

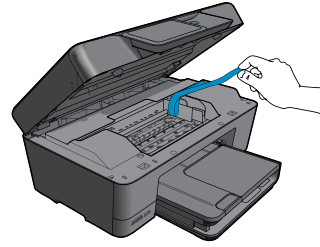
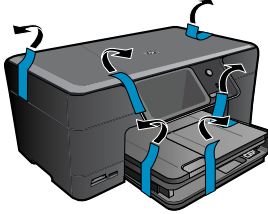


HP Photosmart Premium series - C309

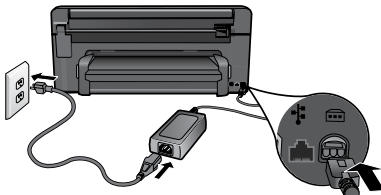
Apply sticker to printer.

English

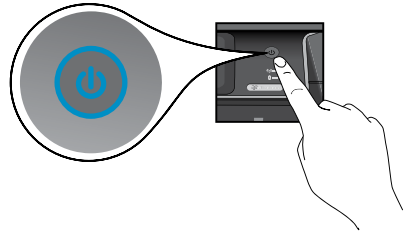
1 Unpack and remove all tape




2 Power on



Connect the power cord and adapter.



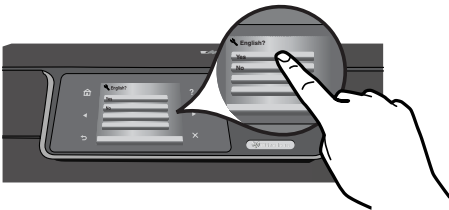
Press  to turn on the HP Photosmart.



Important!

Do NOT connect the USB cable until prompted by the software!

3 Follow the Setup Wizard



Be sure to follow the instructions on the product display as it guides you through setting up and connecting the HP Photosmart.

This device supports WiFi Protected Setup (WPS)  for easy one-button wireless setup.

- If you have a WPS enabled router, push the WPS button on the router at any time during setup to connect. The wireless LED on the printer will turn on if the connection is successful.
- If your router does not support WPS or have a WPS button, follow the directions in the Setup Wizard to setup your network connection. Refer to your router's documentation for additional information.

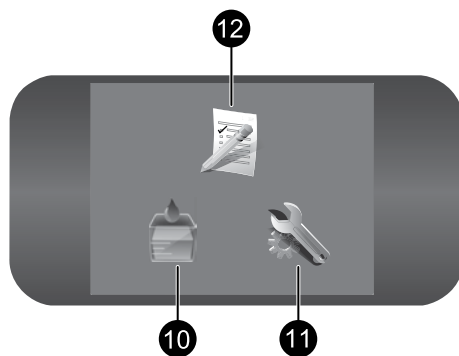
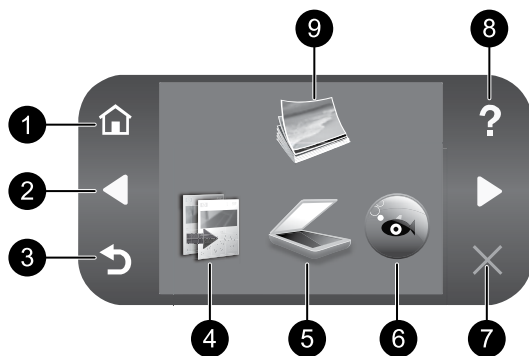
For computers without a CD/DVD drive, please go to www.hp.com/support to download and install the software.



CD054-90065

Get to know the HP Photosmart

English



1 Home:
Returns to the Home screen (the default screen when you turn on the product).

2 Directional keys:
Allow you to navigate through photos and menu options. Touch the right arrow to access the secondary Home screen.

3 Back:
Returns to the previous screen on the display.

4 Copy:
Opens the **Copy** menu where you can select a copy type or change the copy settings.

5 Scan:
Opens the **Scan To** menu where you can select a destination for your scan.

6 Snapfish:
Opens the **Snapfish** menu where you can upload, edit, and share your photos. Snapfish may not be available depending on your country/region.

7 Cancel:
Stops the current operation.

8 Help:
Opens the **Help** Menu on the display where you can select a topic to learn more about it. From the Home screen, touching **Help** lists the topics for which help is available.

9 Photo:
Opens the **Photo** menu where you can view, edit, print, and save photos.

10 Ink Supplies:
Opens the **Estimated Ink Levels** screen.

11 Setup:
Opens the **Setup** menu where you can change product settings and perform maintenance functions.

12 Quick Forms:
Prints a variety of blank forms, such as school paper, music paper, mazes, and checklists. Quick Forms may be available on the main Home screen depending on your country/region.

