

HP Photosmart C4600 series



# Windows Help

# HP Photosmart C4600 series





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# 1 HP Photosmart C4600 series Help

For information about the HP Photosmart, see:

- “[Get to know the HP Photosmart](#)” on page 5
- “[Print](#)” on page 13
- “[Scan](#)” on page 27
- “[Copy](#)” on page 31
- “[Reprint photos](#)” on page 35
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- “[Technical information](#)” on page 123

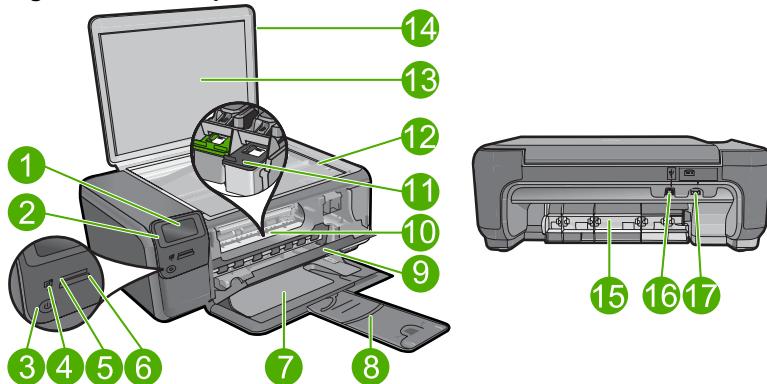


## 2 Get to know the HP Photosmart

- [Printer parts](#)
- [Control panel features](#)

### Printer parts

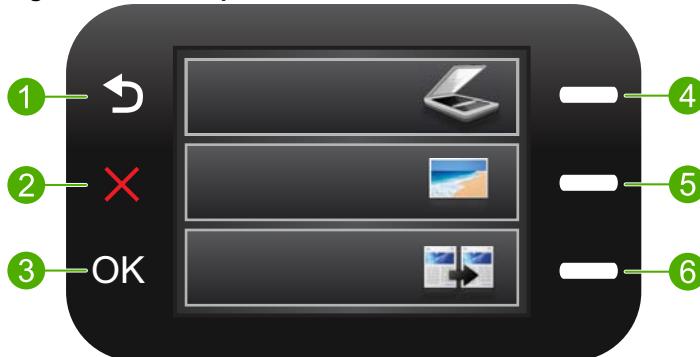
**Figure 2-1 Printer parts**



1	Color graphics display (also referred to as the display)
2	Control panel
3	On button
4	Photo light
5	Memory card slot for Memory Stick cards
6	Memory card slot for Secure Digital and xD cards
7	Paper tray
8	Paper tray extender (also referred to as the tray extender)
9	Cartridge door
10	Cartridge access area
11	Print carriage
12	Glass
13	Lid-backing
14	Lid
15	Rear door
16	Rear USB port
17	Power connection (Use only with the power adapter supplied by HP.)

## Control panel features

Figure 2-2 Control panel features



1	<b>Back:</b> Returns to the previous screen.
2	<b>Cancel:</b> Stops the current operation, restores default settings, and clears the current photo selection.
3	<b>OK:</b> Selects a menu setting, value, or photo.
4	<b>Scan:</b> From the Home screen, opens the <b>Scan Menu</b> . When viewing screens other than the Home screen, selects options related to the current display.
5	<b>Photo:</b> From the Home screen, opens the <b>Photo Menu</b> . When viewing screens other than the Home screen, selects options related to the current display.
6	<b>Copy:</b> From the Home screen, opens the <b>Copy Menu</b> . When viewing screens other than the Home screen, selects options related to the current display.

# 3 Paper basics

You can load many different types and sizes of paper in the HP Photosmart, including letter or A4 paper, photo paper, transparencies, and envelopes.

By default, the HP Photosmart is set to detect the size and type of paper you load in the input tray automatically and then adjust its settings to generate the highest quality output for that paper. If you are using special papers, such as photo paper, transparency film, envelopes, or labels, or if you experience poor print quality using the automatic setting, you can manually set the paper size and type for print and copy jobs.

This section contains the following topics:

- [Recommended papers for photo printing](#)
- [Recommended papers for printing](#)
- [Load media](#)

## Recommended papers for photo printing

If you want the best print quality, HP recommends using HP papers that are specifically designed for the type of project you are printing.

Depending on your country/region, some of these papers might not be available.

### HP Advanced Photo Paper

This thick photo paper features an instant-dry finish for easy handling without smudging. It resists water, smears, fingerprints, and humidity. Your prints have a look and feel comparable to a store-processed photo. It is available in several sizes, including A4, 8.5 x 11 inch, 10 x 15 cm (4 x 6 inch) (with or without tabs), 13 x 18 cm (5 x 7 inch), and two finishes - glossy or soft gloss (satin matte). For longer-lasting photos, it is acid-free.

 **NOTE:** Sensors in your Auto Sense-enabled HP Photosmart scan the Auto Sense marks and automatically adjust printer settings—including paper type, print quality, and size—for faster printing and outstanding quality. You will even get an alert if your paper is loaded incorrectly. When you print using tabbed photo papers, Auto Sense technology will ensure your printer adjusts to avoid printing on the tab.

To ensure you have HP photo papers with Auto sense look for this symbol on the package:



### HP Everyday Photo Paper

Print colorful, everyday snapshots at a low cost, using paper designed for casual photo printing. This affordable, photo paper dries quickly for easy handling. Get sharp, crisp images when you use this paper with any inkjet printer. It is available in semi-gloss finish in several sizes, including A4, 8.5 x 11 inch, and 10 x 15 cm (4 x 6 inch) (with or without tabs). For longer-lasting photos, it is acid-free.

## HP Photo Value Pack

HP Photo Value Packs conveniently package original HP cartridges and HP Advanced Photo Paper to save you time and take the guesswork out of printing affordable professional photos with your HP Photosmart. Original HP inks and HP Advanced Photo Paper have been designed to work together so your photos are long lasting and vivid, print after print. Great for printing out an entire vacation's worth of photos or multiple prints to share.

To order HP papers and other supplies, go to [www.hp.com/buy/supplies](http://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.

 **NOTE:** At this time, some portions of the HP Web site are available in English only.

# Recommended papers for printing

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## HP Everyday Photo Paper

Print colorful, everyday snapshots at a low cost, using paper designed for casual photo printing. This affordable, photo paper dries quickly for easy handling. Get sharp, crisp images when you use this paper with any inkjet printer. It is available in semi-gloss finish in several sizes, including A4, 8.5 x 11 inch, and 10 x 15 cm (4 x 6 inch) (with or without tabs). For longer-lasting photos, it is acid-free.

## HP Brochure Paper or HP Superior Inkjet Paper

These papers are glossy-coated or matte-coated on both sides for two-sided use. They are the perfect choice for near-photographic reproductions and business graphics for report covers, special presentations, brochures, mailers, and calendars.

## HP Premium Presentation Paper or HP Professional Paper

These papers are heavy two-sided matte papers perfect for presentation, proposals, reports, and newsletters. They are heavyweight for an impressive look and feel.

## HP Bright White Inkjet Paper

HP Bright White Inkjet Paper delivers high-contrast colors and sharp text. It is opaque enough for two-sided color usage with no show-through, which makes it ideal for newsletters, reports, and flyers. It features ColorLok Technology for less smearing, bolder blacks, and vivid colors.

## **HP Printing Paper**

HP Printing Paper is a high-quality multifunction paper. It produces documents that look and feel more substantial than documents printed on standard multipurpose or copy paper. It features ColorLok Technology for less smearing, bolder blacks, and vivid colors. It is acid-free for longer lasting documents.

## **HP Office Paper**

HP Office Paper is a high-quality multifunction paper. It is suitable for copies, drafts, memos, and other everyday documents. It features ColorLok Technology for less smearing, bolder blacks, and vivid colors. It is acid-free for longer lasting documents.

## **HP Iron-On Transfers**

HP Iron-on Transfers (for color fabrics or for light or white fabrics) are the ideal solution for creating custom T-shirts from your digital photos.

## **HP Premium Inkjet Transparency Film**

HP Premium Inkjet Transparency Film make your color presentations vivid and even more impressive. This film is easy to use and handle and dries quickly without smudging.

## **HP Photo Value Pack**

HP Photo Value Packs conveniently package original HP cartridges and HP Advanced Photo Paper to save you time and take the guesswork out of printing affordable professional photos with your HP Photosmart. Original HP inks and HP Advanced Photo Paper have been designed to work together so your photos are long lasting and vivid, print after print. Great for printing out an entire vacation's worth of photos or multiple prints to share.

## **ColorLok**

HP recommends plain papers with the ColorLok logo for printing and copying of everyday documents. All papers with the ColorLok logo are independently tested to meet high standards of reliability and print quality, and produce documents with crisp, vivid color, bolder blacks, and dry faster than ordinary plain papers. Look for papers with the ColorLok logo in a variety of weights and sizes from major paper manufacturers.



To order HP papers and other supplies, go to [www.hp.com/buy/supplies](http://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.

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 **NOTE:** At this time, some portions of the HP Web site are available in English only.

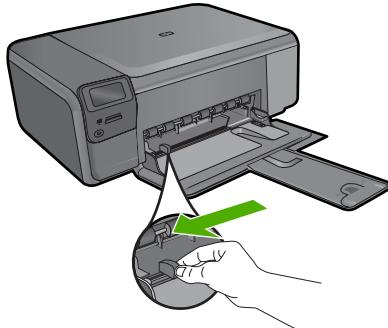
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## Load media

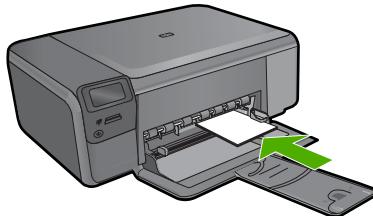
- ▲ Do one of the following:

### Load small-size paper

- a. Lower paper tray.  
□ Slide paper-width guide outwards.



- b. Load paper.  
□ Insert stack of photo paper into paper tray with short edge forward and print side down.



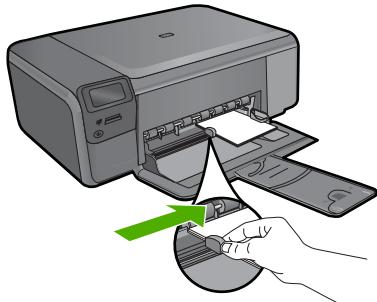
- Slide stack of paper forward until it stops.

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 **NOTE:** If the photo paper you are using has perforated tabs, load photo paper so that tabs are closest to you.

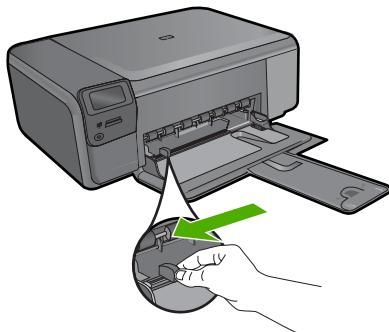
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- Slide paper-width guide inward until it stops at edge of paper.



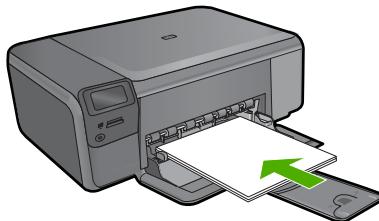
### Load full-size paper

- a. Lower paper tray.
  - Slide paper-width guide outwards.

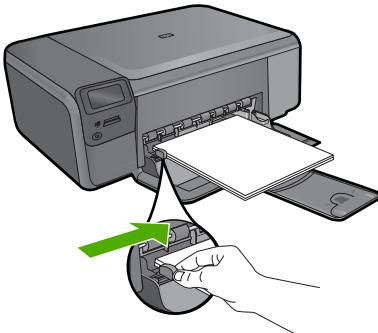


- b. Load paper.

- Insert stack of paper into paper tray with short edge forward and print side down.



- Slide stack of paper forward until it stops.
- Slide paper-width guide inward until it stops at edge of paper.



### Related topics

["Information on paper" on page 12](#)

## Information on paper

The HP Photosmart is designed to work well with most paper types. Test a variety of paper types before buying a large quantity. Find a paper type that works well and is easy to purchase. HP papers are designed for the best quality results. In addition, follow these tips:

- Do not use paper that is too thin, that has a slick texture, or that stretches easily. It can feed incorrectly through the paper path, causing paper jams.
- Store photo media in its original packaging inside a resealable plastic bag on a flat surface in a cool, dry place. When you are ready to print, remove only the paper you plan to use immediately. When you have finished printing, return any unused photo paper to the plastic bag.
- Do not leave unused photo paper in the input tray. The paper might start to curl, which might reduce the quality of your printouts. Curled paper can also cause paper jams.
- Always hold photo paper by the edges. Fingerprints on photo paper can reduce print quality.
- Do not use paper that is heavily textured. It can cause graphics or text to print improperly.
- 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.
- Store printed photos under glass or in a storage book to prevent bleeding over time from high humidity.

# 4 Print



["Print documents" on page 13](#)



["Print photos" on page 14](#)



["Print envelopes" on page 20](#)



["Print on specialty media" on page 21](#)



["Print a Web page" on page 22](#)

## Related topics

- ["Load media" on page 10](#)
- ["Recommended papers for photo printing" on page 7](#)
- ["Recommended papers for printing" on page 8](#)

## Print documents

Most print settings are automatically handled by the software application. You need to change the settings manually only when you change print quality, print on specific types of paper or transparency film, or use special features.

### To print from a software application

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. If you need to change settings, click the button that opens the **Properties** dialog box. Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.



**NOTE:** When printing a photo, you must select options for the specific photo paper and photo enhancement.

5. Select the appropriate options for your print job by using the features available in the **Advanced**, **Printing Shortcuts**, **Features**, and **Color** tabs.

**TIP:** You can easily select the appropriate options for your print job by choosing one of the predefined print tasks on the **Printing Shortcuts** tab. Click a type of print task in the **Printing Shortcuts** list. The default settings for that type of print task are set and summarized on the **Printing Shortcuts** tab. If necessary, you can adjust the settings here and save your custom settings as a new printing shortcut. To save a custom printing shortcut, select the shortcut and click **Save As**. To delete a shortcut, select the shortcut and click **Delete**.

6. Click **OK** to close the **Properties** dialog box.
7. Click **Print** or **OK** to begin printing.

#### Related topics

- “[Recommended papers for printing](#)” on page 8
- “[Load media](#)” on page 10
- “[View the print resolution](#)” on page 23
- “[Printing shortcuts](#)” on page 24
- “[Set the default print settings](#)” on page 25
- “[Stop the current job](#)” on page 121

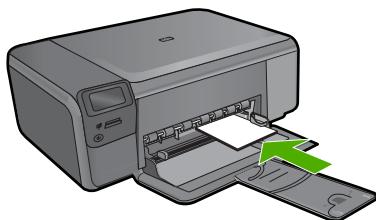
## Print photos

- “[Print photos saved on your computer](#)” on page 14
- “[Print photos from a memory card](#)” on page 16

### Print photos saved on your computer

#### To print a borderless image

1. Remove all paper from the input tray.
2. Place the photo paper print side down on the right side of the input tray.



3. On the **File** menu in your software application, click **Print**.
4. Make sure the product is the selected printer.
5. Click the button that opens the **Properties** dialog box.  
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.

6. Click the **Features** tab.
7. In the **Size** list, click the size of photo paper loaded in the input tray.  
If a borderless image can be printed on the specified size, the **Borderless printing** check box is enabled.
8. In the **Paper Type** drop-down list, click **More**, and then select the appropriate paper type.

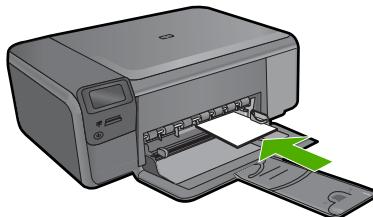
 **NOTE:** You cannot print a borderless image if the paper type is set to **Plain paper** or to a type of paper other than a photo paper.

9. Select the **Borderless printing** check box if it is not already checked.  
If the borderless paper size and paper type are not compatible, the product software displays an alert and allows you to select a different type or size.
10. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.

 **NOTE:** Do not leave unused photo paper in the input tray. The paper might start to curl, which could reduce the quality of your printout. Photo paper should be flat before printing.

## To print a photo on photo paper

1. Load paper in the input tray.



2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.  
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Basic Options** area, from the **Paper Type** drop-down list, select **More**. Then, select the appropriate photo paper type.
7. In the **Resizing Options** area, from the **Size** drop-down list, select **More**. Then, select the appropriate paper size.  
If the paper size and paper type are not compatible, the printer software displays an alert and allows you to select a different type or size.

8. In the **Basic Options** area, select a high print quality, such as **Best**, from the **Print Quality** drop-down list.

 **NOTE:** To achieve the highest dpi resolution, you can use the **Maximum dpi** setting with supported types of photo paper. If **Maximum dpi** is not listed in the Print quality drop-down list, you can enable it from the **Advanced** tab. For more information, see “[Print using Maximum dpi](#)” on page 23.

9. In the **HP Real Life Technologies** area, click the **Photo fix** drop-down list and select from the following options:
  - **Off:** applies no **HP Real Life Technologies** to the image.
  - **Basic:** enhances low-resolution images; moderately adjusts image sharpness.
10. Click **OK** to return to the **Properties** dialog box.
11. (Optional) If you want to print the photo in black and white, click the **Color** tab and select the **Print in grayscale** check box. From the drop-down list, select one of the following options:
  - **High Quality:** uses all the available colors to print your photo in grayscale. This creates smooth and natural shades of gray.
  - **Black Ink Only:** uses black ink to print your photo in grayscale. The gray shading is created by varying patterns of black dots, which might result in a grainy image.
12. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.

 **NOTE:** Do not leave unused photo paper in the input tray. The paper might start to curl, which could reduce the quality of your printout. Photo paper should be flat before printing.

## Related topics

- “[Recommended papers for photo printing](#)” on page 7
- “[Load media](#)” on page 10
- “[Print using Maximum dpi](#)” on page 23
- “[View the print resolution](#)” on page 23
- “[Printing shortcuts](#)” on page 24
- “[Set the default print settings](#)” on page 25
- “[Stop the current job](#)” on page 121

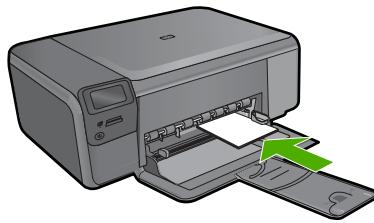
## Print photos from a memory card

- ▲ Do one of the following:

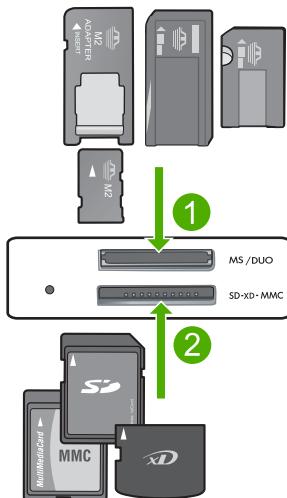
### Print photo on small-size paper

- a. Load paper.

- Load up to 10 x 15 cm (4 x 6 inch) photo paper in paper tray.



- b.** Select project type.
  - Press button next to **Photo** on Home screen.
  - Press button next to **Memory Card Print**.
- c.** Insert memory.



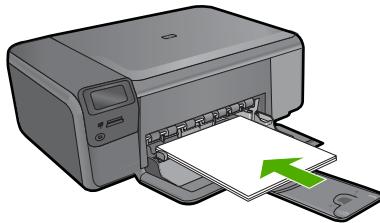
- |   |  |
|---|--|
| 1 | Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Pro Duo (adapter optional), Memory Stick Pro-HG Duo (adapter optional), or Memory Stick Micro (adapter required)                           |
| 2 | MultiMediaCard (MMC), MMC Plus, 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)   |

- d.** Select photo.
  - Press button next to **Select**.
  - Press same button to increase number of copies.
  - Press **OK**.
- e.** Print photo.
  - Press **OK**.

## Print photo on full-size paper

a. Load paper.

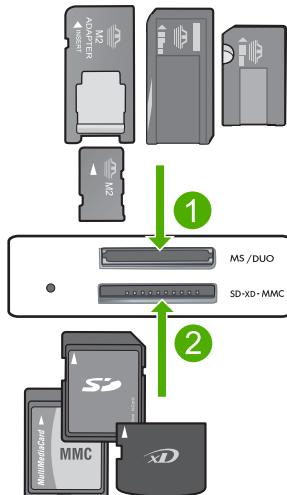
- Load full-size photo paper in paper tray.



b. Select project type.

- Press the button next to **Photo** on Home screen.
- Press the button next to **Memory Card Print**.

c. Insert memory.



1	Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Pro Duo (adapter optional), Memory Stick Pro-HG Duo (adapter optional), or Memory Stick Micro (adapter required)
2	MultiMediaCard (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)

d. Select photo.

- Press button next to **Select**.
- Press same button to increase the number of copies.

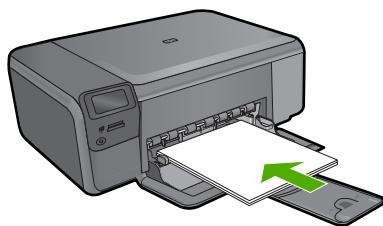
- Press **OK**.
  - Press button next to Photo Size.
  - Press button next to **8.5 x 11** to change paper size.

e. Print photo.

