

Apply sticker to printer.

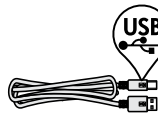
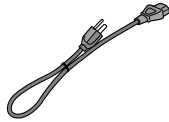
HP Photosmart Wireless series - B109



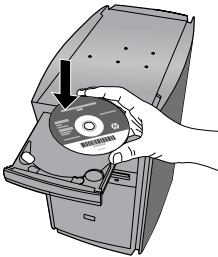
Important!

Do NOT connect the USB cable until prompted by the software (Windows users only).

1 Verify box contents



2 Insert the CD for guided printer setup



When you insert the CD, animations will guide you through the printer setup, including how to install ink cartridges and load paper.

Notes:

- The USB cable may be used during the wireless installation to automatically obtain wireless settings.
- Software installation will proceed after you complete the guided printer setup.
- Be sure to follow the animated setup guide because it contains important information on setting up the printer, including how to use the Easy One Button wireless setup.
- For computers without a CD/DVD drive, please go to www.hp.com/support to download and install the software.

Printed in [English]
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Q8444-90011

Cyan Cartridge 564

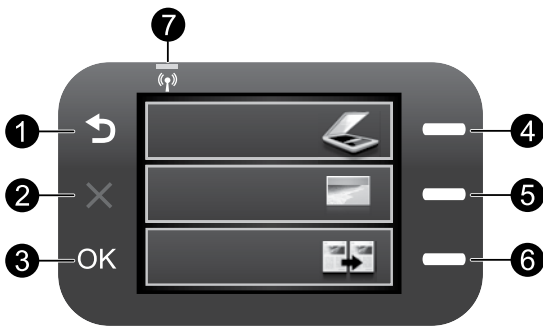
Magenta Cartridge 564

Yellow Cartridge 564

Black Cartridge 564

Get to know the HP Photosmart


English





- 1 Back:**
Returns to the previous screen.
- 2 Cancel:**
Stops the current operation, restores default settings, and clears the current photo selection.
- 3 OK:**
Selects a menu setting, value, or photo.


- 4 Scan:**
Opens the **Scan/Wireless Menu**. When viewing screens other than the Home screen, selects options related to the current display.
- 5 Photo:**
Opens the **Photo Menu**. When viewing screens other than the Home screen, selects options related to the current display.
- 6 Copy:**
Opens the **Copy Menu**. When viewing screens other than the Home screen, selects options related to the current display.
- 7 Wireless network indicator light:**
Indicates that the wireless radio is on.


Get the most out of your HP Photosmart

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

 Print on a variety of specialty media such as transparencies and envelopes.

 Make color or black-and-white copies.

 Scan originals to a memory card or a connected computer.

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

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 installation of a wireless connection, the software will automatically discover the product 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.

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 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 an integrated wireless WLAN 802.11 connection

1. Unplug the USB connection from the back of the product.
2. Insert the product CD in the computer CD-ROM drive.
3. Select **Add a Device**, and then follow the onscreen instructions for a wireless network installation.

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 Wireless B109 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**, select **HP Product Help**.

Windows 7

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

Power specifications:

Power adapter: 0957-2269

Input voltage: 100 to 240 Vac

Input frequency: 50-60 Hz

Power Delivery Capability: 20W 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. If you have a wireless connection, start with step 1 and proceed through step 4 as necessary.

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. Press button next to **Scan**.
2. Press button next to **Wireless Menu**.
3. Press button next to **Wireless Settings**.
4. Press button next to **Run Wireless Network Test**.

Step 2: If you determined in Step 1 that the product is not connected to a network and this is the first time you are installing the product, you will need to follow the onscreen instructions during software installation to connect the product to the network.

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.

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\hpscnaapp.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.

Step 4: Use the advanced search feature.

1. Print a network configuration report using the following instructions:
 - a. Press button next to **Scan**.
 - b. Press button next to **Wireless Menu**.
 - c. Press button next to **Wireless Settings**.
 - d. Press button next to **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

> 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.

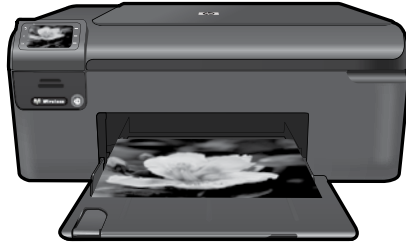
C. Limitations of liability

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.

This portion of the guide is intended for users in Hong Kong & Taiwan.