Get the most out of your HP Photosmart



Print your photos without connecting to a computer— just insert your memory card or USB drive into a slot on the HP Photosmart and start printing.



Connect the HP Photosmart to as many as five computers over a wired or wireless network.



Use the **Edit** features of the HP Photosmart to make subtle adjustments, give your photos an antique look, or add fun frames.



Print a variety of projects such as games, checklists, music paper, albums, and panorama photos.



Print photos from your Bluetooth devices such as PDAs, camera phones, and computers using the built-in Bluetooth technology.



Scan originals to a memory card or a connected computer.



Use the HP Photosmart to print, save, and share photos using **Snapfish**.



Go green by using the duplexer to print two-sided documents with multiple pages on same sheet to reduce paper usage.



Make color or black-and-white copies.

Fun and easy wireless photo printing

HP iPrint Photo is a free downloadable software application that allows you to quickly and easily print 4 x 6 inch photos. Images stored on your iPhone or iPod Touch can print on most HP networked ink jet printers connected to a local WiFi network. Wireless printing is a fun extension of the iPhone/iPod Touch's easy photo capture and viewing experience.

For more information go to: www.hp.com/go/iprintphoto

Connect to additional computers on a network

You can connect the HP Photosmart to more than one computer on a small network of computers. If the HP Photosmart is already connected to a computer on a network, for each additional computer you must install the HP Photosmart Software. During software installation, the software will automatically discover the HP Photosmart on the network. Once you have set up the HP Photosmart on the network you will not need to configure it again when you add additional computers.

Note: You can connect the HP Photosmart to either a wireless or wired network, but not both at the same time.

Get the most out of your HP Photosmart

Change the HP Photosmart from a USB connection to a network connection

If you first install the HP Photosmart with a USB connection, you can later change to a wireless or Ethernet network connection. If you already understand how to connect to a network, you can use the general directions below.

To change a USB connection to a network connection

1. Unplug the USB connection from the back of the product.
2. Depending on the connection type you want to switch to, do one of the following:

For an integrated wireless WLAN 802.11 connection

- a. On the Home screen, touch the right arrow to view more options.
- b. Touch **Setup**.
- c. Touch **Network**.
- d. Touch **Wireless Setup Wizard**.
This runs the Wireless Setup Wizard.

For a wired (Ethernet) connection

- a. Connect an Ethernet cable from the Ethernet port on the back of the product to an available Ethernet port on the router or switch.
3. Install the software for a network connection, choose **Add a Device**, and then follow the onscreen instructions.

Find more information

All other product information can be found in the electronic Help and Readme. Electronic Help includes instructions on product features and troubleshooting. It also provides product specifications, legal notices, environmental, regulatory, and support information. The Readme file contains HP support contact information, operating system requirements, and the most recent updates to your product information.

To access the electronic Help

- Windows: Click **Start > All Programs > HP > Photosmart Premium C309 series > Help**.
- Mac OS X v10.4: Click **Help > Mac Help, Library > HP Product Help**.
- Mac OS X v10.5: Click **Help > Mac Help**. In the **Help Viewer**. Choose **HP Product Help** from the **Mac Help** pop-up menu.

Windows 7

Windows 7 support information is available online: www.hp.com/go/windows7.

Power specifications:

Power adapter: 0957-2271

Input voltage: 100 to 240 Vac

Input frequency: 50-60 Hz

Power consumption: 85W Maximum, 50W Average

Note: Use only with the power adapter supplied by HP.

Ink usage

Note: Ink from the cartridges is used in the printing process in a number of different ways, including in the initialization process, which prepares the device and cartridges for printing, and in printhead servicing, which keeps print nozzles clear and ink flowing smoothly. In addition, some residual ink is left in the cartridge after it is used.

For more information see www.hp.com/go/inkusage.

Setup Troubleshooting

If the HP Photosmart does not turn on:

1. Check the power cord.
 - Make sure the power cord is firmly connected to both the product and the power adapter.
 - 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 on but still does not work, then there might be a problem with the power outlet.
2. Unplug the power cord from the back of the product. Plug the power cord back in, and then press the On button to turn on the product.
3. 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.
4. 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.

Windows

If you are unable to print make sure the product is set as your default printing device:

- **Windows Vista:** On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers**.
- **Windows XP:** On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.