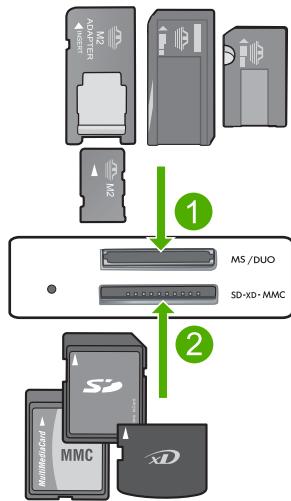
  - Press **Print**.

## Print passport photos

- a. Load paper.  
 Load full-size photo paper in paper tray.



- b. Select project type.
    - Press button next to **Photo** on Home screen.
    - Press button next to **Passport Photo Print**.
  - c. Insert memory.



- |   |  |
|---|--|
| 1 | Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Pro Duo (adapter optional), Memory Stick Pro-HG Duo (adapter optional), or Memory Stick Micro (adapter required)                           |
| 2 | MultiMediaCard (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)   |

**d.** Select photo.

- Press button next to **Select**.
- Press same button to increase number of copies.
- Press **OK**.
- Press button next to **2 x 2 inches** to select paper size.

**e.** Print photo.

- Press **OK**.

### Related topics

- “[Recommended papers for photo printing](#)” on page 7
- “[Stop the current job](#)” on page 121

## Print envelopes

With the HP Photosmart, you can print on a single envelope, a group of envelopes, or label sheets designed for inkjet printers.

## To print a group of addresses on labels or envelopes

1. Print a test page on plain paper first.
  2. Place the test page on top of the label sheet or envelope, and hold both up to the light. Check the spacing for each block of text. Make adjustments as needed.
  3. Load the labels or envelopes into the main input tray.
- 
-  **CAUTION:** Do not use envelopes with clasps or windows. They can get stuck in the rollers and cause paper jams.
- 
4. Slide the paper-width guide inward against the stack of labels or envelopes until the guide stops.
  5. If you are printing on envelopes, do the following:
    - a. Display the print settings, and click the **Features** tab.
    - b. In the **Resizing Options** area, click the appropriate envelope size in the **Size** list.
  6. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.

### Related topics

- [“Paper basics” on page 7](#)
- [“View the print resolution” on page 23](#)
- [“Printing shortcuts” on page 24](#)
- [“Set the default print settings” on page 25](#)
- [“Stop the current job” on page 121](#)

## Print on specialty media

### To reverse an image for iron-on transfers

1. On the **File** menu in your software application, click **Print**.
2. Make sure the product is the selected printer.
3. Click the button that opens the **Properties** dialog box.  
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
4. Click the **Features** tab.
5. In the **Paper Type** drop-down list, click **More**, and then select **HP Iron-on Transfer** from the list.
6. If the selected size is not what you want, click an appropriate size in the **Size** list.
7. Click the **Advanced** tab.
8. In the **Features** area, select the **Mirror Image** check box.
9. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.

---

 **NOTE:** To prevent jams, manually feed the iron-on transfer sheets into the input tray one sheet at a time.

---

### To print on transparencies

1. Load the transparency into the input tray.
2. On the **File** menu in your software application, click **Print**.

3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.  
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Basic Options** area, from the **Paper Type** drop-down list, select **More**. Then select the appropriate paper type.

 **TIP:** If you want to make notations on the back of the transparencies and erase them later without scratching the original, click the **Advanced** tab, and select the **Mirror Image** check box.

7. In the **Resizing Options** area, from the **Size** drop-down list, select **More**. Then, select an appropriate size.
8. Click **OK**, and then click **Print** or **OK** in the **Print** dialog box.

 **NOTE:** The product automatically waits for transparencies to dry before releasing them. Ink dries slower on film than on plain paper. Make sure you allow enough time for the ink to dry before handling the transparency.

## Related topics

- “[Paper basics](#)” on page 7
- “[View the print resolution](#)” on page 23
- “[Printing shortcuts](#)” on page 24
- “[Set the default print settings](#)” on page 25
- “[Stop the current job](#)” on page 121

## Print a Web page

You can print a Web page from your Web browser on the HP Photosmart.

If you use Internet Explorer 6.0 or higher for Web browsing, you can use **HP Smart Web Printing** to ensure simple, predictable web printing with control over what you want and how you want it printed. You can access **HP Smart Web Printing** from the toolbar in Internet Explorer. For more information about **HP Smart Web Printing**, see the help file provided with it.

### To print a Web page

1. Make sure you have paper loaded in the main input tray.
2. On the **File** menu in your Web browser, click **Print**.  
The **Print** dialog box appears.
3. Make sure the product is the selected printer.
4. If your Web browser supports it, select the items on the Web page that you want to include in the printout.  
For example, in Internet Explorer, click the **Options** tab to select options such as **As laid out on screen**, **Only the selected frame**, and **Print all linked documents**.
5. Click **Print** or **OK** to print the Web page.

---

 **TIP:** To print Web pages correctly, you might need to set your print orientation to **Landscape**.

---

## Print using Maximum dpi

Use maximum dpi mode to print high-quality, sharp images.

To get the most benefit from maximum dpi mode, use it to print high-quality images such as digital photographs. When you select the maximum dpi setting, the printer software displays the optimized dots per inch (dpi) that the HP Photosmart printer will print. Printing in maximum dpi is supported on the following paper-types only:

- HP Premium Plus Photo Paper
- HP Premium Photo Paper
- HP Advanced Photo Paper
- Photo Hagaki cards

Printing in maximum dpi takes longer than printing with other settings and requires a large amount of disk space.

### To print in Maximum dpi mode

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.  
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Advanced** tab.
6. In the **Features** area, select the **Enable maximum dpi setting** check box.
7. Click the **Features** tab.
8. In the **Paper Type** drop-down list, click **More**, and then select the appropriate paper type.
9. In the **Print Quality** drop-down list, click **Maximum dpi**.

---

 **NOTE:** To find out what dpi the product will print based on the paper type and print quality settings you selected, click **Resolution**.

---

10. Select any other print settings that you want, and then click **OK**.

### Related topics

["View the print resolution" on page 23](#)

## View the print resolution

The printer software displays the print resolution in dots per inch (dpi). The dpi varies according to the paper type and print quality that you select in the printer software.

### To view the print resolution

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the product is the selected printer.
4. Click the button that opens the **Properties** dialog box.  
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click the **Features** tab.
6. In the **Paper Type** drop-down list, select the type of paper that you have loaded.
7. In the **Print Quality** drop-down list, select the appropriate print quality setting for your project.
8. Click the **Resolution** button to view the print resolution dpi for the paper type and print quality combination you selected.

## Printing shortcuts

Use printing shortcuts to print with print settings that you use often. The printer software has several specially designed printing shortcuts that are available in the Printing Shortcuts list.

---

 **NOTE:** When you select a printing shortcut the appropriate printing options are automatically displayed. You can leave them as is, change them, or create your own shortcuts for commonly used tasks.

---

Use the Printing Shortcuts tab for the following print tasks:

- **General Everyday Printing:** Print documents quickly.
- **Photo Printing—Borderless:** Print to the top, bottom, and side edges of 10 x 15 cm (4 x 6 inch) and 13 x 18 cm (5 x 7 inch) HP Photo Papers.
- **Paper-saving Printing:** Print two-sided documents with multiple pages on same sheet to reduce paper usage.
- **Photo Printing—with White Borders:** Print a photo with a white border around the edges.
- **Fast/Economical Printing:** Produce draft-quality printouts quickly.
- **Presentation Printing:** Print high-quality documents, including letters and transparencies.
- **Two-sided (Duplex) Printing:** Print two-sided pages with the HP Photosmart manually.

### To create a printing shortcut

1. On the **File** menu in your software application, click **Print**.
2. Make sure the product is the selected printer.
3. Click the button that opens the **Properties** dialog box.  
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
4. Click the **Printing Shortcuts** tab.

5. In the **Printing Shortcuts** list, click a printing shortcut.  
The print settings for the selected printing shortcut are displayed.
6. Change the print settings to those you want in the new printing shortcut.
7. Click **Save as** and type a name for the new printing shortcut, and then click **Save**.  
The printing shortcut is added to the list.

#### To delete a printing shortcut

1. On the **File** menu in your software application, click **Print**.
2. Make sure the product is the selected printer.
3. Click the button that opens the **Properties** dialog box.  
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
4. Click the **Printing Shortcuts** tab.
5. In the **Printing Shortcuts** list, click the printing shortcut that you want to delete.
6. Click **Delete**.  
The printing shortcut is removed from the list.

---

 **NOTE:** Only the shortcuts that you have created can be deleted. The original HP shortcuts cannot be deleted.

---

## Set the default print settings

If there are settings that you frequently use for printing, you might want to make them the default print settings so they are already set when you open the **Print** dialog box from within your software application.

#### To change the default print settings

1. In the HP Solution Center, click **Settings**, point to **Print Settings**, and then click **Printer Settings**.
2. Make changes to the print settings, and click **OK**.



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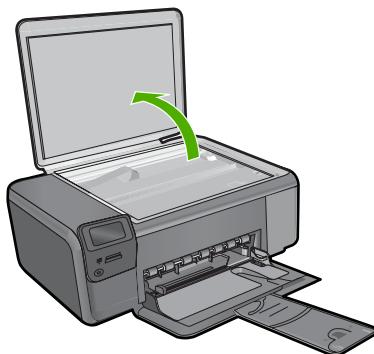
# 5 Scan

- “[Scan to a computer](#)” on page 27
- “[Scan to a memory card](#)” on page 28
- “[Scan and reprint photos](#)” on page 35

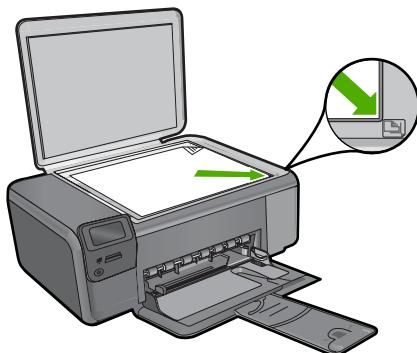
## Scan to a computer

### To scan to a computer

1. Load original.
  - a. Lift lid on product.



- b. Load original print side down on right front corner of glass.



- c. Close lid.
2. Connect to computer.
3. Start scan.
  - a. Press button next to **Scan**.
  - b. Press button next to **Scan to PC**.

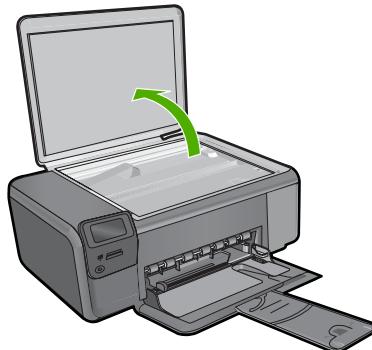
#### Related topics

[“Stop the current job” on page 121](#)

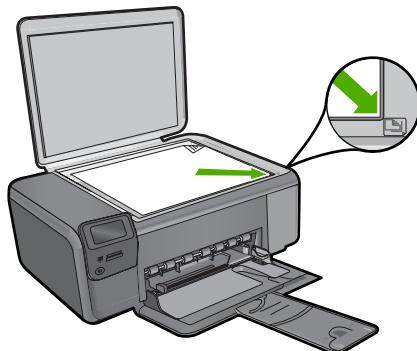
## Scan to a memory card

### To save a scan to a memory card

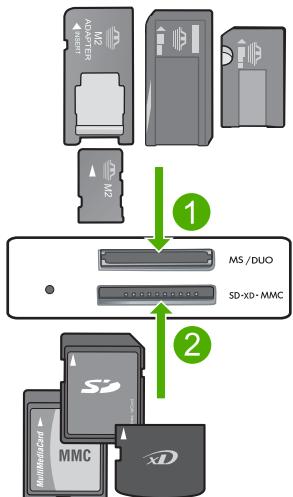
1. Load original.
  - a. Lift lid on product.



- b. Load original print side down on right front corner of glass.



- c. Close lid.
2. Select **Scan**.
  - a. Press button next to **Scan**.
  - b. Press button next to **Scan to Memory Card**.
3. Insert memory.



- |   |  |
|---|--|
| 1 | Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Pro Duo (adapter optional), Memory Stick Pro-HG Duo (adapter optional), or Memory Stick Micro (adapter required)                           |
| 2 | MultiMediaCard (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)   |

4. Start scan.
 

▲ Press button next to **Scan to Memory Card**.

### Related topics

["Stop the current job" on page 121](#)

Scan

---

# 6 Copy

- “[Copy text or mixed documents](#)” on page 31
- “[Copy photos \(reprint\)](#)” on page 35

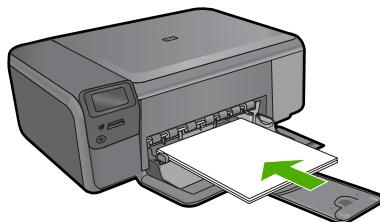
## Copy text or mixed documents

### Copy text or mixed documents

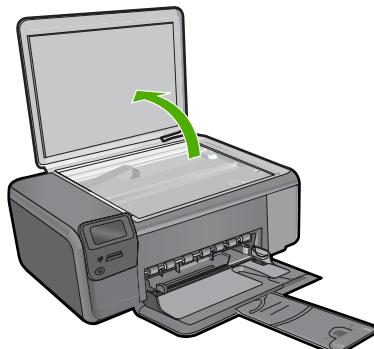
▲ Do one of the following:

#### Black and White copy

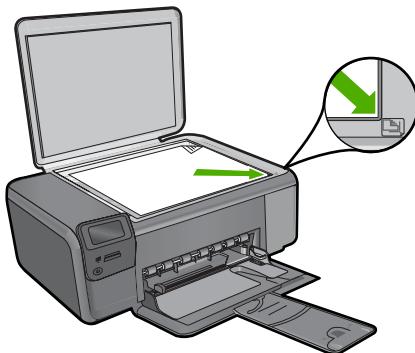
- a. Load paper.
  - Load full-size paper in paper tray.



- b. Load original.
  - Lift lid on product.



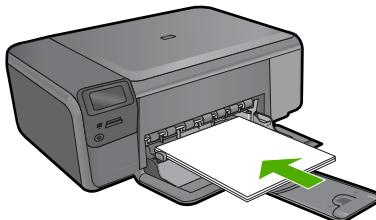
- Load original print side down on right front corner of glass.



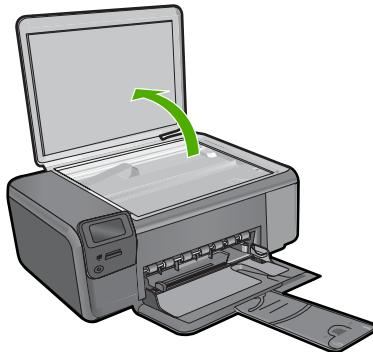
- Close lid.
- c. Select **Copy**.
  - Press button next to **Copy**.
  - Press button next to **Black Copy**.
  - Press button next to **Actual Size**.
  - Press button next to **Copies** to increase number of copies to two.
- d. Start copy.
  - Press **OK**.

#### Color copy

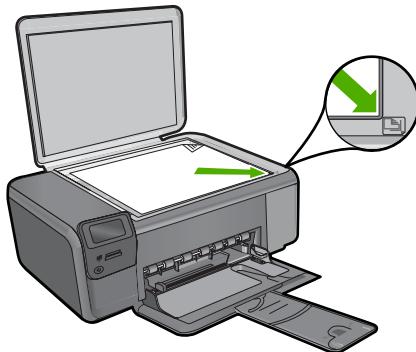
- a. Load paper.
  - Load full-size paper in paper tray.



- b. Load original.
  - Lift lid on product.



- Load original print side down on right front corner of glass.



- Close lid.

**c. Select **Copy**.**

- Press button next to **Copy**.
- Press button next to **Color Copy** .
- Press button next to **Actual Size**.
- Press button next to **Copies** to increase number of copies to two.

**d. Start copy.**

- Press **OK**.

Copy

#### Related topics

- “[Change the copy settings](#)” on page 34
- “[Stop the current job](#)” on page 121

## Change the copy settings

### To set the paper size from the control panel

1. Press the button next to **Copy**.
2. Select the copy type.
3. Press the button next to **8.5 x 11 Plain**.

### To set the copy size from the control panel

1. Press the button next to **Copy**.
2. Select the copy type.
3. Press the button next to **Actual Size**.

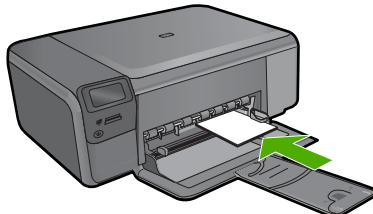
### To set the number of copies from the control panel

1. Press the button next to **Copy**.
2. Select the copy type.
3. Press the button next to **Copies** to increase the number of copies.

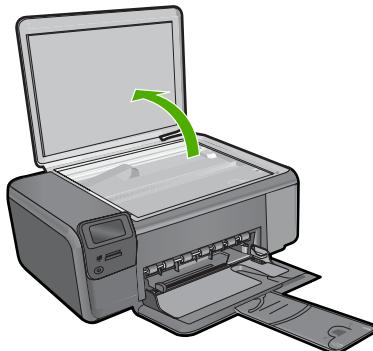
# 7 Reprint photos

## To reprint an original photo

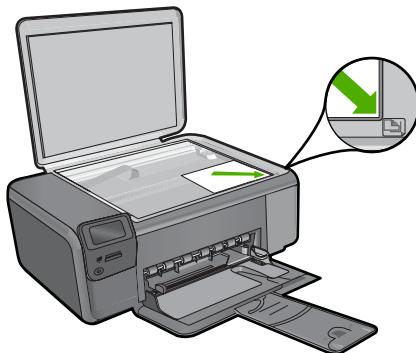
1. Load paper.
  - ▲ Load up to 13 x 18 cm (5 x 7 inch) photo paper in paper tray.



2. Select project type.
  - a. Press button next to **Photo** on Home screen.
  - b. Press button next to **Photo Original Reprint**.
  - c. Press **OK**.
3. Load original.
  - a. Lift lid on product.



- b. Load original print side down on right front corner of glass.



- c. Close lid.
4. Reprint photo.
  - a. Press **OK**.
  - b. Press **Prints** to increase number of copies to two.
  - c. Press **OK**.

#### Related topics

[“Stop the current job” on page 121](#)

## 8 Save photos

You can use the HP Photosmart Software installed on your computer to transfer photos from a memory card to your computer's hard drive for advanced photo editing, sharing photos online, and printing from your computer.

Before transferring photos to your computer, you need to remove the memory card from your digital camera and insert it in the appropriate memory card slot on the HP Photosmart.

 **NOTE:** The HP Photosmart must be connected to a computer that has the HP Photosmart Software installed on it.

### To save photos

1. Insert your memory card into the appropriate slot on the product.  
The software opens on your computer.
2. Follow the onscreen prompts on your computer to save the photos to your computer.

 **NOTE:** Only images that were not previously saved are copied to your computer.

Save photos

# 9 Work with cartridges

- [Check the estimated ink levels](#)
- [Replace the cartridges](#)
- [Order ink supplies](#)
- [Cartridge warranty information](#)

## Check the estimated ink levels

You can easily check the ink supply level to determine how soon you might need to replace a cartridge. The ink supply level shows an estimate of the amount of ink remaining in the cartridges.

 **NOTE:** If you have installed a refilled or remanufactured cartridge, or a cartridge that has been used in another printer, the ink level indicator might be inaccurate or unavailable.

**NOTE:** Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not have to replace the cartridges until the print quality is unacceptable.

**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 product and cartridges for printing, and in printhead servicing, which keeps print nozzles clear and ink flowing smoothly. In addition, some residual ink is left in the cartridge after it is used. For more information, see [www.hp.com/go/inkusage](http://www.hp.com/go/inkusage).

### To check the ink levels from the HP Photosmart Software

1. In the HP Solution Center, click **Settings**, point to **Print Settings**, and then click **Printer Toolbox**.

 **NOTE:** You can also open the **Printer Toolbox** from the **Print Properties** dialog box. In the **Print Properties** dialog box, click the **Features** tab, and then click the **Printer Services** button.

The **Printer Toolbox** appears.

2. Click the **Estimated Ink Level** tab.

The estimated ink levels for the ink cartridges appear.

