HP Photosmart D6100 series

you + hp

使用手册

User Guide

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HP Photosmart D6100 series 使用手册

简体中文

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1 欢迎使用

感谢您购买 HP Photosmart D6100 series 打印机！使用此新款照片打印机，您可以打印精美的照片、将照片保存到计算机并创建轻松有趣的项目（使用或不使用计算机均可）。

本手册主要介绍如何在不连接计算机的情况下进行打印。要了解如何从计算机进行打印，请安装打印机软件并查看电子版帮助。有关将计算机与打印机配合使用的概述，请参阅从计算机打印。有关安装软件的信息，请参阅“快速入门手册”。

家庭用户可以了解如何进行以下操作：

- 从打印机或计算机打印无边框照片
- 选择照片布局
- 使用 HP Photosmart 软件将彩色照片转换成黑白照片、去除红眼，或者应用特殊效果。

本打印机附有下列文档：

- **快速入门手册**：“快速入门手册”介绍了如何安装打印机和打印机软件并打印第一张照片。
- **使用手册**：“使用手册”是您正在阅读的这本手册。本手册说明了此款打印机的基本功能，以及如何在不连接计算机的情况下使用打印机，并包含硬件疑难排解信息。
- **屏幕帮助**：HP Photosmart 屏幕帮助说明如何与计算机一起使用打印机，并包含软件疑难排解信息。

特殊功能

新的功能和介质让您比以前更轻松地制作高质量的照片：

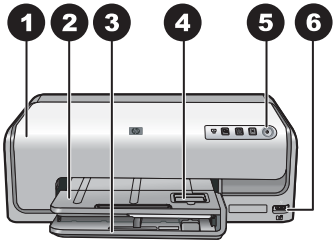
- 使用新的 HP 高级照片纸（在有些国家/地区称为 HP 照片纸）时，打印机中的专用传感器会检测纸张背面的标记，然后自动选择最佳的打印设置。有关新型纸张的详细信息，请参阅选择正确的纸张。
- HP Real Life 技术让您轻而易举地获得更好的照片。用于增强阴影中细节的“自动消除红眼”和“适应性照明”，只是所包含的众多技术的一部分。您可以从打印机软件浏览众多的编辑与增强选项。要了解如何在软件中查找这些功能，请参阅 HP Real Life 技术功能。

访问 HP Photosmart 屏幕帮助

在计算机上安装了 HP Photosmart 软件后，就可以查看 HP Photosmart 屏幕帮助：

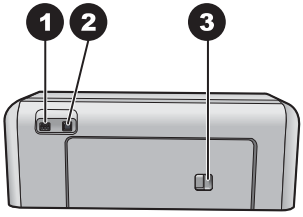
- **Windows**：从“开始”菜单中，选择“程序”（在 Windows XP 中，选择“所有程序”）> “HP 解决方案中心”，然后单击“帮助和支持”。
- **Macintosh**：从 Finder 的“帮助”菜单中，选择“Mac 帮助”。从“帮助查看器”的“库”菜单中，选择“HP Photosmart Mac 帮助”。

打印机部件



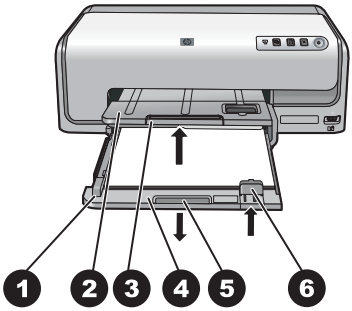
打印机前部

1	**顶盖**：提起该顶盖可检修墨盒并清除卡纸。要提起顶盖，请握住 HP 徽标下的顶盖部分然后向上拉。
2	**出纸盒**：该纸盒用于接住打印件。提起该纸盒即可使用照片纸盒。
3	**主纸盒**：拉出该纸盒可以打印面朝下装入普通纸、投影胶片、信封或其他介质。
4	**照片纸盒**：提起出纸盒，即可在照片纸盒中打印面朝下装入不超过 10 x 15 厘米（4 x 6 英寸）的小型纸张。纸张可以带裁边或不带裁边。
5	**开/关机**：按此按钮可打开打印机。
6	**相机端口**：连接 PictBridge™ 数码相机、可选的 HP Bluetooth® 无线打印机适配器或 HP 直接打印相机。



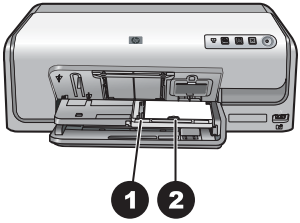
打印机后部

1	**电源线接口**：使用此端口可连接打印机附带的电源线。
2	**USB 端口**：使用此端口可将打印机连接到计算机。
3	**后检修门**：取下此门可清除卡纸，或安装可选的“HP 自动双面打印附件”。请参阅可选附件。



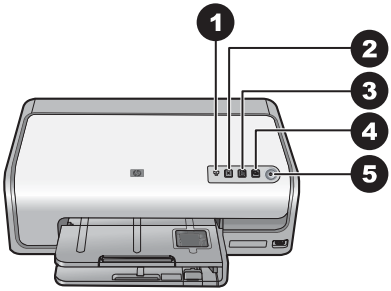
主纸盒和出纸盒

1	**纸张宽度导轨**：调整此导轨，使其紧靠主纸盒中纸张的边缘。
2	**出纸盒**：该纸盒用于接住打印件。提起该纸盒即可使用照片纸盒。
3	**出纸盒延长板**：将其向外拉出展开出纸盒以接住打印件。
4	**主纸盒**：拉出该纸盒可装入普通纸、投影胶片、信封或其他介质以进行打印。
5	**主纸盒拉杆**：将其向外拉出以展开主纸盒。
6	**纸张长度导板**：调整此导板，使其紧靠主纸盒中纸张的末端。



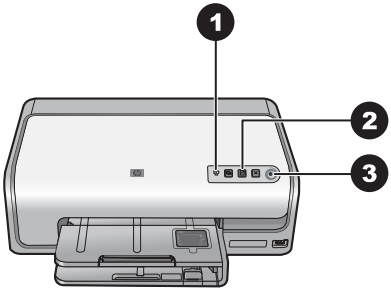
照片纸盒

1	**纸张宽度导轨**：调整此导轨，使其紧靠照片纸盒中纸张的边缘。
2	**纸张长度导板**：调整此导板，使其紧靠照片纸盒中纸张的末端。



控制面板

1	**墨水量指示灯**：标示墨盒缺失或墨水不足。
2	**取消**：取消打印作业。
3	**重新开始**：重新开始打印作业或走纸。
4	**HP Photosmart Express**：在已连接的计算机上打开 HP Photosmart Express。
5	**开/关机**：打开打印机电源或将其切换到省电模式。



指示灯

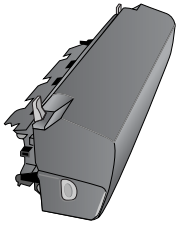
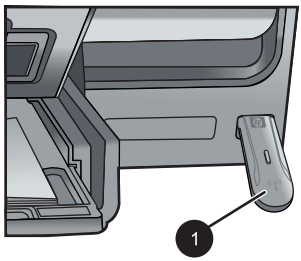
1	**墨水量**：如果任何墨盒墨水不足，则呈黄色常亮。此灯闪烁则表示存在包括墨盒缺失、损坏或错误在内的各种问题。有关详细信息，请参阅墨盒错误。
2	**重新开始**：出现问题之后，此灯闪烁则表示可以按下该按钮重新开始打印作业。在按下该按钮之前需要先更正问题。有关详细信息，请参阅疑难排解。
3	**开/关机指示灯**：如果已打开打印机，则该指示灯呈绿色常亮，否则该指示灯熄灭。

可选附件

打印机上可以使用一些增强其便利性的附件。这些附件的外观可能会与图示有所不同。

要购买耗材，请访问：

- www.hpshopping.com（美国）
- www.hp.com/go/supplies（欧洲）
- www.hp.com/jp/supply_inkjet（日本）
- www.hp.com/paper（亚太地区）

附件名称	说明
 **HP 自动双面打印附件**	此附件可自动翻转每一页进行双面打印。因此，您可以节省成本（双面打印可减少纸张消耗）和时间（不需要取出纸张又放进去在背面打印），而且使大文档更易于管理。 此附件并非在所有国家/地区都提供。
 **HP Bluetooth® 无线打印机适配器** 1 将 Bluetooth 适配器插入前面的相机端口	HP Bluetooth® 无线打印机适配器必须接入打印机前面的相机端口。此适配器允许您使用 Bluetooth 无线技术从众多启用 Bluetooth 的设备进行打印，包括数码相机、可拍照手机和 PDA。 有关使用这些附件进行打印的详细信息，请访问 www.hp.com/go/bluetooth。

2 准备打印

本节包括以下主题：

- 装入纸张
- 插入墨盒

装入纸张

了解如何为打印作业选择正确的纸张，以及如何将其放入进纸盒以备打印。

选择正确的纸张

使用 HP 高级照片纸。这种纸是专门为配合打印机墨水生成精美的照片而设计的。

要获得可用的 HP 设计的照片纸列表，或是要购买耗材，请访问：

- www.hpshopping.com（美国）
- www.hpshopping.ca（加拿大）
- www.hp.com/eur/hpoptions（欧洲）
- www.hp.com（所有其他国家/地区）

打印机的默认设置为在 HP 高级照片纸上打印最佳质量的照片。如果要在其他类型的纸张上打印，请确保在打印对话框中更改纸张类型。有关详细信息，请参阅设置打印首选项。

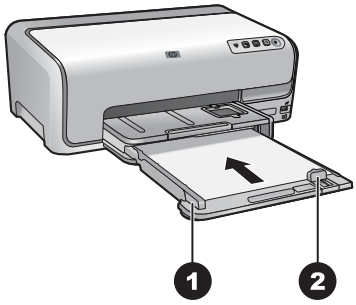
装入纸张提示

- 打印面朝下装入纸张。
- 您可以在各种尺寸的纸张上打印照片和文档，从 8 x 13 厘米（3 x 5 英寸）到 22 x 61 厘米（8.5 x 24 英寸）。10 x 15 厘米（4 x 6 英寸）的照片纸分为带或不带裁边这两种。
- 在装入纸张前，请拉出主纸盒并向外滑动纸张宽度导轨和长度导板为纸张留出空间。装入纸张后，调节导轨和导板使其紧靠纸张的边缘，同时使纸张保持平整。装完纸张后，将主纸盒推回原位。
- 在一个纸盒中，每次只能装入同一类型和尺寸的纸张。
- 装入纸张后，请展开出纸盒延伸架以接住打印页。

在主纸盒中放入纸张

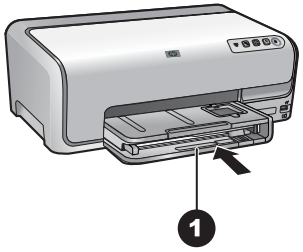
任何支持的照片或普通纸介质

1. 展开主纸盒。
2. 将纸张宽度导轨和长度导板滑至其最外侧。



1	纸张宽度导轨
2	纸张长度导板

3. 打印面朝下装入纸张。检查纸叠高度是否超过纸张长度导板的顶部。
4. 向内调整纸张宽度导轨和长度导板直至其停在纸张的边缘。
5. 推入主纸盒，直至其停住不动。

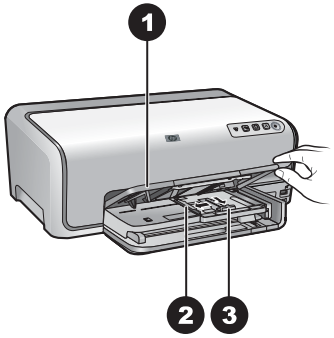


1	将主纸盒一直向里推

在照片纸盒中放入纸张

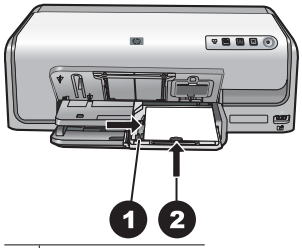
不超过 10 x 15 厘米（4 x 6 英寸）带或不带裁边的照片纸、Hagaki 卡、A6 卡、L 尺寸卡

1. 抬起出纸盒。
2. 向外拉进纸盒直至其停住。
3. 调整纸张宽度导轨和长度导板以便为纸张留出空间。



1	出纸盒
2	纸张宽度导轨
3	纸张长度导板

4. 将纸张打印面朝下装入照片纸盒中，最多 20 张。如果使用带裁边的纸张，请在放入纸张时让裁边朝外。
5. 向内调整纸张宽度导轨和长度导板直至其停在纸张的边缘。