Make sure that your product has a check mark in the circle next to it. If your product is not selected as the default printer, right-click the printer icon and choose "Set as default printer" from the menu.

If you are still unable to print, or the Windows software installation fails:

1. Remove the CD from the computer's CD-ROM drive, and then disconnect the USB cable from the computer.
2. Restart the computer.
3. Temporarily disable any software firewall and close any anti-virus software. Restart these programs after the product software is installed.
4. Insert the product software CD in the computer's CD-ROM drive, then follow the onscreen instructions to install the product software. Do not connect the USB cable until you are told to do so.
5. After the installation finishes, restart the computer.

Mac

If you are unable to print, uninstall and reinstall the software:

Note: The uninstaller removes all of the HP software components that are specific to the device. The uninstaller does not remove components that are shared by other products or programs.

To uninstall the software:

1. Disconnect the HP Photosmart from your computer.
2. Open the Applications: Hewlett-Packard folder.
3. Double-click **HP Uninstaller**. Follow the onscreen instructions.

To install the software:

1. To install the software, insert the HP software CD into your computer's CD drive.
2. On the desktop, open the CD and then double-click **HP Installer**.
3. Follow the onscreen instructions.

Network Troubleshooting

Use this section to solve problems you might encounter when setting up a network connection.

The product cannot be found during software installation

If the HP software is unable to find your product on the network during software installation, try the following troubleshooting steps. Steps 1 and 2 are for wireless connections only and Steps 3 and 4 are applicable for both wireless connections and Ethernet connections. If you have a wireless connection, start with Step 1 and proceed through step 4 as necessary. If you have an Ethernet connection, start at Step 3.

Wireless connections

Step 1: Determine if the product is connected to the network by running the Wireless Network Test and following any instructions provided.

To run the Wireless Network Test

1. On the Home screen, touch the right arrow to view more options.
2. Touch **Setup**.
3. Touch **Network**.
4. Touch **Wireless Network Test**.

Step 2: If you determine in step 1 that your product is not connected to the network and you have already run the Wireless Setup Wizard from the product display or the HP Photosmart is connected to the network but cannot be found by the HP software, you will need to follow the onscreen instructions during software installation to help connect the product to the network and diagnose any possible problems with your network setup.

To connect the product to a network

1. Insert the product Software CD in the computer CD-ROM drive.
2. Follow the instructions on the screen. When you are prompted, connect the product to the computer using the USB setup cable included in the box. The product will attempt to connect to the network. If the connection fails, follow the prompts to correct the problem, and then try again.
3. When the setup is finished, you will be prompted to disconnect the USB cable and test the wireless network connection. Once the product connects successfully to the network, install the software on each computer that will use the product over the network.

Here is how to resolve some common issues that can keep the product from joining your network:

- **You may have picked the wrong network or typed in your network name (SSID) incorrectly.** Check these settings to ensure they are correct.
- **You may have typed in your WEP key or your WPA encryption key incorrectly** (if you are using encryption).
Note: If the network name or the WEP/WPA keys are not found automatically during installation, and if you don't know them, you can download an application from www.hp.com/go/networksetup that may help you locate them. This application works for only Windows Internet Explorer and is only available in English.
- **You may have a router problem.** Try restarting both the product and the router by turning the power for each of them off, and then on again.

Ethernet and wireless connections

Step 3: Check for and resolve the following possible conditions:

- **Your computer may not be connected to your network.** Make sure that the computer is connected to the same network to which the HP Photosmart is connected. If you are connected wirelessly, for example, it is possible that your computer is connected to a neighbor's network by mistake.
- **Your computer may be connected to a Virtual Private Network (VPN).** Temporarily disable the VPN before proceeding with the installation. Being connected to a VPN is like being on a different network; you will need to disconnect the VPN to access the product over the home network.
- **Security software may be blocking communication.** Security software (firewall, anti-virus, anti-spyware) installed on your computer may be blocking communication between the product and the computer. An HP diagnostic runs automatically during installation and can provide messaging about what may be blocked by the firewall. Try temporarily disconnecting your firewall, anti-virus, or anti-spyware applications to see if you can successfully finish the installation. You can re-enable your firewall application after installation is complete. Make sure the following files are included in the exceptions list of the firewall:
 - C:\Program Files\Hp\Digital Imaging\bin\hpqtra08.exe
 - C:\Program Files\Hp\Digital Imaging\bin\hpiscnapp.exe
 - C:\Program Files\Hp\Digital Imaging\bin\hpqdstcp.exe
 - C:\Program Files\Hp\Digital Imaging\bin\hpqkygrp.exe
 - C:\Program Files\Hp\Digital Imaging\bin\hpqste08.exe
 - C:\Windows\System32\hpzinw12.exe
 - C:\Windows\System32\hpzipm12.exe

Tip: Configure your firewall software to allow communication over UDP port 427 (Windows) or Bonjour (Mac).

