《從此處開始》指南提供了關於安裝 HP All-in-One 及安裝軟體的指示。請務必依照《從此處開始》指南的步驟順序進行。

如果安裝時發生問題，請參閱《從此處開始》最後一節的「疑難排解」，或是參閱本指南中的位於第 15 頁的「[疑難排解與支援](#)」。

螢幕說明

螢幕操作說明提供了本指南中沒有提到的 HP All-in-One 詳細功能指示，其中包括只有透過與 HP All-in-One 一起安裝的軟體才可使用的功能。螢幕操作說明也有提供法規及環境資訊。

存取螢幕操作說明

- **Windows：**按一下「開始 > 所有程式 > HP > Photosmart C5300 All-in-One Series > 說明」。
- **Macintosh：**開啓「HP 裝置管理員」，然後按一下「？」圖示。接下來，按一下主功能表，然後選取「Photosmart C5300 All-in-One Series」。

HP 網站

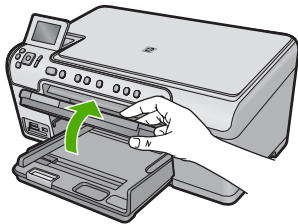
若能連線至網際網路，便可從 HP 網站上取得說明和支援，網址為 www.hp.com/support。此網站上提供技術支援、驅動程式、以及耗材和訂購資訊。

放入紙張

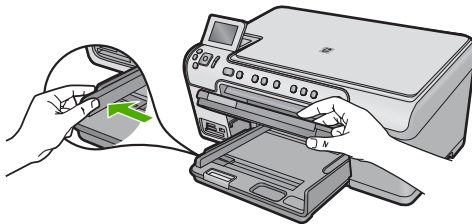
您可在 HP All-in-One 中放入不同類型和大小的紙張，包括 Letter、A4 紙、相片紙、投影片和信封。如需詳細資訊，請參閱螢幕操作說明。

放入整頁大小的紙張

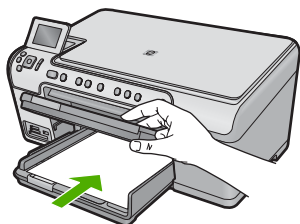
1. 提起出紙匣並將其保持在開啓的位置。



2. 將紙張寬度導板滑到最外側的位置。



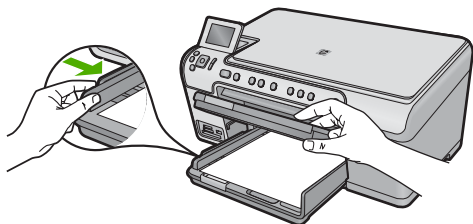
3. 將整疊紙較短的一側朝前插入主進紙匣，列印面朝下。將整疊紙向裡推，直到不能再推入為止。



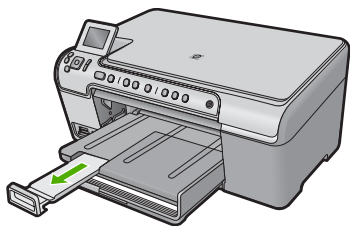
△ **注意** 當您將紙張放入主進紙匣時，請確認本產品處於閒置狀態並且不再發出聲音。如果本產品正在使用墨水匣或正在進行其他工作，停留在本產品中的紙張可能不會在原位。您可以將紙張推入到最前面，讓本產品退出空白頁。

⚠ **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。



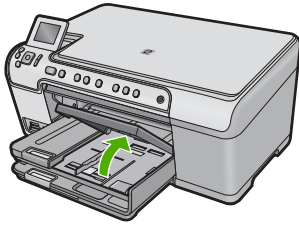
- 放下出紙匣。將紙匣延伸架盡量向您自己的方向拉出。在紙匣延伸架末端翻轉接紙器，打開延伸架未拉出的部分。



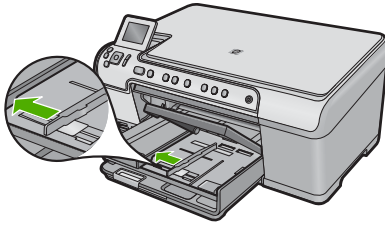
📄 **附註** 使用 Legal 大小的紙張時，請勿打開紙匣延伸架。

在相片匣內放入 13 x 18 cm (5 x 7 英吋) 相片紙

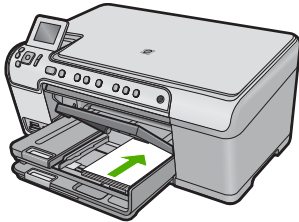
- 提起相片匣蓋板。



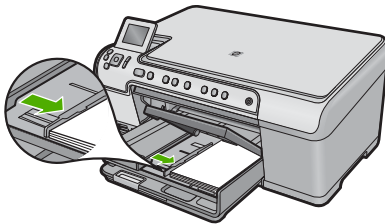
2. 將紙張寬度導板滑到最外側的位置。



3. 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。



4. 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


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

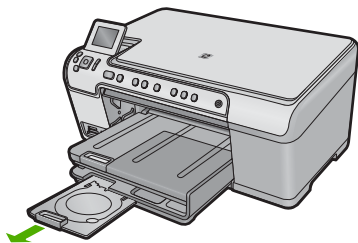
從連接的電腦開始列印，除了在紙張上列印外，HP All-in-One 能夠讓您直接在特殊處理的 CD 和 DVD 上列印。您可以使用 HP All-in-One 隨附的軟體為 CD 或 DVD 製作自訂標籤。然後，您可將標籤列印在可列印的 CD 或 DVD 材質上。