1	纸张宽度导轨
2	纸张长度导板

6. 推入照片纸盒。
7. 放下出纸盒。

插入墨盒

首次安装和使用 HP Photosmart 打印机时，请确保安装打印机随附的墨盒。这些墨盒中的墨水配方独特，可与打印头组件中的墨水混合使用。

购买替换墨盒

购买替换墨盒时，请参考本手册封底列出的墨盒编号。墨盒编号会因国家/地区而异。

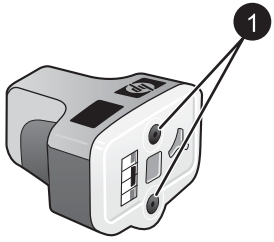
注意 如果您已使用过几次打印机，并且已安装 HP Photosmart 打印机软件，您也可以在打印机软件中找到墨盒编号。**Windows 用户**：右键单击 Windows 任务栏中的“HP Digital Imaging Monitor”图标，然后选择“启动/显示 HP 解决方案中心”。选择“设置”、“打印设置”，然后选择“打印机工具箱”。单击“估计墨水量”选项卡，然后单击“墨盒详细信息”。要订购墨盒，请单击“在线购物”。**Mac 用户**：在 Dock 中点按“HP Photosmart Studio”。在 HP Photosmart Studio 任务栏中，点按“设备”。从“信息和设置”弹出菜单中，选择“维护打印机”，然后点按“启动实用程序”。在“配置设置”列表中，点按“耗材信息”。

墨盒提示

HP Vivera 墨水提供逼真的照片效果和出色的防褪色功能，生成的色彩鲜明而且更为持久。HP Vivera 墨水配方独特，并且经受了质量、纯度和防褪色等方面的科学检验。

为获得最佳打印效果，HP 建议您使用原装 HP 墨盒。原装 HP 墨盒是专门为 HP 打印机设计的，并且经过严格测试，可帮助您随时轻松获得卓越的打印效果。

注意 HP 无法担保非 HP 墨水的质量和可靠性。由于使用非 HP 墨水导致的打印机故障或损坏不在保修范围内。



墨盒

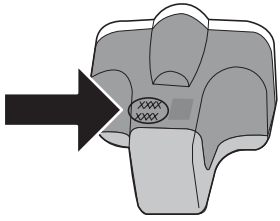
1	请勿将异物插入这些孔中

小心 防止墨水渗漏或溢出：运送打印机时让墨盒保持在安装位置，并避免让用过的墨盒留在打印机外过长时间。

墨盒保修信息

HP 墨盒保修条款适用于在其专用 HP 打印设备上使用的产品。该保修条款不适用于经重新灌注、改装、翻新、使用不当或恶意损坏的 HP 墨水产品。

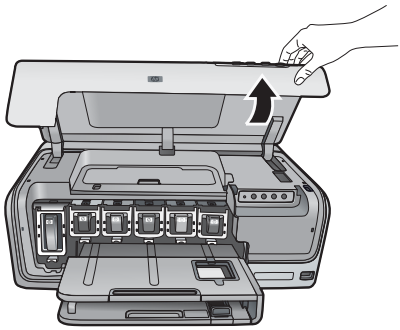
在保修期之内，只要 HP 墨水未用完而且没有过保修期的产品均适用于保修条款。以 YYYY/MM/DD（年/月/日）格式表示的保修截止日期可以在产品上找到，如图所示：



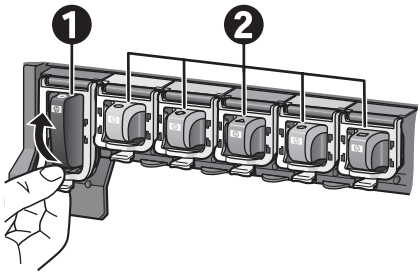
有关“HP 有限保修声明”的副本，请参阅 HP 保修条款。

装入或更换墨盒

1. 确保电源已打开，然后提起顶盖。

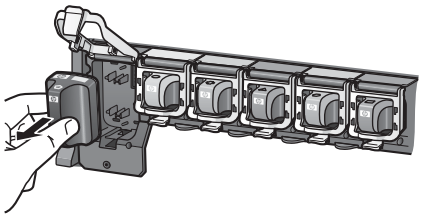


2. 按住墨盒插槽下方的灰色突块，以松开打印机内的灰色卡销，然后提起卡销。
   墨盒区采用了颜色编码以便参照。抬起相应颜色下方的卡销以插入或更换墨盒。墨盒的颜色从左到右分别为黑色、黄色、浅青色、青色、浅品红色及品红色。



1	黑色墨盒的卡销
2	彩色墨盒区

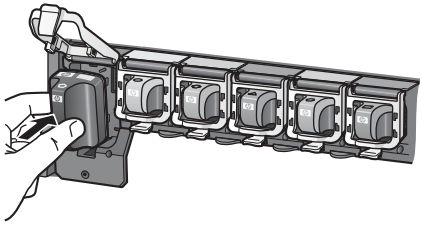
3. 如果要更换墨盒，请将墨盒朝外拉，使其脱离墨盒槽。



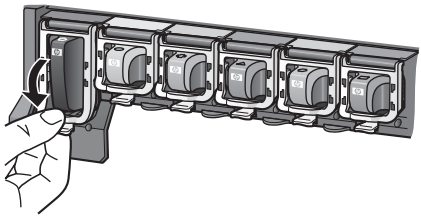
回收旧墨盒。HP 喷墨耗材回收计划覆盖许多国家/地区，免费为您回收用过的墨盒。有关详细信息，请访问 www.hp.com/hpinfo/globalcitizenship/environment/recycle/inkjet.html。

4. 从包装盒中取出新墨盒，然后握住其手柄，将墨盒滑入空插槽中。
   确保插入墨盒的插槽上的图标形状和颜色与新墨盒上的一致。插入墨盒时，铜色触点应该面向打印机。

   注意 首次安装和使用打印机时，请确保安装打印机随附的墨盒。这些墨盒中的墨水配方独特，可与打印头组件中的墨水混合使用。



5. 向下按压灰色卡销直至其卡住。



6. 对每个需要更换的墨盒重复步骤 2 至 5。
   必须安装所有的六个墨盒。如果缺少一个墨盒，打印机将无法工作。
7. 合上顶盖。

3 在不使用计算机的情况下打印照片

HP Photosmart D6100 series 打印机甚至可以在不打开计算机的情况下打印照片。当参考“快速入门手册”中的说明安装完打印机之后，您可以连接 PictBridge 相机并使用相机菜单打印照片。照片可以来自于相机存储器，也可以来自于相机中的存储卡。

有关详细信息，请参阅从数码相机打印照片。

打印照片

您可在不使用计算机的情况下以两种方式打印照片：

- 将 PictBridge 数码相机连接到打印机前面的相机端口
- 安装可选的 HP Bluetooth® 无线打印机适配器，然后利用 Bluetooth 无线技术从数码相机打印

从数码相机打印照片

您可以使用 USB 电缆将 PictBridge 数码相机直接连接到打印机的相机端口来打印照片。如果数码相机具备 Bluetooth 无线技术，则可以将可选的 HP Bluetooth® 无线打印机适配器插入打印机，然后以无线方式将照片发送到打印机。

从数码相机打印时，打印机将使用已在相机上选择的设置。有关详细信息，请参阅相机随附的文档。

从下列设备打印照片…	执行下列步骤
具有 Bluetooth 无线技术的数码相机 如果数码相机具有 Bluetooth 无线技术，则可以购买可选的 HP Bluetooth® 无线打印机适配器，并利用 Bluetooth 无线连接从相机打印。 您还可从其他具有 Bluetooth 无线技术的设备（如 PDA 和可拍照手机）进行打印。有关详细信息，请参阅连接到其他设备和 Bluetooth 适配器随附的文档。	1. 将纸张放入照片纸盒。 2. 将 HP Bluetooth® 无线打印机适配器插入打印机**前面**的相机端口。 当适配器准备接收数据时，适配器上的指示灯会闪烁。 3. 按照数码相机随附文档中的说明将照片发送到打印机。
具有 PictBridge 技术的数码相机	1. 打开 PictBridge 数码相机并选择要打印的照片。 2. 将纸张放入照片纸盒。

（续）

从下列设备打印照片…	执行下列步骤
	3. 确保相机处于 PictBridge 模式，然后用相机随附的 USB 电缆将它连接到打印机**前面**的相机端口。 4. 按照相机上的屏幕说明操作。

4 连接

您可以使用此打印机保持与其他设备的连接，并与他人保持联系。

连接到其他设备

该打印机可以通过多种方法连接到计算机或其他设备。不同的连接类型可以完成不同的工作。

连接类型及所需准备	用途...
USB • 一条长度不超过 3 米（10 英尺）的通用串行总线 (USB) 2.0 全速兼容电缆。有关使用 USB 电缆连接打印机的说明，请参阅“快速入门手册”。 • 一台可以访问 Internet 的计算机（以使用 HP Photosmart 共享）。	• 从计算机打印到打印机。请参阅从计算机打印。 • 通过 HP Photosmart 共享共享照片。 • 从 HP Photosmart 直接打印数码相机直接打印到打印机。有关详细信息，请参阅从数码相机打印照片和相机文档。
PictBridge **PictBridge 标志** PictBridge 兼容型数码相机和 USB 电缆。 将相机连接到打印机**前方**的相机端口。	从 PictBridge 兼容型数码相机直接打印到打印机。 有关详细信息，请参阅从数码相机打印照片和相机文档。
Bluetooth 可选的 HP Bluetooth 无线打印机适配器。 如果打印机带有或者您单独购买了此附件，请参阅随附的文档和屏幕帮助以获取相关说明。	从具有 Bluetooth 无线技术的任何设备（例如数码相机、可拍照手机或 PDA）打印到打印机。 如果您通过相机端口将可选的 HP Bluetooth 无线打印机适配器连接到打印机，请确保已根据需要设置了 Bluetooth 打印机菜单选项。

将照片保存到计算机

如果您在计算机与打印机之间建立了 USB 连接，则可以将照片从连接到打印机相机端口的数码相机保存到计算机。

如果使用 Windows 计算机：

1. 将数码相机连接到打印机的相机端口。
2. 按下打印机上的 **HP Photosmart Express** 按钮。
3. 在计算机上的 HP Photosmart Express 中单击“保存”按钮。
4. 按照屏幕说明将照片从已连接的相机保存到计算机。

如果使用 Macintosh：

1. 将数码相机连接到打印机的相机端口。
2. 等待默认的图像管理应用程序（例如 iPhoto）启动并读取相机上的内容。
3. 点按“导入”将相机上的照片保存到 Macintosh。

通过 HP Photosmart 共享连接

使用 HP Photosmart 共享，通过电子邮件、在线相册或在线照片冲印服务与亲友共享照片。您必须通过 USB 电缆将打印机连接到计算机，该计算机必须可以访问 Internet 并且已安装了全部 HP 软件。如果要使用“共享”功能，但没有安装或配置需要的全部软件，则会出现一条信息，提示您完成所需步骤。

使用“共享”(USB) 功能发送照片（Windows 用户）：

1. 将数码相机连接到打印机的相机端口。
2. 按下打印机上的 **HP Photosmart Express** 按钮。
3. 在计算机上的 HP Photosmart Express 中单击“共享”按钮。
4. 按照计算机上的说明与他人共享选择的照片。

使用“共享”(USB) 功能发送照片（Mac 用户）

1. 打开“HP Photosmart Studio”，然后选择要共享的照片。有关 HP Photosmart Studio 的详细信息，请参阅 HP Photosmart Premier (Windows)。
2. 在 HP Photosmart Studio 任务栏中，点按“共享”。
3. 点按“继续”，然后按照计算机上的说明与他人共享选择的照片。

有关使用 HP Photosmart 共享的详细信息，请参阅软件的屏幕帮助。

5 从计算机打印

要从计算机打印，必须安装打印机软件。软件安装过程中，在您的计算机上会安装 HP Photosmart Premier（Windows 完全安装用户）、HP Photosmart Essential（Windows 快速安装用户）或 HP Photosmart Studio (Mac)，您可以组织、共享、编辑并打印照片。

有关安装软件的详细信息，请参阅“快速入门手册”。定期更新软件以确保您拥有最新的功能和改进；有关说明，请参阅更新软件。

要处理照片，您需要将照片传输到与打印机连接的计算机。请参阅将照片保存到计算机。

注意 Windows 用户：HP Photosmart Premier 只能在处理器速度不低于 Intel® Pentium® III 的计算机上使用。

使用打印机软件中的创意选项

通读这些提示以了解如何打开和使用 HP Photosmart Premier (Windows)、HP Photosmart Essential (Windows)、HP Photosmart Studio (Mac) 和 HP Photosmart 共享。

HP Photosmart Premier (Windows)

HP Photosmart Premier 是一个易于使用的软件程序，除了基本的照片编辑和打印外，它还为您提供一切需要的功能使您在处理照片时获得无穷乐趣。您也可以通过该软件使用 HP Photosmart 共享以便轻松共享照片。HP Photosmart Premier 只适用于 Windows 用户。