Step 4: Use the advanced search feature.

1. Print a network configuration report using the following instructions:
 - a. On the Home screen, touch the right arrow to view more options.
 - b. Touch **Setup**.
 - c. Touch **Network**.
 - d. Touch **View Network Settings**.
 - e. Touch **Print Network Configuration Page**.
2. Identify the IP address of the HP Photosmart from the network configuration report.
3. Use the advanced search option available during software installation, then click on **Search by IP address** and enter the product's IP address.

Other network problems after software installation

If the HP Photosmart has been successfully installed, and you are experiencing problems such as not being able to print, try the following:

- Turn off the router, product, and computer, and then turn them back on in this order: router first, then the product, and finally the computer. Sometimes, cycling the power will recover a network communication issue.
- If the previous step does not solve the problem and you have successfully installed the HP Photosmart Software on your computer, run the Network Diagnostic tool.

To run the Network Diagnostic tool (Windows)

> In the Solution Center, click **Settings**, click **Other Settings**, and then click **Network Toolbox**. On the **Utilities** tab, click **Run Network Diagnostics**.

HP printer limited warranty statement

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 (only applies to products with customer replaceable printheads)	1 year
Accessories	90 days

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 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

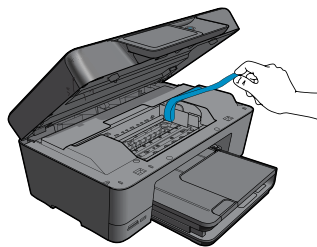
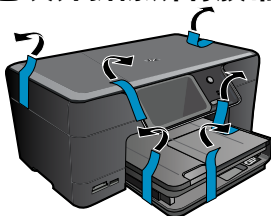
1. This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.
2. To the extent that this Warranty Statement is inconsistent 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.



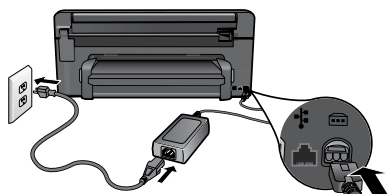
将封面上的胶贴贴到打印机上。

HP Photosmart Premium series - C309

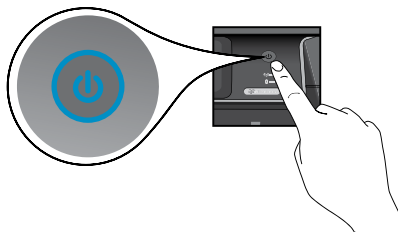
1 打开包装并拆除所有胶带



2 开机



连接电源线和适配器。



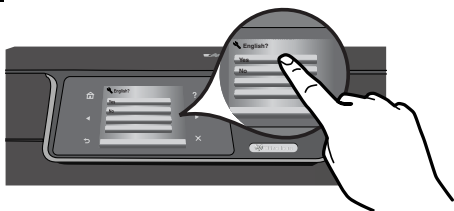
按下  打开 HP Photosmart。




重要提示!

在软件没有提示之前，请勿连接 USB 电缆!

3 按照设置向导进行操作

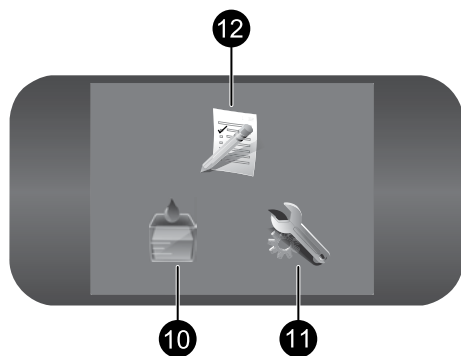
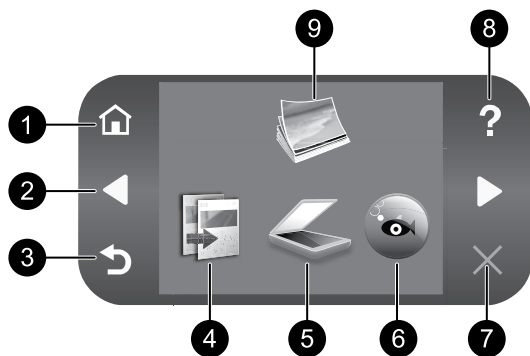