 **提示** 建議您先將資料寫入至 CD 或 DVD，再將標籤列印在上面。

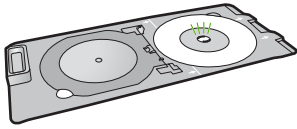
 **附註** HP All-in-One 不支援從控制台開始 CD/DVD 列印工作。您必須請使用 HP All-in-One 隨附的軟體來列印 CD/DVD。如需詳細資訊，請參閱軟體說明。

直接列印在 CD/DVD 上

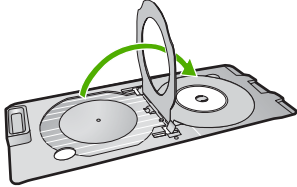
1. 請使用本產品隨附的軟體建立並列印 CD/DVD 標籤。
2. 如果產品的位置太靠牆，請將它移離牆壁至少 7.5 cm (3 英吋)。
3. 請從主進紙匣下方的儲存區小心取出 CD/DVD 放置架。



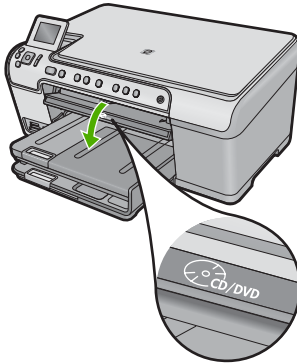
4. 將可噴墨列印的媒體牢固地卡入 CD/DVD 放置架（可列印面朝上）。CD/DVD 應該放在有箭頭標示的放置架末端的圓環上。



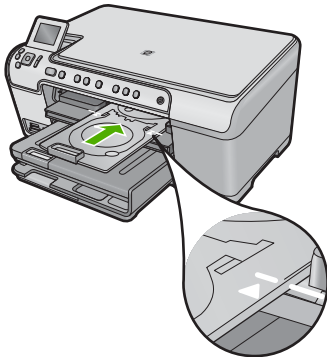
附註 只有使用的媒體較小時，才需要將 CD/DVD 放置架圓環翻轉到 CD/DVD 上。



5. 放下 CD/DVD 匣。
CD/DVD 匣位於控制台正下方。當 CD/DVD 匣位於較低的位置時，CD/DVD 匣就位於出紙匣上方。



6. 將 CD/DVD 放置架推入產品中，直到 CD/DVD 放置架的白線與 CD/DVD 匣上的白線對齊，然後按 **OK**。

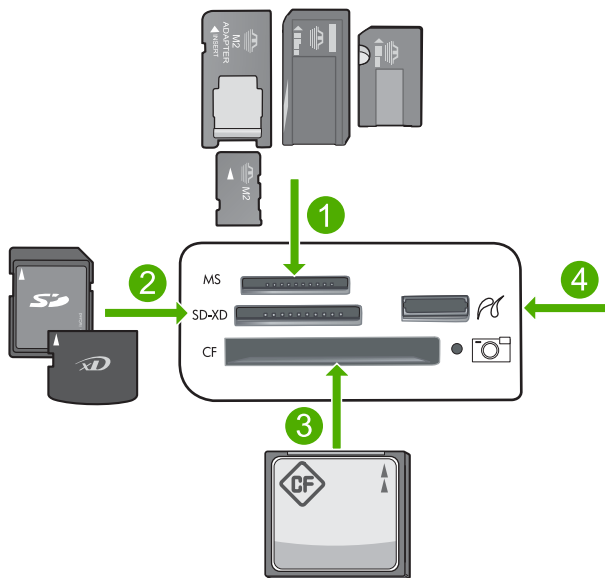


 **附註** 當本產品在媒體上列印時，會拉出 CD/DVD 放置架。

7. 列印後，請確定已經將 CD/DVD 放置架插回儲存區。

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 | MultiMedia 卡 (MMC)、MMC Plus、Secure MultiMedia 卡、MMC Mobile (RS-MMC；需要轉接器)、Secure Digital (SD)、Secure Digital Mini、Secure Digital High Capacity (SDHC)、TransFlash MicroSD 卡（需要轉接器）或 xD-Picture 卡 |
| 3 | CompactFlash (CF) I 和 II 型 |
| 4 | 前方 USB 埠（供儲存裝置和 PictBridge 相機使用） |

列印相片

1. 將相紙放入適當的進紙匣。
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。
3. 按 **OK** 以選取「**檢視 & 列印**」。
4. 按向左或向右箭頭按鈕捲動相片的縮圖。
5. 當您想要列印的相片反白顯示時，按 **OK**。

- 按向上箭頭按鈕以增加列印的份數。您必須至少指定一份，否則無法列印相片。
- 提示** 如果您要在列印相片之前裁剪、旋轉或進行其它變更，請按「功能表」按鈕。
- (可選) 繼續向左或向右捲動，將更多相片新增至列印佇列中。
- 按 **OK** 以預覽列印工作。
- (可選) 按功能表按鈕以變更列印設定。
- 按下列印相片。

提示 在列印期間，您可以按「**OK**」將更多相片新增至列印佇列中。

掃描影像

您可以從電腦或 HP All-in-One 的控制台開始掃描工作。本節只說明如何從 HP All-in-One 控制台使用掃描功能。

附註 您可以使用與 HP All-in-One 一起安裝的軟體來掃描影像。您可使用此軟體編輯已掃描的影像，並用已掃描的影像建立特別的專案。

掃描至電腦

- 將原稿列印面朝下放置在玻璃板上的右前方角落。
- 按控制台上的「**開始掃描**」。
- 按向下箭頭按鈕直到反白顯示「**掃描到電腦**」，然後按 **OK**。
- 「**掃描到**」功能表會出現在顯示器上。按向下箭頭按鈕以選取您要使用的工作捷徑，然後按 **OK**。