打开 HP Photosmart Premier（Windows 用户）

➔ 双击桌面上的“HP Photosmart Premier”图标。如果需要帮助，请参阅 HP Photosmart Premier 中的软件帮助。

浏览 HP Photosmart Premier 的众多功能：

- **查看** — 以多种尺寸和方式查看照片。轻松组织和管理照片。
- **编辑** — 裁剪照片和修正有红眼的照片。自动调整和增强不同尺寸和多种布局的照片。
- **打印** — 以不同尺寸和多种布局打印照片。
- **共享** — 使用 HP Photosmart 共享可以无需大容量附件即可给亲友发送照片，这是一种更好的电子邮件方式。
- **创建** — 轻松创建相册页、卡片、日历、全景照片、CD 标签，等等。
- **备份** — 备份照片副本以进行存放和保存。

HP Photosmart Essential (Windows)

HP Photosmart Essential 是一个易于使用的软件程序，它为您提供基本的照片编辑和打印功能。您也可以通过该软件使用 HP Photosmart 共享以便轻松共享照片。HP Photosmart Essential 只适用于 Windows 用户。

打开 HP Photosmart Essential（Windows 用户）

➔ 双击桌面上的“HP Photosmart Essential”图标。如果需要帮助，请参阅 HP Photosmart Essential 中的软件帮助。

浏览 HP Photosmart Essential 的众多功能：

- **查看** — 以多种尺寸和方式查看照片。轻松组织和管理照片。
- **编辑** — 裁剪照片和修正有红眼的照片。自动调整和增强照片使它们更臻完美。
- **打印** — 打印不同尺寸和多种布局的照片。
- **共享** — 使用 HP Photosmart 共享可以无需大容量附件即可给亲友发送照片，这是一种更好的电子邮件方式。

HP Photosmart Studio (Mac)

➔ 点按 Dock 中的“HP Photosmart Studio”图标。

从 HP Photosmart Studio 访问 HP Photosmart Mac 软件，并浏览该软件的众多功能：

- **导入** - 从 HP 数码相机导入照片或视频。
- **查看和管理** - 查看、组织和管理照片及视频。
- **编辑** - 调整和增强图像。
- **幻灯片演示** - 创建照片的在线幻灯片。
- **全景** - 从多幅图像创建单幅全景图像。
- **创建** - 创建相册页、卡片、标签、海报、条幅等。
- **打印** - 以标准尺寸或索引页格式打印照片或视频帧。
- **共享** - 无需要大量的附件即可将照片发送给亲友。
- **订购** - 在线订购打印件和礼品。

HP Photosmart 共享

HP Photosmart 共享可以在不使用大量电子邮件附件的情况下将照片发送给亲友。有关详细信息，请参阅通过 HP Photosmart 共享连接以及 HP Photosmart Premier、HP Photosmart Essential 或 HP Photosmart Mac 帮助。

打开 HP Photosmart 共享（Windows 用户）

➔ 在 HP Photosmart Premier 或 HP Photosmart Essential 中单击“HP Photosmart 共享”选项卡。

打开 HP Photosmart 共享（Mac 用户）

➔ 在 HP Photosmart Studio 中，选择要共享的照片，然后点按工具栏中的“共享”按钮。

设置打印首选项

打印首选项已有默认设置，但可以根据需要进行更改。从计算机打印时可以设置特定作业的打印设置。如果您在打印前更改设置，则这些更改只影响当前的打印作业。在有些 Windows 软件程序中，您需要在“打印”对话框中单击“属性”或“首选项”以访问高级打印功能。有关打印首选项的详细信息，请参阅电子版帮助。

访问打印首选项（Windows 用户）

1. 通常可以从“文件”菜单选择“打印”来打开“打印”对话框。
2. 更改“打印”对话框各选项卡中的打印首选项，或者单击“属性”或“首选项”以访问其他打印首选项。

访问打印首选项（Mac 用户）

1. 通常可以从“文件”菜单选择“打印”来打开“打印”对话框。
2. 通过在“份数和页数”下拉菜单中选择要更改的打印选项来更改“打印”对话框中的打印首选项。

有关更改打印首选项的详细信息，请参阅电子版帮助。

打开电子版帮助

Windows 用户：

- 在键盘上按 F1。
- 要获得字段级的帮助，请单击“打印”对话框中右上角的“?”。

Mac 用户：

1. 从“Finder”中，选择“帮助” > “Mac 帮助”。
2. 从“库”菜单选择“HP Photosmart Mac 帮助”，然后在“HP Photosmart Mac 帮助”列表中选择打印机名称。

HP Real Life 技术功能

浏览 HP Real Life 技术软件功能中的众多照片编辑和增强选项。这些功能（例如自动消除红眼和适应性照明）可以让您轻松打印高质量照片。

共有三个可用选项：

- “基本”设置可以增强图像，并提高低分辨率图像（例如，从 Internet 下载的图像）的质量和清晰度。
- 使用“完整”设置来修补曝光不足、曝光过度、含有暗区、红眼或褪色的照片。
- 使用“关闭”设置在软件程序中手动编辑图像，例如，HP Photosmart 软件。

访问 Real Life 技术功能（Windows 用户）

1. 通常可以从“文件”菜单选择“打印”来打开“打印”对话框。
2. 单击“纸张/质量”选项卡，然后单击“Real Life 数字摄影”按钮 - 或 - 单击“属性”或“首选项”按钮，单击“功能”选项卡，然后从“Real Life 数字摄影”区域的“照片修补”下拉菜单中选择“基本”（默认）、“完全”或“关闭”。

访问 Real Life 技术功能（Mac 用户）

1. 通常可以从“文件”菜单选择“打印”来打开“打印”对话框。
2. 从“份数和页数”下拉菜单中选择“Real Life 数字摄影”。

6 保养与维护

本打印机很少需要维护。遵循本章中的各项指示，可延长打印机及打印耗材的使用寿命，并确保您始终能够打印出高质量的照片。

- 清洁和维护打印机
- 更新软件
- 打印机与墨盒的存放与运输
- 维护照片纸质量

清洁和维护打印机

使用本节所述的简易方法清洁并有效维护打印机和墨盒。

清洁打印机外部

1. 关闭打印机，然后从打印机后面断开电源线。
2. 用蘸有少量清水的软布擦拭打印机的外部。

小心 请勿使用任何清洁液，家用清洁剂和洗涤剂会损坏打印机的表面涂层；请勿清洁打印机内部，防止液体进入打印机内部；请勿润滑支撑打印头滑动的金属杆，打印头前后移动时发出声响是正常现象。

校准打印机

当自检报告的任何颜色块中出现条纹或白线时，请按照以下步骤操作。

如果校准打印机后仍然存在打印质量问题，请尝试按照保养与维护所述的步骤清洁打印头。如果在校准和清洁后打印质量问题仍然存在，请联系 HP 客户支持。

如果使用 Windows 计算机：

1. 在主纸盒中放入未用过的 Letter 或 A4 普通白纸。
2. 从 Windows “开始”菜单中选择“HP” > “HP 解决方案中心”。
3. 单击“设置” > “打印设置” > “打印机工具箱”。
4. 单击“校准打印头”。
5. 按照屏幕说明操作。

如果使用 Macintosh：

1. 在主纸盒中放入未用过的 Letter 或 A4 普通白纸。
2. 点按 Dock 中的“HP 设备管理器”。
3. 从“信息和设置”弹出菜单中，选择“维护打印机”。
4. 点按“启动实用程序”。
5. 在“HP 打印机实用程序”窗口的“配置设置”区域，点按“校准”。

打印样本页

可以通过打印样本页来检测打印机的照片打印质量，并确保纸张已正确装入。

如果使用 Windows 计算机：

1. 将纸张放入主纸盒。使用普通纸以节约照片纸。
2. 从 Windows “开始”菜单中选择“HP” > “HP 解决方案中心”。
3. 单击“设置” > “打印设置” > “打印机工具箱”。
4. 单击“打印样本页”，并按照屏幕说明操作。

如果使用 Macintosh：

1. 将纸张放入主纸盒。使用普通纸以节约照片纸。
2. 点按 Dock 中的“HP 设备管理器”。
3. 从“信息和设置”弹出菜单中，选择“维护打印机”。
4. 点按“启动实用程序”。
5. 在“HP 打印机实用程序”窗口的“配置设置”区域，点按“样本页”，然后点按“打印样本页”。

自动清洁打印头

如果在打印的照片或自检报告的颜色块中发现白色线条或条纹，请按照此程序清洁打印头。请在必要时再清洁打印头，否则会浪费墨水并缩短打印头上墨水喷嘴的使用寿命。

如果使用 Windows 计算机：

1. 在主纸盒中放入未用过的 Letter 或 A4 普通白纸。
2. 从 Windows “开始”菜单中选择“HP” > “HP 解决方案中心”。
3. 单击“设置” > “打印设置” > “打印机工具箱”。
4. 单击“清洁打印头”，然后按照屏幕说明操作。

如果使用 Macintosh：

1. 在主纸盒中放入未用过的 Letter 或 A4 普通白纸。
2. 点按 Dock 中的“HP 设备管理器”。
3. 从“信息和设置”弹出菜单中，选择“维护打印机”。
4. 点按“启动实用程序”。
5. 在“HP 打印机实用程序”窗口的“配置设置”区域，点按“清洁”，然后在窗口的右侧再次点按“清洁”。

如果在清洁打印头后打印质量仍然不佳，请尝试按照校准打印机所述的步骤校准打印机。如果在清洁和校准后仍然存在打印质量问题，请与 HP 支持联系。

手动清洁墨盒触点

如果计算机屏幕上显示一则信息，说明墨盒缺失或损坏，请清洁墨盒铜色触点。

清洁墨盒触点前，请取出墨盒并检查是否有异物遮挡墨盒触点或墨盒槽，然后装回墨盒。如果继续显示墨盒缺失或损坏信息，请清洁墨盒触点。如果在清洁墨盒触点后仍然显示此信息，则需要更换墨盒。取出有问题的墨盒，查看底部的保修截止日期，日期以 YYYY/MMM/DD（年/月/日）格式表示。如果在保修期之内，请与 HP 支持联系以更换墨盒。

清洁墨盒触点：

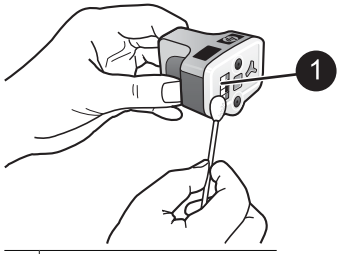
1. 准备好清洁触点所需的以下物品：
   – 蒸馏水、过滤水或瓶装水（自来水中可能含有会损坏墨盒的杂质）

     小心 请勿使用滚筒清洁器或酒精来清洁墨盒触点。这些物品会损坏墨盒或 HP Photosmart。

   – 干燥的泡沫橡胶拭子、无绒布，或不会散开或留下纤维的任何柔软材料。
2. 打开打印机顶盖。
3. 按住墨盒插槽下方的灰色突块，以松开打印机内的灰色卡销，然后提起卡销。

   小心 请勿同时取出多个墨盒。一次仅取出和清洁一个墨盒。不要将墨盒放在打印机外面超过 30 分钟。

4. 用水稍微润湿拭子或软布，并挤掉多余的水分。
5. 握住墨盒手柄，然后用拭子或软布只轻轻擦拭铜色触点。



1	只轻轻擦拭铜色触点

6. 将墨盒放回空的插槽，然后向下按压灰色卡销直到其卡住。
7. 如有必要，请重复此步骤清洁其他墨盒。
8. 合上顶盖。

小心 供墨装置可能会增压。将异物插入供墨装置会导致墨水飞溅到物品或人身上。

打印自检报告

如果遇到打印问题，请打印自检报告。此报告可以帮助您诊断打印问题，而且，如果需要联系 HP 客户支持，它也可以提供有价值的信息。您也可以用此报告来检查墨盒中剩余的估计墨水量百分比。

如果使用 Windows 计算机：

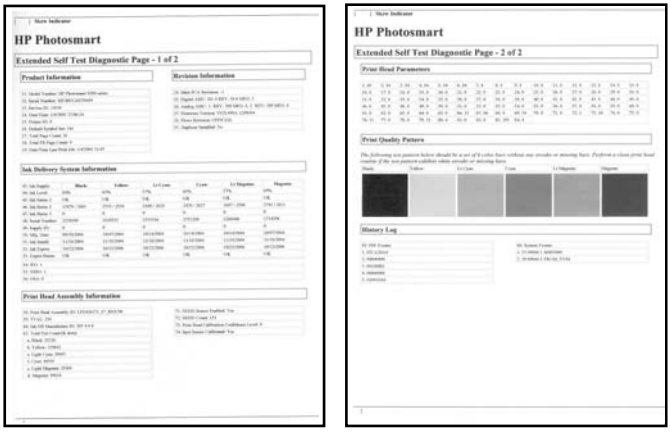
1. 将纸张放入主纸盒。使用普通纸以节约照片纸。
2. 从 Windows “开始”菜单中选择“HP” > “HP 解决方案中心”。
3. 单击“设置” > “打印设置” > “打印机工具箱”。
4. 单击“打印诊断页”，并按照屏幕说明操作。

如果使用 Macintosh：

1. 在主纸盒中放入未用过的 Letter 或 A4 普通白纸。
2. 点按 Dock 中的“HP 设备管理器”。
3. 从“信息和设置”弹出菜单中，选择“维护打印机”。
4. 点按“启动实用程序”。
5. 在“HP 打印机实用程序”窗口的“配置设置”区域，点按“测试”，然后在窗口的右侧点按“打印测试页”。