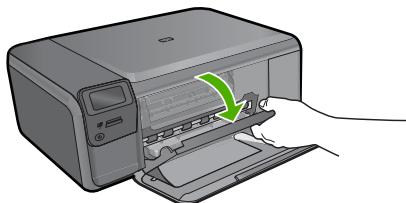
### Related topics

["Order ink supplies" on page 42](#)

## Replace the cartridges

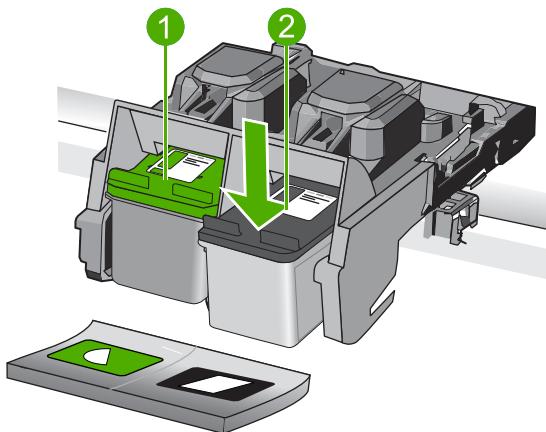
### To replace the cartridges

1. Check that power is on.
2. Remove cartridge.
  - a. Open cartridge access door.



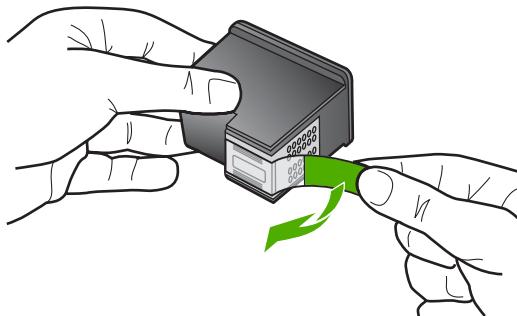
Wait for print carriage to move to center of the product.

- b. Lightly press down on the cartridge to release it, then remove it from slot.

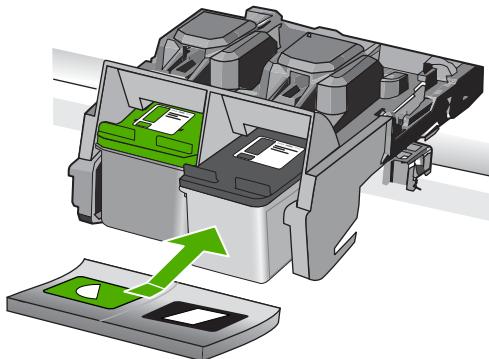


1	Cartridge slot for tri-color cartridge
2	Cartridge slot for black cartridge

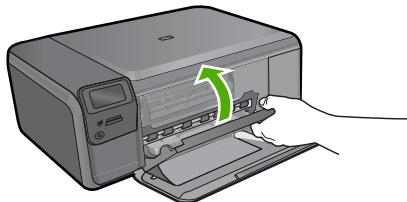
3. Insert new cartridge.
  - a. Remove cartridge from packaging.
  - b. Remove plastic tape by using the pink pull tab.



- c. Line up colored shaped icons, then slide cartridge into slot until it clicks into place.



- d. Close cartridge door.



4. Align cartridges.
- When prompted, press **OK** to print a cartridge alignment page.
  - Load page print side down on right front corner of glass, and then press **OK** to scan page.
  - Remove alignment page and recycle or discard it.

#### Related topics

- “[Order ink supplies](#)” on page 42
- “[Ink-backup mode](#)” on page 42

## Order ink supplies

To learn which HP supplies work with your product, order supplies online, or create a printable shopping list, open HP Solution Center, and select the online shopping feature.

Cartridge information and links to online shopping also appear on ink alert messages. In addition, you can find cartridge information and order online by visiting [www.hp.com/buy/supplies](http://www.hp.com/buy/supplies).

---

 **NOTE:** Ordering cartridges online is not supported in all countries/regions. If it is not supported in your country/region, contact a local HP reseller for information about purchasing cartridges.

---

## Ink-backup mode

Use the ink-backup mode to operate the HP Photosmart with only one print cartridge. The ink-backup mode is initiated when a print cartridge is removed from the print cartridge carriage. During ink-backup mode, the product can only print jobs from the computer. You cannot initiate a print job from the control panel (such as copying or scanning an original).

---

 **NOTE:** When the HP Photosmart operates in ink-backup mode, a message is displayed on screen. If the message is displayed and two print cartridges are installed in the product, verify that the protective piece of plastic tape has been removed from each print cartridge. When plastic tape covers the print cartridge contacts, the product cannot detect that the print cartridge is installed.

---

For more information about ink-backup mode, see the following topics:

- [Ink-backup mode output](#)
- [Exit ink-backup mode](#)

### Ink-backup mode output

Printing in ink-backup mode slows the HP Photosmart and affects the quality of printouts.

Installed print cartridge	Result
Black print cartridge	Colors print as grayscale.
Tri-color print cartridge	Colors print but black is grayed and is not a true black.
Photo print cartridge	Colors print as grayscale.

---

 **NOTE:** HP does not recommend using the photo print cartridge for ink-backup mode.

---

### Exit ink-backup mode

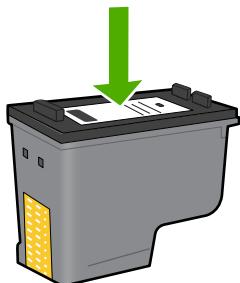
Install two print cartridges in the HP Photosmart to exit ink-backup mode.

For information about installing a print cartridge, see “[Replace the cartridges](#)” on page 40.

## Cartridge warranty information

The HP cartridge warranty is applicable when the product is used in its designated HP printing device. This warranty does not cover HP ink products that have been refilled, remanufactured, refurbished, misused, or tampered with.

During the warranty period the product is covered as long as the HP ink is not depleted and the end of warranty date has not been reached. The end of warranty date, in YYYY/MM/DD format, may be found on the product as indicated:



For a copy of the HP Limited Warranty Statement, see the printed documentation that came with the product.



# 10 Solve a problem

This section contains the following topics:

- [HP support](#)
- [Uninstall and reinstall the software](#)
- [Setup troubleshooting](#)
- [Print quality troubleshooting](#)
- [Print troubleshooting](#)
- [Memory card troubleshooting](#)
- [Copy troubleshooting](#)
- [Scan troubleshooting](#)
- [Errors](#)

## HP support

- [Support process](#)
- [HP support by phone](#)
- [Additional warranty options](#)

### 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](http://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.

### HP support by phone

Phone support options and availability vary by product, country/region, and language.

This section contains the following topics:

- [Phone support period](#)
- [Placing a call](#)
- [Support phone numbers](#)
- [After the phone support period](#)

## Phone support period

One year of phone support is available in North America, Asia Pacific, and Latin America (including Mexico). To determine the duration of phone support in Europe, the Middle East, and Africa, go to [www.hp.com/support](http://www.hp.com/support). Standard phone company charges apply.

## Placing a call

Call HP support while you are in front of the computer and the product. Be prepared to provide the following information:

- Product name (HP Photosmart C4600 series)
- Serial number (located on the back or bottom of the product)
- Messages that appear when the situation occurs
- Answers to these questions:
  - Has this situation happened before?
  - Can you re-create it?
  - Did you add any new hardware or software to your computer at about the time that this situation began?
  - Did anything else occur prior to this situation (such as a thunderstorm, product was moved, etc.)?

For the list of support phone numbers, see “[Support phone numbers](#)” on page 46.

## Support phone numbers

The support phone numbers and associated costs listed here are those in effect at the time of publication and are applicable only for calls made on a land line. Different rates may apply for mobile phones.

For the most current HP list of telephone support numbers and call costs information, see [www.hp.com/support](http://www.hp.com/support).



Africa (English speaking)	+27 11 2345872	日本	0570-000511
Afrique (francophone)	+33 1 4993 9230	日本	03-3335-9800
021 672 280		0800 222 47	الأردن
Argentina (Buenos Aires)	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>	한국	1588-3003
Argentina	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>	Luxembourg (Français)	<a href="http://www.hp.com/support">www.hp.com/support</a>
Australia	1300 721 147	Luxemburg (Deutsch)	<a href="http://www.hp.com/support">www.hp.com/support</a>
Australia (out-of-warranty)	1902 910 910	Malaysia	1800 88 8588
Österreich	<a href="http://www.hp.com/support">www.hp.com/support</a>	Mauritius	(230) 262 210 404
17212049	البحرين	México (Ciudad de México)	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>
België	<a href="http://www.hp.com/support">www.hp.com/support</a>	México	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>
Belgique	<a href="http://www.hp.com/support">www.hp.com/support</a>	Maroc	081 005 010
Brasil (Sao Paulo)	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>	Nederland	<a href="http://www.hp.com/support">www.hp.com/support</a>
Brasil	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>	New Zealand	0800 441 147
Canada	1-(800)-474-6836 (1-800 hp invent)	Nigeria	(01) 271 2320
Central America & The Caribbean	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>	Norge	<a href="http://www.hp.com/support">www.hp.com/support</a>
Chile	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>	24791773	عمان
中国	1068687980	Panamá	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>
中国	800-810-3888	Paraguay	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>
Colombia (Bogotá)	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>	Perú	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>
Colombia	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>	Philippines	2 867 3551
Costa Rica	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>	Polska	801 800 235
Česká republika	810 222 222	Portugal	<a href="http://www.hp.com/support">www.hp.com/support</a>
Danmark	<a href="http://www.hp.com/support">www.hp.com/support</a>	Puerto Rico	1-877-232-0589
Ecuador (Andinatel)	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>	Republיקה Dominicana	1-800-711-2884
Ecuador (Pacifictel)	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>	Reunion	0820 890 323
(02) 6910602	مصر	România	0801 033 390
El Salvador	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>	Rossiya (Москва)	095 777 3284
España	<a href="http://www.hp.com/support">www.hp.com/support</a>	Rossiya (Санкт-Петербург)	812 332 4240
France	<a href="http://www.hp.com/support">www.hp.com/support</a>	800 897 1415	السعودية
Deutschland	<a href="http://www.hp.com/support">www.hp.com/support</a>	Singapore	+65 6272 5300
Ελλάδα (από το εξωτερικό)	+ 30 210 6073603	Slovensko	0850 111 256
Ελλάδα (εντός Ελλάδας)	801 11 75400	South Africa (RSA)	0860 104 771
Ελλάδα (από Κύπρο)	800 9 2654	Suomi	<a href="http://www.hp.com/support">www.hp.com/support</a>
Guatemala	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>	Sverige	<a href="http://www.hp.com/support">www.hp.com/support</a>
香港特別行政區	(852) 2802 4098	Switzerland	<a href="http://www.hp.com/support">www.hp.com/support</a>
Magyarország	06 40 200 629	臺灣	02-8722-8000
India	1-800-425-7737	ไทย	+66 (2) 353 9000
India	91-80-28526900	071 891 391	تونس
Indonesia	+62 (21) 350 3408	Trinidad & Tobago	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>
+971 4 224 9189	العراق	Türkiye (İstanbul, Ankara, Izmir & Bursa)	444 0307
+971 4 224 9189	الكويت	Україна	(044) 230-51-06
+971 4 224 9189	لبنان	600 54 47 47	الإمارات العربية المتحدة
+971 4 224 9189	قطر	United Kingdom	<a href="http://www.hp.com/support">www.hp.com/support</a>
+971 4 224 9189	اليمن	United States	1-(800)-474-6836
Ireland	<a href="http://www.hp.com/support">www.hp.com/support</a>	Uruguay	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>
1-700-503-048	ישראל	Venezuela (Caracas)	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>
Italia	<a href="http://www.hp.com/support">www.hp.com/support</a>	Venezuela	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>
Jamaica	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>	Việt Nam	+84 88234530

## After the phone support period

After the phone support period, help is available from HP at an additional cost. Help may also be available at the HP online support Web site: [www.hp.com/support](http://www.hp.com/support). Contact your HP dealer or call the support phone number for your country/region to learn more about support options.

## Additional warranty options

Extended service plans are available for the HP Photosmart at additional costs. Go to [www.hp.com/support](http://www.hp.com/support), select your country/region and language, then explore the services and warranty area for information about the extended service plans.

## Uninstall and reinstall the software

If your installation is incomplete, or if you connected the USB cable to the computer before prompted by the software installation screen, you might need to uninstall and then reinstall the software. Do not simply delete the HP Photosmart application files from your computer. Make sure to remove them properly using the uninstall utility provided when you installed the software that came with the HP Photosmart.

### To uninstall and reinstall the software

1. On the Windows taskbar, click **Start, Settings, Control Panel** (or just **Control Panel**).
2. Double-click **Add/Remove Programs** (or click **Uninstall a program**).
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.

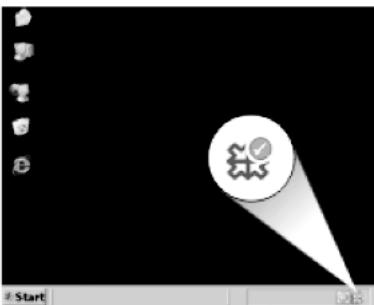
6. Insert the product CD-ROM into your computer's CD-ROM drive and then start the Setup program.

 **NOTE:** If the Setup program does not appear, locate the setup.exe file on the CD-ROM drive and double-click it.

**NOTE:** When the computer is turned on, a software group called the Terminate and Stay Resident (TSR) programs automatically loads. These programs activate some of the computer utilities, such as the anti-virus software, that are not required for the computer to function. Occasionally, TSR's prevent the HP software from loading so that it does not install properly. In Windows Vista and Windows XP, use the MSCONFIG utility to prevent TSR programs and services from starting up.

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

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



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

This section contains setup troubleshooting information for the product.

Many issues are caused when the product is connected to the computer using a USB cable before the HP Photosmart software is installed on the computer. If you connected the product 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 HP Photosmart software.

---

△ **CAUTION:** Do not connect the USB cable to the computer until prompted by the software installation screen.

---

This section contains the following topics:

- [The product will not turn on](#)
- [I connected the USB cable, but I am having problems using the product with my computer](#)
- [After setting up the product, it does not print](#)
- [When I insert the CD-ROM into my computer's CD-ROM drive, nothing happens](#)
- [The Minimum System Checks screen appears](#)
- [I received a message that an Unknown Error has occurred](#)
- [A red X appears on the USB connect prompt](#)
- [The registration screen does not appear](#)

## The product will not turn on

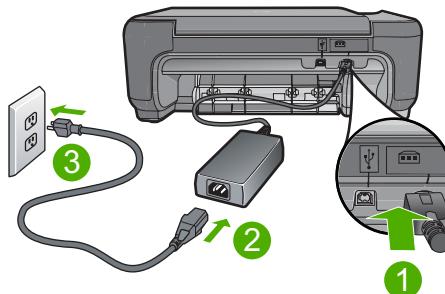
Try the following solutions if there are no light indications, no noise, and no movement from the product when you turn it on.

- [Solution 1: Make sure you use the power cord that came with the product](#)
- [Solution 2: Reset the product](#)
- [Solution 3: Press the On button more slowly](#)
- [Solution 4: Contact HP to replace the power supply](#)
- [Solution 5: Contact HP support for service](#)

### 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.



1	Power connection
2	Power cord and adapter
3	Power outlet

- 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.

△ **CAUTION:** If the product still does not turn on, it might have a mechanical failure. Unplug the product from the power outlet.

Contact HP support for service.

Go to: [www.hp.com/support](http://www.hp.com/support). If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

---

**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](http://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.

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](http://www.hp.com/support).

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

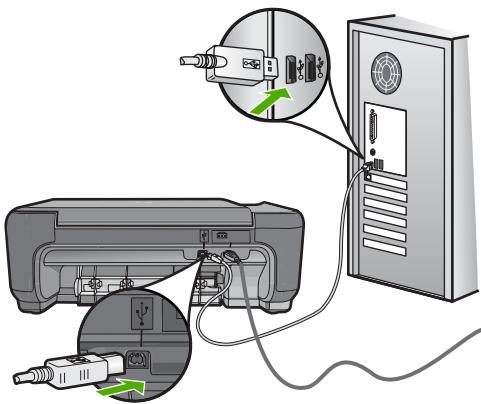
**Cause:** You might need assistance to enable the product or software to function properly.

---

### 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, connecting your computer to the product with a USB cable is straightforward. Simply plug one end of the USB cable into the back of your computer and the other into the back of the product. You can connect to any USB port on the back of your computer.



For more information on installing the software and connecting the USB cable, see the Setup Guide that came with the product.

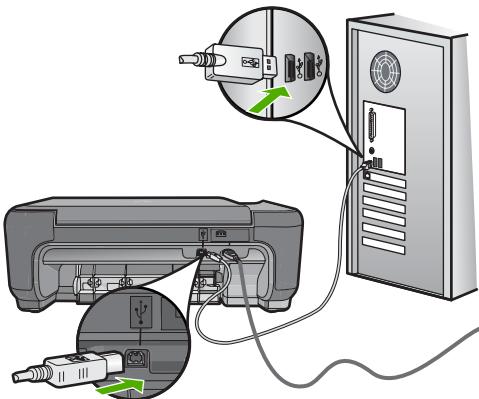
**Cause:** The USB cable was connected before the software was installed. Connecting the USB cable before you are prompted can cause errors.

### After setting up the product, it does not print

#### Solution:

- Look at the **On** button located on the product. If it 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.
- Make sure the print cartridges are installed.
- Make sure you have paper loaded in the input tray.
- Make sure that the product does not have a paper jam.
- Check that the print carriage is not jammed.  
Open the front access door to access the print carriage area. Remove any objects that are blocking the print carriage, including any packing materials. Turn off the product, and then turn it on again.
- Print a test page to see if the product can print and is communicating with the computer.
- Make sure that the print queue is not paused. If it is, choose the appropriate setting to resume printing. For more information about accessing the print queue, see the documentation that came with the operating system installed on your computer.

- Check the USB cable. If you are using an older cable, it might not be working properly. Try connecting it to another product to see if the USB cable works. If you experience problems, the USB cable might need to be replaced. Also verify that the cable does not exceed 3 meters (9.8 feet) in length.
- Make sure your computer is USB ready and that you are using a supported operating system. For more information, see the Readme file.
- Check the connection from the product to your computer. Verify that the USB cable is securely plugged into the USB port on the back of the product. Make sure the other end of the USB cable is plugged into a USB port on your computer. After the cable is connected properly, turn off the product, and then turn it on again.



- If you are connecting the product through a USB hub, make sure the hub is turned on. If the hub is on, try connecting directly to your computer.
- Check other printers or scanners. You might need to disconnect older products from your computer.
- Try connecting the USB cable to another USB port on your computer. After you check the connections, try restarting your computer. Turn off the product, and then turn it on again.
- After you check the connections, try restarting your computer. Turn off the product, and then turn it on again.
- If necessary, remove and then install the software you installed with the product again. For more information, see ["Uninstall and reinstall the software" on page 48](#).

For more information on setting up the product and connecting it to your computer, see the Setup Guide that came with the product.

**Cause:** The product and computer were not communicating with each other.

## When I insert the CD-ROM into my computer's CD-ROM drive, nothing happens

**Solution:** If the installation does not run automatically, you can start it manually.

### To start the installation from a Windows computer

1. On the Windows taskbar, click **Start**.
2. Depending on your operating system, do one of the following:
  - In Windows Vista: In **Start Search**, type `d:\setup.exe`, and then press **Enter**.
  - In Windows XP: Click **Run** (or click **Accessories**, and then **Run**). When the **Run** dialog box appears, type `d:\setup.exe`, and then click **OK**.If your CD-ROM drive is not assigned to drive letter D, enter the appropriate drive letter.

**Cause:** The installation failed to run automatically.

---

## The Minimum System Checks screen appears

**Solution:** Click **Details** to see what the specific problem is, and then correct the problem before attempting to install the software.

**Cause:** Your system did not meet the minimum requirements to install the software.

---

## I received a message that an Unknown Error has occurred

**Solution:** Uninstall the software completely, and then reinstall it.

### To uninstall the software and reset the product

1. Disconnect and reset the product.

#### To disconnect and reset the product

- a. Make sure the product is turned on.
  - b. Press the **On** button to turn off the product.
  - c. Disconnect the power cord from the back of the product.
  - d. Reconnect the power cord to the back of the product.
  - e. Press the **On** button to turn on the product.
2. Uninstall the software completely.



**NOTE:** It is important that you follow the uninstall procedure carefully to ensure you have removed the software completely from the computer, before reinstalling it.

---

### To uninstall the software completely

- a. On the Windows taskbar, click **Start**, **Settings**, **Control Panel**, (or just **Control Panel**).
- b. Double-click **Add/Remove Programs** (or click **Uninstall a program**).
- c. Remove all the items that are related to the HP Photosmart Software.

---

△ **CAUTION:** If the computer is manufactured by HP or Compaq, **do not** remove any applications other than those listed below.

---

- HP Imaging device functions
  - HP Document Viewer
  - HP Photosmart Essential
  - HP Image Zone
  - HP Photo and imaging gallery
  - HP Photosmart, Officejet, Deskjet (with the product name and software version number)
  - HP Software update
  - HP Share to Web
  - HP Solution Center
  - HP Director
  - HP Memories Disk Greeting Card Creator 32
- d. Go to C:\Program Files\HP or C:\Program Files\Hewlett-Packard (for some older products) and delete the Digital Imaging folder.
- e. Go to C:\WINDOWS and rename the twain\_32 folder to twain\_32.old.
3. Turn off programs that run in the background.

---

 **NOTE:** When the computer is turned on, a software group called the Terminate and Stay Resident (TSR) programs automatically loads. These programs activate some of the computer utilities, such as the anti-virus software, but are not required for the computer to function. Occasionally, TSR's prevent the HP software from loading so that it does not install properly. In Windows Vista and Windows XP, use the MSCONFIG utility to prevent TSR programs and services from starting up.