附註 工作捷徑會定義掃描參數，例如軟體應用程式、dpi 和色彩設定，如此便無需針對每個掃描工作進行設定。

- 請依照螢幕上的提示，將掃描儲存至電腦。

進行影印

您可以從控制台進行高品質的影印。

從控制台進行影印

- 確定已在進紙匣內放入紙張。
- 將原稿列印面朝下放置在玻璃板上的右前方角落。
- 按「**開始影印黑白**」或「**開始影印彩色**」開始影印。

更換墨水匣

當您需要更換墨水匣時，請遵照以下指示。

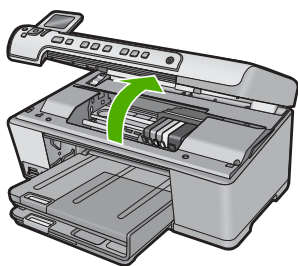
附註 如果您是初次安裝產品，請務必按照《從此處開始》指南中的指示，安裝列印頭和墨水匣。

若您還沒有準備好 HP All-in-One 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

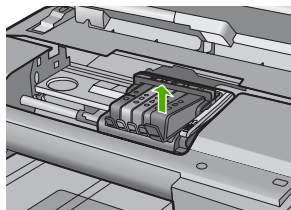
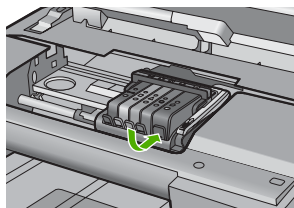
1. 請確認本產品已經開啓。
2. 從產品前方右側提起墨水匣門將它打開，直到墨水匣門在扣合到位。



列印滑動架會移到產品的中間。

附註 在繼續之前，請先等候列印滑動架停止移動。

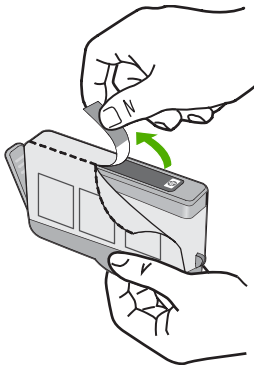
3. 按下墨水匣前方的固定片將它鬆開，然後再由插槽中取出墨水匣。



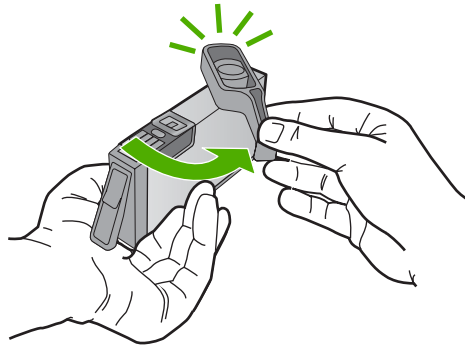
注意 請勿提起列印滑動架上的卡榫把手來取出墨水匣。

4. 從包裝盒中取出新的墨水匣，將橘色的標籤拉到底以移除墨水匣的塑膠包裝。

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。



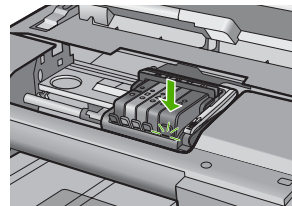
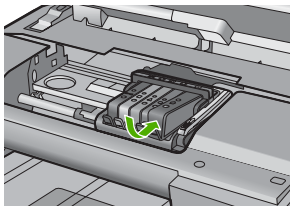
5. 扭轉橘色蓋子將它取下。



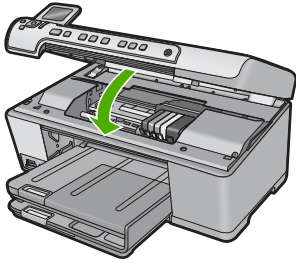
6. 依照標記的圖示形狀和顏色，將墨水匣置入空的插槽中，直到它卡入定位為止。

△ **注意** 請勿提起列印滑動架上的門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。門鎖必須為放下狀態，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. 為您要更換的每個墨水匣重複步驟 3 至 6。
8. 關上墨水匣門。



2 疑難排解與支援

本章包含有關 HP All-in-One 的疑難排解資訊。提供有關安裝與組態問題的特定資訊，以及一些操作主題。如需詳細的疑難排解資訊，請參閱軟體隨附的螢幕操作說明。

如果在尚未安裝 HP All-in-One 軟體的電腦上使用 USB 纜線連接 HP All-in-One 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 All-in-One 至電腦，您必須依照這些步驟：

常見安裝問題疑難排解

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. 關閉產品，等待一分鐘，然後重新啟動。
5. 重新安裝產品軟體。

△ **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 All-in-One 應用程式檔案。務必使用安裝 HP All-in-One 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。

解除安裝並重新安裝軟體

1. 在 Windows 工作列中，按一下「開始」、「設定」、「控制台」（或直接按「控制台」）。
2. 按兩下「新增／移除程式」（或按一下「解除安裝程式」）。
3. 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. 重新啟動電腦。

📖 **附註** 重新啟動電腦前，請務必中斷印表機的連線。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，然後啟動安裝程式。