HP Photosmart 会打印包含下列信息的双页式自检报告：

- **产品信息**：包括型号、序列号和其他产品信息。
- **版本信息**：包括固件版本号，并说明是否安装了 HP 双面打印附件（双面打印器）。
- **供墨系统信息**：显示所安装的每个墨盒的估计墨水量、状态、安装日期，以及保质期。
- **打印头组件信息**：包含要致电 HP 客户支持时可能用于诊断的信息。
- **打印头参数**：包含要致电 HP 客户支持时可能用于诊断的信息。
- **打印质量图案**：显示六个颜色块，分别代表已安装的六个墨盒。当颜色块中出现条纹，或缺失颜色块时，请按照保养与维护所述的步骤清洁打印头。如果清洁打印头后颜色块仍然显示有打印质量问题，请按照校准打印机所述的步骤校准打印机。如果在清洁和校准之后，颜色块仍然显示有打印质量问题，请与 HP 支持联系。
- **历史记录**：包含要致电 HP 客户支持时可能用于诊断的信息。



自检报告

更新软件

定期下载最新的打印机软件更新，以确保软件具有最新的功能和改进。您可以访问 www.hp.com/support 或使用“HP 软件更新”来下载打印机软件更新。

注意 您从 HP 网站下载的软件更新不能更新 HP Photosmart Premier 软件。

下载软件 (Windows)

注意 在使用“HP 软件更新”之前，确保已连接到 Internet。

1. 从 Windows “开始”菜单中，选择“程序”（在 Windows XP 中，选择“所有程序”）> “Hewlett-Packard” > “HP 软件更新”。将打开“HP 软件更新”窗口。
2. 单击“开始检查”。“HP 软件更新”将从 HP 网站搜索打印机软件的更新程序。如果计算机没有安装最新版本的打印机软件，“HP 软件更新”窗口中会显示软件更新程序。

   注意 如果计算机安装了最新版本的打印机软件，“HP 软件更新”窗口中显示以下信息：“此时没有系统可用的更新”。

3. 如果有软件更新，请单击软件更新旁的复选框将其选中。
4. 单击**安装**。
5. 按照屏幕说明完成安装。

下载软件 (Mac)

注意 在使用 HP Photosmart 更新工具之前，确保已连接到 Internet。

1. 从 Finder 中，选择“转到” > “应用程序”。
2. 选择“Hewlett-Packard” > “Photosmart” > “HP Photosmart 更新工具”。
3. 按照屏幕说明检查软件更新。
   如果正在使用防火墙，您需要在更新工具中输入代理服务器信息。

打印机与墨盒的存放与运输

为了保护打印机和墨盒，在不使用时应妥善存放。

存放和搬运打印机

打印机在设计上可经受长期或短期的闲置。将打印机存放在室内避光并且温度适中的地方。

小心 防止墨水渗漏或溢出：搬运或存放打印机时不要让它侧边着地，并且不要取出已安装的墨盒。

存放和搬运墨盒

搬运或存放打印机时，请始终将正在使用的墨盒留在打印机中以防止墨水变干。

小心 1 防止墨水流失或溢出：存放或搬运打印机时不要取出已安装的墨盒，并避免让用过的墨盒留在打印机外过长时间。

小心 2 在拔下电源线之前，请确保打印机已完成关机过程。此过程可使打印机正确安置打印头。

按照该提示进行操作有助于维护 HP 墨盒并确保稳定的打印质量：

将所有不使用的墨盒保存在其原始密封包装中，直到需要时再取出来。请在室温下存放墨盒 (15-35 ° C 或 59-95 ° F)。

维护照片纸质量

要获得照片纸的最佳打印效果，请遵循本节的指导原则。

存放照片纸

- 将照片纸存放在原始包装中，或放入可重新封装的塑料袋中。
- 将包好的照片纸存放在平坦、凉爽、干燥的平面上。
- 将不使用的照片纸放回塑料袋中，将纸张留在打印机内或暴露于外界环境中会导致纸张卷曲。

使用照片纸

- 请始终拿取照片纸的边缘以免留下指纹。
- 如果照片纸边缘卷曲，请将纸张放在塑料储存袋中并轻轻地朝卷曲的相反方向弯曲，直到纸张恢复平整。

7 疑难排解

HP Photosmart 打印机在设计上具有可靠易用的特点，本章回答了有关使用打印机以及不用计算机进行打印的常见问题，其中包含有关下列主题的信息：

- 打印机硬件问题
- 打印问题
- 错误信息

有关其他疑难排解信息，请参阅：

- **软件安装疑难排解**：打印机随附的“快速入门”手册。
- **打印机软件以及从计算机进行打印的疑难排解**：HP Photosmart 打印机屏幕帮助。有关查看屏幕上的“HP Photosmart 打印机帮助”的信息，请参阅欢迎使用。

打印机硬件问题

在联系 HP 支持之前，请阅读本节的疑难排解提示或访问网站 www.hp.com/support 的在线支持服务。

注意 如果要用 USB 电缆将打印机连接到计算机，HP 建议使用长度不超过 3 米（10 英寸）的 2.0 高速兼容电缆。

开/关机指示灯闪烁，但打印机不打印

解决方法 打印机正在处理信息；请等待它完成。

打印机已插上电源，但无法打开

解决方法

- 打印机可能消耗的功率太多。拔下打印机电源线。等待大约 10 秒钟，然后插上电源线，开启打印机。
- 打印机所插入的接线板电源可能已经关闭。打开接线板开关，然后打开打印机电源。
- 电源线可能损坏。确保电源线上的绿色指示灯亮着。

打开打印机时发出噪音，或打印机一段时间不使用后发出噪音

解决方法 打印机长时间不用（约 2 周）、供电中断然后恢复或更换完墨盒时，可能发出噪音。这是正常现象。打印机正在执行自动维护程序以确保输出最佳质量的打印件。

打印机上的所有指示灯闪烁

解决方法 打印机出现硬件错误并可能需要维修。拔下打印机电源线。等待 10 秒钟，然后再插上电源线。打开打印机电源。如果指示灯仍然闪烁，请访问 www.hp.com/support 或与 HP 支持联系以寻求帮助。

打印问题

在联系 HP 支持之前，请阅读本节的疑难排解提示或访问网站 www.hp.com/support 的在线支持服务。

当从数码相机打印时，打印机无法打印无边框照片

解决方法 确保照片纸盒中已放入照片纸。打印机从数码相机打印时只能使用照片纸盒（不是主纸盒）中的介质。

打印速度非常慢

解决方法 您可能遇到了以下一种情况：1) 正在打印含有高分辨率图形或照片的 PDF 文件或项目，或 2) 为打印输出选择了最高的分辨率。打印含有图形或照片的大型复杂项目要比文本文档慢，尤其是分辨率较高时。

纸张未从主纸盒正确送入打印机

解决方法

- 纸盒中可能装入了太多的纸张。取出一些纸张并尝试重新打印。
- 主纸盒可能未完全推入到位。将主纸盒完全推入到位。
- 可能没有正确调整纸张导轨。确保纸张宽度导轨和长度导板紧靠纸张边缘，同时保持纸张平整。
- 两张或多张纸可能粘在一起。从主纸盒取出纸张，呈扇形展开纸叠以将纸张分开，然后重新装入纸张并尝试再次打印。
- 如果纸张褶皱或弯曲，尝试使用其他纸张。
- 纸张可能太薄或太厚。为了获得最佳效果，请使用 HP 喷墨纸。有关详细信息，请参阅选择正确的纸张。

打印出的纸张从出纸盒中掉落

解决方法 打印时始终展开出纸盒延伸架。

不能打印使用照片纸盒的打印作业

解决方法 照片纸盒可能未正确安装到打印机上。提起出纸盒并确认照片纸盒已完全推入，然后放下出纸盒。按**重新开始**。

打印出的纸张有褶皱或卷曲

解决方法 打印项目使用的墨水量比平时多。从计算机打印项目，并使用打印机软件降低墨水饱和度。有关详细信息，请参阅 HP Photosmart 屏幕帮助。

打印的文档是斜的或者不居中

解决方法

- 纸张可能没有正确装入。重新装入纸张，确保纸张在主纸盒中方向正确，并且纸张宽度导轨和长度导板紧靠纸张边缘。有关装入纸张的说明，请参阅装入纸张提示。
- 如果使用双面打印附件，请尝试将其取下然后重新打印。
- 打印机可能需要校准。有关详细信息，请参阅校准打印机。

打印的颜色不尽人意

解决方法

- 打印机可能需要校准。有关详细信息，请参阅校准打印机。
- 打印头可能需要清洁。有关详细信息，请参阅保养与维护。

打印时打印机不出纸或发生卡纸

解决方法

- 打印机可能需要维护。如果打印机与计算机相连，请查看计算机屏幕上的说明。
- 电源可能已关闭，或者连接松动。确保电源已打开且电源线连接牢固。
- 主纸盒或照片纸盒中可能缺纸。检查纸张是否装入正确。有关装入纸张的说明，请参阅装入纸张提示。
- 如果在打印时卡纸，请尝试以下操作：
  - 关闭打印机电源，然后拔下电源插头。清除打印机中任何阻塞送纸通道的纸张。取下后检修门。轻轻地从打印机中取出被卡住的纸张，然后重新装上后检修门。如果无法从打印机后面取出所有卡纸，请尝试打开位于顶盖内部的卡纸门，取出卡在打印机中间的纸张。有关清除卡纸的两个位置的图示，请参阅纸张错误。清除卡纸后，插上打印机电源线然后打开电源，尝试重新打印。
  - 如果打印标签，请确保标签在通过打印机时没有从标签纸上脱落。

打印机输出空白页

解决方法

- 可能已经开始打印，然后又取消了打印作业。

如果在开始打印前取消打印作业，打印机可能已经装入纸张并准备打印。下次打印时，打印机会在开始新的打印作业前先退出空白页。

- 可能将具有大量数据的打印作业发送到打印机。
  等待打印机维护打印头后，再继续打印。

无法使用默认打印设置打印照片

解决方法 您可能已经更改了照片的打印设置。应用于相机上个别照片的打印设置将取代默认打印设置。通过取消选择相机上的单个照片，可以停止使用应用于该照片的所有打印设置。有关详细信息，请参阅相机随附的文档。

准备打印时打印机退出纸张

解决方法 日光直射可能会影响自动纸张传感器的正常工作。将打印机移到避光处。

打印质量差

解决方法

- 使用打印机专用照片纸。为了获得最佳效果，请使用选择正确的纸张中所建议的纸张。
- 可能打印到纸张错误的一面上。确保打印面朝下装入纸张。
- 您可能在数码相机上选择了低分辨率设置。缩小图像尺寸并尝试重新打印。为了在以后获得更好的效果，请为数码相机设置较高的照片分辨率。
- 打印头可能出现问题。请尝试以下操作：
  - 运行打印头自动清洁程序。有关详细信息，请参阅保养与维护。
  - 校准打印机。有关详细信息，请参阅校准打印机。
  - 如果在尝试所有上述解决方法后打印质量问题仍然存在，请联系 HP 支持。

未正确打印照片

解决方法

- 您可能没有正确地装入照片纸。打印面朝下装入照片纸。
- 照片纸可能没有正确送入打印机。请尝试以下操作：
  - 检查是否出现卡纸。有关详细信息，请参阅纸张错误。
  - 将照片纸尽可能深地插入照片纸盒。
  - 一次装入一张照片纸。

未打印在数码相机中标记要打印的照片

解决方法 有些数码相机可以让您在相机的内部存储器和存储卡上标记要打印的照片。如果在内部存储器中标记了照片，然后又将照片从内部存储器转

移到存储卡上，标记不会随之转移。请将照片从数码相机内部存储器转移到存储卡后，再标记要打印的照片。

将相机连接到打印机之后没有响应

解决方法 请尝试以下操作：

- 确保相机已连接到打印机前面的相机端口。后面的 USB 端口不支持数码相机。
- 确保该相机是设置为 PictBridge 模式的 PictBridge 数码相机或者 HP 直接打印相机。 打印机只支持这两种类型的相机。
- 检查相机电池。如有必要请更换。
- 重新启动相机。

错误信息

在联系 HP 支持之前，请阅读本节的疑难排解提示或访问网站 www.hp.com/support 的在线支持服务。

如果打印机已连接到计算机，计算机屏幕上可能会出现下列类型的错误信息：

- 纸张错误
- 墨盒错误
- 存储卡或相机错误
- 计算机打印错误

如果打印机未与计算机连接，请检查指示灯：

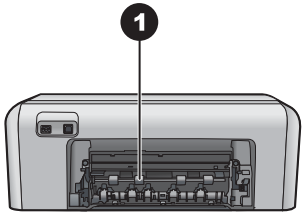
开/关机	重新开始	墨水指示器	注解
呈绿色常亮	闪烁	熄灭	指示灯的这种组合经常表示与纸张相关的打印机问题，例如，卡纸、缺纸或不送纸。有关详细信息，请参阅纸张错误。也可能是连接问题，例如打印过程中数码相机的连接被断开。有关详细信息，请参阅计算机以及连接打印错误。
闪烁	闪烁	熄灭	托架停止不动。有关详细信息，请参阅错误信息：打印托架被卡住。
呈绿色常亮	关闭	闪烁	出现墨盒问题，例如，墨盒已空、损坏或不正确。有关详细信息，请参阅墨盒错误。
闪烁	闪烁	闪烁	出现硬件问题。有关详细信息，请参阅打印机上的所有指示灯闪烁。