將封面上的貼紙貼到印表機上。

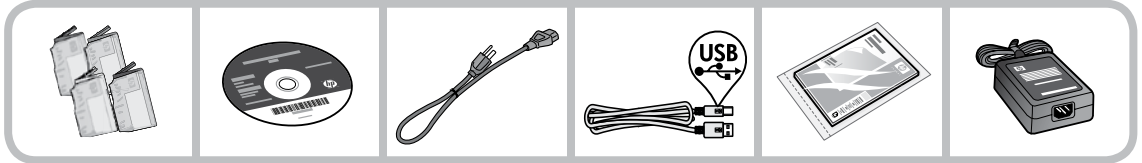
HP Photosmart Wireless series - B109



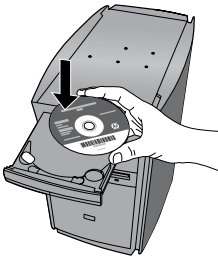
重要事項！

軟體未顯示提示前，請勿連接 USB 纜線 (僅限 Windows 使用者)。

1 請確認包裝箱內的物品



2 插入 CD 以執行引導式印表機安裝



插入 CD 後，動畫將引導您完成整個印表機安裝過程，包括安裝墨水匣和放入紙張。

註：

- 無線安裝期間可能需要使用 USB 纜線自動取得無線設定。
- 在您完成引導式印表機安裝之後，軟體安裝將繼續。
- 請務必依照動畫安裝引導進行，因為其中包含設定印表機的重要相關資訊，包括如何使用 Easy One Button 無線設定。
- 對於沒有 CD/DVD 光碟機的電腦，請前往 www.hp.com/support 下載並安裝軟體。

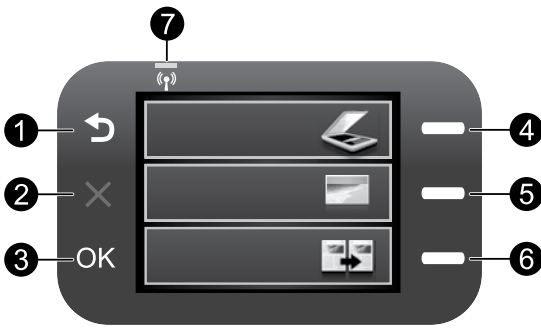
藍色墨水匣 564

紅色墨水匣 564

黃色墨水匣 564

黑色墨匣 564

瞭解 HP Photosmart



- 1 返回：**
返回上一個畫面。
- 2 取消：**
停止目前的操作，還原預設設定並清除目前的相片選取。
- 3 OK：**
選取功能表設定、值或相片。

- 4 掃描：**
開啓掃描/無線功能表。檢視主畫面之外的其他畫面時，請選取與當前顯示相關的選項。
- 5 相片：**
開啓相片功能表。檢視主畫面之外的其他畫面時，請選取與當前顯示相關的選項。
- 6 影印：**
開啓影印功能表。檢視主畫面之外的其他畫面時，請選取與當前顯示相關的選項。
- 7 無線網路指示燈：**
表示無線廣播已開啓。

充分發揮 HP Photosmart 的效用



在不連接電腦的情況下列印相片 — 只要將您的記憶卡插入 HP Photosmart 的插槽中，然後開始列印即可。



在各種特殊媒體上列印，例如幻燈片和信封。



進行彩色或黑白影印。



將原稿掃描到記憶卡或連接的電腦。



透過無線網路最多可以將 HP Photosmart 連接到五台電腦。

充分發揮 HP Photosmart 的效用

連接到網路上其他電腦

您可以將 HP Photosmart 連接至小型電腦網路上的多台電腦。

如果 HP Photosmart 已連接到網路上的一台電腦，則其他每台電腦都必須安裝 HP Photosmart 軟體。在安裝無線連線的過程中，軟體會自動搜尋網路上的產品。一旦您在網路上設定 HP Photosmart 之後，當您新增其他電腦時，就不需要再次進行設定。

將 HP Photosmart 從 USB 連接切換為網路連線

如果最初是採用 USB 連接安裝 HP Photosmart，您日後可以切換到無線網路連線。若您已經瞭解如何連線網路，即可使用下列一般指示。

將 USB 連接切換至整合式無線 WLAN 802.11 連線

1. 拔掉產品背面的 USB 連接。
2. 將產品的 CD 放入電腦的 CD-ROM 光碟機中。
3. 選取**新增裝置**，然後依照畫面上的指示安裝無線網路。

尋找詳細資訊

其他所有產品資訊可以在電子版的「說明」和「讀我檔案」中找到。電子版「說明」包含有關產品功能及疑難排解的指示。另外還提供產品規格、法律注意事項、環保、法規及支援資訊。「讀我檔案」包含 HP 支援的連絡資訊、作業系統需求，以及您產品資訊的最新更新。