📖 **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，並連接兩下這個程式。

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

7. 依照螢幕上的指示，以及產品隨附之《從此處開始》指南所提供的指示操作。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。若要確認軟體已安裝妥當，請連接兩下桌面上的「HP 解決方案中心」圖示。如果「HP 解決方案中心」顯示主要圖示（「掃描圖片」和「掃描文件」），表示軟體已安裝妥當。

安裝疑難排解

利用本節來解決您在安裝 HP All-in-One 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。

解決方案 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之間的電源線穩固連接。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開啓。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： 產品未使用隨附的電源線。

如果這樣無法解決問題，請嘗試下一個解決方法。

解決方案 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，然後按開啓按鈕以開啓產品。

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。

解決方案 3：請以較慢的速度按下開啓按鈕

解決方案： 如果您太快按下開啓按鈕，產品可能無反應。請按一次開啓按鈕。需稍等幾分鐘，產品才會開啓。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。

解決方案 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。

解決方案 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：www.hp.com/support。

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： 您必須先安裝產品隨附的軟體，然後再連接 USB 纜線。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，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《從此處開始》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。

解決方案 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： 產品可能尚未開啓。

如果這樣無法解決問題，請嘗試下一個解決方法。

解決方案 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。

解決方案 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。

解決方案 4：檢查並確保墨水匣安裝正確且有墨水

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。

解決方案 5：將紙張放入進紙匣

解決方案： 將紙張放入進紙匣。

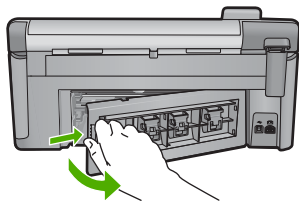
原因： 產品可能缺紙。

清除卡紙

發生卡紙時，請檢查後方機門。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 All-in-One 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，直到解決問題為止。

解決方案 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端先插入 CD/DVD 匣。

原因： 您沒有將 CD/DVD 放置架完全推入 CD/DVD 匣中。

如果這樣無法解決問題，請嘗試下一個解決方法。

解決方案 2：從儲存區中取出 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。請確定 CD/DVD 匣已放下，而且可列印光碟已放入 CD/DVD 放置架（可列印面朝上）。將放置架向前推入控制台下方的 CD/DVD 匣，直到放置架上的白線與匣上的白線對齊。放置架上有箭頭標示的那一端先插入 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。

解決方案 3：將 CD/DVD 放在 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。確定 CD/DVD 匣已經降低，同時可列印光碟已經放入 CD/DVD 放置架，可列印面朝上。將放置架向前推入控制台下方的 CD/DVD 匣，直到放置架上的白線與匣上的白線對齊。放置架上有箭頭標示的那一端先插入 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。

解決方案 4：將下一張光碟放在 CD/DVD 放置架上

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 mm) 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 mm) 的 CD/DVD。

當您要再次列印時，請先清除放置架上的墨水。這將能避免產品內部遭到墨水污染，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）。使藍色圓環保持在放置架上光碟另一側的原始位置，如下所示。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。

產品列印在光碟上不可列印的區域

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。

解決方案 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。

解決方案 2：將新 CD/DVD 的可列印面朝上放入

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。

解決方案 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。

解決方案 2：將新 CD/DVD 的可列印面朝上放入

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 大小與您從電腦啟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。
- 按下開啓按鈕，關閉產品的電源。請勿以關閉電源延長線上的開關，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，除非已經備妥要安裝的替換墨水匣，否則請勿將墨水匣從產品中取出。
- 如果您要搬運產品，請確定您已按下開啓按鈕關閉了產品的電源。此外，請確定您將墨水匣留在了產品中。執行這些動作將可避免墨水從列印頭組件漏出。
- 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。這樣會浪費墨水並縮短墨水匣壽命。
- 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. 查看產品隨附的說明文件。
2. 造訪 HP 線上支援網站：www.hp.com/support。HP 的所有顧客都可以使用 HP 線上支援。線上服務是獲取最新產品資訊和專家協助的最快捷來源，其中包括：
 - 快速連絡合格的線上支援人員
 - 產品的軟體與驅動程式的更新程式
 - 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，即可自動獲取產品的更新程式、支援警示與 HP 新聞簡訊。
3. 致電 HP 支援。支援選項和可用性會因產品、國家／地區和語言而異。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 All-in-One 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

如需產品規格資訊，請造訪 HP 網站 www.hp.com/support。

紙張規格

- 主進紙匣容量：普通紙：最多 125 張（60-90 克/平方米）
- 出紙匣容量：普通紙：最多 50 張（60-90 克/平方米）
- 相片匣容量：相片紙：最多 20 張


 **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：20.5 cm
- 寬度：45.0 cm
- 深度：50.5 cm（紙匣延伸架開啓時）；39.0 cm（紙匣延伸架關閉時）
- 重量：5.0 kg

電源規格

- 耗電量：最多 42W（列印時平均值）
- 輸入電壓 (0957-2231)：AC 100-240 V ~ 1,300mA 50-60 Hz
- 輸出電壓：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°C-32°C (59°F-90°F)
- 允許的操作溫度範圍：5°C-35°C (41°F-95°F)
- 溼度：相對溼度 15%-80%，無凝結
- 非執行（存放）溫度範圍：-20°C-50°C (-4°F-122°F)
- 若 HP All-in-One 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，以減少由於潛在高電磁環境可能造成的注入雜訊