纸张错误

在联系 HP 支持之前，请阅读本节的疑难排解提示或访问网站 www.hp.com/support 的在线支持服务。

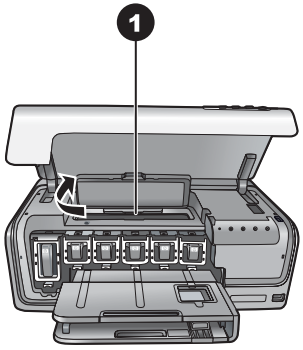
错误信息：卡纸。

解决方法 关闭打印机电源，然后拔下电源插头。清除打印机中任何阻塞纸张通道的纸张。取下后检修门。轻轻地从打印机中取出卡纸，然后重新装上后检修门。按下**重新开始**以继续打印。



1	取下后检修门以清除卡纸。

如果无法从打印机后面取出所有卡纸，请尝试打开位于顶盖内部的卡纸门，取出卡在打印机中间的纸张。



1	打开卡纸门清除卡在打印机中间的纸张。

重新插上打印机的电源插头，然后打开打印机电源。

错误信息：打印机缺纸。

解决方法 装入纸张，然后按**重新开始**以再次打印。有关装入纸张的说明，请参阅装入纸张提示。

错误信息：不支持的介质尺寸。

解决方法 装入纸盒中的纸张尺寸不适用于本打印机。按**重新开始**，然后装入在尺寸上支持的纸张。有关支持的纸张尺寸列表，请参阅打印机技术规格。

错误信息：自动纸张传感器故障。

解决方法 自动纸张传感器被挡住或已损坏。将打印机移到避光处，然后按**重新开始**并尝试重新打印。如果这样做无效，请访问 www.hp.com/support 或与 HP 支持联系。

墨盒错误

在联系 HP 支持之前，请阅读本节的疑难排解提示或访问网站 www.hp.com/support 的在线支持服务。

错误信息：墨盒不正确。

解决方法 首次安装和使用 HP Photosmart 时，请确保安装打印机随附的墨盒。这些墨盒中的墨水配方独特，可与打印头组件中的墨水混合使用。

要解决此问题，请使用 HP Photosmart 随附的墨盒更换有问题的墨盒。

指定墨盒在设备初始化后无法使用。将该墨盒更换为 HP Photosmart 的专用墨盒。用于此打印机的墨盒编号位于本印刷手册的封底上。

有关更换墨盒的详细信息，请参阅插入墨盒。

错误信息：立即更换墨盒。

解决方法 指定的墨盒墨水不足。

使用打印头组件中剩余的墨水继续打印只能维持很短的一段时间。更换指定的墨盒或按**重新开始**继续。

有关更换墨盒的详细信息，请参阅插入墨盒。

错误信息：墨盒已空。

解决方法 用新墨盒更换指定的墨盒。

- 如果黑色墨盒已空，则可以按照屏幕说明继续使用其他彩色墨盒进行打印。
- 如果彩色墨盒已空，则可以按照屏幕说明继续使用黑色墨盒进行打印。

根据您的打印作业状态，您可以按**重新开始**以继续。如果 HP Photosmart 正在处理打印作业，请按“取消”并重新开始打印作业。

注意 文本和照片质量会与使用所有墨盒时的打印效果不一样。 如果不尽快更换空墨盒，所有打印将会停止。

有关更换墨盒的详细信息，请参阅插入墨盒。

错误信息：无法打印。

解决方法 指定的墨盒墨水已用完。

立即更换指定的墨盒以便继续打印。

更换指定的墨盒之后，HP Photosmart 才可以继续打印。此前所有打印将会停止。

有关更换墨盒的详细信息，请参阅插入墨盒。

错误信息：墨盒问题。

解决方法 指定的墨盒缺失或损坏。

立即更换指定的墨盒以便继续打印。如果 HP Photosmart 未缺失墨盒，则可能需要清洁墨盒触点。

有关更换墨盒的详细信息，请参阅插入墨盒。有关清洁墨盒触点的详细信息，请参阅保养与维护。

如果 HP Photosmart 未缺失任何墨盒，而在清洁墨盒触点后仍然显示此信息，则可能需要更换墨盒。取出有问题的墨盒，查看底部的保修截止日期，日期以 YYYY/MMM/DD（年/月/日）格式表示。如果在保修期之内，请与 HP 支持联系以更换墨盒。

错误信息：墨水已接近保质期。- 或 - 墨盒已过期。

解决方法 每个墨盒都有保质期。设定保质期的目的是为了保护打印系统并确保墨水质量。当显示墨水过期信息时，请取下并更换墨盒，然后关闭该信息。也可以按照计算机屏幕上的说明操作，不更换墨盒而继续打印。HP 建议更换过期墨盒。HP 无法担保过期墨盒的质量或可靠性。由于使用过期墨水而导致的设备维修不在保修范围之内。

有关更换墨盒的详细信息，请参阅插入墨盒。

错误信息：非 HP 墨盒。

解决方法 更换指定的墨盒或按**重新开始**以继续。

HP 建议您使用原装 HP 墨盒。原装 HP 墨盒是专门为 HP 打印机而设计并经过测试，可帮助您随时轻松获得卓越的打印效果。

注意 HP 无法担保非 HP 墨水的质量和可靠性。由于使用非 HP 墨水导致的打印机故障或损坏不在保修范围之内。

如果您确信所购买的是原装 HP 墨盒，请访问：

www.hp.com/go/anticounterfeit

错误信息：原来的 HP 墨水已用完。

解决方法 更换指定的墨盒或按**重新开始**以继续。

HP 建议您使用原装 HP 墨盒。原装 HP 墨盒是专门为 HP 打印机所设计并经过科学测试，可帮助您随时轻松获得卓越的打印效果。

注意 HP 无法担保非 HP 墨水的质量和可靠性。由于使用非 HP 墨水导致的打印机故障或损坏不在保修范围之内。

如果您确信所购买的是原装 HP 墨盒，请访问：

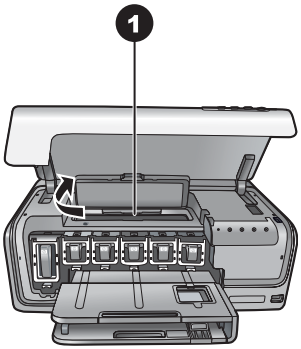
www.hp.com/go/anticounterfeit

错误信息：打印托架被卡住。

解决方法 清除卡住打印头组件的所有物件。

清理打印头组件

1. 打开顶盖，然后打开卡纸门。



1	打开卡纸门以清理打印头组件。

2. 清除卡住打印头组件的所有物件，包括纸张和任何包装材料。
3. 关闭打印机电源，然后再将它打开。
4. 关闭卡纸门和顶盖。

错误信息：供墨系统故障。

解决方法 打印头组件或供墨系统出现故障，HP Photosmart 无法再进行打印。

关闭打印机，然后拔下电源线。等待 10 秒钟，然后再插上电源线。如果该操作无法清除该错误信息，请联系 HP 支持。

存储卡或相机错误

在联系 HP 支持之前，请阅读本节的疑难排解提示或访问网站 www.hp.com/support 的在线支持服务。

错误信息：相机不兼容或未处于 PictBridge 模式。请参考“使用手册”。

解决方法 HP Photosmart 只支持处于 PictBridge 模式的数码相机或 HP 直接打印相机。如果是 PictBridge 相机，请确保其处于 PictBridge 模式。有关详细信息，请参阅相机随附的文档。

错误信息：无法打印照片。

解决方法 为打印作业指定的照片中，有 10 张以上可能已损坏、缺失或者是不支持的文件类型。有关支持的文件类型的信息，请参阅打印机技术规格。

- 使用数码相机而不是存储卡，将照片保存至计算机。
- 将文件保存至计算机，并从计算机打印。

错误信息：相机选择 (DPOF) 文件出错。

解决方法 打印机无法读取 DPOF 文件，因为存储卡上的数据已损坏或出现错误。用相机重新选择照片。

错误信息：有些相机选定的照片不在存储卡上。

解决方法 有些相机选定的照片缺失或被删除。请尝试以下操作：

- 确认您没有不小心将该照片从存储卡上删除。
- 使用数码相机重新选择照片。

计算机以及连接打印错误

在与 HP 支持联系之前，请阅读本节的疑难排解提示或访问网站 www.hp.com/support 的在线支持服务。

错误信息：打印机内存已满。作业已被取消。请按“OK”。

解决方法 打印机在打印照片时遇到问题。请尝试以下操作：

- 要清空打印机内存，请关闭打印机，然后再重新打开。
- 一次打印少量照片。
- 将照片保存至计算机，并从计算机打印。
- 使用存储卡读取器将文件保存到计算机并从计算机打印。

错误信息：HP Photosmart 未连接！

解决方法 打印机无法与计算机进行正常通信。可能是打印机软件尚未启动或者电缆松动。确保 USB 电缆牢固地连接在计算机上和打印机背面的 USB 端口上。如果电缆连接牢固，确认打印机软件已经安装。

错误信息：相机无响应。检查相机连接、电池，或者重新打开相机。请参考“使用手册”。

解决方法 打印作业将会取消。将 USB 电缆重新连接到相机和计算机，然后重新发送打印作业。

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8 HP 支持

注意 HP 支持服务的名称会因国家/地区而异。

如果遇到问题，请按以下步骤操作：

1. 查阅打印机随附的文档。
2. 如果使用文档中的信息还不能解决问题，请访问 www.hp.com/support 以执行下列操作：
   - 访问在线支持页面
   - 向 HP 发送电子邮件寻求问题答案
   - 通过在线聊天与 HP 技术人员联系
   - 检查软件更新

   支持选项和可用性将因产品、国家/地区以及语言而有所不同。
3. 如果使用屏幕帮助或 HP 网站无法解决问题，请联系您所在国家/地区的 HP 支持。要获得国家/地区电话号码的列表，请参阅 HP 电话支持。

HP 电话支持

打印机在保修期内时，可以获得免费的电话支持。有关详细信息，请参阅包装盒内的保修声明，或访问 www.hp.com/suppor 查看免费支持的期限。

免费电话支持期满后，您需要支付额外费用以获得 HP 帮助。请与 HP 经销商联系，或拨打您所在国家/地区的支持电话以了解支持选项。

要获取 HP 电话支持，请拨打您所在地区的支持电话号码。您需要支付电话公司的标准电话费。

北美： 致电 1-800-474-6836 (1-800 - HP-INVENT)。美国电话支持分英语和西班牙语两种，提供每周 7 天、每天 24 小时的全天候服务（支持天数或小时数如有变更，恕不另行通知）。保修期内，此项服务是免费的。超过保修期，可能需要收费。

西欧：奥地利、比利时、丹麦、西班牙、法国、德国、爱尔兰、意大利、荷兰、挪威、葡萄牙、芬兰、瑞典、瑞士以及英国的客户应访问 www.hp.com/support 以获取各自国家/地区的电话支持号码。

其他国家/地区：参阅本手册封面中的支持电话号码列表。

致电

请在计算机和打印机旁致电 HP 支持。准备提供以下信息：

- 打印机型号（位于打印机前部）
- 打印机序列号（位于打印机底部）
- 计算机操作系统

- 打印机软件版本：
  - **Windows PC**：要查看打印机软件版本，请右键单击 Windows 任务栏中的“HP Digital Imaging Monitor”图标并选择“关于”。
  - **Macintosh**：要查看打印机软件版本，请使用“打印”对话框。
- 计算机显示器上出现的信息
- 以下问题的解答：
  - 您在电话中提及的情况以前发生过吗？可否重现这种情况？
  - 在发生此情况前后，您是否在计算机上安装了任何新的硬件或软件？

退回 HP 维修服务部门（仅限北美）

HP 会安排将您的产品运送到 HP 主要维修中心。我们将支付往返的运输费用和修理费。此项服务在硬件保修期内是免费的。

HP Quick Exchange Service (Japan only)

製品に問題がある場合は以下に記載されている電話番号に連絡してください。製品が故障している、または欠陥があると判断された場合、HP Quick Exchange Serviceがこの製品を正常品と交換し、故障した製品を回収します。保証期間中は、修理代と配送料は無料です。また、お住まいの地域にも依りますが、プリンタを次の日までに交換することも可能です。