存取電子版說明

- Windows：按一下**開始** > **所有程式** > **HP** > **Photosmart Wireless B109 series** > **說明**。
- Mac OS X v10.4：按一下**說明** > **Mac 說明**，**資料庫** > **HP 產品說明**。
- Mac OS X v10.5：按一下**說明** > **Mac 說明**。在說明檢視器中，選取 **HP 產品說明**。

Windows 7

Windows 7 支援資訊可從線上取得：www.hp.com/go/windows7。

電源規格：

電源轉接器：0957-2269
輸入電壓：100 到 240 Vac
輸入頻率：50-60 Hz
電力輸送能力：平均 20W

註：僅適用 HP 提供的電源轉接器。

墨水使用

註：墨水匣中的墨水可以用數種不同的方式用於列印程序，包括初始化程序（準備裝置和墨水匣進行列印的程序），以及列印頭維修（保持列印噴嘴清潔，以及墨水流動順暢的程序）。此外，墨水匣使用後也會有些墨水殘留。如需詳細資訊，請參閱 www.hp.com/go/inkusage。

設定疑難排解

如果 HP Photosmart 沒有開啓：

1. 檢查電源線。
 - 確定產品和電源轉接器之間的電源線穩固連接。
 - 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，確定它能正常工作。插入可以使用的電器，然後看該電器是否有電源。如果沒有，則可能是電源插座有問題。
 - 如果將產品插入有開關的插座，請確定該插座是開啓的。如果開關是開啓的但仍無法運作，則可能是電源插座有問題。
2. 拔除產品背面的電源線。插回電源線，然後按「開啓」按鈕以開啓產品。
3. 如果您太快按下「開啓」按鈕，產品可能無反應。請再按一次「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。
4. 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。

Windows

如果您無法列印，請確定產品設定為預設列印裝置：

- **Windows Vista**：在 Windows 工作列上，依序按一下**開始**、**控制台**，以及**印表機**。
- **Windows XP**：在 Windows 工作列上，依序按一下**開始**、**控制台**，以及**印表機和傳真**。

確定在產品旁邊的圓圈中有勾選您的產品。如果您的產品未選取為預設印表機，以滑鼠右鍵按一下印表機圖示，然後從功能表中選擇「設成預設的印表機」。

若仍無法列印，或 Windows 軟體安裝失敗：

1. 從電腦的 CD-ROM 光碟機中取出 CD，接著斷開 USB 纜線與電腦間的連接。
2. 重新啟動電腦。
3. 暫時停用所有軟體防火牆，並關閉所有防毒軟體。安裝產品軟體之後，重新啟動這些程式。
4. 在電腦的 CD-ROM 光碟機中放入產品軟體 CD，再依照畫面指示安裝產品軟體。在提示您連接 USB 纜線之前請不要這樣做。
5. 安裝完成之後，重新啟動電腦。

Mac

如果您無法列印，請解除安裝軟體後再重新安裝：

註：解除安裝程式會移除裝置專用的所有 HP 軟體元件。解除安裝程式不會移除其他產品或程式共用的元件。

解除安裝軟體：

1. 中斷 HP Photosmart 與電腦的連接。
2. 開啓 Applications:Hewlett-Packard 資料夾。
3. 按兩下 **HP Uninstaller**。依照螢幕上的指示進行。

安裝軟體：

1. 若要安裝軟體，請將 HP 軟體 CD 放入您電腦的 CD 光碟機中。
2. 在桌面上開啓 CD，然後按兩下 **HP Installer**。
3. 依照螢幕上的指示進行。

網路疑難排解

參照本節資訊解決設定網路連線時可能會遇到的問題。

在軟體安裝期間找不到此產品

如果 HP 軟體在軟體安裝期間，於網路上找不到您的產品，請嘗試下列疑難排解步驟。如果您有無線連線，請從步驟 1 開始，並在必要時繼續進行到步驟 4。

無線連線

步驟 1：執行「無線網路測試」，並按照提供的所有指示，判斷產品是否連線到網路。

執行「無線網路測試」

1. 按下**掃描**旁的按鈕。
2. 按下**無線功能表**旁的按鈕。
3. 按下**無線設定**旁的按鈕。
4. 按下**執行無線網路測試**旁的按鈕。

步驟 2：如果您在步驟 1 中判斷產品未連線到網路，而且這是您第一次安裝產品，則需要在軟體安裝期間，依照畫面指示，將產品連線到網路。

將產品連線到網路

1. 將產品的軟體 CD 放入電腦的 CD-ROM 光碟機中。
2. 依照螢幕上的指示進行。出現提示時，使用包裝盒內的 USB 安裝纜線將產品與電腦連接。產品將嘗試連線到網路。如果連線失敗，請依照提示修正問題，然後再試一次。
3. 完成設定後，會提示您拔下 USB 纜線，並測試無線網路連線。一旦產品與網路的連線成功，請將軟體安裝在網路上要使用該產品的每一部電腦。