---

### To turn off programs that run in the background

- a. On the Windows taskbar, click **Start**.
- b. Depending on your operating system, do one of the following:
  - In Windows Vista: In **Start Search**, type **MSCONFIG**, and then press **Enter**.  
When the User Account Control dialog box appears, click **Continue**.
  - In Windows XP: Click **Run**. When the **Run** dialog box appears, type **MSCONFIG**, and then press **Enter**.
- The **MSCONFIG** utility application appears.
- c. Click the **General** tab.
- d. Click **Selective Startup**.
- e. If there is a check mark next to **Load Startup Items**, click the check mark to remove it.
- f. Click the **Services** tab, and select the **Hide All Microsoft Services** box.
- g. Click **Disable all**.

- h. Click **Apply**, and then click **Close**.



**NOTE:** If you receive a message stating **Access is denied** while making changes, click **OK** and continue. The message will not prevent you from making the changes.

- i. Click **Restart** to apply the changes to the computer during the next restart. After the computer restarts, the **You've used system configuration utility to make changes to the way windows starts** message appears.
- j. Click the check box next to **Do not show this message again**.
4. Run the **Disk Cleanup** utility to delete temporary files and folders.

#### To run the Disk Cleanup utility

- On the Windows taskbar, click **Start**, click **Programs** or **All Programs**, and then click **Accessories**.
- Click **System Tools**, and then click **Disk Cleanup**.  
The **Disk Cleanup** analyzes the hard drive and then presents a report with a list of components to delete.
- Select the appropriate check boxes to remove the unnecessary components.

#### More information about the Disk Cleanup utility

The Disk Cleanup utility frees hard disk space on your computer by doing the following:

- Deleting temporary Internet files
- Deleting downloaded program files
- Emptying the Recycle Bin
- Deleting files from your temporary folder
- Deleting files created by other Windows tools
- Removing optional Windows components that you do not use

d. After selecting the components to remove, click **OK**.

5. Install the software.

#### To install the software

- a. Insert software CD into the CD-ROM drive of the computer.  
The software installation will start automatically.



**NOTE:** If the installation does not run automatically, from the Windows **Start** menu, click **Start Search** (or **Run**). In the **Start Search** (or **Run**) dialog box, type `d:\setup.exe`, and then press **Enter**. (If your CD-ROM drive is not assigned to drive letter D, enter the appropriate drive letter.)

- b. Follow the prompts on the computer screen to install the software.
6. Try using the product again.

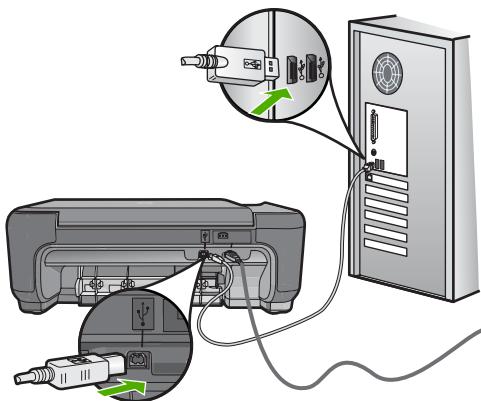
**Cause:** The source of the error was unknown.

## A red X appears on the USB connect prompt

**Solution:** Check that the product is turned on, and then try the USB connection again.

### To retry the USB connection

1. Verify that the USB cable is set up properly as follows:
  - Unplug the USB cable and plug it in again or try plugging the USB cable into a different USB port.
  - Do not attach the USB cable to a keyboard.
  - Verify that the USB cable is 3 meters (9.8 feet) or less in length.
  - If you have several USB devices attached to your computer, you might want to unplug the other devices during the installation.
2. Unplug the product power cord, and then plug it in again.
3. Verify that the USB cable and power cord are plugged in.



4. Click **Retry** to retry the connection.
5. Continue with the installation and restart the computer when prompted.

**Cause:** The USB connection between the product and the computer failed.

## The registration screen does not appear

**Solution:** You can access the registration (Sign up now) screen from the Windows taskbar by clicking **Start**, pointing to **Programs** or **All Programs**, **HP, Photosmart C4600 series**, and then clicking **Product Registration**.

**Cause:** The registration screen did not launch automatically.

## Print quality troubleshooting

Use this section to solve these print quality problems:

- [Wrong, inaccurate, or bleeding colors](#)

- [Ink is not filling the text or graphics completely](#)
- [The printout has a horizontal band of distortion near the bottom of a borderless print](#)
- [Printouts have horizontal streaks or lines](#)
- [Printouts are faded or have dull colors](#)
- [Printouts seem blurry or fuzzy](#)
- [Printouts have vertical streaks](#)
- [Printouts are slanted or skewed](#)
- [Ink streaks on the back of the paper](#)
- [The text edges are jagged](#)

## Wrong, inaccurate, or bleeding colors

If your printout has one of the following print quality problems, try the solutions in this section for help.

- Colors look different than what you expected.  
For example, the colors in your graphic or photo look one way on your computer screen but print out differently, or magenta was replaced with cyan in your printout.
- Colors run into each other, or look like they are smeared on the page. The edges might have a feathering appearance instead of being sharp and defined.

Try the following solutions if the colors appear wrong, inaccurate, or bleed into each other.

- [Solution 1: Make sure you are using genuine HP print cartridges](#)
- [Solution 2: Make sure paper is loaded correctly in the input tray](#)
- [Solution 3: Check the paper type](#)
- [Solution 4: Check to see if the product is in ink-backup mode](#)
- [Solution 5: Check the print settings](#)
- [Solution 6: Clean or replace the print cartridges](#)

### Solution 1: Make sure you are using genuine HP print cartridges

**Solution:** Check to see if your print cartridges are genuine HP print cartridges.

HP recommends that you use genuine HP print cartridges. Genuine HP print cartridges are designed and tested with HP printers to help you easily produce great results, time after time.

---

 **NOTE:** HP cannot guarantee the quality or reliability of non-HP supplies. Printer service or repairs required as a result of using a non-HP supply will not be covered under warranty.

If you believe you purchased genuine HP print cartridges, go to:

[www.hp.com/go/anticounterfeit](http://www.hp.com/go/anticounterfeit)

---

**Cause:** Non-HP print cartridges were being used.

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

---

## Solution 2: Make sure paper is loaded correctly in the input tray

**Solution:** Make sure the paper is loaded correctly and that it is not wrinkled or too thick.

- Load paper with the side you want to print on facing down. For example, if you are loading glossy photo paper, load the paper with the glossy side down.
- Make sure the paper lays flat in the input tray and is not wrinkled. If the paper is too close to the print head during printing, the ink might be smeared. This can happen if the paper is raised, wrinkled, or very thick, such as a mailing envelope.

For more information, see:

["Load media" on page 10](#)

**Cause:** The paper was loaded incorrectly, or it was wrinkled or too thick.

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

---

## Solution 3: Check the paper type

**Solution:** HP recommends that you use HP papers or any other paper type that is appropriate for the product.

Always make sure the paper you are printing on is flat. For best results when printing images, use HP Advanced Photo Paper.

Store photo media in its original packaging inside a resealable plastic bag on a flat surface in a cool, dry place. When you are ready to print, remove only the paper you plan to use immediately. When you have finished printing, return any unused photo paper to the plastic bag. This will prevent the photo paper from curling.

---

 **NOTE:** There is no problem with the ink supplies and replacing the print cartridges is unnecessary.

---

For more information, see:

- ["Recommended papers for printing" on page 8](#)
- ["Information on paper" on page 12](#)

**Cause:** The wrong kind of paper was loaded in the input tray.

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

---

## Solution 4: Check to see if the product is in ink-backup mode

**Solution:** Check to see if the the product is printing in ink-backup mode, with only one print cartridge installed.

If the product is in ink-backup mode, text and photo quality will differ from those printed when using both print cartridges.

If you are satisfied with the print quality, continue printing in ink-backup mode. Or, replace the missing print cartridge.

For more information, see:

- “[Ink-backup mode](#)” on page 42
- “[Replace the cartridges](#)” on page 40

**Cause:** A print cartridge was missing and the product was printing in ink-backup mode.

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

---

### Solution 5: Check the print settings

**Solution:** Check the print settings.

- Check the print settings to see if the color settings are incorrect.  
For example, check to see if the document is set to print in grayscale. Or, check to see if advanced color settings such as saturation, brightness, or color tone, are set to modify the appearance of colors.
- Check the print quality setting and make sure it matches the type of paper loaded in the product.  
You might need to choose a lower print quality setting, if colors are running into each other. Or, choose a higher setting if you are printing a high-quality photo, and then make sure photo paper such as HP Premium Photo Papers, is loaded in the input tray.

 **NOTE:** On some computer screens, colors might appear differently than they do when printed on paper. In this case, there is nothing wrong with the product, print settings, or print cartridges. No further troubleshooting is required.

---

For more information, see:

- “[Recommended papers for printing](#)” on page 8
- “[Recommended papers for photo printing](#)” on page 7

**Cause:** The print settings were set incorrectly.

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

---

### Solution 6: Clean or replace the print cartridges

**Solution:** Check the estimated ink levels in the print cartridges.

 **NOTE:** Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace the print cartridges until print quality becomes unacceptable.

---

If there is ink remaining in the print cartridges, but you are still noticing a problem, print a self-test report to determine if there is a problem with the print cartridges. If the

self-test report shows a problem, clean the print cartridges. If the problem persists, you might need to replace the print cartridges.

For more information, see:

["Check the estimated ink levels" on page 39](#)

**Cause:** The print cartridges needed to be cleaned or there was insufficient ink.

---

## Ink is not filling the text or graphics completely

Try the following solutions if the ink is not filling the text or image completely so that it appears that parts are missing or blank.

- [Solution 1: Check the print settings](#)
- [Solution 2: Check the paper type](#)
- [Solution 3: Make sure you are using genuine HP print cartridges](#)
- [Solution 4: Check the print cartridges](#)
- [Solution 5: Replace the print cartridge](#)

### Solution 1: Check the print settings

**Solution:** Check the print settings.

- Check the paper type setting to make sure it matches the type of paper loaded in the input tray.
- Check the quality setting. Use a higher quality setting to increase the amount of ink used for printing.

For more information, see:

["Print using Maximum dpi" on page 23](#)

**Cause:** The paper type or print quality settings were set incorrectly.

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

---

### Solution 2: Check the paper type

**Solution:** HP recommends that you use HP papers or any other paper type that is appropriate for the product.

Always make sure the paper you are printing on is flat. For best results when printing images, use HP Advanced Photo Paper.

Store photo media in its original packaging inside a resealable plastic bag on a flat surface in a cool, dry place. When you are ready to print, remove only the paper you plan to use immediately. When you have finished printing, return any unused photo paper to the plastic bag. This will prevent the photo paper from curling.

---

 **NOTE:** There is no problem with the ink supplies and replacing the print cartridges is unnecessary.

---

For more information, see:

- “[Recommended papers for printing](#)” on page 8
- “[Information on paper](#)” on page 12

**Cause:** The wrong kind of paper was loaded in the input tray.

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

---

### Solution 3: Make sure you are using genuine HP print cartridges

**Solution:** Check to see if your print cartridges are genuine HP print cartridges.

HP recommends that you use genuine HP print cartridges. Genuine HP print cartridges are designed and tested with HP printers to help you easily produce great results, time after time.

 **NOTE:** HP cannot guarantee the quality or reliability of non-HP supplies. Printer service or repairs required as a result of using a non-HP supply will not be covered under warranty.

If you believe you purchased genuine HP print cartridges, go to:

[www.hp.com/go/anticounterfeit](http://www.hp.com/go/anticounterfeit)

**Cause:** Non-HP print cartridges were being used.

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

---

### Solution 4: Check the print cartridges

**Solution:** Check the estimated ink levels in the print cartridges.

 **NOTE:** Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace the print cartridges until print quality becomes unacceptable.

If there is ink remaining in the print cartridges, but you are still noticing a problem, print a self-test report to determine if there is a problem with the print cartridges. If the self-test report shows a problem, clean the print cartridges. If the problem persists, you might need to replace the print cartridges.

For more information, see:

[“Check the estimated ink levels” on page 39](#)

**Cause:** The print cartridges needed to be cleaned or there was insufficient ink.

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

---

### Solution 5: Replace the print cartridge

**Solution:** Replace the indicated print cartridge. You can also remove the indicated print cartridge and print using ink-backup mode.



**NOTE:** During ink-backup mode, the product can only print jobs from the computer. You cannot initiate a print job from the control panel (such as printing a photo from a memory card).

Check to see if your print cartridge is still under warranty and end of warranty date has not been reached.

- If the end of warranty date has been reached, purchase a new print cartridge.
- If the end of warranty date has not been reached, contact HP support. Go to [www.hp.com/support](http://www.hp.com/support). If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

**Cause:** The print cartridge was damaged.

## The printout has a horizontal band of distortion near the bottom of a borderless print

Try the following solutions if your borderless print has a blurry band or line on the bottom of it.

- [Solution 1: Check the paper type](#)
- [Solution 2: Use a higher print quality setting](#)
- [Solution 3: Rotate the image](#)

### Solution 1: Check the paper type

**Solution:** HP recommends that you use HP papers or any other paper type that is appropriate for the product.

Always make sure the paper you are printing on is flat. For best results when printing images, use HP Advanced Photo Paper.

Store photo media in its original packaging inside a resealable plastic bag on a flat surface in a cool, dry place. When you are ready to print, remove only the paper you plan to use immediately. When you have finished printing, return any unused photo paper to the plastic bag. This will prevent the photo paper from curling.



**NOTE:** There is no problem with the ink supplies and replacing the print cartridges is unnecessary.

For more information, see:

- ["Recommended papers for printing" on page 8](#)
- ["Information on paper" on page 12](#)

**Cause:** The wrong kind of paper was loaded in the input tray.

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

### Solution 2: Use a higher print quality setting

**Solution:** Check the quality setting. Use a higher quality setting to increase the amount of ink used for printing.



**NOTE:** For maximum dpi resolution, go to the **Advanced** tab, and then select **Enabled** from the **Maximum dpi** drop-down list.

For more information, see:

["Print using Maximum dpi" on page 23](#)

**Cause:** The print quality setting was set too low.

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

### Solution 3: Rotate the image

**Solution:** If the problem persists, use the software you installed with the product or another software application to rotate your image 180 degrees so that the light blue, gray, or brown hues in your image do not print at the bottom of the page.

**Cause:** The photo image had odd hues printed near the bottom of the page.

## Printouts have horizontal streaks or lines

Try the following solutions if your printout has lines, streaks, or marks on it that run across the width of the page.

- [Solution 1: Make sure the paper is loaded correctly](#)
- [Solution 2: Use a higher print quality setting](#)
- [Solution 3: If the print cartridge was dropped, wait for it to recover](#)
- [Solution 4: Clean the print cartridge nozzles](#)
- [Solution 5: Check the print cartridges](#)
- [Solution 6: Replace the print cartridge](#)

### Solution 1: Make sure the paper is loaded correctly

**Solution:** Make sure that the paper is loaded correctly in the input tray.

For more information, see:

["Load media" on page 10](#)

**Cause:** The paper was not loaded correctly.

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

### Solution 2: Use a higher print quality setting

**Solution:** Check the quality setting. Use a higher quality setting to increase the amount of ink used for printing.

**NOTE:** For maximum dpi resolution, go to the **Advanced** tab, and then select **Enabled** from the **Maximum dpi** drop-down list.

For more information, see:

["Print using Maximum dpi" on page 23](#)

**Cause:** The print quality setting was set too low.

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

---

### Solution 3: If the print cartridge was dropped, wait for it to recover

**Solution:** Allow 30 minutes for the print cartridge to recover.

**Cause:** A tri-color or photo print cartridge was jarred or handled roughly during installation.

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

---

### Solution 4: Clean the print cartridge nozzles

**Solution:** Check the print cartridges. If it looks as though there are fibers or dust around the ink nozzles, clean the ink nozzle area of the print cartridge.

**Cause:** The print cartridge nozzles needed to be cleaned.

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

---

### Solution 5: Check the print cartridges

**Solution:** Check the estimated ink levels in the print cartridges.

 **NOTE:** Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace the print cartridges until print quality becomes unacceptable.

---

If there is ink remaining in the print cartridges, but you are still noticing a problem, print a self-test report to determine if there is a problem with the print cartridges. If the self-test report shows a problem, clean the print cartridges. If the problem persists, you might need to replace the print cartridges.

For more information, see:

["Check the estimated ink levels" on page 39](#)

**Cause:** The print cartridges needed to be cleaned or there was insufficient ink.

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

---

### Solution 6: Replace the print cartridge

**Solution:** Replace the indicated print cartridge. You can also remove the indicated print cartridge and print using ink-backup mode.

 **NOTE:** During ink-backup mode, the product can only print jobs from the computer. You cannot initiate a print job from the control panel (such as printing a photo from a memory card).

---

Check to see if your print cartridge is still under warranty and end of warranty date has not been reached.

- If the end of warranty date has been reached, purchase a new print cartridge.
- If the end of warranty date has not been reached, contact HP support. Go to [www.hp.com/support](http://www.hp.com/support). If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

**Cause:** The print cartridge was damaged.

---

## Printouts are faded or have dull colors

Try the following solutions if the colors in your printout are not as bright and intense as you expected.

- [Solution 1: Check the print settings](#)
- [Solution 2: Check the paper type](#)
- [Solution 3: If you are making a copy, place a protective sheet on the glass](#)
- [Solution 4: Clean the glass](#)
- [Solution 5: Check the print cartridges](#)
- [Solution 6: Replace the print cartridge](#)

### Solution 1: Check the print settings

**Solution:** Check the print settings.

- Check the paper type setting to make sure it matches the type of paper loaded in the input tray.
- Check the quality setting. Use a higher quality setting to increase the amount of ink used for printing.

For more information, see:

["Print using Maximum dpi" on page 23](#)

**Cause:** The paper type or print quality settings were set incorrectly.

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

---

### Solution 2: Check the paper type

**Solution:** HP recommends that you use HP papers or any other paper type that is appropriate for the product.

Always make sure the paper you are printing on is flat. For best results when printing images, use HP Advanced Photo Paper.

Store photo media in its original packaging inside a resealable plastic bag on a flat surface in a cool, dry place. When you are ready to print, remove only the paper you plan to use immediately. When you have finished printing, return any unused photo paper to the plastic bag. This will prevent the photo paper from curling.

---

 **NOTE:** There is no problem with the ink supplies and replacing the print cartridges is unnecessary.

---

For more information, see:

- “[Recommended papers for printing](#)” on page 8
- “[Information on paper](#)” on page 12

**Cause:** The wrong kind of paper was loaded in the input tray.

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

---

### Solution 3: If you are making a copy, place a protective sheet on the glass

**Solution:** If you are making a copy, try placing one or more clear plastic sheet protectors directly on the glass, and then place the original print side down on top of the sheet protectors.

**Cause:** The quality of the original was poor.

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

---

### Solution 4: Clean the glass

**Solution:** Clean the glass and lid backing.

**Cause:** Debris might be stuck on the glass or on the back of the document lid; this causes poor copy quality and slows down processing.

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

---

### Solution 5: Check the print cartridges

**Solution:** Check the estimated ink levels in the print cartridges.

---

 **NOTE:** Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace the print cartridges until print quality becomes unacceptable.

---

If there is ink remaining in the print cartridges, but you are still noticing a problem, print a self-test report to determine if there is a problem with the print cartridges. If the self-test report shows a problem, clean the print cartridges. If the problem persists, you might need to replace the print cartridges.

#### To clean the print cartridges from the HP Photosmart Software

1. Load letter, A4, or legal unused plain white paper into the input tray.
2. In the HP Solution Center, click **Settings**.
3. In the **Print Settings** area, click **Printer Toolbox**.

 **NOTE:** You can also open the **Printer Toolbox** from the **Print Properties** dialog box. In the **Print Properties** dialog box, click the **Features** tab, and then click **Printer Services**.

---

The **Printer Toolbox** appears.

4. Click the **Device Services** tab.
5. Click **Clean the Print Cartridges**.
6. Follow the prompts until you are satisfied with the quality of the output, and then click **Done**.
7. Follow the prompts until you are satisfied with the quality of the output, and then click **Done**.

There are three stages of cleaning. Each stage lasts from one to two minutes, uses one sheet of paper, and uses an increasing amount of ink. After each stage, review the quality of the printed page. You should only initiate the next phase of cleaning if the print quality is poor.

If print quality still seems poor after you clean the print cartridges, try cleaning the print cartridge contacts before replacing the affected print cartridge.

For more information, see:

[“Check the estimated ink levels” on page 39](#)

**Cause:** The print cartridges needed to be cleaned or there was insufficient ink.

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

---

## Solution 6: Replace the print cartridge

**Solution:** Replace the indicated print cartridge. You can also remove the indicated print cartridge and print using ink-backup mode.

 **NOTE:** During ink-backup mode, the product can only print jobs from the computer. You cannot initiate a print job from the control panel (such as printing a photo from a memory card).

Check to see if your print cartridge is still under warranty and end of warranty date has not been reached.