電話番号：0570-000511 （自動応答）
:03-3335-9800（自動応答システムが使用できない場合）
サポート時間:平日の午前 9:00 から午後 5:00 まで
土日の午前 10:00 から午後 5:00 まで。
祝祭日および1月1日から 3日は除きます。

サービスの条件

- サポートの提供は、カスタマケアセンターを通してのみ行われます。
- カスタマケアセンターがプリンタの不具合と判断した場合に、サービスを受けることができます。
  ご注意:ユーザの扱いが不適切であったために故障した場合は、保証期間中あっても修理は有料となります。詳細については保証書を参照してください。

その他の制限

- 運送の時間はお住まいの地域によって異なります。 詳しくは、カスタマケアターに連絡してご確認ください。
- 出荷配送は、当社指定の配送業者が行います。
  ご注意： デバイスはインクカートリッジを取り外さないで返還してください。
- 配送は交通事情などの諸事情によって、遅れる場合があります。
- このサービスは、将来予告なしに変更することがあります。

其他保修选项

付费后可以享用打印机延长服务计划。请访问 www.hp.com/support，选择您的国家/地区和语言，然后浏览有关延长服务计划的服务和保修信息。

A 技术规格

本节列出了安装 HP Photosmart 打印机软件所需的最低系统需求，并提供了所选打印机的技术规格。
有关打印机技术规格和系统需求的完整列表，请参阅 HP Photosmart 屏幕帮助。有关查看 HP Photosmart 屏幕帮助的信息，请参阅欢迎使用。

系统需求

组件	Windows PC 最低需求	Macintosh 最低需求
操作系统	Microsoft® Windows 98、2000 Professional、Me、XP Home 和 XP Professional	Mac® OS X 10.3、10.4 和更新版本
处理器	Intel® Pentium® II（或同性能处理器）或更快	G3 或更快
RAM	64 MB（建议使用 128 MB）	Mac OS X 10.3、10.4 和更新版本：128 MB
可用磁盘空间	500 MB	150 MB
视频显示器	800 x 600，16 位或更高	800 x 600，16 位或更高
CD-ROM 驱动器	4x	4x
连接	**USB**：Microsoft Windows 98、2000 Professional、Me、XP Home 和 XP Professional **PictBridge**：使用前方相机端口 **Bluetooth**：使用可选的 HP Bluetooth 无线适配器	**USB**： 前面和后面的端口（Mac OS X 10.3、10.4 和更新版本） **PictBridge**：使用前方相机端口 **Bluetooth**：使用可选的 HP Bluetooth 无线适配器
浏览器	Microsoft Internet Explorer 5.5 或更高版本	—

打印机技术规格

类别	技术规格
图像文件格式	JPEG 基线 TIFF 24 位 RGB 未压缩隔行扫描 TIFF 24 位 YCbCr 未压缩隔行扫描 TIFF 24 位 RGB Packbits 隔行扫描

（续）

类别	技术规格
	TIFF 8 位灰色未压缩/Packbits TIFF 8 位彩色未压缩/Packbits TIFF 1 位未压缩/Packbits/1D Huffman
视频文件格式	Motion-JPEG AVI Motion-JPEG QuickTime MPEG-1
介质规格	建议的最大长度：61 厘米（24 英寸） 建议的最大纸张厚度：292 微米（11.5 密耳） 建议的最大信封厚度：673 微米（26.5 密耳）
支持的介质尺寸	**从计算机打印时支持的尺寸** 7.6 x 12.7 厘米至 22 x 61 厘米（3 x 5 英寸至 8.5 x 24 英寸） **从连接到相机端口的数码相机打印时支持的尺寸** 公制：10 x 15 厘米（带或不带裁边）、A6；英制：3.5 x 5 英寸、4 x 6 英寸（带或不带裁边）；其他：Hagaki
支持的介质类型	纸张（普通纸、喷墨纸、照片纸和全景照片纸） 信封 投影胶片 标签纸 卡片：索引卡、贺卡、Hagaki 卡、A6、L 尺寸 烫印转印纸 Avery C6611 和 C6612 照片不干胶贴纸：10 x 15 厘米（4 x 6 英寸），每页具有 16 个矩形或椭圆形不干胶标贴。 HP CD/DVD 标贴纸（并非在所有国家/地区都能买到）
纸盒 – 支持的介质尺寸	**主纸盒** 8 x 13 厘米至 22 x 61 厘米（3 x 5 英寸至 8.5 x 24 英寸） **照片纸盒** 大至 10 x 15 厘米（4 x 6 英寸），带或不带裁边 **出纸盒** 所有支持的主纸盒和照片纸盒尺寸
纸盒容量	**主纸盒** 100 张普通纸 14 个信封 20 - 40 张卡片（视厚度而定）

（续）

类别	技术规格
	30 张标签纸 25 张投影胶片、烫印转印纸或照片纸 10 张照片纸 **照片纸盒** 20 张照片纸 50 张普通纸 10 张卡片或信封 25 张标签或烫印转印纸
工作环境	**建议的温度范围**：15 – 30 ° C (59-86 ° F) **最大温度范围**：5 – 40 ° C (41-104 ° F) **储存温度范围**：-40 – 60 ° C (-40-140 ° F) **建议的湿度范围**：20 – 80% RH **最大湿度范围**：10 – 80% RH
物理规格	**高度**：17.29 厘米（6.81 英寸） **宽度**：46.25 厘米（18.21 英寸） **长度**：38.73 厘米（15.25 英寸） **重量**：7.37 千克（16.2 磅）
耗电量	**打印，最大**：59 W **闲置**：10-12 W **关闭**：少于 1 W
电源型号	HP 部件号：0957-2105
电源要求	100 – 240 VAC (± 10%), 50 – 60 Hz (± 3 Hz)
墨盒	HP 黄色墨盒 HP 青色墨盒 HP 淡青色墨盒 HP 品红色墨盒 HP 淡品红色墨盒 HP 黑色墨盒 **注意** 可用于本打印机的墨盒编号位于本印刷手册的封底上。如果您已经使用过几次本打印机，则可在打印机软件中找到墨盒编号。有关详细信息，请参阅插入墨盒。

（续）

类别	技术规格
打印速度（最大）	**黑色打印**：每分钟 32 页 **彩色打印**：每分钟 31 页 **照片**：14 秒打印一张 10 x 15 厘米（4 x 6 英寸）照片
USB 支持	Microsoft Windows 98、2000 Professional、Me、XP Home 和 XP Professional Mac OS X 10.3、10.4 和更新版本 HP 建议使用长度不超过 3 米（10 英尺）的 USB 2.0 全速兼容电缆。

B HP 保修条款

HP 产品	有限保修期限
软件媒体	90 天
打印机	1 年
打印或墨盒	直到 HP 墨水用完，或到达印在墨盒上的“保修结束”日期，视何者为先。本保修不涵盖重新灌注、再加工、整修、误用，或被擅改的 HP 墨水产品。
附件	90 天

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

B. 有限保修

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

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

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

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HP Photosmart D6100 series User Guide

English

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1 Welcome

Thank you for purchasing an HP Photosmart D6100 series printer! With this new photo printer you can print beautiful photos, save photos to a computer, and create fun and easy projects with or without a computer.

This guide primarily explains how to print without connecting a computer. To learn how to print from a computer, install the printer software and view the electronic Help. For an overview of using a computer and the printer together, see Printing from a computer. For information about installing the software, see the *Quick Start Guide*.

Home users can learn how to:

- Print borderless photos from the printer or from a computer
- Choose a photo layout
- Convert a color photo to black and white, remove red eye, or apply special effects by using the HP Photosmart software

The printer comes with the following documentation:

- **Quick Start Guide**: The *Quick Start Guide* explains how to set up the printer, install the printer software, and print your first photo.
- **User Guide**: The *User Guide* is the book you are reading. This guide describes the basic features of the printer, explains how to use the printer without connecting a computer, and contains hardware troubleshooting information.
- **Onscreen help**: The onscreen HP Photosmart help describes how to use the printer with a computer and contains software troubleshooting information.

Special features

New features and media make it easier than ever to produce high-quality photos:

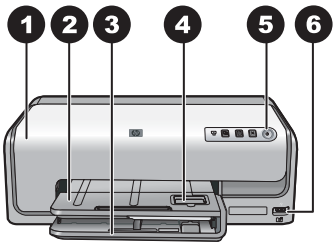
- When you use the new HP Advanced Photo Paper (also called HP Photo Paper in some countries/regions), special sensors in the printer detect a mark on the back of the paper and automatically select the optimal print settings. For more information about this new paper, see Choose the right paper.
- HP Real Life technologies make it easy for you to get better photos. Automatic red eye removal and adaptive lighting to enhance detail in shadows are just a few of the many technologies included. You can explore the many editing and enhancing options from the printer software. To learn how to find them in the software, see HP Real Life technologies features.

Accessing the onscreen HP Photosmart help

After you have installed the HP Photosmart software on a computer, you can view the onscreen HP Photosmart help:

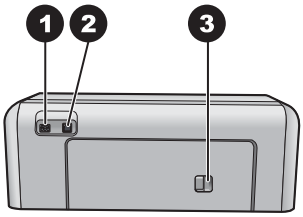
- **Windows**: From the **Start** menu, select **Programs** (in Windows XP, select **All Programs**) > **HP Solution Center**, and then click **Help and Support**.
- **Macintosh**: From the Finder **Help** menu, choose **Mac Help**. From the Help Viewer **Library** menu, choose **HP Photosmart Mac Help**.

Printer parts



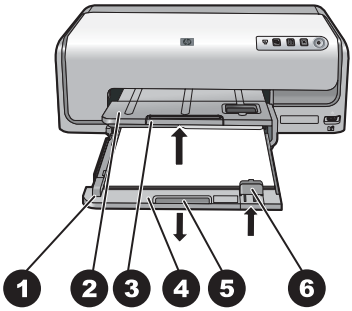
Front of printer

1	**Top cover**: Lift this cover to access the ink cartridges and to clear paper jams. To lift the cover, grasp the top cover below the HP logo and pull upward.
2	**Output tray**: Use this tray to catch your printouts. Lift this tray to access the photo tray.
3	**Main tray**: Pull out this tray and load paper, transparencies, envelopes, or other media with the side to be printed facing down.
4	**Photo tray**: Lift the output tray and load small-size paper up to 10 x 15 cm (4 x 6 inch) into the photo tray for printing with the side to be printed facing down. The paper may be tabbed or untabbed.
5	**On**: Press this button to turn on the printer.
6	**Camera port**: Connect a PictBridge™ digital camera, the optional HP Bluetooth® wireless printer adapter, or an HP direct-printing camera.



Back of printer

1	**Power cord connection**: Use this port to connect the power cord included with the printer.
2	**USB port**: Use this port to connect the printer to a computer.
3	**Rear access door**: Remove this door to clear paper jams or to install the optional HP Automatic Two-sided Printing Accessory. See Optional accessories.



Main and Output trays

1	**Paper-width guide**: Adjust this guide to fit close to the edge of the paper in the main tray.
2	**Output tray**: Use this tray to catch your printouts. Lift this tray to access the photo tray.
3	**Output tray extender**: Pull towards you to extend the output tray to catch your printouts.
4	**Main tray**: Pull out this tray and load plain paper, transparencies, envelopes, or other media for printing.
5	**Main tray grip**: Pull toward you to extend the main tray.
6	**Paper-length guide**: Adjust this guide to fit close to the end of the paper in the main tray.

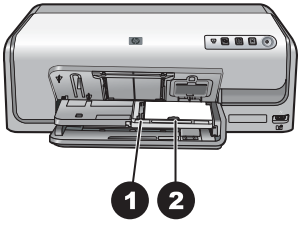
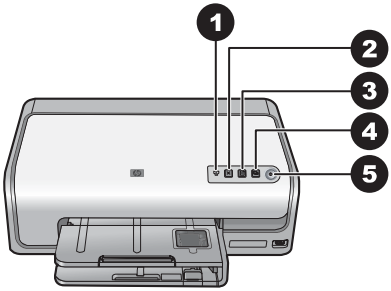


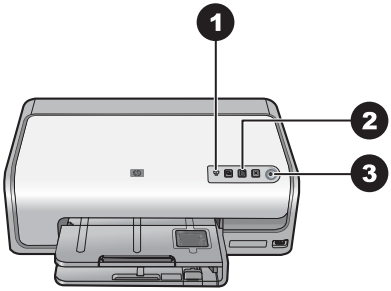
Photo tray

1	**Paper-width guide**: Adjust this guide to fit close to the edge of the paper in the photo tray.
2	**Paper-length guide**: Adjust this guide to fit close to the end of the paper in the photo tray.



Control panel

1	**Ink indicator**: Indicates missing ink cartridges or low ink.
2	**Cancel**: Cancel a print job.
3	**Resume**: Resume a print job or advance paper.
4	**HP Photosmart Express**: Open HP Photosmart Express on a connected computer.
5	**On**: Turn on the printer or put it into power save mode.