确保按照产品显示器上的说明进行操作，该说明可引导您设置和连接 HP Photosmart。

本设备支持通过 WiFi 保护设置 (WPS)  进行单键无线设置。

- 如果您的路由器启用了 WPS，您可以在设置过程中的任何时间按下 WPS 按钮进行连接。如果连接成功，则打印机上的无线 LED 指示灯将亮起。
- 如果您的路由器不支持 WPS 或没有 WPS 按钮，则请按照“设置向导”中的说明设置您的网络。请参阅您的路由器文档以获取更多信息。

如果计算机没有 CD/DVD 驱动器，请转至 www.hp.com/support 以下载和安装该软件。



1 主屏幕：
返回主屏幕（打开产品时的默认屏幕）。

2 方向键：
允许您在照片间和菜单选项间进行浏览。
触摸向右箭头以访问辅助主屏。

3 返回：
返回到上一个屏幕。

4 复印：
打开复印菜单，在此菜单中可以选择复印类型或更改复印设置。

5 扫描：
打开扫描至菜单，在此菜单中可以选择扫描目的地。

6 Snapfish：
打开 Snapfish 菜单，在此菜单中可以上传、编辑和共享照片。根据您的国家/地区，Snapfish 可能不可用。

7 取消：
停止当前操作。

8 帮助：
打开显示屏上的帮助菜单，您可以从中选择一个主题，了解详细信息。在主屏幕上触摸帮助，即可列出可以获取其帮助的主题。

9 照片：
打开照片菜单，在此菜单中可以查看、编辑、打印和保存照片。

10 墨水耗材：
打开估计的墨水量屏幕。

11 设置：
打开设置菜单，在此菜单中可以更改产品设置并执行维护功能。

12 快速表格：
打印多种空表格，例如学校专用纸、乐谱用纸、迷宫和清单。根据您的国家/地区，“快速表格”可能主屏幕上可用。

尽情使用 HP Photosmart



在不连接计算机的情况下打印照片 – 只要将存储卡或 USB 闪存盘插入 HP Photosmart 插槽中即可开始打印。



通过有线或无线网络将 HP Photosmart 连接到最多 5 台计算机。



使用 HP Photosmart 的编辑功能进行细微调整，使您的照片具有复古效果，或添加趣味边框。



打印多种项目，如游戏、清单、乐谱用纸、相册和全景照片。



从诸如 PDA、可拍照手机和使用内置 Bluetooth 技术的计算机等 Bluetooth 设备打印照片。



将原件扫描到存储卡或已连接的计算机上。



使用 HP Photosmart 打印和保存照片，并使用 **Snapfish** 共享照片。



通过使用双面进纸器在同一张纸上打印具有多个页面的双面文档，减少纸张使用量，节能环保。



制作彩色或黑白副本。

易用有趣的无线照片打印

HP iPrint Photo 是一款免费下载的软件应用程序，使您可以轻松快捷地打印 4 x 6 英寸照片。存储在 iPhone 或 iPod Touch 上的图像可以在大多数连接到本地 WiFi 网络的 HP 联网喷墨打印机上进行打印。无线打印是 iPhone/iPod Touch 轻松照片捕获和查看体验的有趣扩展。

有关详细信息，请访问：www.hp.com/go/iprintphoto

连接到网络上的其他计算机

可以将 HP Photosmart 连接到小型网络中的多台计算机。

如果已将 HP Photosmart 连接到网络中的某台计算机，则必须为其他每台计算机安装 HP Photosmart 软件。软件安装期间，该软件会从网络上自动搜索 HP Photosmart。在网络中安装 HP Photosmart 之后，当添加其他计算机时便无需再次对其进行配置。

注意：您可以将 HP Photosmart 连接到无线或有线网络，但不能同时使用二者。

将 HP Photosmart 从 USB 连接更改为网络连接

如果初始安装 HP Photosmart 时使用了 USB 连接，则稍后可以更改为无线或 Ethernet 网络连接。如果您已经了解如何连接至网络，则可以使用以下一般性说明。

将 USB 连接更改为网络连接

1. 拔掉产品背面的 USB 电缆。
2. 根据要切换到的连接类型，执行以下操作之一：

对于集成无线 WLAN 802.11 连接

- a. 在主屏幕上，触摸向右箭头查看更多选项。
- b. 触摸设置。
- c. 触摸网络。
- d. 触摸无线设置向导。

此操作将运行“无线设置向导”。

对于有线 (Ethernet) 连接

- a. 将 Ethernet 电缆从产品背面的 Ethernet 端口连接到路由器或交换机上的可用 Ethernet 端口。
3. 安装用于网络连接的软件，选择添加设备，然后按照屏幕上的说明操作。