- If the end of warranty date has been reached, purchase a new print cartridge.
- If the end of warranty date has not been reached, contact HP support. Go to [www.hp.com/support](http://www.hp.com/support). If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

**Cause:** The print cartridge was damaged.

---

## Printouts seem blurry or fuzzy

Try the following solutions if your printout is not sharp or unclear.

 **TIP:** After reviewing the solutions in this section, you can go to HP's website to see if there is additional troubleshooting help. For more information, go to: [www.hp.com/support](http://www.hp.com/support).

- [Solution 1: Check the print settings](#)
- [Solution 2: Use a higher quality image](#)
- [Solution 3: Print the image in a smaller size](#)

## Solution 1: Check the print settings

**Solution:** Check the print settings.

- Check the paper type setting to make sure it matches the type of paper loaded in the input tray.
- Check the quality setting. Use a higher quality setting to increase the amount of ink used for printing.

For more information, see:

["Print using Maximum dpi" on page 23](#)

**Cause:** The paper type or print quality settings were set incorrectly.

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

---

## Solution 2: Use a higher quality image

**Solution:** Use a higher resolution image.

If you are printing a photo or graphic, and the resolution is too low, it will be blurry or fuzzy when printed.

If a digital photo or rasterized graphic has been resized, it can be blurry or fuzzy when printed.

**Cause:** The resolution of the image was low.

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

---

## Solution 3: Print the image in a smaller size

**Solution:** Reduce the size of the image and then print it.

If you are printing a photo or graphic, and the print size is set too high, it will be blurry or fuzzy when printed.

If a digital photo or rasterized graphic has been resized, it can be blurry or fuzzy when printed.

**Cause:** The image was printed in a larger size.

---

## Printouts have vertical streaks

**Solution:** HP recommends that you use HP papers or any other paper type that is appropriate for the product.

Always make sure the paper you are printing on is flat. For best results when printing images, use HP Advanced Photo Paper.

Store photo media in its original packaging inside a resealable plastic bag on a flat surface in a cool, dry place. When you are ready to print, remove only the paper you plan to use immediately. When you have finished printing, return any unused photo paper to the plastic bag. This will prevent the photo paper from curling.

- 
-  **NOTE:** There is no problem with the ink supplies and replacing the print cartridges is unnecessary.
- 

For more information, see:

- “[Recommended papers for printing](#)” on page 8
- “[Information on paper](#)” on page 12

**Cause:** The wrong kind of paper was loaded in the input tray.

---

## Printouts are slanted or skewed

Try the following solutions if your printout does not appear straight on the page.

- [Solution 1: Make sure the paper is loaded correctly](#)
- [Solution 2: Make sure only one type of paper is loaded](#)
- [Solution 3: Ensure that the rear door is securely installed](#)

### Solution 1: Make sure the paper is loaded correctly

**Solution:** Make sure that the paper is loaded correctly in the input tray.

For more information, see:

[“Load media” on page 10](#)

**Cause:** The paper was not loaded correctly.

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

---

### Solution 2: Make sure only one type of paper is loaded

**Solution:** Load only one type of paper at a time.

**Cause:** More than one type of paper was loaded in the input tray.

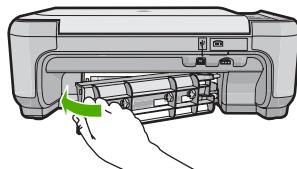
If this did not solve the issue, try the next solution.

---

### Solution 3: Ensure that the rear door is securely installed

**Solution:** Make sure that the rear door is securely installed.

If you removed the rear door to clear a paper jam, replace it. Gently push the door forward until it snaps into place.



**Cause:** The rear door was not securely installed.

---

## Ink streaks on the back of the paper

Try the following solutions if there is smeared ink on the back of your printout.

- [Solution 1: Print on a page of plain paper](#)
- [Solution 2: Wait while the ink dries](#)

### Solution 1: Print on a page of plain paper

**Solution:** Print one or several pages of plain paper to soak up any excess ink in the product.

#### To remove excess ink using plain paper

1. Load several sheets of plain paper in the input tray.
2. Wait five minutes.
3. Print a document with little or no text.
4. Check the back of the paper for ink. If there is still ink on the back of the paper, try printing on another page of plain paper.

**Cause:** Ink accumulated inside the product, where the back of the paper rests during printing.

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

---

### Solution 2: Wait while the ink dries

**Solution:** Wait at least thirty minutes for the ink inside the product to dry, then try the print job again.

**Cause:** The excess ink in the product needed to dry out.

---

## The text edges are jagged

Try the following solutions if the text in your printouts is not sharp and the edges are rough.

- [Solution 1: Use TrueType or OpenType fonts](#)
- [Solution 2: Align the print cartridges](#)

### Solution 1: Use TrueType or OpenType fonts

**Solution:** Use TrueType or OpenType fonts to ensure that the product is able to print smooth fonts. When selecting a font, look for the TrueType or OpenType icon.



TrueType icon



OpenType icon

**Cause:** The font was a custom size.

Some software applications offer custom fonts that have jagged edges when enlarged or printed. Also, if you want to print bitmapped text, it might have jagged edges when enlarged or printed.

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

---

## Solution 2: Align the print cartridges

**Solution:** Align the print cartridges.

### To align the print cartridges from the HP Photosmart Software

1. Load letter or A4 unused plain white paper into the input tray.

 **NOTE:** If you have colored paper loaded in the input tray when you align the print cartridges, the alignment will fail. Load unused plain white paper into the input tray, and then try the alignment again.

---

2. In the HP Solution Center, click **Settings**.
3. In the **Print Settings** area, click **Printer Toolbox**.

 **NOTE:** You can also open the **Printer Toolbox** from the **Print Properties** dialog box. In the **Print Properties** dialog box, click the **Features** tab, and then click **Printer Services**.

**NOTE:** You can also open the **Printer Toolbox** from the **Print Properties** dialog box. In the **Print Properties** dialog box, click the **Features** tab, and then click the **Printer Services** button.

---

The **Printer Toolbox** appears.

4. Click the **Device Services** tab.
5. Click **Align the Print Cartridges**.
6. When prompted, ensure plain white letter or A4 paper is loaded in the input tray, then press the button next to **OK**.

 **NOTE:** If you have colored paper loaded in the input tray when you align the print cartridges, the alignment will fail. Load unused plain white paper into the input tray, and then try the alignment again.

---

The product prints a print cartridge alignment sheet.

7. Load the page print side down on the right front corner of the glass, and then press the button next to **OK** to scan the page.
- When the **On** button stops flashing, the alignment is complete and the page can be removed. Recycle or discard the page.

**Cause:** The print cartridges needed to be aligned.

---

## Print troubleshooting

Use this section to solve these printing problems:

- [Envelopes print incorrectly](#)

- [The product prints meaningless characters](#)
- [The pages in my document came out in the wrong order](#)
- [The margins are not printing as expected](#)
- [A blank page came out while printing](#)

## Envelopes print incorrectly

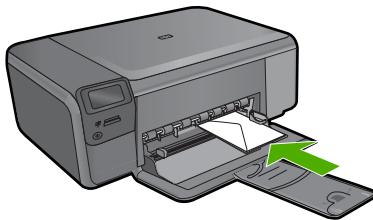
Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

- [Solution 1: Load the stack of envelopes correctly](#)
- [Solution 2: Check the envelope type](#)
- [Solution 3: Tuck the flaps to avoid paper jams](#)

### Solution 1: Load the stack of envelopes correctly

**Solution:** Load a stack of envelopes in the input tray, with the envelope flaps facing up and to the left.

Make sure that you remove all paper from the input tray before loading the envelopes.



**Cause:** A stack of envelopes was loaded incorrectly.

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

---

### Solution 2: Check the envelope type

**Solution:** Do not use shiny or embossed envelopes or envelopes that have clasps or windows.

**Cause:** The wrong type of envelope was loaded.

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

---

### Solution 3: Tuck the flaps to avoid paper jams

**Solution:** To avoid paper jams, tuck the flaps inside the envelopes.

**Cause:** The flaps might get caught in the rollers.

---

## The product prints meaningless characters

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: Reset the product](#)
- [Solution 2: Print a previously saved version of the document](#)

### Solution 1: Reset the product

**Solution:** Turn off the product and your computer for 60 seconds, then turn them both on and try printing again.

**Cause:** There was no available memory in the product.

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

---

### Solution 2: Print a previously saved version of the document

**Solution:** Try printing another document from the same software application. If this works, then try printing a previously saved version of the document that is not corrupt.

**Cause:** The document was corrupt.

---

## The pages in my document came out in the wrong order

**Solution:** Print the document in reverse order. When the document finishes printing, the pages will be in correct order.

**Cause:** The print settings were set to print the first page of your document first. Because of the way the paper feeds through the product, the first page will be print side up at the bottom of the stack.

---

## The margins are not printing as expected

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: Check the printer margins](#)
- [Solution 2: Verify the paper size setting](#)
- [Solution 3: Load the stack of paper correctly](#)
- [Solution 4: Load a stack of envelopes correctly in the input tray](#)

### Solution 1: Check the printer margins

**Solution:** Check the printer margins.

Make sure the margin settings for the document do not exceed the printable area of the product.

### To check your margin settings

1. Preview your print job before sending it to the product.  
In most software applications, click the **File** menu, and then click **Print Preview**.
2. Check the margins.  
The product uses the margins you have set in your software application, as long as they are greater than the minimum margins the product supports. For more information about setting margins in your software application, see the documentation that came with the software.
3. Cancel the print job if the margins are not satisfactory, and then adjust the margins in your software application.

**Cause:** The margins were not set correctly in your software application.

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

---

### Solution 2: Verify the paper size setting

**Solution:** Verify that you have selected the proper paper size setting for your project. Make sure that you have loaded the correct paper size in the input tray.

**Cause:** The paper size setting might not have been set correctly for the project you were printing.

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

---

### Solution 3: Load the stack of paper correctly

**Solution:** Remove the stack of paper from the input tray, reload the paper, and then slide the paper width guide inward until it stops at the edge of the paper.

For more information, see:

["Load media" on page 10](#)

**Cause:** The paper guides were not positioned correctly.

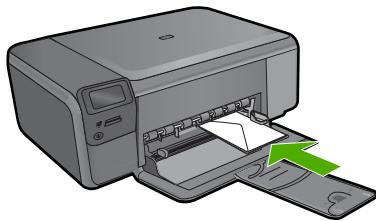
If this did not solve the issue, try the next solution.

---

### Solution 4: Load a stack of envelopes correctly in the input tray

**Solution:** Load a stack of envelopes in the input tray, with the envelope flaps facing up and to the left.

Make sure that you remove all paper from the input tray before loading the envelopes.



**Cause:** A stack of envelopes was loaded incorrectly.

## A blank page came out while printing

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: Remove any extra pages or lines at the end of the document](#)
- [Solution 2: Load paper in the input tray](#)
- [Solution 3: Check the print cartridge](#)

### Solution 1: Remove any extra pages or lines at the end of the document

**Solution:** Open the document file in your software application and remove any extra pages or lines at the end of the document.

**Cause:** The document you were printing contained an additional blank page.

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

### Solution 2: Load paper in the input tray

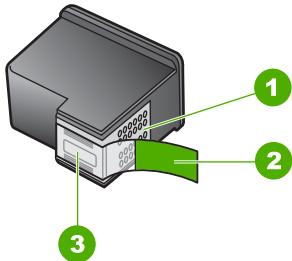
**Solution:** If the product has only a few sheets remaining, load more paper in the input tray. If there is plenty of paper in the input tray, remove the paper, tap the stack of paper against a flat surface, and reload the paper into the input tray.

**Cause:** The product picked up two sheets of paper.

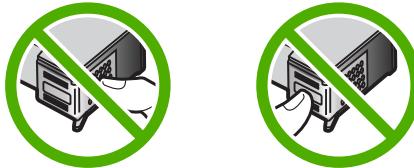
If this did not solve the issue, try the next solution.

### Solution 3: Check the print cartridge

**Solution:** Check each print cartridge. The tape might have been removed from the copper-colored contacts, but still might cover the ink nozzles. If the tape is still covering the ink nozzles, carefully remove the tape from the print cartridges. Do not touch the ink nozzles or the copper-colored contacts.



- |   |   |
|---|---|
| 1 | Copper-colored contacts   |
| 2 | Plastic tape with pink pull tab (must be removed before installing) |
| 3 | Ink nozzles under tape  |



**Cause:** The protective plastic tape was only partially removed from the print cartridge.

## Memory card troubleshooting

Use this section to solve these memory card problems:

- [My memory card no longer works in my digital camera](#)
- [The On button is blinking](#)
- [The product does not read the memory card](#)
- [The photos on the memory card do not transfer to my computer](#)

### My memory card no longer works in my digital camera

**Solution:** Reformat your memory card in your camera or format your memory card on a Windows computer by selecting the FAT format. For more information, see the documentation that came with your digital camera.

**Cause:** You reformatted the card on a Windows XP computer. By default, Windows XP formats a memory card of 8 MB or less and 64 MB or more with the FAT32 format. Digital cameras and other products use the FAT (FAT16 or FAT12) format and cannot recognize a FAT32 formatted card.

### The On button is blinking

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: Remove and reinser the memory card](#)
- [Solution 2: Remove the additional memory card](#)

### Solution 1: Remove and reinser the memory card

**Solution:** Remove and reinser the memory card. You might have inserted it incorrectly. Turn the memory card so that the label faces up and the contacts are facing the product, and then push the card forward into the appropriate slot until the Photo light turns on.

If the problem continues, the memory card might be defective.

**Cause:** The product detected an error with the memory card.

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

---

### Solution 2: Remove the additional memory card

**Solution:** Remove one of the memory cards. You can use only one memory card at a time.

**Cause:** You had inserted more than one memory card.

---

## The product does not read the memory card

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: Insert the memory card properly](#)
- [Solution 2: Insert the memory card fully into the appropriate slot on the product](#)
- [Solution 3: Remove the additional memory card](#)
- [Solution 4: Reformat the memory card in your digital camera](#)

### Solution 1: Insert the memory card properly

**Solution:** Turn the memory card so that the label faces up and the contacts are facing the product, and then push the card forward into the appropriate slot until the Photo light turns on.

If the memory card is not inserted properly, the product will not respond and the green Photo light (near the memory card slots) will blink rapidly.

After the memory card has been inserted properly, the Photo light will blink green for a few seconds, and then remain lit.

**Cause:** The memory card was inserted backwards or upside down.

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

---

### Solution 2: Insert the memory card fully into the appropriate slot on the product

**Solution:** Make sure you fully insert the memory card into the appropriate slot on the product.

If the memory card is not inserted properly, the product will not respond and the green Photo light (near the memory card slots) will blink rapidly.

After the memory card has been inserted properly, the Photo light will blink green for a few seconds, and then remain lit.

**Cause:** The memory card was not fully inserted in the appropriate slot on the product.

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

---

### Solution 3: Remove the additional memory card

**Solution:** You can insert only one memory card at a time.

If more than one memory card is inserted, the green Photo light (near the memory card slots) will blink rapidly, and an error message will appear on the computer screen. Remove the additional memory card to resolve the problem.

**Cause:** Multiple memory cards were inserted in the product.

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

---

### Solution 4: Reformat the memory card in your digital camera

**Solution:** Check the computer screen for an error message telling you that the images on the memory card are corrupted.

If the file system on the card is corrupt, reformat the memory card in your digital camera. For more information, see the documentation that came with your digital camera.

△ **CAUTION:** Reformating the memory card will delete any photos stored on the card. If you have previously transferred the photos from your memory card to a computer, try printing the photos from the computer. Otherwise, you will need to retake any photos you might have lost.

---

**Cause:** The memory card file system was corrupted.

---

## The photos on the memory card do not transfer to my computer

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: Install the product software](#)
- [Solution 2: Turn on the product](#)
- [Solution 3: Turn on the computer](#)
- [Solution 4: Check the connection from the product to your computer](#)

## Solution 1: Install the product software

**Solution:** Install the product software that came with the product. If it is installed, restart your computer.

### To install the product software

1. Insert the product CD-ROM into your computer's CD-ROM drive and then start the Setup program.
2. When prompted, click **Install More Software** to install the product software.
3. Follow the onscreen instructions and the instructions provided in the Setup Guide that came with the product.

**Cause:** The product software was not installed.

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

---

## Solution 2: Turn on the product

**Solution:** Turn on the product.

**Cause:** The product was turned off.

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

---

## Solution 3: Turn on the computer

**Solution:** Turn on the computer

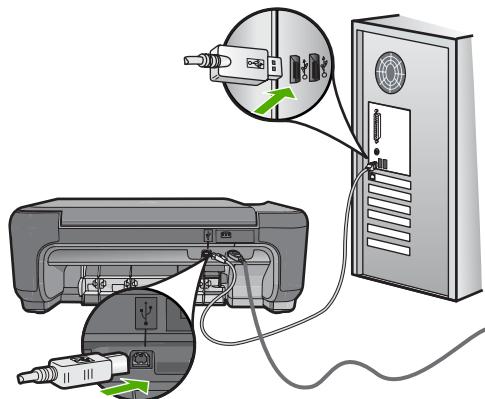
**Cause:** The computer was turned off.

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

---

## Solution 4: Check the connection from the product to your computer

**Solution:** Check the connection from the product to your computer. Verify that the USB cable is securely plugged into the USB port on the back of the product. Make sure the other end of the USB cable is plugged into a USB port on your computer. After the cable is connected properly, turn off the product and then on again.



For more information on setting up the product and connecting it to your computer, see the Setup Guide that came with the product.

**Cause:** The product was not properly connected to the computer.

---

## Copy troubleshooting

Use this section to solve these copy problems:

- [Nothing happens when I try to copy](#)
- [Parts of the original do not appear or are cut off](#)
- [Resize to Fit is not working as expected](#)
- [The printout is blank](#)

### Nothing happens when I try to copy

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: Turn on the product](#)
- [Solution 2: Place the original correctly on the glass](#)
- [Solution 3: Wait until the product completes the current operation](#)
- [Solution 4: The product does not support the paper or envelope](#)
- [Solution 5: Clear the paper jam](#)

#### Solution 1: Turn on the product

**Solution:** Look at the **On** button located on the product. If it 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.

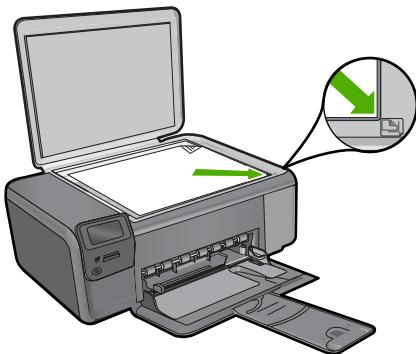
**Cause:** The product was turned off.

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

---

#### Solution 2: Place the original correctly on the glass

**Solution:** Load the original print side down on the right front corner of the glass as shown below.



**Cause:** The original was placed incorrectly on the glass.

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

---

### Solution 3: Wait until the product completes the current operation

**Solution:** Check the **On** button. If it is blinking, the product is busy.

**Cause:** The product was busy copying or printing.

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

---

### Solution 4: The product does not support the paper or envelope

**Solution:** Do not use the product to copy onto envelopes or other papers it does not support.

For more information, see:

["Recommended papers for printing" on page 8](#)

**Cause:** The product did not recognize the paper type.

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

---

### Solution 5: Clear the paper jam

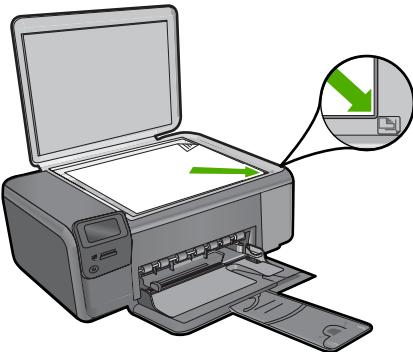
**Solution:** Clear the paper jam and remove any torn paper that remains in the product.

**Cause:** The product had a paper jam.

---

### Parts of the original do not appear or are cut off

**Solution:** Load the original print side down on the right front corner of the glass as shown below.



**Cause:** The original was placed incorrectly on the glass.

---

### Resize to Fit is not working as expected

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: Scan, enlarge, and then print a copy](#)
- [Solution 2: Place the original correctly on the glass](#)
- [Solution 3: Wipe the glass and the back of the document lid](#)

#### Solution 1: Scan, enlarge, and then print a copy

**Solution:** **Resize to Fit** can only enlarge the original up to the maximum percentage allowed by your model. For example, 200% might be the maximum enlargement percentage allowed by your model. Enlarging a passport photo by 200% might not enlarge it enough for it to fit a full-size page.

If you want to make a large copy of a small original, scan the original into the computer, resize the image in the HP scanning software, and then print a copy of the enlarged image.

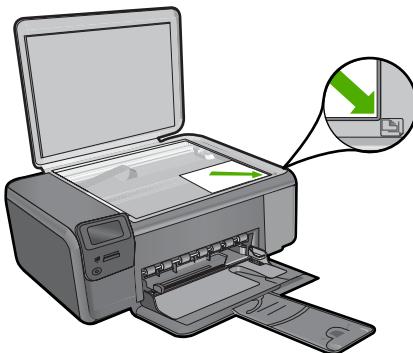
**Cause:** You were trying to increase the size of an original that was too small.