Indicator lights

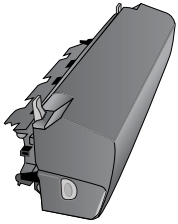
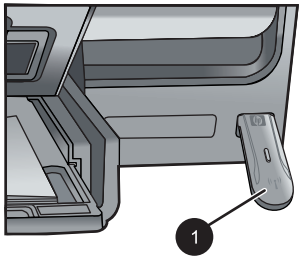
1	**Ink indicator**: Solid amber if any ink cartridge is low on ink. Blinks to indicate various problems including a missing, damaged, or incorrect cartridge. For more information, see Ink cartridge errors.
2	**Resume**: Blinks to indicate that you can press to resume a print job after a problem has occurred. You need to fix the problem before pressing. For more information, see Troubleshooting.
3	**On light**: Solid green if the printer is on, otherwise it is off.

Optional accessories

There are several optional accessories available for the printer that enhance its convenience. The appearance of the accessories may vary from what is shown.

To purchase supplies, go to:

- www.hpshopping.com (U.S.)
- www.hp.com/go/supplies (Europe)
- www.hp.com/jp/supply_inkjet (Japan)
- www.hp.com/paper (Asia/Pacific)

Accessory name	Description
 **HP Automatic Two-sided Printing Accessory**	This accessory automatically flips each page to print on both sides. You will save money (two-sided printing reduces paper consumption) and time (no need to remove the paper and reinsert it to print on the back), plus you will make bulky documents more manageable. This accessory may not be available in all countries/regions.
 **HP Bluetooth® wireless printer adapter** 1 Insert the Bluetooth adapter into the front camera port	The HP Bluetooth® wireless printer adapter goes into the camera port on the front of the printer. This adapter lets you use Bluetooth wireless technology for printing from many Bluetooth-enabled devices, including digital cameras, camera phones, and PDAs. For more information on printing with this accessory, go to www.hp.com/go/bluetooth.

2 Get ready to print

This section includes the following topics:

- Load paper
- Insert ink cartridges

Load paper

Learn how to choose the right paper for your print job and how to load it into the input tray for printing.

Choose the right paper

Use HP Advanced Photo Paper. It is especially designed to work with the inks in your printer to create beautiful photos.

For a list of available HP-designed photo paper, or to purchase supplies, go to:

- www.hpshopping.com (U.S.)
- www.hpshopping.ca (Canada)
- www.hp.com/eur/hpoptions (Europe)
- www.hp.com (All other countries/regions)

The printer is set by default to print the best quality photos on HP Advanced Photo Paper. If you print on a different type of paper, be sure to change the paper type in the print dialog box. For more information, see Set print preferences.

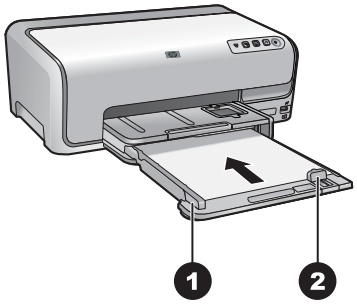
Paper loading tips

- Load paper with the side to be printed facing down.
- You can print photos and documents on a wide variety of paper sizes, from 8 x 13 cm (3 x 5 inch) up to 22 x 61 cm (8.5 x 24 inch). The 10 x 15 cm (4 x 6 inch) photo paper is available with and without tabs.
- Before loading paper, pull the out main paper tray and slide out the paper-width and paper-length guides to make room for the paper. After loading paper, adjust the guides to fit close to the edges of the paper without bending the paper. When finished loading paper, push the main tray back in all the way.
- Load only one type and size of paper at a time in the same tray.
- After loading paper, extend the output tray extension to catch your printed pages.

Load the main tray

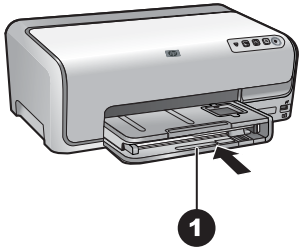
Any supported photo or plain paper media

1. Extend the main tray.
2. Slide the paper-width and paper-length guides to their outermost positions.



1	Paper-width guide
2	Paper-length guide

3. Load paper with the side to be printed facing down. Check that the stack of paper is no higher than the top of the paper-length guide.
4. Adjust the paper-width and paper-length guides inward until they stop at the edges of the paper.
5. Push the main tray in until it stops.

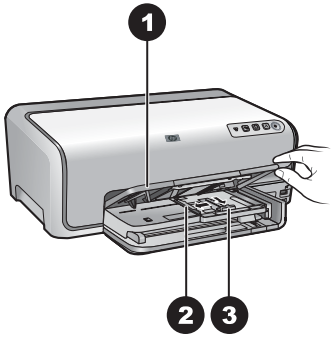


1	Push in the main tray all the way

Load the photo tray

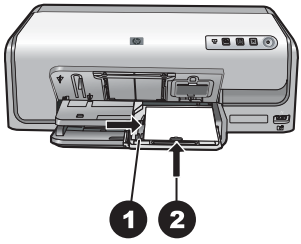
Photo paper up to 10 x 15 cm (4 x 6 inch) with or without tabs, Hagaki cards, A6 cards, L-size cards

1. Lift the output tray.
2. Pull the photo tray out until it stops.
3. Adjust the paper-width and paper-length guides to make room for the paper.



1	Output tray
2	Paper-width guide
3	Paper-length guide

4. Load up to 20 sheets of paper into the photo tray with the print side down. If you are using tabbed paper, insert the paper so the tab is closer to you.
5. Adjust the paper-width and paper-length guides inward until they stop at the edges of the paper.



1	Paper-width guide
2	Paper-length guide

6. Push in the photo tray.
7. Lower the output tray.

Insert ink cartridges

The first time you set up and use your HP Photosmart printer, make sure to install the ink cartridges that were shipped with your printer. The ink in these ink cartridges is specially formulated to mix with the ink in the print head assembly.

Purchasing replacement ink cartridges

When purchasing replacement cartridges, refer to the cartridge numbers that appear on the back cover of this guide. These cartridge numbers may vary by country/region.

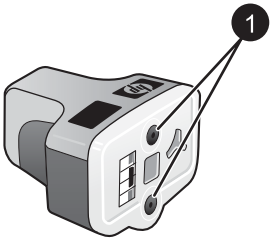
Note If you have already used the printer several times and you have installed the HP Photosmart printer software, you can also find the cartridge numbers in the printer software. **Windows users**: Right-click the HP Digital Imaging Monitor icon in the Windows taskbar, and select **Launch/Show HP Solution Center**. Select **Settings**, then **Print Settings**, and then **Printer Toolbox**. Click the **Estimated Ink Levels** tab, and then click **Ink Cartridge Information**. To order ink cartridges, click **Shop Online**. **Mac users**: Click **HP Photosmart Studio** in the Dock. In the HP Photosmart Studio toolbar, click **Devices**. From the **Information and Settings** pop-up menu, choose **Maintain Printer** and then click **Launch Utility**. In the **Configuration Settings** list, click **Supply Info**.

Ink cartridge tips

HP Vivera Inks deliver true-to-life photo quality and exceptional fade resistance resulting in vivid colors that last for generations! HP Vivera Inks are specially-formulated and scientifically tested for quality, purity and fade resistance.

For optimum printing results, HP recommends using only genuine HP ink cartridges. Genuine HP ink 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 ink. Printer service or repairs required as a result of printer failure or damage attributable to the use of non-HP ink will not be covered under warranty.



Ink cartridge

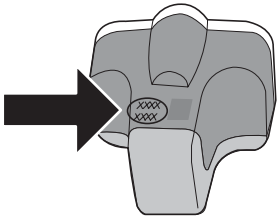
1	Do not insert objects into these holes

Caution To prevent ink loss or spillage: leave the ink cartridges installed while transporting the printer, and avoid leaving used ink cartridge(s) out of the printer for extended lengths of time.

Ink cartridge warranty information

The HP ink cartridge(s) 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.

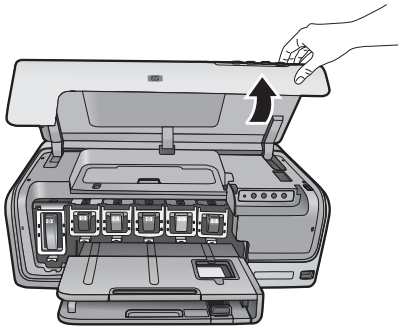
During the warranty period the product is covered as long as the HP ink is not depleted and the end of warranty date has not been reached. The end of warranty date, in YYYY/MM/DD format, may be found on the product as indicated:



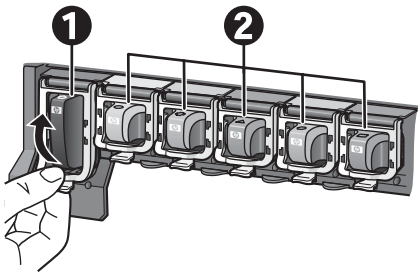
For a copy of the HP Limited Warranty Statement, see HP Warranty.

Inserting or replacing the ink cartridges

1. Make sure the power is on, then lift the top cover.

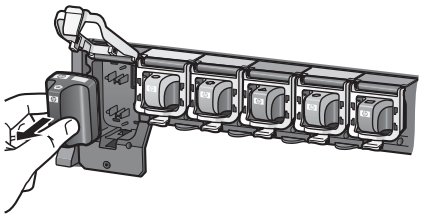


2. Squeeze the gray tab below an ink cartridge slot to release the gray latch inside the printer, then lift the latch.
   The ink cartridge areas are color-coded for easy reference. Lift the latch below the appropriate color to insert or replace a cartridge. From left to right, the ink cartridges are black, yellow, light cyan, cyan, light magenta, and magenta.



1	Ink cartridge latch for the black ink cartridge
2	Ink cartridge area for the color ink cartridges

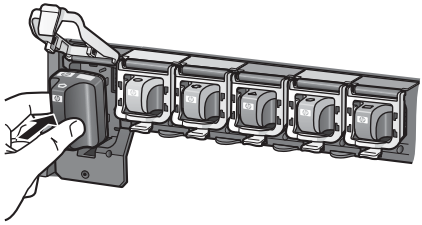
3. If you are replacing a cartridge, remove the old cartridge by pulling it toward you out of its slot.



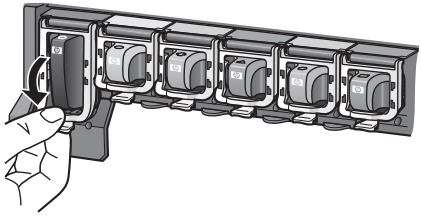
   Recycle the old cartridge. The HP Inkjet Supplies Recycling Program is available in many countries/regions and lets you recycle used ink cartridges free of charge. For more information, go to www.hp.com/hpinfo/globalcitizenship/environment/recycle/inkjet.html.

4. Remove the new ink cartridge from its packaging, and while holding it by the handle, slide the ink cartridge into the empty slot.
   Make sure you insert the ink cartridge into the slot that has the same shaped icon and color as the new cartridge. The copper-colored contacts should be facing the printer as the ink cartridge is inserted.

   Note The first time you set up and use the printer, make sure to install the ink cartridges that were shipped with your printer. The ink in these ink cartridges is specially formulated to mix with the ink in the print head assembly.



5. Press down on the gray latch until it clicks into place.



6. Repeat steps 2 through 5 for each ink cartridge you are replacing.
   You must install all six cartridges. The printer will not work if an ink cartridge is missing.
7. Close the top cover.

3 Printing photos without a computer

The HP Photosmart D6100 series printer lets you print photos without even turning on the computer. Once you've set up the printer using the instructions in the *Quick Start Guide*, you can connect a PictBridge camera and print your photos using the menu on the camera. The photos can be in the camera memory or on a memory card in the camera.

For more information, see Print photos from a digital camera.

Printing photos

You can print photos without a computer in a couple of ways:

- Connect a PictBridge digital camera to the camera port on the front of the printer
- Install the optional HP Bluetooth® wireless printer adapter and print from a digital camera with Bluetooth wireless technology

Print photos from a digital camera

You can print photos by connecting a PictBridge digital camera directly to the camera port of the printer with a USB cable. If you have a digital camera with Bluetooth wireless technology, you can insert the optional HP Bluetooth® wireless printer adapter in the printer and send photos to the printer wirelessly.

When you print from a digital camera, the printer uses the settings that you selected on the camera. For more information, see the documentation that came with the camera.

To print photos from a…	Follow these steps
Digital camera with Bluetooth wireless technology If you have a digital camera with Bluetooth wireless technology, you can purchase the optional HP Bluetooth® wireless printer adapter and print from a camera using a Bluetooth wireless connection. You can also print from other devices with Bluetooth wireless technology, such as PDAs and camera phones. For more information, see Connecting to other devices and the documentation that came with the Bluetooth adapter.	1. Load paper in the photo tray. 2. Insert the HP Bluetooth® wireless printer adapter into the camera port on the **front** of the printer. The light on the adapter flashes when the adapter is ready to receive data. 3. Follow the instructions in the documentation that came with the digital camera to send photos to the printer.
Digital camera with PictBridge technology	1. Turn on the PictBridge digital camera and select the photos you want to print. 2. Load paper in the photo tray. 3. Make sure the camera is in PictBridge mode, then connect it to the camera port on the **front** of the printer using the USB cable that came with the camera. 4. Follow the onscreen instructions on the camera.