以下為如何解決產品無法加入網路的一些常見問題：

- **您可能選擇了錯誤的網路，或在網路名稱 (SSID) 中輸入錯誤。**請檢查這些設定，以確定其正確。
- **您可能在 WEP 金鑰或 WPA 加密金鑰中輸入錯誤**（如果您使用加密）。
註：如果在安裝期間沒有自動找到網路名稱或 WEP/WPA 金鑰，並且您不知道這些資訊，則可以從 www.hp.com/go/networksetup 下載應用程式，可協助您找出這些資訊。此應用程式僅適用於 Windows Internet Explorer，而且僅提供英文版。
- **您的路由器有問題。**同時關閉產品和路由器的電源，然後再次開啓其電源，以嘗試重新啓動它們。

步驟 3：確認並解決下列可能的狀況：

- **您的電腦可能沒有連線到網路。**請確定電腦連線到 HP Photosmart 所連線的相同網路。如果您進行無線連線，可能會誤將電腦連線到鄰近的網路。
- **您的電腦可能連線到虛擬私人網路 (VPN)。**繼續安裝前請先暫時停用 VPN。連線到 VPN 就像是在不同的網路上連線一樣；您需要中斷 VPN 的連線，以透過家用網路存取產品。
- **安全性軟體可能封鎖了通訊。**安裝在電腦上的安全性軟體（防火牆、防毒、反間諜程式）可能會封鎖產品和電腦之間的通訊。HP 診斷會在安裝期間自動執行，並且可以提供防火牆封鎖了什麼內容的訊息。請嘗試暫時中斷防火牆、防毒或反間諜程式應用程式的連線，看看是否可以成功完成安裝。

安裝完成後，可以重新啓用防火牆應用程式。請確定下列檔案包含在防火牆的例外清單中：

- 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：設定您的防火牆軟體，允許經由 UDP 埠 427 的通訊。

步驟 4：使用進階搜尋功能。

1. 使用下列指示列印網路設定報告：
 - a. 按下**掃描**旁的按鈕。
 - b. 按下**無線功能表**旁的按鈕。
 - c. 按下**無線設定**旁的按鈕。
 - d. 按下**列印網路設定頁面**旁的按鈕。
2. 從網路設定報告找出 HP Photosmart 的 IP 位址。
3. 使用軟體安裝期間提供的進階搜尋選項，並按一下**依 IP 位址搜尋**，然後輸入產品的 IP 位址。

軟體安裝後的其他網路問題

如果已成功安裝 HP Photosmart，而且您碰到的是無法列印之類的問題，請嘗試下列方式：

- 關閉路由器、產品和電腦，然後以下列順序重新將它們開啓：首先是路由器，然後是產品，最後是電腦。有時，通過關閉然後再開啓電源的動作可以修復網路通訊問題。
- 如果前一個步驟沒有解決問題，而且您已經在電腦上成功安裝 HP Photosmart 軟體，請執行網路診斷工具。

執行網路診斷工具

按一下「解決方案中心」中的**設定**，按一下**其他設定**，然後按一下**網路工具箱**。在公用程式標籤上，按一下**執行網路診斷**。

HP 印表機有限保固聲明

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

A. 有限保固範圍

1. 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。
2. 對於軟體產品，HP 的有限保固僅適用於無法執行其程式指令的狀況。HP 並不保證任何產品工作時都不會中斷或無誤。
3. HP 的有限保固僅涵蓋因正常使用產品而發生的瑕疵，而不適用於由其他情況發生的瑕疵，包括下列任何一種情況：
 - a. 不適當的維護或修改；
 - b. 使用非 HP 提供或支援的軟體、媒體、零件或耗材；
 - c. 違反產品規範的操作；
 - d. 未經授權的修改和誤用。
4. 對於 HP 印表機產品，使用非 HP 列印墨匣或重新填裝的列印墨匣不會影響對客戶的保固或任何 HP 與客戶之間的支援合約。然而，如果印表機因為使用非 HP 列印墨匣或重新填裝的列印墨匣出問題或受損，HP 會針對該項問題或損壞維修所耗的時間和材料，收取標準的費用。
5. 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。
6. 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。
7. 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。
8. 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。
9. 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。
10. 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

1. 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。
2. 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

1. 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。
2. 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：
 - a. 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)；
 - b. 限制製造商實施這些免責或限制條款的能力；或者
 - c. 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。
3. 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。