查找更多信息

可从电子版帮助和自述文件中找到所有其他产品信息。电子版帮助包括关于产品功能和故障排除的说明。另外还提供产品规格、法律声明、环境、管制和支持信息。自述文件包含 HP 支持联系信息、操作系统要求和产品信息的最新更新。

访问电子版帮助

- Windows：单击开始 > 所有程序 > HP > Photosmart Premium C309 series > 帮助。
- Mac OS X v10.4：单击帮助 > Mac 帮助，资源库 > HP 产品帮助。
- Mac OS X v10.5：单击帮助 > Mac 帮助。在帮助查看器中，从 Mac 帮助弹出式菜单中选择 HP 产品帮助。

Windows 7

Windows 7 支持信息可通过该网站在线获得：www.hp.com/go/windows7。

电源规格：

电源适配器：0957-2271

输入电压：100-240 Vac

输入频率：50-60 Hz

功耗：最大 85W，平均 50W

注意：仅使用 HP 提供的电源适配器。

墨水使用

注意：墨盒中的墨水以多种不同方式使用于打印过程，这些使用方式包括用来让设备和墨盒准备就绪的初始化过程，用于确保打印喷头清洁和墨水顺利流动的打印头维护过程。此外，当墨盒用完后，墨盒中还会残留一些墨水。有关详细信息，请访问 www.hp.com/go/inkusage。

安装故障排除

如果 HP Photosmart 无法开启：

1. 检查电源线。
 - 确保电源线紧紧地连接到该产品和电源适配器上。
 - 如果使用插线板，请确保插线板的开关已打开。或尝试将该产品电源线直接插入电源插座。
 - 测试电源插座，确保其工作正常。插上一台可正常工作的设备，查看该设备是否有电。如果没有，则电源插座可能有问题。
 - 如果将该产品插入到带开关的插座中，请确保该插座开关已打开。如果将开关打开后仍然不工作，则可能是电源插座存在问题。
2. 拔掉产品背面的电源线。重新插上电源线，然后按“开/关机”按钮打开产品。
3. 如果按下“开/关机”按钮的速度过快，则产品可能会没有响应。请再次按“开/关机”按钮。产品开启可能需要几分钟。如果此时再按“开/关机”按钮，则可能会将产品关闭。
4. 如果已经完成了前面解决方案中列出的所有步骤，但仍有问题，请联系 HP 支持部门进行维修。请访问：www.hp.com/support。

Windows

如果无法打印，请确保该产品已设置为默认打印设备：

- **Windows Vista**：在 Windows 任务栏上，依次单击开始、控制面板和打印机。
- **Windows XP**：在 Windows 任务栏上，依次单击开始、控制面板和打印机和传真。

确保勾选了产品旁边的圆圈。如果您的产品没有被选为默认打印机，请右键单击打印机图标，然后从菜单中选择“设为默认打印机”。

如果您仍无法打印，或 Windows 软件安装失败：

1. 从计算机的 CD-ROM 驱动器中取出 CD，然后断开 USB 电缆与计算机的连接。
2. 重新启动计算机。
3. 暂时禁用所有软件防火墙并关闭所有反病毒软件。在安装了产品软件之后，重新启动这些程序。
4. 将产品软件 CD 插入计算机的 CD-ROM 驱动器中，然后按照屏幕上的说明安装产品软件。请勿在没有提示的情况下连接 USB 电缆。
5. 安装完毕之后重新启动计算机。

Mac

如果无法打印，请卸载并重新安装软件：

注意：卸载程序会删除所有设备特定的 HP 软件组件。但卸载程序不会删除与其他产品或程序共享的组件。

卸载软件：

1. 断开 HP Photosmart 与计算机的连接。
2. 打开 Applications:Hewlett-Packard 文件夹。
3. 双击 **HP 卸载程序**。按照屏幕上的说明进行操作。

安装软件：

1. 要安装软件，请将 HP 软件 CD 插入计算机的 CD 驱动器中。
2. 在桌面上，打开 CD，然后双击 **HP 安装程序**。
3. 按照屏幕上的说明进行操作。