法規注意事項

HP All-in-One 符合您所在國家/地區主管機構的產品規格要求。如需完整的法規注意事項清單，請參閱螢幕操作說明。

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-0825**。請勿將此法規號碼與行銷名稱 (HP Photosmart C5300 All-in-One series 等) 或產品序號 (Q8291A 等) 混淆。

保固

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，視何者爲先。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而出問題或受損，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 C5300

All-in-One series

Basics Guide

English




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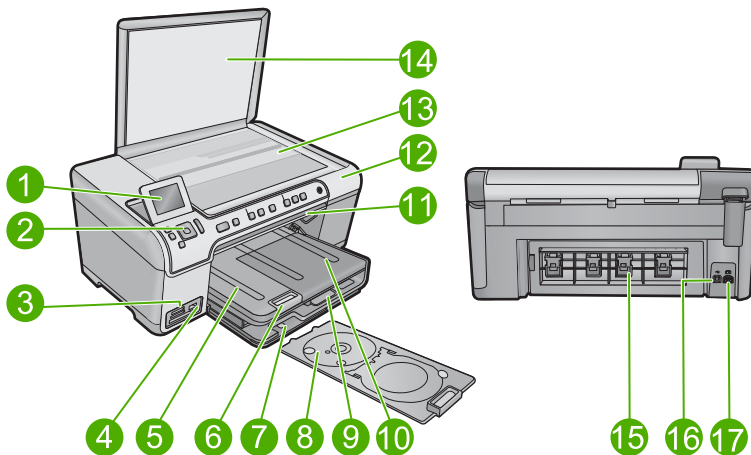
1 HP All-in-One overview

Use the HP All-in-One to quickly and easily accomplish tasks such as making a copy, scanning documents, or printing photos from a memory card or USB storage device. You can access many HP All-in-One 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 All-in-One.

The HP All-in-One 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
8	CD/DVD holder
9	Main input tray (also referred to as the input tray)

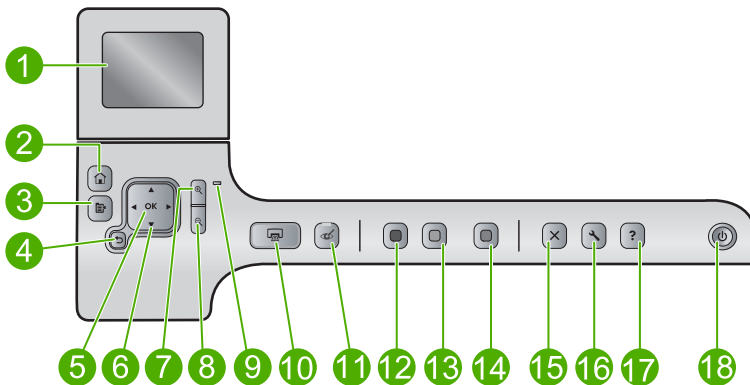
(continued)

Label	Description
10	Photo tray
11	CD/DVD access door
12	Ink cartridge door
13	Glass
14	Lid backing
15	Rear door
16	Rear USB port
17	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 All-in-One control panel features.



Label	Icon	Name and Description
1		Color graphics display (also referred to as the display): Displays menus, photos, and messages. The display can be pulled up and angled for better viewing.
2		Home: Returns to the Home screen (the default screen when you turn on the product).
3		Menu: Presents a set of options related to the current display.
4		Back: Returns to the previous screen on the display.
5		OK: Selects a menu setting, value, or photo on the display.

Label	Icon	Name and Description
6		Directional pad: Allows you to navigate through photos and menu options by pressing the up, down, left, or right arrow buttons. If you are zooming in on a photo, you can also use the arrow buttons to pan around the photo and select a different area to print.
7		Zoom in +: Zooms in to enlarge the image on the display. You can also use this button together with the arrows on the directional pad to adjust the crop box for printing.
8		Zoom out -: Zooms out to show more of a photo. If you press this button when a photo is shown on the display at 100%, the Fit to Page feature is applied to the photo.
9		Attention light: Indicates a problem occurred. See the display for more information.
10		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.
11		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 all the photos in the print queue.
12		Start Copy Black: Starts a black-and-white copy.
13		Start Copy Color: Starts a color copy.
14		Start Scan: Opens the Scan Menu where you can select a destination for your scan.
15		Cancel: Stops the current operation.
16		Setup: Opens the Setup menu where you can change product settings and perform maintenance functions.
17		Help: Opens the Help Menu on the display where you can select a topic to learn more about it. From the Home screen, pressing Help lists the topics for which help is available. Depending on the topic you select, the topic will appear on the display or on your computer screen. When viewing screens other than the Home screen, the Help button provides help applicable to the current screen.
18		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 All-in-One.

Start Here guide

The Start Here guide provides instructions for setting up your HP All-in-One and installing software. Make sure you follow the steps in the Start Here guide in order.

If you have problems during setup, see Troubleshooting in the last section of the Start Here guide, or see "[Troubleshooting and support](#)" on page 15 in this guide.

Onscreen Help

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

To access the onscreen Help

- **Windows:** Click **Start > All Programs > HP > Photosmart C5300 All-in-One series > Help**.
- **Macintosh:** Open the **HP Device Manager** and click the ? icon. Next, click the main menu and select **Photosmart C5300 All-in-One series**.

HP Web site

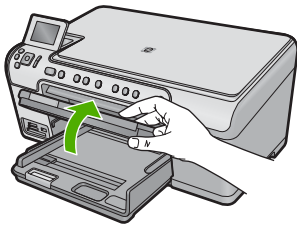
If you have Internet access, you can get help and support from the HP Web site at www.hp.com/support. This Web site offers technical support, drivers, supplies, and ordering information.