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

---

#### Solution 2: Place the original correctly on the glass

**Solution:** Load the original print side down on the right front corner of the glass as shown below. To copy a photo, position the photo on the glass so that the long edge of the photo is along the front edge of the glass.



**Cause:** The original was placed incorrectly on the glass.

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

---

### Solution 3: Wipe the glass and the back of the document lid

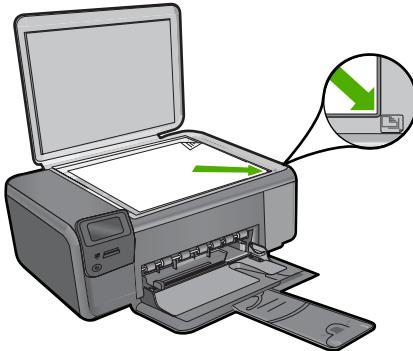
**Solution:** Turn off the product, unplug the power cord, and then use a soft cloth to wipe the glass and the back of the document lid.

**Cause:** Debris might have been stuck on the glass or on the back of the document lid. The product interprets anything it detects on the glass as part of the image.

---

### The printout is blank

**Solution:** Load the original print side down on the right front corner of the glass as shown below.



**Cause:** The original was placed incorrectly on the glass.

---

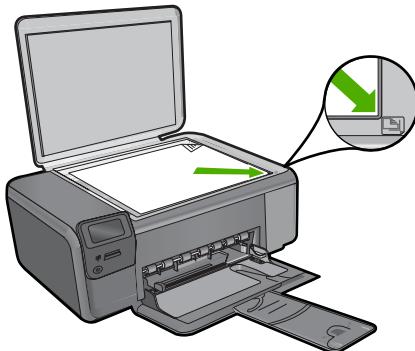
## Scan troubleshooting

Use this section to solve these scan problems:

- [Scanned image is blank](#)
- [Scanned image is incorrectly cropped](#)
- [Scanned image has incorrect page layout](#)
- [Scanned image shows dotted lines instead of text](#)
- [Text format is incorrect](#)
- [Text is incorrect or missing](#)

### Scanned image is blank

**Solution:** Load your original print side down on the right front corner of the glass.



**Cause:** The original was placed incorrectly on the glass.

---

### Scanned image is incorrectly cropped

**Solution:** The autocropping feature in the software crops anything that is not part of the main image. Sometimes this might not be what you want. In that case, turn off autocropping in the software and crop the scanned image manually, or not at all.

**Cause:** The software was set to automatically crop scanned pictures.

---

### Scanned image has incorrect page layout

**Solution:** Turn off autocropping in the software to retain the page layout.

**Cause:** Automatic cropping was changing the page layout.

---

### Scanned image shows dotted lines instead of text

**Solution:** Make a black-and-white copy of the original and then scan the copy.

**Cause:** If you used the **Text** image type to scan text that you planned to edit, the scanner might not have recognized color text. The **Text** image type scans at 300 x 300 dpi, in black and white.

If you scanned an original that has graphics or artwork surrounding the text, the scanner might not have recognized the text.

---

### Text format is incorrect

**Solution:** Some applications cannot handle framed text formatting. Framed text is one of the scan document settings in the software. It maintains complex layouts, such as multiple columns from a newsletter, by putting the text in different frames (boxes) in the destination application. In the software, select the correct format so that the scanned text layout and formatting are retained.

**Cause:** The scan document settings were incorrect.

---

### Text is incorrect or missing

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: Adjust the brightness in the software](#)
- [Solution 2: Clean the glass and lid](#)

#### Solution 1: Adjust the brightness in the software

**Solution:** Adjust the brightness in the software, and then rescan the original.

**Cause:** The brightness was not set correctly.

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

---

#### Solution 2: Clean the glass and lid

**Solution:** Turn off the product, unplug the power cord, and use a soft cloth to wipe the glass and the back of the document lid.

**Cause:** Debris might have been stuck on the glass or on the back of the document lid. This can cause poor-quality scans.

---

## Errors

If the product has an error, the lights on the product might flash, or an error message might appear on your computer screen.

This section contains the following topics:

- [Product messages](#)
- [File messages](#)
- [General user messages](#)
- [Paper messages](#)
- [Power and connection messages](#)

- [Print cartridge messages](#)

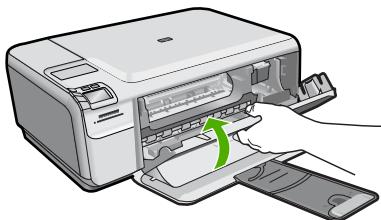
## Product messages

The following is a list of product-related error messages:

- [Door open](#)
- [Firmware revision mismatch](#)
- [Memory is full](#)
- [Scanner failure](#)
- [Missing HP Photosmart Software](#)

### Door open

**Solution:** Close the print cartridge door.



**Cause:** The print cartridge door was open.

---

### Firmware revision mismatch

**Solution:** Contact HP support for service.

Go to: [www.hp.com/support](http://www.hp.com/support).

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

**Cause:** The revision number of the product firmware did not match the revision number of the software.

---

### Memory is full

**Solution:** Try making fewer copies at a time.

**Cause:** The document you were copying exceeded the memory of the product.

---

### Scanner failure

**Solution:** Turn off the product and then turn it on again. Restart your computer and then try to scan again.

If the problem persists, try plugging the power cord directly into a power outlet rather than a surge protector or power strip. If the problem continues, contact HP support.

Go to [www.hp.com/support](http://www.hp.com/support). If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

**Cause:** The product was busy or an unknown cause interrupted your scan.

---

### Missing HP Photosmart Software

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: Install the HP Photosmart Software](#)
- [Solution 2: Turn on the product](#)
- [Solution 3: Turn on the computer](#)
- [Solution 4: Check the connection from the product to your computer](#)

#### Solution 1: Install the HP Photosmart Software

**Solution:** Install the HP Photosmart Software that came with the product. If it is installed, restart your computer.

##### To install the HP Photosmart Software

1. Insert the product CD-ROM into your computer's CD-ROM drive and then start the Setup program.
2. When prompted, click **Install More Software** to install the HP Photosmart Software.
3. Follow the onscreen instructions and the instructions provided in the Setup Guide that came with the product.

**Cause:** The HP Photosmart Software was not installed.

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

---

#### Solution 2: Turn on the product

**Solution:** Turn on the product.

**Cause:** The product was turned off.

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

---

#### Solution 3: Turn on the computer

**Solution:** Turn on the computer

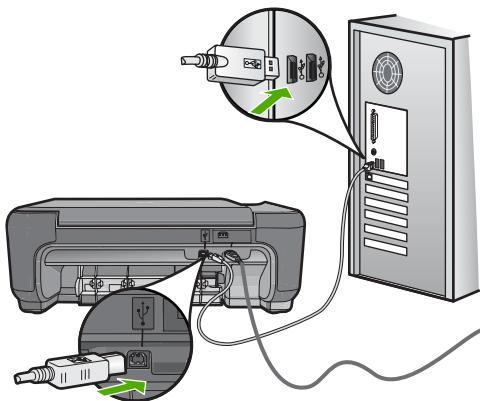
**Cause:** The computer was turned off.

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

---

## Solution 4: Check the connection from the product to your computer

**Solution:** Check the connection from the product to your computer. Verify that the USB cable is securely plugged into the USB port on the back of the product. Make sure the other end of the USB cable is plugged into a USB port on your computer. After the cable is connected properly, turn off the product and then on again.



For more information on setting up the product and connecting it to your computer, see the Setup Guide that came with the product.

**Cause:** The product was not properly connected to the computer.

---

## File messages

The following is a list of file-related error messages:

- [Error reading or writing the file](#)
- [Unreadable files. NN files could not be read](#)
- [Photos not found](#)
- [File not found](#)
- [Invalid file name](#)
- [Supported file types for the product](#)
- [File corrupted](#)

### Error reading or writing the file

**Solution:** Check to see if you have the right folder and file name.

**Cause:** The product software could not open or save the file.

---

### Unreadable files. NN files could not be read

**Solution:** Reinsert the memory card in the product. If this does not work, retake the photos with your digital camera. If you already transferred the files to your computer, try printing those files by using the HP Photosmart Software. The copies might not be damaged.

**Cause:** Some of the files on the inserted memory card were damaged.

---

### Photos not found

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: Reinsert the memory card](#)
- [Solution 2: Print photos from the computer](#)

#### Solution 1: Reinsert the memory card

**Solution:** Reinsert the memory card. If this does not work, retake the photos with your digital camera. If you already transferred the files to your computer, try printing those files by using the HP Photosmart Software. The copies might not be damaged.

**Cause:** Some of the files on the inserted memory card were damaged.

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

---

#### Solution 2: Print photos from the computer

**Solution:** Take some photos with your digital camera, or if you previously saved photos on your computer, you can print them using the HP Photosmart Software.

**Cause:** No photos were found on the memory card.

---

### File not found

**Solution:** Close some applications and try the task again.

**Cause:** There was not enough available memory on your computer to create a print preview file.

---

### Invalid file name

**Solution:** Make sure that you are not using any invalid symbols in the file name.

**Cause:** The file name you entered was invalid.

---

### Supported file types for the product

The product software only recognizes JPG and TIF images.

### File corrupted

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: Reinsert the memory card in the product](#)

- [Solution 2: Reformat the memory card in your digital camera.](#)

### Solution 1: Reinsert the memory card in the product

**Solution:** Reinsert the memory card in the product. If this does not work, retake the photos with your digital camera. If you already transferred the files to your computer, try printing those files by using the HP Photosmart Software. The copies might not be damaged.

**Cause:** Some of the files on the inserted memory card were damaged.

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

---

### Solution 2: Reformat the memory card in your digital camera.

**Solution:** Check the computer screen for an error message telling you that the images on the memory card are corrupted.

If the file system on the card is corrupt, reformat the memory card in your digital camera.

⚠ **CAUTION:** Reformatting the memory card will delete any photos stored on the card. If you have previously transferred the photos from your memory card to a computer, try printing the photos from the computer. Otherwise, you will need to retake any photos you might have lost.

---

**Cause:** The memory card file system was corrupted.

---

## General user messages

The following is a list of messages related to common user errors:

- [Cannot crop](#)
- [Borderless printing error](#)
- [Memory card error](#)
- [Out of disk space](#)
- [Card access error](#)
- [Use only one card at a time](#)
- [Card is inserted incorrectly](#)
- [Card is damaged](#)
- [Card is not fully inserted](#)

### Cannot crop

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: Close some applications or restart your computer](#)
- [Solution 2: Empty the Recycle Bin on your desktop](#)

## Solution 1: Close some applications or restart your computer

**Solution:** Close all unnecessary applications. This includes applications that run in the background, such as screensavers and virus checkers. (If you turn off your virus checker, remember to turn it back on after you finish.) Try restarting your computer to clear the memory. You might need to purchase more RAM. Refer to the documentation that came with your computer.

**Cause:** The computer did not have enough memory.

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

---

## Solution 2: Empty the Recycle Bin on your desktop

**Solution:** Empty the Recycle Bin on your desktop. You might also need to remove files from the hard disk; for example, delete temporary files.

**Cause:** For scanning, there must be at least 50 MB of space available on your computer's hard disk.

---

## Borderless printing error

**Solution:** Borderless printing cannot occur with only the black print cartridge installed. Install the tri-color print cartridge.

For more information, see:

[“Replace the cartridges” on page 40](#)

**Cause:** The product was in ink-backup mode with only the black print cartridge installed, and a borderless print job was initiated.

---

## Memory card error

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: Remove all but one memory card](#)
- [Solution 2: Push the memory card all the way forward](#)

### Solution 1: Remove all but one memory card

**Solution:** Remove all but one memory card. The product reads the remaining memory card and displays the first photo stored on the memory card.

**Cause:** There were two or more memory cards inserted into the product at the same time.

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

---

## Solution 2: Push the memory card all the way forward

**Solution:** Remove the memory card and reinsert it in the memory card slot until it stops.

**Cause:** You had not fully inserted the memory card.

---

## Out of disk space

**Solution:** Close some applications and try the task again.

**Cause:** There was not enough available memory on your computer to perform the task.

---

## Card access error

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: Remove all but one memory card](#)
- [Solution 2: Push the memory card all the way forward](#)

### Solution 1: Remove all but one memory card

**Solution:** Remove all but one memory card. The product reads the remaining memory card and displays the first photo stored on the memory card.

**Cause:** There were two or more memory cards inserted into the product at the same time.

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

---

### Solution 2: Push the memory card all the way forward

**Solution:** Remove the memory card and reinsert it in the memory card slot until it stops.

**Cause:** You had not fully inserted the memory card.

---

## Use only one card at a time

**Solution:** You can insert only one memory card at a time.

If more than one memory card is inserted, the green Photo light (near the memory card slots) will blink rapidly, and an error message will appear on the computer screen. Remove the additional memory card to resolve the problem.

**Cause:** Multiple memory cards were inserted in the product.

---

### Card is inserted incorrectly

**Solution:** Turn the memory card so that the label faces up and the contacts are facing the product, and then push the card forward into the appropriate slot until the Photo light turns on.

If the memory card is not inserted properly, the product will not respond and the green Photo light (near the memory card slots) will blink rapidly.

After the memory card has been inserted properly, the Photo light will blink green for a few seconds, and then remain lit.

**Cause:** The card was inserted backwards or upside down.

---

### Card is damaged

**Solution:** Reformat your memory card in your camera or format your memory card in a Windows XP computer by selecting the FAT format. For more information, see the documentation that came with your digital camera.

△ **CAUTION:** Reformatting the memory card will delete any photos stored on the card. If you have previously transferred the photos from your memory card to a computer, try printing the photos from the computer. Otherwise, you will need to retake any photos you might have lost.

**Cause:** You reformatted the card on a Windows XP computer. By default, Windows XP will format a memory card of 8 MB or less and 64 MB or more with the FAT32 format. Digital cameras and other devices use the FAT (FAT16 or FAT12) format and cannot recognize a FAT32 formatted card.

---

### Card is not fully inserted

**Solution:** Make sure you fully insert the memory card into the appropriate slot on the product.

If the memory card is not inserted properly, the product will not respond and the green Photo light (near the memory card slots) will blink rapidly.

After the memory card has been inserted properly, the Photo light will blink green for a few seconds, and then remain lit.

**Cause:** The memory card was not fully inserted.

---

## Paper messages

The following is a list of paper-related error messages:

- [Paper upside down](#)
- [Paper orientation error](#)
- [Ink is drying](#)

### Paper upside down

**Solution:** Load paper in the input tray print side down.

**Cause:** Paper in the input tray was upside down.

---

### Paper orientation error

**Solution:** Insert paper into the input tray with the short edge forward and the print side down. Slide the paper forward until it stops.

**Cause:** Paper in the input tray was in landscape orientation.

---

### Ink is drying

**Solution:** Leave the sheet in the output tray until the message disappears. If it is necessary to remove the printed sheet before the message disappears, carefully hold the printed sheet on the underside or the edges, and place it on a flat surface to dry.

**Cause:** Transparencies and some other media require a drying time that is longer than normal.

---

## Power and connection messages

The following is a list of power- and connection-related error messages:

- [Improper shutdown](#)

### Improper shutdown

**Solution:** Press the **On** button to turn the product on and off.

**Cause:** The last time the product was used, it was not turned off properly. The product can be damaged if it is turned off by turning off the switch on a power strip or by using a wall switch.

---

## Print cartridge messages

The following is a list of print cartridge error messages:

- [Low on ink](#)
- [Need alignment or alignment failed](#)
- [Print cartridges incorrectly installed](#)
- [Non-HP cartridges installed](#)
- [Print cartridge is missing, incorrectly installed, or not intended for your product](#)
- [Printing in ink-backup mode](#)
- [Print cartridges missing or not detected](#)
- [Incompatible print cartridges](#)
- [Print cartridge is not intended for use in this product](#)
- [Print cartridges in wrong slot](#)
- [Print cartridge problem](#)
- [Previously used genuine HP cartridge installed](#)
- [Original HP ink has been depleted](#)

- [General printer error](#)

## Low on ink

**Solution:** Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace the print cartridges until print quality becomes unacceptable.

If you have installed a refilled or remanufactured cartridge, or a cartridge that has been used in another product, the ink level indicator may be inaccurate or unavailable.

For HP product return and recycling information, visit us at: [www.hp.com/recycle](http://www.hp.com/recycle).

**Cause:** The indicated print cartridges were estimated to be low on ink and might need to be replaced soon.

---

## Need alignment or alignment failed

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: Incorrect type of paper is loaded in the input tray](#)
- [Solution 2: Make sure the protective tape is removed from the print cartridges](#)
- [Solution 3: Check if print cartridges are fully inserted](#)
- [Solution 4: Align newly installed print cartridges](#)
- [Solution 5: Print cartridge might be defective](#)

### Solution 1: Incorrect type of paper is loaded in the input tray

**Solution:** If you have colored paper loaded in the input tray when you align the print cartridges, the alignment fails. Load unused plain white letter or A4 paper into the input tray, and then try the alignment again. If the alignment fails again, you might have a defective print cartridge.

To find support and warranty information, go to the HP Web site at [www.hp.com/support](http://www.hp.com/support). If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

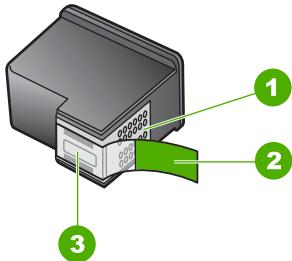
**Cause:** Incorrect type of paper was loaded in the input tray.

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

---

### Solution 2: Make sure the protective tape is removed from the print cartridges

**Solution:** Check each print cartridge. The tape might have been removed from the copper-colored contacts, but still might cover the ink nozzles. If the tape is still covering the ink nozzles, carefully remove the tape from the print cartridges. Do not touch the ink nozzles or the copper-colored contacts.



1 Copper-colored contacts

2 Plastic tape with pink pull tab (must be removed before installing)

3 Ink nozzles under tape



Remove and then reinsert the print cartridges. Verify that they are fully inserted and locked in place.

**Cause:** Protective tape was covering the print cartridges.

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

---

### Solution 3: Check if print cartridges are fully inserted

**Solution:** Remove and then reinsert the print cartridges. Verify that they are fully inserted and locked in place.

**Cause:** The contacts on the print cartridge were not touching the contacts in the print carriage.

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

---

### Solution 4: Align newly installed print cartridges

**Solution:** You must align the print cartridges to ensure excellent print quality.

If the alignment error persists and you cannot clear it, your print cartridge might be defective. Check to see if your print cartridge is still under warranty and end of warranty date has not been reached.

- If the end of warranty date has been reached, purchase a new print cartridge.
- If the end of warranty date has not been reached, contact HP support. Go to [www.hp.com/support](http://www.hp.com/support). If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

For more information, see:

- “[Cartridge warranty information](#)” on page 43
- “[Order ink supplies](#)” on page 42

**Cause:** You installed new print cartridges that needed alignment.

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

---

### Solution 5: Print cartridge might be defective

**Solution:** Contact HP support for service.

Go to: [www.hp.com/support](http://www.hp.com/support).

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

**Cause:** The print cartridge was defective.

---

### Print cartridges incorrectly installed

**Solution:** Remove and reinser the print cartridges and verify that they are fully inserted and locked in place.

Also, make sure the print cartridges are installed into the correct slots.

### To make sure the print cartridges are installed correctly

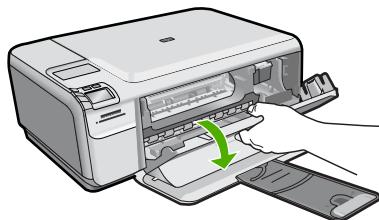
1. Make sure the product is turned on.

△ **CAUTION:** If the product is turned off when you open the print cartridge door to access the print cartridges, it will not release the cartridges for changing. You might damage the product if the print cartridges are not docked safely when you try to remove them.

---

2. Open the print cartridge door.

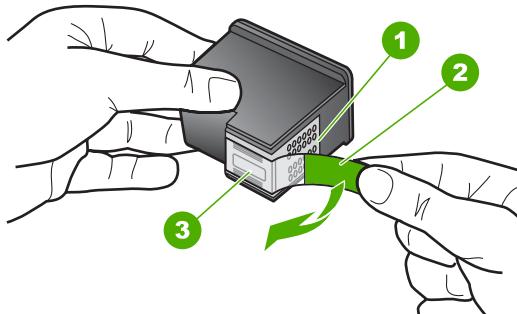
The print carriage moves to the far right side of the product.



3. Check to make sure you are using the correct print cartridges for your product. For a list of compatible print cartridges, see the printed documentation that came with the product.

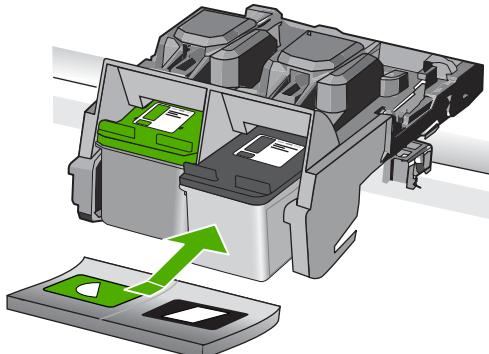
4. Remove the black print cartridge from the slot on the right. Do not touch the ink nozzles or the copper-colored contacts. Check for possible damage to the copper-colored contacts or ink nozzles.