网络故障排除

使用本节以解决设置网络连接时可能遇到的问题。

软件安装期间无法找到产品

如果在软件安装期间 HP 软件无法在网络上找到您的产品，请尝试执行下列故障排除步骤。步骤 1 和 2 仅适用于无线连接，步骤 3 和 4 适用于无线连接和 Ethernet 连接。如果您进行了无线连接，请根据需要执行步骤 1 至 4。如果您进行了 Ethernet 连接，请从步骤 3 开始。

无线连接

步骤 1：通过运行无线网络测试并按照提供的所有说明来确定打印机是否已连接到网络。

运行无线网络测试

1. 在主屏幕上，触摸向右箭头查看更多选项。
2. 触摸设置。
3. 触摸网络。
4. 触摸无线网络测试。

步骤 2：如果确定在步骤 1 中产品未连接到网络，且已经从产品显示屏运行了无线设置向导，或者 HP Photosmart 已连接到网络，但无法由 HP 软件找到，则需要软件安装期间按照屏幕上的说明操作以帮助将产品连接到网络并诊断任何与网络安装有关的问题。

将产品连接到网络

1. 将产品软件 CD 插入计算机的 CD-ROM 驱动器中。
2. 随后按照屏幕上的说明操作即可。看到提示后，请使用包装盒中随附的 USB 安装电缆将产品连接到计算机。产品将尝试连接此网络。如果连接失败，请按照提示更正该问题，然后重试。
3. 安装完成后，系统将提示您断开 USB 电缆的连接并测试无线网络连接。将产品成功连接到网络后，可在要在线使用产品的每台计算机上安装软件。

以下方法可解决一些打印机与网络无法连接的常见问题：

- 您可能选择了错误的网络或没有正确键入网络名称 (SSID)。检查这些设置以确保设置正确。
- 您可能没有正确键入 WEP 密钥或 WPA 加密密钥（如果使用加密）。
注意：如果系统在安装期间没有自动找到网络名称或 WEP/WPA 密钥，并且您不知道这些信息，则可以从 www.hp.com/go/networksetup 网站下载一个可帮助您查找这些信息的应用程序。此应用程序仅适用于 Windows Internet Explorer 且只有英文版本。
- 路由器可能存在问题。关闭并再次打开产品和路由器的电源，以尝试重新启动打印机和路由器。

Ethernet 和无线连接

步骤 3: 检查下列各种可能的情况并采取相应的解决措施:

- 您的计算机可能没有连接到网络。确保将计算机与 HP Photosmart 连接到同一网络。例如，如果是无线连接，则计算机可能已错误地连接到相邻网络中。
- 您的计算机可能已连接到虚拟专用网络 (VPN)。在继续安装前暂时禁用 VPN。连接到 VPN 如同位于其他网络；您需要断开与 VPN 的连接才能访问主网络上的产品。
- 安全软件可能会阻止通信。安装在计算机上的安全软件（防火墙、反病毒、反间谍）可能会阻止产品和计算机之间的通信。HP Diagnostic 在安装期间将自动运行并提供可能会被防火墙阻止的内容的相关信息。请尝试暂时断开与防火墙、反病毒或反间谍应用程序的连接以查看是否可成功完成安装。安装完成后，可重新启用防火墙应用程序。确保下列文件包括在防火墙的例外列表中：

- C:\Program Files\Hp\Digital Imaging\bin\hpqtra08.exe
- C:\Program Files\Hp\Digital Imaging\bin\hpiscnapp.exe
- C:\Program Files\Hp\Digital Imaging\bin\hpqdstcp.exe
- C:\Program Files\Hp\Digital Imaging\bin\hpqkygrp.exe
- C:\Program Files\Hp\Digital Imaging\bin\hpqste08.exe
- C:\Windows\System32\hpzinw12.exe
- C:\Windows\System32\hpzipm12.exe

提示: 可以配置防火墙软件以允许在 UDP 端口 427 (Windows) 或 Bonjour (Mac) 上进行通信。

步骤 4: 使用高级搜索功能。

1. 使用下列说明打印网络配置报告：
 - a. 在主屏幕上，触摸向右箭头查看更多选项。
 - b. 触摸设置。
 - c. 触摸网络。
 - d. 触摸查看网络设置。
 - e. 触摸打印网络配置页。
2. 通过网络配置报告识别 HP Photosmart 的 IP 地址。
3. 在软件安装期间使用可用的高级搜索选项，然后单击按 **IP 地址搜索**，并输入产品的 IP 地址。