Load paper

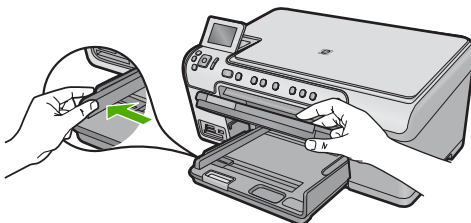
You can load different types and sizes of paper in the HP All-in-One, including letter or A4 paper, photo paper, transparencies, and envelopes. For more information, see the onscreen Help.

To load full-size paper

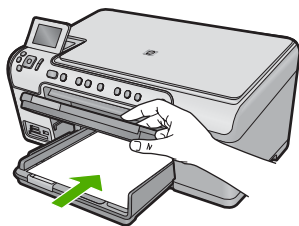
1. Raise and hold the output tray in the open position.



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



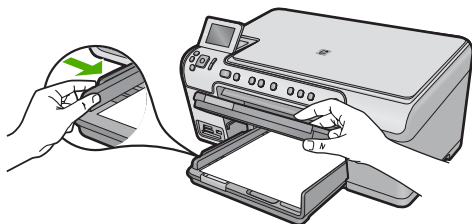
3. Insert the stack of paper into the main input tray with the short edge forward and the print side down. Slide the stack of paper forward until it stops.



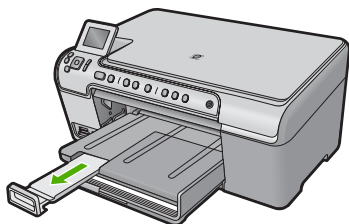
⚠ **CAUTION:** Make sure that the product is idle and silent when you load paper into the main input tray. If the product is servicing the ink cartridges or otherwise engaged in a task, the paper stop inside the product might not be in place. You could push the paper too far forward, causing the product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

💡 **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.



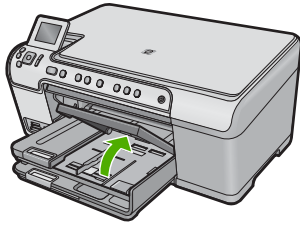
5. Lower the output tray. Pull the tray extender towards you, as far as it will go. Flip the paper catch at the end of the tray extender to open the extender the rest of the way.



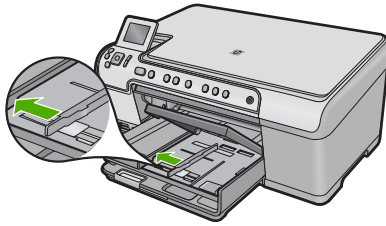
📄 **NOTE:** When you use legal-size paper, leave the tray extender closed.

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

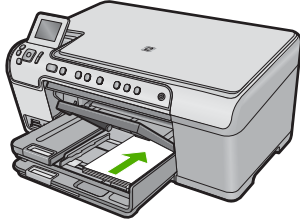
1. Raise the photo tray lid.



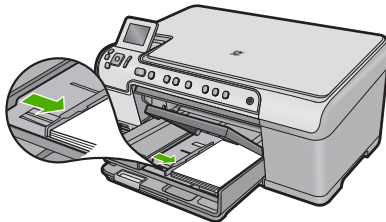
2. Slide the paper-width guide to its outermost position.



3. 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.



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

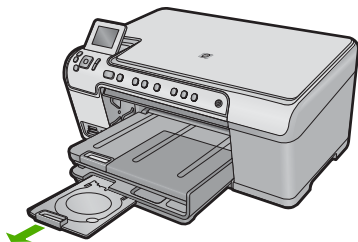
In addition to printing on paper, the HP All-in-One enables you to print directly on the surface of specially coated CDs and DVDs for print jobs started from a connected computer. You can design and create a custom label for your CD or DVD using the software that came with the HP All-in-One. You can then print the label on your printable CD or DVD media.

 **TIP:** It is recommended that you write your data to the CD or DVD before printing the label on it.

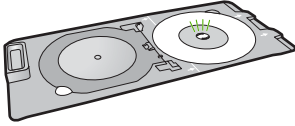
 **NOTE:** The HP All-in-One does not support a CD/DVD print job started from the control panel. You must use the software that came with the HP All-in-One to print on a CD/DVD. For more information, see the software help.


To print directly onto a CD/DVD

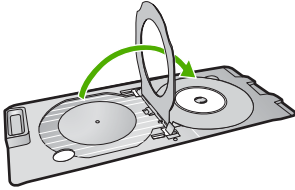
1. Use the software that came with the product to create and print a CD/DVD label.
2. If the product is placed close to a wall, move it at least 7.5 cm (3 inches) away from the wall.
3. Carefully remove the CD/DVD holder from the storage area below the main input tray.



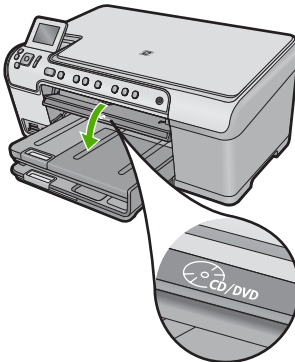
- Securely snap the inkjet printable media onto the CD/DVD holder with the printable side up. The CD/DVD should be placed on the ring at the end of the holder with the arrows.