Make sure the clear plastic tape has been removed. If it is still covering the ink nozzles, gently remove the clear plastic tape by using the pink pull tab. Make sure you do not remove the copper colored tape containing the electrical contacts.



1	Copper-colored contacts
2	Plastic tape with pink pull tab (must be removed before installing)
3	Ink nozzles under tape

5. Reinsert the print cartridge by sliding it forward into the slot on the right. Then push the print cartridge forward until it clicks into the socket.



6. Repeat steps 1 and 2 for the tri-color print cartridge on the left side.

**Cause:** The indicated print cartridges were installed incorrectly.

#### Non-HP cartridges installed

**Solution:** Follow the prompts on the display to continue, or replace the indicated print cartridges with genuine HP cartridges.

HP recommends that you use genuine HP print cartridges. Genuine HP print cartridges are designed and tested with HP printers to help you easily produce great results, time after time.

 **NOTE:** HP cannot guarantee the quality or reliability of non-HP supplies. Printer service or repairs required as a result of using of a non-HP supply will not be covered under warranty.

If you believe you purchased genuine HP print cartridges, go to:

[www.hp.com/go/anticounterfeit](http://www.hp.com/go/anticounterfeit)

For more information, see:

["Replace the cartridges" on page 40](#)

**Cause:** The product detected that a non-HP print cartridge was installed.

## Print cartridge is missing, incorrectly installed, or not intended for your product

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.

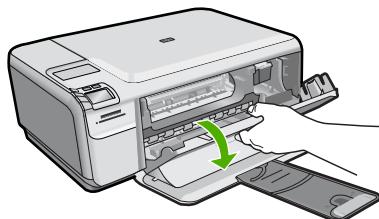
- [Solution 1: Insert the print cartridges](#)
- [Solution 2: Remove the tape from the print cartridges](#)
- [Solution 3: Remove and reinsert the print cartridges](#)
- [Solution 4: Contact HP support](#)

### Solution 1: Insert the print cartridges

**Solution:** One or both of the print cartridges is missing. Remove and reinsert the print cartridges and verify that they are fully inserted and locked in place. If the problem persists, clean the contacts of the print cartridges.

#### To clean the print cartridge contacts

1. Turn on the product and open the print cartridge door.  
The print carriage moves to the far right side of the product.

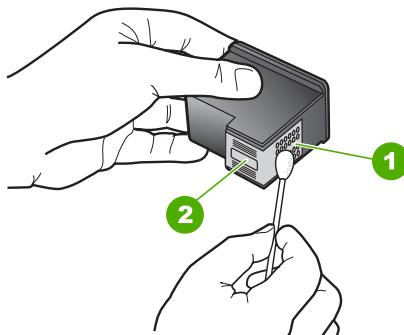


2. Wait until the print carriage is idle and silent, and then unplug the power cord from the back of the product.

3. Lightly press down on the print cartridge to release it, and then pull it towards you out of the slot.

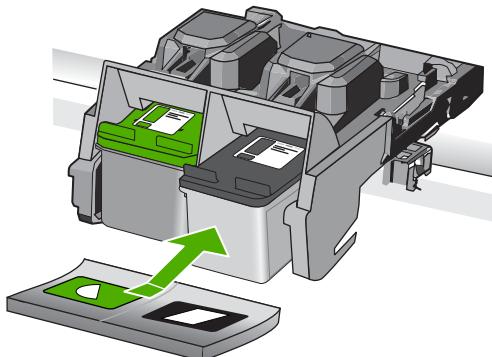
 **NOTE:** Do not remove both print cartridges at the same time. Remove and clean each print cartridge one at a time. Do not leave a print cartridge outside the HP Photosmart for more than 30 minutes.

4. Inspect the print cartridge contacts for ink and debris buildup.
5. Dip a clean foam rubber swab or lint-free cloth into distilled water, and squeeze any excess water from it.
6. Hold the print cartridge by its sides.
7. Clean only the copper-colored contacts. Allow the print cartridges to dry for approximately ten minutes.

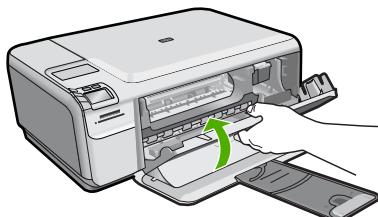


- |   |                            |
|---|----------------------------|
| 1 | Copper-colored contacts    |
| 2 | Ink nozzles (do not clean) |

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



9. Repeat if necessary for the other print cartridge.
10. Gently close the print cartridge door and plug the power cord into the back of the product.



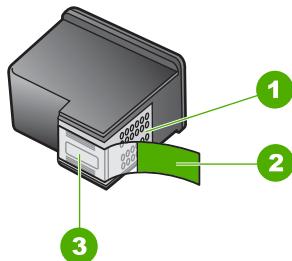
**Cause:** The print cartridge was missing.

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

---

### Solution 2: Remove the tape from the print cartridges

**Solution:** Check each print cartridge. The tape might have been removed from the copper-colored contacts, but still might cover the ink nozzles. If the tape is still covering the ink nozzles, carefully remove the tape from the print cartridges. Do not touch the ink nozzles or the copper-colored contacts.



1	Copper-colored contacts
2	Plastic tape with pink pull tab (must be removed before installing)
3	Ink nozzles under tape



**Cause:** Protective tape was covering the print cartridges.

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

---

### Solution 3: Remove and reinsert the print cartridges

**Solution:** One or both of the print cartridges are not installed or are installed incorrectly. Remove and reinsert the print cartridges and verify that they are fully inserted and locked in place. If the problem persists, clean the copper-colored contacts of the print cartridges.

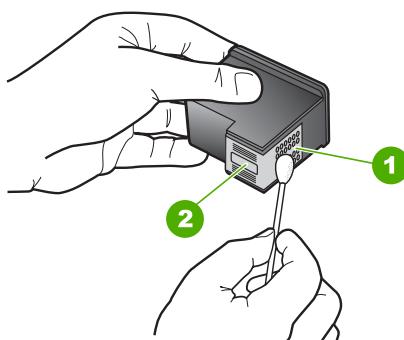
#### To clean the print cartridge contacts

1. Turn on the product and open the print cartridge door.  
The print carriage moves to the center of the product.
2. Wait until the print carriage is idle and silent, and then unplug the power cord from the back of the product.
3. Lightly press down on the print cartridge to release it, and then pull it towards you out of the slot.

---

 **NOTE:** Do not remove both print cartridges at the same time. Remove and clean each print cartridge one at a time. Do not leave a print cartridge outside the HP Photosmart for more than 30 minutes.

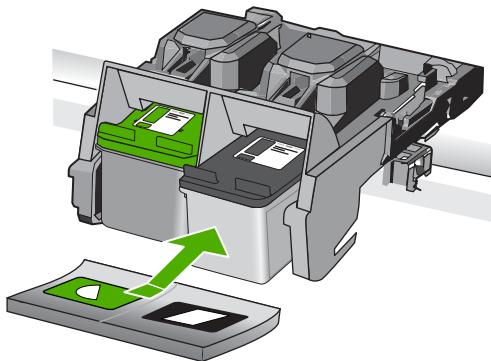
4. Inspect the print cartridge contacts for ink and debris buildup.
5. Dip a clean foam rubber swab or lint-free cloth into distilled water, and squeeze any excess water from it.
6. Hold the print cartridge by its sides.
7. Clean only the copper-colored contacts. Allow the print cartridges to dry for approximately ten minutes.



1	Copper-colored contacts
---	-------------------------

| 2 | Ink nozzles (do not clean) |

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



9. Repeat if necessary for the other print cartridge.
10. Gently close the print cartridge door and plug the power cord into the back of the product.

**Cause:** One or both of the print cartridges were not installed or were installed incorrectly.

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

---

#### Solution 4: Contact HP support

**Solution:** Contact HP support for service.

Go to: [www.hp.com/support](http://www.hp.com/support).

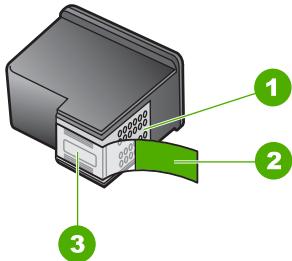
If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

**Cause:** The print cartridge was defective or not intended for use in this product.

---

#### Printing in ink-backup mode

**Solution:** If you receive the ink-backup mode message and two print cartridges are installed in the product, verify that the protective piece of plastic tape has been removed from each print cartridge. When plastic tape covers the print cartridge contacts, the product cannot detect that the print cartridge is installed.



- |   |   |
|---|---|
| 1 | Copper-colored contacts   |
| 2 | Plastic tape with pink pull tab (must be removed before installing) |
| 3 | Ink nozzles under tape  |

**Cause:** When the product detected that only one print cartridge is installed, ink-backup mode is initiated. This printing mode lets you print with a single print cartridge, but it slows the product and affects the quality of printouts.

### Print cartridges missing or not detected

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: Reinsert the print cartridges](#)
- [Solution 2: Clean the print cartridge contacts](#)
- [Solution 3: Replace the print cartridge](#)

#### Solution 1: Reinsert the print cartridges

**Solution:** Remove and reinsert the print cartridges and verify that they are fully inserted and locked in place.

Also, make sure the print cartridges are installed into the correct slots.

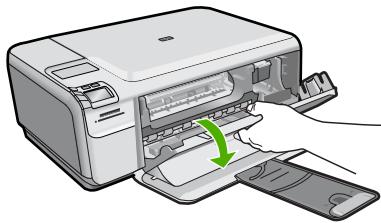
#### To make sure the print cartridges are installed correctly

1. Make sure the product is turned on.

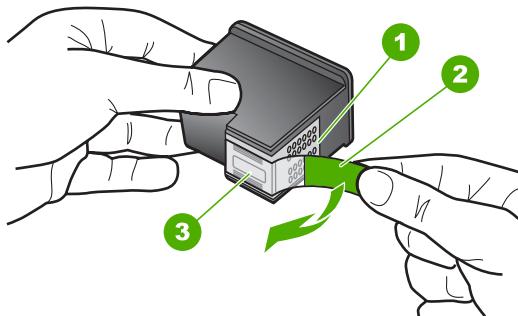
△ **CAUTION:** If the product is turned off when you open the print cartridge door to access the print cartridges, it will not release the cartridges for changing. You might damage the product if the print cartridges are not docked safely when you try to remove them.

2. Open the print cartridge door.

The print carriage moves to the far right side of the product.



3. Check to make sure you are using the correct print cartridges for your product. For a list of compatible print cartridges, see the printed documentation that came with the product.
4. Remove the black print cartridge from the slot on the right. Do not touch the ink nozzles or the copper-colored contacts. Check for possible damage to the copper-colored contacts or ink nozzles.  
Make sure the clear plastic tape has been removed. If it is still covering the ink nozzles, gently remove the clear plastic tape by using the pink pull tab. Make sure you do not remove the copper colored tape containing the electrical contacts.

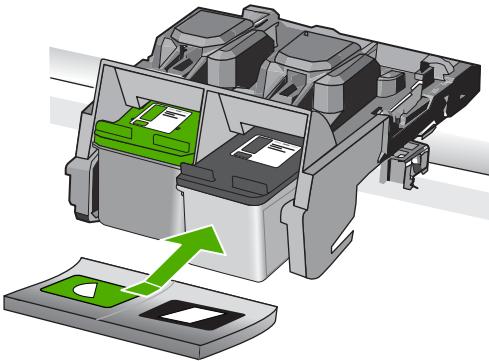


1 | Copper-colored contacts

2 | Plastic tape with pink pull tab (must be removed before installing)

3 | Ink nozzles under tape

5. Reinsert the print cartridge by sliding it forward into the slot on the right. Then push the print cartridge forward until it clicks into the socket.



6. Repeat steps 1 and 2 for the tri-color print cartridge on the left side.

**Cause:** The indicated print cartridge were installed incorrectly.

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

---

## Solution 2: Clean the print cartridge contacts

**Solution:** Clean the print cartridge contacts.

Make sure you have the following materials available:

- Dry foam rubber swabs, lint-free cloth, or any soft material that will not come apart or leave fibers.

 **TIP:** Coffee filters are lint-free and work well for cleaning print cartridges.

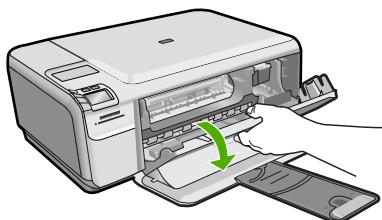
- Distilled, filtered, or bottled water (tap water might contain contaminants that can damage the print cartridges).

 **CAUTION:** Do not use platen cleaners or alcohol to clean the print cartridge contacts. These can damage the print cartridge or the product.

---

### To clean the print cartridge contacts

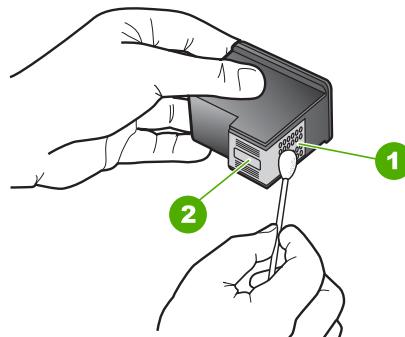
1. Turn on the product and open the print cartridge door.  
The print carriage moves to the far right side of the product.



2. Wait until the print carriage is idle and silent, and then unplug the power cord from the back of the product.
3. Lightly press down on the print cartridge to release it, and then pull it towards you out of the slot.

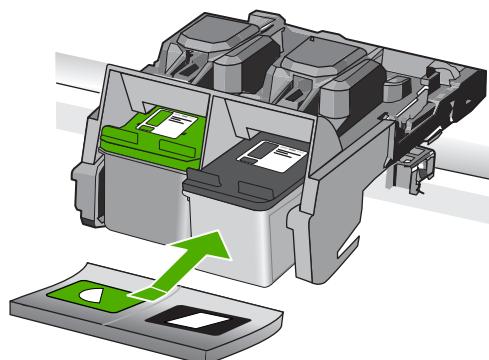
 **NOTE:** Do not remove both print cartridges at the same time. Remove and clean each print cartridge one at a time. Do not leave a print cartridge outside the HP Photosmart for more than 30 minutes.

4. Inspect the print cartridge contacts for ink and debris buildup.
5. Dip a clean foam rubber swab or lint-free cloth into distilled water, and squeeze any excess water from it.
6. Hold the print cartridge by its sides.
7. Clean only the copper-colored contacts. Allow the print cartridges to dry for approximately ten minutes.

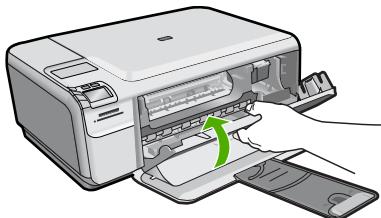


1	Copper-colored contacts
2	Ink nozzles (do not clean)

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



9. Repeat if necessary for the other print cartridge.
10. Gently close the print cartridge door and plug the power cord into the back of the product.



**Cause:** The print cartridge contacts needed to be cleaned.

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

---

### Solution 3: Replace the print cartridge

**Solution:** Replace the indicated print cartridge. You can also remove the indicated print cartridge and print using ink-backup mode.

 **NOTE:** During ink-backup mode, the product can only print jobs from the computer. You cannot initiate a print job from the control panel (such as printing a photo from a memory card).

---

Check to see if your print cartridge is still under warranty and end of warranty date has not been reached.

- If the end of warranty date has been reached, purchase a new print cartridge.
- If the end of warranty date has not been reached, contact HP support. Go to [www.hp.com/support](http://www.hp.com/support). If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

For more information, see:

["Cartridge warranty information" on page 43](#)

**Cause:** The print cartridge was damaged.

---

### Incompatible print cartridges

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: Check the print cartridge](#)
- [Solution 2: Contact HP support for service](#)

### Solution 1: Check the print cartridge

**Solution:** Check to make sure you are using the correct print cartridges for your product. For a list of compatible print cartridges, see the printed documentation that came with the product.

If you are using print cartridges that are not compatible with the product, replace the indicated print cartridges with print cartridges that are compatible.

If it appears that you are using the correct print cartridges, proceed to the next solution.

For more information, see:

["Replace the cartridges" on page 40](#)

**Cause:** The indicated print cartridges were not compatible with the product.

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

---

## Solution 2: 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](http://www.hp.com/support).

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

**Cause:** The print cartridges were not intended for use in this product.

---

## Print cartridge is not intended for use in this product

**Solution:** Contact HP support for service.

Go to: [www.hp.com/support](http://www.hp.com/support).

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

**Cause:** The print cartridge was not intended for use in this product.

---

## Print cartridges in wrong slot

**Solution:** Remove and reinsert the print cartridges and verify that they are fully inserted and locked in place.

Also, make sure the print cartridges are installed into the correct slots.

## To make sure the print cartridges are installed correctly

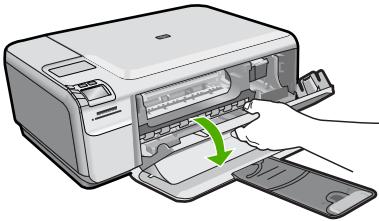
1. Make sure the product is turned on.

---

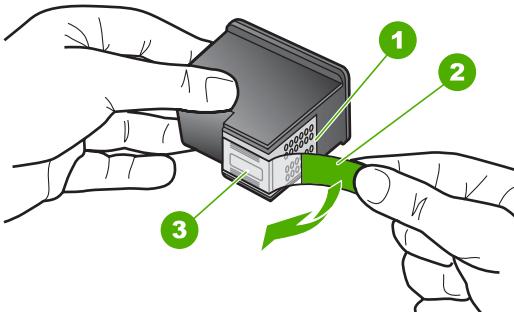
△ **CAUTION:** If the product is turned off when you open the print cartridge door to access the print cartridges, it will not release the cartridges for changing. You might damage the product if the print cartridges are not docked safely when you try to remove them.

2. Open the print cartridge door.

The print carriage moves to the far right side of the product.

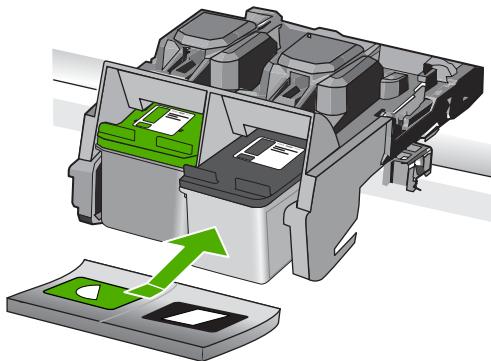


3. Check to make sure you are using the correct print cartridges for your product. For a list of compatible print cartridges, see the printed documentation that came with the product.
4. Remove the black print cartridge from the slot on the right. Do not touch the ink nozzles or the copper-colored contacts. Check for possible damage to the copper-colored contacts or ink nozzles.  
Make sure the clear plastic tape has been removed. If it is still covering the ink nozzles, gently remove the clear plastic tape by using the pink pull tab. Make sure you do not remove the copper colored tape containing the electrical contacts.



1	Copper-colored contacts
2	Plastic tape with pink pull tab (must be removed before installing)
3	Ink nozzles under tape

5. Reinsert the print cartridge by sliding it forward into the slot on the right. Then push the print cartridge forward until it clicks into the socket.



6. Repeat steps 1 and 2 for the tri-color print cartridge on the left side.

 **NOTE:** If the print cartridges are installed in the wrong slots and you cannot remove them from the product, contact HP support for service.

Go to: [www.hp.com/support](http://www.hp.com/support).

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

---

**Cause:** The indicated print cartridges were installed incorrectly.

---

### Print cartridge problem

The message might indicate which cartridge is causing the problem. If so, 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.

If the message does not indicate which cartridge is causing the problem, follow these steps to determine which cartridge is the problem cartridge. After you determine which cartridge is the problem cartridge, continue with the first solution.

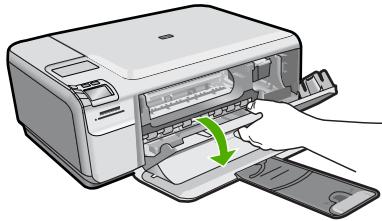
#### To determine which print cartridge is having the problem

1. Make sure the product is on.

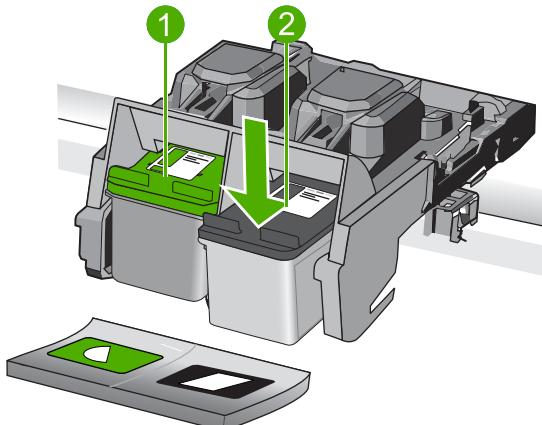
 **CAUTION:** If the product is turned off when you open the print cartridge door to access the print cartridges, it will not release the cartridges for changing. You might damage the product if the print cartridges are not docked safely when you try to remove them.