软件安装之后的其他网络问题

如果 HP Photosmart 已成功安装，而您遇到了无法打印等问题，请尝试执行下列操作：

- 关闭路由器、产品和计算机，然后再按此顺序将其一一打开：首先是路由器，然后是产品，最后是计算机。有些情况下通过关闭电源然后再将其打开，可以修复网络通信故障。
- 如果上述步骤未能解决问题而且您已在计算机上成功安装 HP Photosmart 软件，请运行网络诊断工具。

运行网络诊断工具 (Windows)

> 在解决方案中心中，依次单击设置、其他设置、网络工具箱。在实用工具选项卡上单击运行网络诊断。

HP 打印机有限保修声明

HP 产品	有限保修期限
软件媒体	90 天
打印机	1 年
打印或墨盒	直到 HP 墨水用完，或到达印在墨盒上的“保修结束”日期，视何者为先。本保修不涵盖重新灌注、再加工、整修、误用，或被擅改的 HP 墨水产品。
打印头（仅适用于其打印头可供客户更换的产品）	1 年
附件	90 天

A. 有限保修的范围

- 惠普 (HP) 向最终用户保证，在上述指定的保修期内，上述指定的 HP 产品自购买之日起无材料及工艺上的缺陷。
- 对于软件产品，HP 的有限保修仅适用于无法执行编程指令的故障。HP 不保证产品工作时不会中断或无错误。
- HP 的有限保修仅限于由正常使用产品而产生的缺陷，不适用于任何其他问题，包括因以下原因而产生的问题：
 - 不正确的维护或调整；
 - 使用非 HP 提供或支持的软件、介质、部件或耗材；
 - 在产品技术规格以外的条件下操作；
 - 未经授权的调整或误用。
- 对于 HP 打印机产品，使用非 HP 墨盒或重新灌注的墨盒既不影响对客户保修也不影响与客户签订的任何 HP 支持合同。但是，如果打印机由于使用非 HP 墨盒或重新灌注的墨盒或过期的墨盒而发生故障或损坏，HP 在维修打印机时将根据具体故障或损坏，收取标准工时费和材料费。
- 如果 HP 在适用的保修期内收到符合 HP 保修条件的任何产品的缺陷的通知，HP 将自行决定对有缺陷的产品进行维修或更换。
- 如果 HP 无法适时维修或更换符合 HP 保修条件的有缺陷产品，HP 将在接到缺陷通知后的合理时间内，退回该产品的全额货款。
- 在客户将有缺陷的产品退回 HP 之前，HP 不承担维修、更换或退货的义务。
- 更换的产品可能为全新产品或相当于全新产品，前提是它的功能至少与被更换的产品相当。
- HP 产品可能包含性能等同于新部件的再加工部件、组件或材料。
- HP 的有限保修在任何销售保修范围内的 HP 产品的国家或地区均有效。可与授权的 HP 服务机构签订其他保修服务（如现场服务）合同，这些机构分布在由 HP 或授权进口商销售 HP 产品的国家/地区。

B. 有限保修

在当地法律允许范围内，HP 及其第三方供应商，对有关 HP 的产品，无论是以明示或默示的形式，均没有任何其他保修或条件并特别声明没有任何用于特定目的适销性、质量满意度以及适用性的默示保修或条件。

C. 责任限制

- 在当地法规允许的范围内，本保修声明中提供的补偿是对用户的唯一补偿。
- 在当地法规允许的范围内，除了本保修声明中特别规定的责任外，在任何情况下，无论是根据合同、民事侵权行为或其他法律准则，无论是否告知产生此类损失的可能性，HP 或其第三方供应商对直接、特殊、偶发、继发的损失概不承担责任。

D. 当地法律

- 此保修声明赋予用户特定的法律权利。用户还可能拥有其他权利，具体情况视州（美国）、省（加拿大）及国家/地区（世界其他地方）而异。
- 如果本保修声明与当地法规发生矛盾，则应视为已修改以便与当地法规保持一致。根据这类当地法规，本保修声明中的某些责任免除和限制可能不适用于用户。例如，美国的某些州及美国以外的某些政府（包括加拿大的某些省），可能会：
 - 排除本保修声明中的责任免除和限制条款对用户法定权利的限制（例如英国）；
 - 限制制造商实施这种责任免除或限制的能力；或者
- 赋予客户附加的保修权利，指定默示保修的期限（对这种默示保修制造商不得拒绝），或者不允许制造商对默示保修的期限加以限制。
- 除非另有法律许可，本声明中的保修条款不得排除、限制或修改适用于此产品销售的强制性法律权利，而是对该权利的补充。