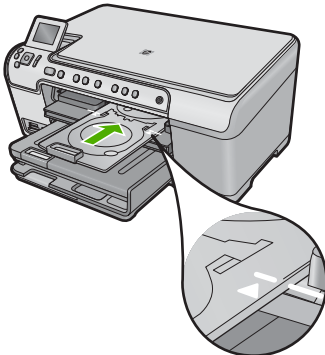
 **NOTE:** If you are using a smaller-sized media, only then should you flip the CD/DVD holder ring over the CD/DVD.



- Lower the CD/DVD tray. The CD/DVD tray 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 until the white lines on the CD/DVD holder line up with the white lines on the CD/DVD tray, and then press **OK**.

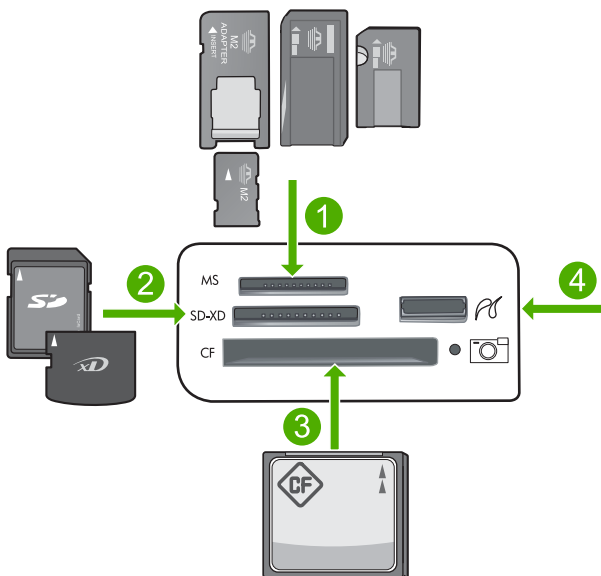


 **NOTE:** The product pulls the CD/DVD holder while printing on the media.

- After printing, make sure you insert the CD/DVD holder back into the storage area.

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	MultiMedia Card (MMC), MMC Plus, Secure MultiMedia Card, MMC Mobile (RS-MMC; adapter required), Secure Digital (SD), Secure Digital Mini, Secure Digital High Capacity (SDHC), TransFlash MicroSD Card (adapter required), or xD-Picture card
3	CompactFlash (CF) types I and II
4	Front USB port (for storage devices and PictBridge cameras)

To print photos

- Load photo paper in the appropriate input tray.
- Insert a memory card into the appropriate slot on the product or connect a storage device to the front USB port.
- Press **OK** to select **View & Print**.
- Press the left or right arrow button to scroll through the thumbnails of your photos.
- When the photo you want to print is highlighted, press **OK**.

6. Press the up arrow button to increase the number of copies. You must specify at least one copy or the photo will not print.


 **TIP:** If you want to crop, rotate, or make any other changes to the photo before printing, press the Menu button.

7. (Optional) Continue left-right scrolling to add more photos to the print queue.
8. Press **OK** to preview the print job.
9. (Optional) Press the Menu button to change the print settings.
10. Press **Print Photos**.

 **TIP:** During printing, you can press **OK** to add more photos to the print queue.


Scan an image

You can start a scan from your computer or from the control panel of the HP All-in-One. This section explains how to scan from the control panel of the HP All-in-One only.

 **NOTE:** You can also use the software you installed with the HP All-in-One to scan images. Using this software, you can edit a scanned image and create special projects using a scanned image.

To scan to a computer

1. Load your original print side down on the right front corner of the glass.
2. Press **Start Scan** on the control panel.
3. Press the down arrow button to highlight **Scan to Computer**, and then press **OK**.
4. The **Scan To** menu appears on the display. Press the down arrow button to select the job shortcut you want to use, and then press **OK**.

 **NOTE:** Job shortcuts define scan parameters, such as the software application, dpi, and color settings so you do not need to set them for each scan job.

5. Follow the onscreen prompts to save the scan to your computer.

Make a copy


You can make quality copies from the control panel.

To make a copy from the control panel

1. Make sure you have paper loaded in the input tray.
2. Load your original print side down on the right front corner of the glass.
3. Press **Start Copy Black** or **Start Copy Color** to begin copying.

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 Start Here guide for installing the printhead and the ink cartridges.

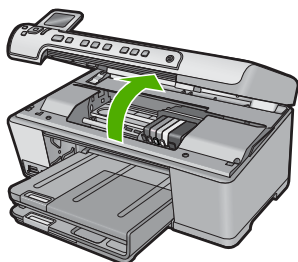
If you do not already have replacement ink cartridges for the HP All-in-One, to order cartridges, go to www.hp.com/buy/supplies. If prompted, choose your country/region,

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

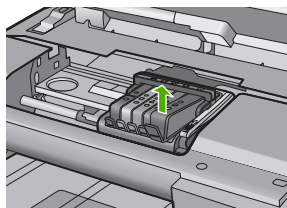
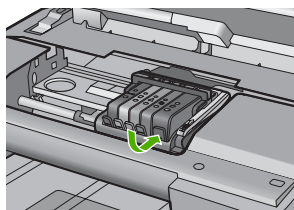
1. Make sure the product is turned on.
2. Open the ink cartridge door by lifting from the front right of the product, until the door locks into place.



The print carriage moves to the center of the product.