2. Open the print cartridge door.

The print carriage moves to the far right side of the product.

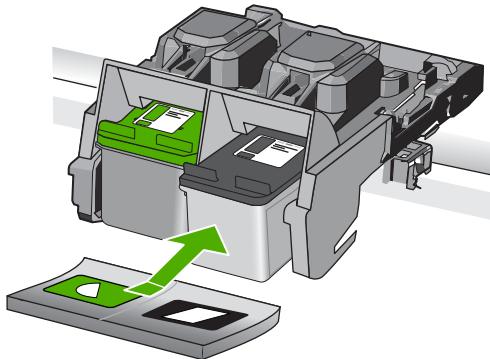


3. Check to make sure you are using the correct print cartridges for your product. For a list of compatible print cartridges, see the printed documentation that came with the product.
4. Remove the black print cartridge from the slot on the right.  
Press down on the cartridge to release it, and then pull it toward you out of the slot.



1	Tri-color print cartridge
2	Black print cartridge

5. Close the print cartridge door.
6. Check to see if the error has been resolved.
  - If the error has been resolved, then there is a problem with the black print cartridge.
  - If the error has not been resolved, continue to the next step.
7. Open the print cartridge door and reinser the black print cartridge by sliding it forward into the slot on the right. Then push the print cartridge forward until it clicks into the slot.



8. Remove the tri-color print cartridge from the slot on the left.  
Press down on the cartridge to release it, and then pull it toward you out of the slot.
9. Close the print cartridge door.
10. Check to see if the error has been resolved.
  - If the error has been resolved, then there is a problem with the tri-color print cartridge.
  - If the error has not been resolved, then there is a problem with both print cartridges.
11. Open the print cartridge door and reinsert the tri-color print cartridge by sliding it forward into the slot on the left. Then push the print cartridge forward until it clicks into the slot.
12. Close the print cartridge door.
  - [Solution 1: Remove and reinsert the print cartridges](#)
  - [Solution 2: Clean the print cartridge contacts](#)
  - [Solution 3: Replace the print cartridge](#)

#### Solution 1: Remove and reinsert the print cartridges

**Solution:** Remove and reinsert the print cartridges and verify that they are fully inserted and locked in place.

Also, make sure the print cartridges are installed into the correct slots.

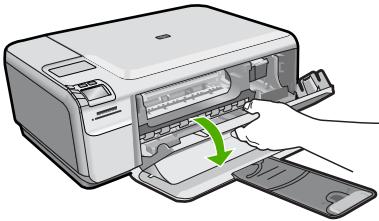
#### To make sure the print cartridges are installed correctly

1. Make sure the product is turned on.

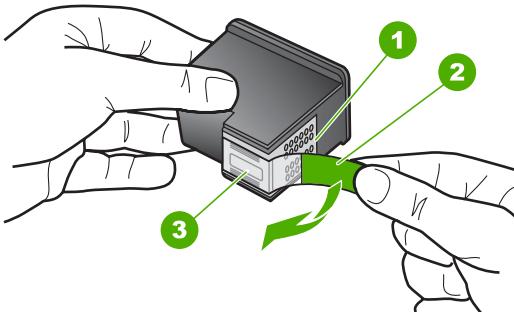
**△ CAUTION:** If the product is turned off when you open the print cartridge door to access the print cartridges, it will not release the cartridges for changing. You might damage the product if the print cartridges are not docked safely when you try to remove them.

2. Open the print cartridge door.

The print carriage moves to the far right side of the product.

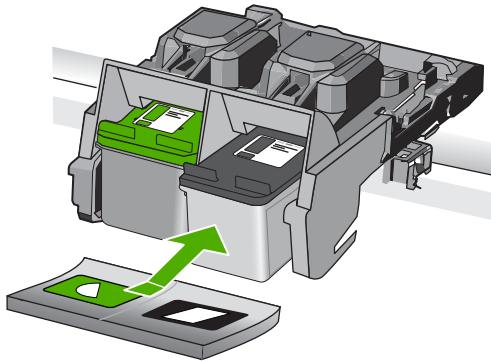


3. Check to make sure you are using the correct print cartridges for your product. For a list of compatible print cartridges, see the printed documentation that came with the product.
4. Remove the black print cartridge from the slot on the right. Do not touch the ink nozzles or the copper-colored contacts. Check for possible damage to the copper-colored contacts or ink nozzles.  
Make sure the clear plastic tape has been removed. If it is still covering the ink nozzles, gently remove the clear plastic tape by using the pink pull tab. Make sure you do not remove the copper colored tape containing the electrical contacts.



1	Copper-colored contacts
2	Plastic tape with pink pull tab (must be removed before installing)
3	Ink nozzles under tape

5. Reinsert the print cartridge by sliding it forward into the slot on the right. Then push the print cartridge forward until it clicks into the socket.



6. Repeat steps 1 and 2 for the tri-color print cartridge on the left side.

**Cause:** The indicated print cartridges were installed incorrectly.

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

---

## Solution 2: Clean the print cartridge contacts

**Solution:** Clean the print cartridge contacts on the print cartridges that are experiencing the problem.

Make sure you have the following materials available:

- Dry foam rubber swabs, lint-free cloth, or any soft material that will not come apart or leave fibers.

 **TIP:** Coffee filters are lint-free and work well for cleaning print cartridges.

- Distilled, filtered, or bottled water (tap water might contain contaminants that can damage the print cartridges).

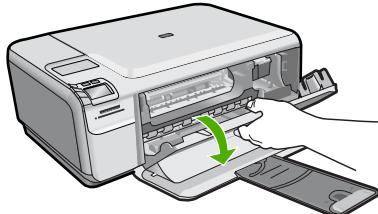
 **CAUTION:** Do not use platen cleaners or alcohol to clean the print cartridge contacts. These can damage the print cartridge or the product.

---

### To clean the print cartridge contacts

1. Turn on the product and open the print cartridge door.

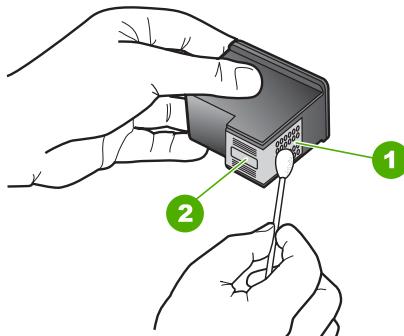
The print carriage moves to the far right side of the product.



2. Wait until the print carriage is idle and silent, and then unplug the power cord from the back of the product.
3. Lightly press down on the print cartridge to release it, and then pull it towards you out of the slot.

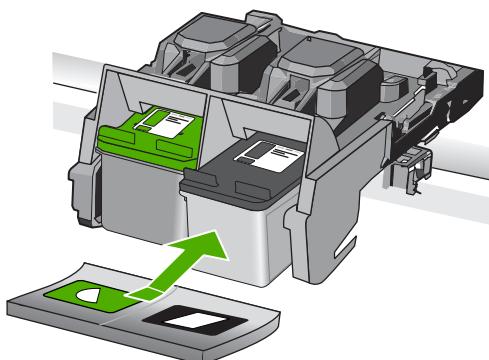
 **NOTE:** Do not remove both print cartridges at the same time. Remove and clean each print cartridge one at a time. Do not leave a print cartridge outside the HP Photosmart for more than 30 minutes.

4. Inspect the print cartridge contacts for ink and debris buildup.
5. Dip a clean foam rubber swab or lint-free cloth into distilled water, and squeeze any excess water from it.
6. Hold the print cartridge by its sides.
7. Clean only the copper-colored contacts. Allow the print cartridges to dry for approximately ten minutes.

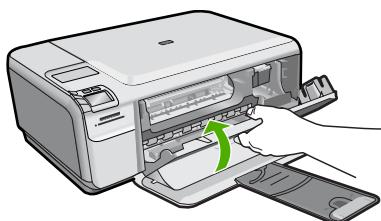


1	Copper-colored contacts
2	Ink nozzles (do not clean)

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



9. Repeat if necessary for the other print cartridge.
10. Gently close the print cartridge door and plug the power cord into the back of the product.



**Cause:** The print cartridge contacts needed to be cleaned.

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

---

### Solution 3: Replace the print cartridge

**Solution:** Replace the print cartridges that are experiencing the problem. If only one of the print cartridges is experiencing the problem, you can also remove it and print using ink-backup mode.

 **NOTE:** During ink-backup mode, the product can only print jobs from the computer. You cannot initiate a print job from the control panel (such as printing a photo from a memory card).

**Cause:** One or both of the print cartridges were having a problem.

---

### Previously used genuine HP cartridge installed

**Solution:** Check the print quality of the current print job. If it is satisfactory, follow the prompts on the display to continue.

HP recommends that you have a new print cartridge available, to avoid printing delays.

 **NOTE:** Ink levels might not be available for the indicated print cartridges.

**Cause:** The genuine HP ink cartridge was previously used in some other product.

---

### Original HP ink has been depleted

**Solution:** Follow the prompts on the display to continue, or replace the indicated print cartridges with genuine HP cartridges.

HP recommends that you use genuine HP print cartridges. Genuine HP print cartridges are designed and tested with HP printers to help you easily produce great results, time after time.



---

**NOTE:** HP cannot guarantee the quality or reliability of non-HP supplies. Printer service or repairs required as a result of using of a non-HP supply will not be covered under warranty.

---

If you believe you purchased genuine HP print cartridges, go to:

[www.hp.com/go/anticounterfeit](http://www.hp.com/go/anticounterfeit)

For more information, see:

["Replace the cartridges" on page 40](#)

**Cause:** The original HP ink in the indicated print cartridges had been depleted.

---

### General printer error

**Solution:** Write down the error code provided in the message, and then contact HP support. Go to:

[www.hp.com/support](http://www.hp.com/support)

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

**Cause:** There was a problem with the product.

---



# 11 Stop the current job

## To stop a print job from the product

- ▲ Press **Cancel** on the control panel. If the print job does not stop, press **Cancel** again. It can take a few moments for the print job to be cancelled.



# 12 Technical information

The technical specifications and international regulatory information for the HP Photosmart are provided in this section.

For additional specifications, see the printed documentation that came with the HP Photosmart. This section contains the following topics:

- [Notice](#)
- [Specifications](#)
- [Environmental product stewardship program](#)
- [Regulatory notices](#)

## Notice

### Hewlett-Packard Company notices

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## Specifications

Technical specifications for the HP Photosmart are provided in this section. For complete product specifications, see the Product Data Sheet at [www.hp.com/support](http://www.hp.com/support).

### System requirements

Software and system requirements are located in the Readme file.

For information about future operating system releases and support, visit the HP online support Web site at [www.hp.com/support](http://www.hp.com/support).

### Environmental specifications

- Recommended operating temperature range: 15 °C to 32 °C (59 °F to 90 °F)
- Allowable operating temperature range: 5 °C to 40 °C (41 °F to 104 °F)
- Humidity: 20% to 80% RH non-condensing (recommended); 28 °C maximum dewpoint
- Non-operating (Storage) temperature range: -25 °C to 60 °C (13 °F to 140 °F)
- In the presence of high electromagnetic fields, it is possible the output from the HP Photosmart may be slightly distorted
- HP recommends using a USB cable less than or equal to 3 m (10 feet) in length to minimize injected noise due to potential high electromagnetic fields

### Paper specifications

Type	Paper weight	Paper tray*
Plain paper	16 to 24 lb. (60 to 90 gsm)	Up to 85 (20 lb. paper)

Type	Paper weight	Paper tray*
Legal paper	20 to 24 lb. (75 to 90 gsm)	Up to 80 (20 lb. paper)
Index cards	110 lb. index max (200 gsm)	Up to 30
Hagaki cards	110 lb. index max (200 gsm)	Up to 40
Envelopes	20 to 24 lb. (75 to 90 gsm)	Up to 10
5 x 7 inch (13 x 18 cm) Photo paper	145 lb. (236 gsm)	Up to 30
4 x 6 inch (10 x 15 cm) Photo paper	145 lb. (236 gsm)	Up to 30
8.5 x 11 inch (216 x 279 mm) Photo paper	145 lb. (236 gsm)	Up to 30

\* Maximum capacity.

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

#### Print specifications

- Print speeds vary according to the complexity of the document
- Panorama-size printing
- Method: drop-on-demand thermal inkjet
- Language: PCL3 GUI

#### Scan specifications

- Image editor included
- Twain-compliant software interface
- Resolution: up to 1200 x 2400 ppi optical; 19200 ppi enhanced (software)  
For more information about ppi resolution, see the scanner software.
- Color: 48-bit color, 8-bit grayscale (256 levels of gray)
- Maximum scan size from glass: 21.6 x 29.7 cm (8.5 x 11.7 inches)

#### Copy specifications

- Digital image processing
- Maximum number of copies varies by model
- Copy speeds vary according to the complexity of the document and model
- Maximum copy enlargement ranging from 200-400% (depends on model)
- Maximum copy reduction ranging from 25-50% (depends on model)

#### Print resolution

To find out about the printer resolution, see the printer software. For more information, see “[View the print resolution](#)” on page 23.

#### Cartridge yield

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

## Environmental product stewardship program

Hewlett-Packard is committed to providing quality products in an environmentally sound manner. Design for recycling has been incorporated into this product. The number of materials has been kept to a minimum while ensuring proper functionality and reliability. Dissimilar materials have been

designed to separate easily. Fasteners and other connections are easy to locate, access, and remove using common tools. High priority parts have been designed to access quickly for efficient disassembly and repair.

For more information, visit HP's Commitment to the Environment Web site at:

[www.hp.com/hpinfo/globalcitizenship/environment/index.html](http://www.hp.com/hpinfo/globalcitizenship/environment/index.html)

This section contains the following topics:

- [Eco-Tips](#)
- [Paper use](#)
- [Plastics](#)
- [Material safety data sheets](#)
- [Recycling program](#)
- [HP inkjet supplies recycling program](#)
- [Power consumption](#)
- [Disposal of waste equipment by users in private households in the European Union](#)
- [Chemical Substances](#)
- [Toxic and hazardous substance table](#)

## Eco-Tips

HP is committed to helping customers reduce their environmental footprint. HP has provided the Eco-Tips below to help you focus on ways to assess and reduce the impact of your printing choices. In addition to specific features in this product, please visit the HP Eco Solutions web site for more information on HP's environmental initiatives.

[www.hp.com/hpinfo/globalcitizenship/environment/](http://www.hp.com/hpinfo/globalcitizenship/environment/)

## Your product's Eco features

- **Smart Web printing:** The HP Smart Web Printing interface includes a **Clip Book** and **Edit Clips** window where you can store, organize, or print clips you have gathered from the Web. For more information, see "[Print a Web page](#)" on page 22.
- **Energy Savings information:** To determine the ENERGY STAR® qualification status for this product, see "[Power consumption](#)" on page 126.
- **Recycled Materials:** For more information regarding recycling of HP products, please visit: [www.hp.com/hpinfo/globalcitizenship/environment/recycle/](http://www.hp.com/hpinfo/globalcitizenship/environment/recycle/)

## Paper use

This product is suited for the use of recycled paper according to DIN 19309 and EN 12281:2002.

## Plastics

Plastic parts over 25 grams are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of product life.

## Material safety data sheets

Material safety data sheets (MSDS) can be obtained from the HP Web site at:

[www.hp.com/go/msds](http://www.hp.com/go/msds)

## Recycling program

HP offers an increasing number of product return and recycling programs in many countries/regions, and partners with some of the largest electronic recycling centers throughout the world. HP conserves resources by reselling some of its most popular products. For more information regarding recycling of HP products, please visit:

[www.hp.com/hpinfo/globalcitizenship/environment/recycle/](http://www.hp.com/hpinfo/globalcitizenship/environment/recycle/)

## HP inkjet supplies recycling program

HP is committed to protecting the environment. The HP Inkjet Supplies Recycling Program is available in many countries/regions, and lets you recycle used print cartridges and ink cartridges free of charge. For more information, go to the following Web site:

[www.hp.com/hpinfo/globalcitizenship/environment/recycle/](http://www.hp.com/hpinfo/globalcitizenship/environment/recycle/)

## Power consumption

Power usage drops significantly while in Sleep mode, which saves natural resources and saves money without affecting the high performance of this product. To determine the ENERGY STAR® qualification status for this product see the Product Data Sheet or Specifications Sheet. Qualified products are also listed at [www.hp.com/go/energystar](http://www.hp.com/go/energystar).



## Toxic and hazardous substance table

零件描述	有毒有害物质表				
	铅	汞	镉	六价铬	多溴联苯
外壳和托盘*	0	0	0	0	0
电线*	0	0	0	0	0
印刷电路板*	X	0	0	0	0
打印系统*	X	0	0	0	0
显示器*	X	0	0	0	0
喷墨打印机墨盒*	0	0	0	0	0
驱动光盘*	X	0	0	0	0
扫描仪*	X	X	0	0	0
网络配件*	X	0	0	0	0
电池板*	X	0	0	0	0
自动双面打印系统*	0	0	0	0	0
外部电源*	X	0	0	0	0

0: 指此部件的所有均一材质中包含的这种有毒有害物质，含量低于SJ/T11363-2006 的限制  
 X: 指此部件使用的均一材质中至少有一种包含的这种有毒有害物质，含量高于SJ/T11363-2006 的限制  
 注：环保使用期限的参考标识取决于产品正常工作的温度和湿度等条件  
 \*以上只适用于使用这些部件的产品

## Regulatory notices

The HP Photosmart meets product requirements from regulatory agencies in your country/region.

This section contains the following topics:

- [Regulatory model identification number](#)
- [FCC statement](#)
- [VCCI \(Class B\) compliance statement for users in Japan](#)
- [Notice to users in Japan about the power cord](#)
- [Notice to users in Korea](#)
- [Noise emission statement for Germany](#)
- [HP Photosmart C4600 series declaration of conformity](#)

### Regulatory model identification number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SNPRH-0803. This regulatory number should not be confused with the marketing name (HP Photosmart C4600 series, etc.) or product numbers (Q8418-64001, etc.).

## FCC statement

The United States Federal Communications Commission (in 47 CFR 15.105) has specified that the following notice be brought to the attention of users of this product.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

For further information, contact:

Manager of Corporate Product Regulations  
Hewlett-Packard Company  
3000 Hanover Street  
Palo Alto, Ca 94304  
(650) 857-1501

### Modifications (part 15.21)

The FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by HP may void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

## VCCI (Class B) compliance statement for users in Japan

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると受信障害を引き起こすことがあります。

取り扱い説明書に従って正しい取り扱いをして下さい。

## Notice to users in Japan about the power cord

製品には、同梱された電源コードをお使い下さい。  
同梱された電源コードは、他の製品では使用出来ません。

## Notice to users in Korea

## B 급 기기(가정용 방송통신기기)

이 기기는 가정용(B급)으로 전자파적합등록을 한 기기로서 주로 가정에서 사용하는 것을 목적으로 하며, 모든 지역에서 사용할 수 있습니다.

## Noise emission statement for Germany

### **Geräuschemission**

LpA < 70 dB am Arbeitsplatz im Normalbetrieb nach DIN 45635 T. 19

## **HP Photosmart C4600 series declaration of conformity**

## DECLARATION OF CONFORMITY

according to ISO/IEC 17050-1 and EN 17050-1

DoC #: SNPRH-0803 Rev A

**Supplier's Name:**

**Hewlett-Packard Company**

**Supplier's Address:**

20, Jia Feng Road Waigaoqiao Free Trade Zone Pudong, Shanghai , PRC  
200131

**declares, that the product**

**Product Name and Model:**

HP Photosmart C4600 series

**Regulatory Model Number:**

SNPRH-0803

**Product Options:**

All

**Conforms to the following Product Specifications and Regulations:**

**EMC:**

CISPR 22: 2005 / EN 55022: 2006 Class B

EN 55024-1:1998 + A1:2001 + A2:2003

EN 61000-3-2: 2006

EN61000-3-3:1995+A1:2001+A2:2005

FCC CFR 47 Part 15 Class B / ICES-003, Issue 4 Class B

**Safety:**

EN 60950-1:2001 / IEC 60950-1:2001

EN 60825-1 1994+A1:2002+A2:2001

**Environment :**

WEEE Directive 2002/96/EC

RoHS Directive 2002/95/EC.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

The product herewith complies with the requirements of the Low Voltage Directive 2006/95/EC, the EMC Directive 2004/108/EC and WEEE Directive 2002/96/EC and RoHS Directive 2002/95/EC and carries the CE-marking accordingly.

**Additional Information:**

- 1) this product is assigned a Regulatory Model Number which stays with the regulatory aspects of the design. The Regulatory Model Number is the main product identifier in the regulatory documentation and test reports, this number should not be confused with the marketing name or the product numbers.

19 Aug 2008

Peng Cong

IPMO (China) Product Regulations Manager

**Local contact for regulatory topics only:**

EMEA: Hewlett-Packard GmbH, HQ TRE, Herrenberger Strasse 140, 71034 Boeblingen, Germany [www.hp.com/go/certificates](http://www.hp.com/go/certificates)

U.S.: Hewlett-Packard, 3000 Hanover St., Palo Alto 94304, U.S.A. 650-857-1501

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