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

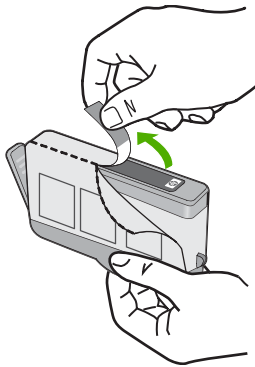
3. Press the tab on the front of the ink cartridge to release it, and then remove it from the slot.



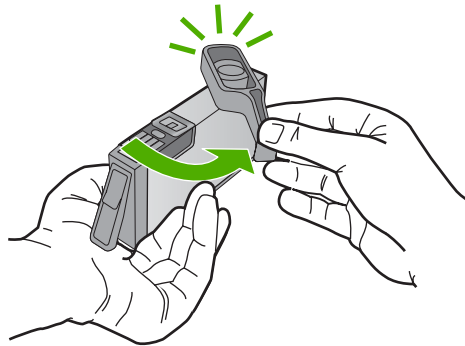
-
- △ **CAUTION:** Do not lift the latch handle on the print carriage to remove the ink cartridges.
-

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.
-



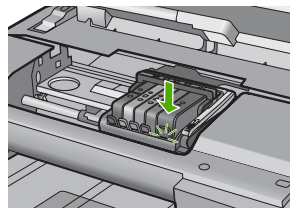
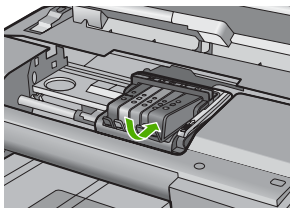
5. Twist the orange cap to snap it off.



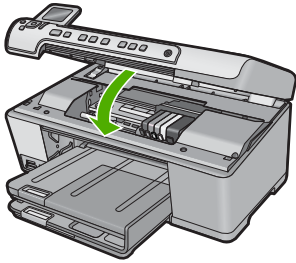
6. Using the colored shaped icons for help, slide the ink cartridge into the empty slot until it clicks into place and is seated firmly in the slot.

△ **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 door.




2 Troubleshooting and support

This chapter contains troubleshooting information for the HP All-in-One. 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 All-in-One is connected to the computer using a USB cable before the HP All-in-One software is installed on the computer. If you connected the HP All-in-One 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 product, wait one minute, then restart it.
5. Reinstall the product 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 All-in-One 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 All-in-One.

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**).
3. 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.

6. 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 www.hp.com/support.

7. Follow the onscreen instructions and the instructions provided in the Start Here guide that came with the product.

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

To verify that the software is properly installed, double-click the HP Solution Center icon on the desktop. If the HP Solution Center shows the essential icons (**Scan Picture** and **Scan Document**), the software has been properly installed.

Setup troubleshooting

Use this section to solve any problems you might encounter while setting up the HP All-in-One 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: www.hp.com/support.

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 Start Here 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.

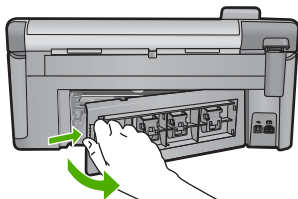
Cause: The product might have been out of paper.

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 All-in-One.

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. Make sure CD/DVD tray has been lowered and the printable disc is loaded onto the CD/DVD holder with the printable side up. Push the holder forward into the CD/DVD tray located below the control panel until the white 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. Make sure CD/DVD tray has been lowered and the printable disc is loaded onto the CD/DVD holder

with the printable side up. Push the holder forward into the CD/DVD tray located below the control panel until the white 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 tray.

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.

Cause: Your design settings were not correct.

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.

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 printhead

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 printhead 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 printhead assembly.
- Clean the printhead when you notice a significant decrease in print quality.
- Do not clean the printhead 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 www.hp.com/support. HP online support is available to all HP customers. It is the fastest source for up-to-date product 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 product updates, support alerts, and HP newsgrams that are available when you register the product
3. Call HP support. Support options and availability vary by product, 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 All-in-One 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: 20.5 cm (8.1 in.)
- Width: 45.0 cm (17.7 in.)
- Depth: 50.5 cm (19.9 in.) with tray extender open; 39.0 cm (15.4 in.) with tray extender closed
- Weight: 5.0 kg (11.0 pounds)

Power specifications

- Power consumption: 42 watts maximum (average printing)
- Input voltage(0957-2231): AC 100 to 240 V ~ 1300mA 50-60 Hz
- Output voltage: 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 All-in-One may be slightly distorted
- HP recommends using a USB cable less than or equal to 3 m (10 feet) in length to minimize injected noise due to potential high electromagnetic fields

Regulatory notices

The HP All-in-One meets product requirements from regulatory agencies in your country/region. For a complete listing of regulatory notices, see the onscreen Help.

Regulatory model identification number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SDGOB-0825. This regulatory number should not be confused with the marketing name (HP Photosmart C5300 All-in-One series, etc.) or product numbers (Q8291A, 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

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	
	021 672 280	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 (Andinetel)	1-999-119 ☎ 800-711-2884	
Ecuador (Pacifitel)	1-800-225-528 ☎ 800-711-2884	
	(02) 6910602	مصر
El Salvador	800-6160	
España	+34 902 010 059	
France	+33 0892 69 60 22	
Deutschland	+49 01805 652 180	
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Ελλάδα (εντός Ελλάδας)	801 11 75400	
Ελλάδα (από Κύπρο)	800 9 2654	
Guatemala	1-800-711-2884	
香港特別行政區	(852) 2802 4098	
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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	
Reunion	0820 890 323	
România	0801 033 390	
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Uruguay	0004-054-177	
Venezuela (Caracas)	58-212-278-8666	
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