4 Getting connected

Use the printer to stay connected to other devices and people.

Connecting to other devices

This printer offers several ways of connecting to computers or other devices. Each connection type lets you do different things.

Connection type and what you need	This lets you...
USB • A Universal Serial Bus (USB) 2.0 full-speed compliant cable 3 meters (10 feet) or less in length. For instructions about connecting the printer with a USB cable, see the *Quick Start Guide*. • A computer with Internet access (to use HP Photosmart Share).	• Print from a computer to the printer. See Printing from a computer. • Share photos through HP Photosmart Share. • Print directly from an HP Photosmart direct-printing digital camera to the printer. For more information, see Print photos from a digital camera and the camera documentation.
PictBridge **The PictBridge symbol** A PictBridge-compatible digital camera and a USB cable. Connect the camera to the camera port on the **front** of the printer.	Print directly from a PictBridge-compatible digital camera to the printer. For more information, see Print photos from a digital camera and the camera documentation.
Bluetooth The optional HP Bluetooth wireless printer adapter. If the printer came with this accessory or you have purchased it separately, see the accompanying documentation and the onscreen Help for instructions.	Print from any device with Bluetooth wireless technology—such as a digital camera, a camera phone, or a PDA—to the printer. If you connect the optional HP Bluetooth wireless printer adapter to the printer through the camera port, be sure to set the Bluetooth printer menu options as needed.

Saving photos to a computer

You can save photos to a computer from a digital camera connected to the camera port of the printer, if you set up a USB connection between the computer and the printer.

If you are using a Windows computer:

1. Connect a digital camera to the camera port of the printer.
2. Press the **HP Photosmart Express** button on the printer.
3. Click the **Save** button in HP Photosmart Express on the computer.
4. Follow the onscreen instructions to save photos from the connected camera to the computer.

If you are using a Macintosh:

1. Connect a digital camera to the camera port of the printer.
2. Wait for the default image management application, such as iPhoto, to start and read the contents of the camera.
3. Click **Import** to save the photos on the camera to your Macintosh.

Connecting through HP Photosmart Share

Use HP Photosmart Share to share photos with friends and relatives using e-mail, online albums, or an online photo finishing service. Your printer must be connected through a USB cable to a computer with Internet access and have all the HP software installed. If you try to use Share and do not have all the required software installed or configured, a message prompts you through the required steps.

Use Share (USB) to send photos (Windows users):

1. Connect a digital camera to the camera port of the printer.
2. Press the **HP Photosmart Express** button on the printer.
3. Click the **Share** button in HP Photosmart Express on the computer.
4. Follow the instructions on your computer to share the selected photos with others.

Use Share (USB) to send photos (Mac users)

1. Open **HP Photosmart Studio** and select photos to share. For information about HP Photosmart Studio, see HP Photosmart Premier (Windows).
2. In the HP Photosmart Studio toolbar, click **Share**.
3. Click Continue, and follow the instructions on your computer to share the selected photos with others.

See the onscreen software help for more information about using HP Photosmart Share.

5 Printing from a computer

To print from a computer, the printer software must be installed. During software installation, either HP Photosmart Premier (Windows Full-install users), HP Photosmart Essential (Windows Express-install users) or the HP Photosmart Studio (Mac) is installed on your computer, allowing you to organize, share, edit, and print photos.

For more information on installing the software, see the *Quick Start Guide*. Update the software regularly to ensure you have the latest features and improvements; for instructions, see Update the software.

To work with photos, you need to transfer them to a computer that is connected to the printer. See Saving photos to a computer.

Note Windows users: HP Photosmart Premier can only be used on computers with processors that have Intel® Pentium® III (or equivalent) and higher.

Using creative options in the printer software

Read through these tips on how to open and use HP Photosmart Premier (Windows), HP Photosmart Essential (Windows), HP Photosmart Studio (Mac), and HP Photosmart Share.

HP Photosmart Premier (Windows)

HP Photosmart Premier is an easy-to-use software program that gives you everything you need to have fun with your photos, in addition to basic photo editing and printing. This software also gives you access to HP Photosmart Share so that you can easily share your photos. HP Photosmart Premier is only available to Windows users.

Open HP Photosmart Premier (Windows users)

➔ Double-click the **HP Photosmart Premier** icon on your desktop. If you need help, see the software help within HP Photosmart Premier.

Explore the many features of HP Photosmart Premier:

- **View** — View photos in multiple sizes and ways. Easily organize and manage your photos.
- **Edit** — Crop your photos and fix photos with red eye. Automatically adjust and enhance your photos in different sizes and in multiple layouts.
- **Print** — Print your photos in different sizes and in multiple layouts.
- **Share** — Send photos to family and friends without the bulky attachments using HP Photosmart Share, a better way to send e-mail.
- **Create** — Easily create album pages, cards, calendars, panoramic photos, CD labels, and more.
- **Back-up** — Make back-up copies of your photos to store and save.

HP Photosmart Essential (Windows)

HP Photosmart Essential is an easy-to-use software program that gives you basic photo editing and printing capabilities. This software also gives you access to HP Photosmart Share so that you can easily share your photos. HP Photosmart Essential is only available for Windows users.

Open HP Photosmart Essential (Windows users)

➔ Double-click the **HP Photosmart Essential** icon on your desktop. If you need help, see the software help within HP Photosmart Essential.

Explore the many features of HP Photosmart Essential:

- **View** — View photos in multiple sizes and ways. Easily organize and manage your photos.
- **Edit** — Crop your photos and fix photos with red eye. Automatically adjust and enhance your photos to make them perfect.
- **Print** — Print your photos in different sizes and in multiple layouts.
- **Share** — Send photos to family and friends without the bulky attachments with HP Photosmart Share, a better way to send e-mail.

HP Photosmart Studio (Mac)

➔ Click the **HP Photosmart Studio** icon in the Dock.

Explore the many features of the HP Photosmart Mac software that is accessible from the HP Photosmart Studio:

- **Import** — Import photos or videos from an HP digital camera.
- **View and Manage** — View, organize, and manage your photos and videos.
- **Edit** — Adjust and enhance your images.
- **Slideshow** — Create an online slideshow of your photos.
- **Panorama** — Create a single panoramic image from several images.
- **Create** — Create album pages, cards, labels, posters, banners, and more.
- **Print** — Print your photos and frames from video in standard sizes or in index sheet format.
- **Share** — Send photos to family and friends without the bulky attachments.
- **Shop** — Order online prints and gifts.

HP Photosmart Share

HP Photosmart Share allows you to send photos to family and friends without bulky e-mail attachments. For more information, see Connecting through HP Photosmart Share and the HP Photosmart Premier, HP Photosmart Essential, or HP Photosmart Mac help.

Open HP Photosmart Share (Windows users)

➔ Click the **HP Photosmart Share** tab within HP Photosmart Premier or HP Photosmart Essential.

Open HP Photosmart Share (Mac users)

➔ In HP Photosmart Studio, select photos to share, and then click the **Share** button in the toolbar.

Set print preferences

Print preferences are set by default, but can be altered to suit your needs. You can set specific job settings when you print from the computer. When you change settings before printing, the changes only affect the current print job. In some Windows software programs, you need to click **Properties** or **Preferences** within the **Print** dialog box to

access the advanced printing features. See the electronic Help for more information about printing preferences.

Access print preferences (Windows users)

1. Open the **Print** dialog box, usually by selecting **Print** from the **File** menu.
2. Change the printing preferences in the **Print** dialog box tabs, or click **Properties** or **Preferences** to access more printing preferences.

Access print preferences (Mac users)

1. Open the **Print** dialog box, usually by selecting **Print** from the **File** menu.
2. Change the printing preferences in the **Print** dialog box by selecting the print options you want to change in the **Copies & Pages** drop-down menu.

For more information on changing the printing preferences, see the electronic Help.

Open the electronic help

Windows users:

- Press F1 on your keyboard.
- For field-level help, click the **?** in the top right corner of the **Print** dialog box.

Mac users:

1. From the **Finder**, choose **Help** > **Mac Help**.
2. Choose **HP Photosmart Mac Help** from the **Library** menu, and then choose the printer name in the **HP Photosmart Mac Help** table of contents.

HP Real Life technologies features

Explore the many photo editing and enhancing options in the HP Real Life technologies software features. These features—such as automatic red eye removal and adaptive lighting—make it easy for you to print high-quality photos.

There are three options available:

- The **Basic** setting sharpens images and improves the quality and clarity of low resolution images, such as those downloaded from the Internet.
- The **Full** setting improves images that are under exposed or over exposed, contain dark areas or red eye, or have colors that appear washed out.
- The **Off** setting lets you edit the image manually in a software program such as HP Photosmart software.

Access Real Life technologies features (Windows users)

1. Open the **Print** dialog box, usually by selecting **Print** from the **File** menu.
2. Click the **Paper/Quality** tab, then click the **Real Life Digital Photography** button —OR— Click the **Properties** or **Preferences** button, click the **Features** tab, and then choose **Basic** (the default), **Full**, or **Off** from the **Photo Fix** drop-down menu in the **Real Life Digital Photography** area.

Access Real Life technologies features (Mac users)

1. Open the **Print** dialog box, usually by selecting **Print** from the **File** menu.
2. Select **Real Life Digital Photography** from the **Copies & Pages** drop-down menu.

6 Care and maintenance

The printer requires very little maintenance. Follow the guidelines in this section to extend the life span of the printer and printing supplies, and to ensure that the photos you print are always of the highest quality.

- Clean and maintain the printer
- Update the software
- Store and transport the printer and ink cartridges
- Maintain the quality of photo paper

Clean and maintain the printer

Keep the printer and ink cartridges clean and well maintained using the simple procedures in this section.

Clean the outside of the printer

1. Turn off the printer, then disconnect the power cord from the back of the printer.
2. Wipe the outside of the printer with a soft cloth that has been lightly moistened with water.

Caution Do not use any type of cleaning solution. Household cleaners and detergents may damage the printer finish. Do not clean the interior of the printer. Keep all fluids away from the interior. Do not lubricate the metal rod on which the print head slides. Noise is normal when the print head moves back and forth.

Aligning the printer

Use the following procedure when the self test report shows streaking or white lines through any of the blocks of color.

If you still have print quality problems after aligning the printer, try cleaning the print head using the procedure described in Care and maintenance. If print quality problems persist after aligning and cleaning, contact HP Customer Support.

If you are using a Windows computer:

1. Load letter or A4 unused plain white paper into the main tray.
2. From the Windows **Start** menu, select **HP** > **HP Solution Center**.
3. Click **Settings** > **Print Settings** > **Printer Toolbox**.
4. Click **Align the Printheads**.
5. Follow the onscreen instructions.

If you are using a Macintosh:

1. Load letter or A4 unused plain white paper into the main tray.
2. Click **HP Device Manager** in the Dock.
3. From the **Information and Settings** pop-up menu, choose **Maintain Printer**.
4. Click **Launch Utility**.
5. In the **Configuration Settings** area of the HP Printer Utility window, click **Align**.

Print a sample page

You can print a sample page to test the printer photo printing quality and to make sure the paper is loaded correctly.

If you are using a Windows computer:

1. Load paper in the main tray. Use plain paper to conserve photo paper.
2. From the Windows **Start** menu, select **HP** > **HP Solution Center**.
3. Click **Settings** > **Print Settings** > **Printer Toolbox**.
4. Click **Print a Sample Page** and follow the onscreen instructions.

If you are using a Macintosh:

1. Load paper in the main tray. Use plain paper to conserve photo paper.
2. Click **HP Device Manager** in the Dock.
3. From the **Information and Settings** pop-up menu, choose **Maintain Printer**.
4. Click **Launch Utility**.
5. In the **Configuration Settings** area of the HP Printer Utility window, click **Sample Page**, and then **Print Sample Page**.

Automatically clean the printhead

If you notice white lines or streaks on the photos you print, or in the color blocks of the self test report, use this procedure to clean the print head. Do not clean the print head unnecessarily, as this wastes ink and shortens the life of the ink nozzles on the print head.

If you are using a Windows computer:

1. Load letter or A4 unused plain white paper into the main tray.
2. From the Windows **Start** menu, select **HP** > **HP Solution Center**.
3. Click **Settings** > **Print Settings** > **Printer Toolbox**.
4. Click **Clean the Printheads** and follow the onscreen instructions.

If you are using a Macintosh:

1. Load letter or A4 unused plain white paper into the main tray.
2. Click **HP Device Manager** in the Dock.
3. From the **Information and Settings** pop-up menu, choose **Maintain Printer**.
4. Click **Launch Utility**.
5. In the **Configuration Settings** area of the HP Printer Utility window, click **Clean**, and then click **Clean** again in the right section of the window.

If print quality still seems poor after you clean the print head, try aligning the printer using the procedure described in Aligning the printer. If print quality problems persist after cleaning and aligning, contact HP support.

Manually clean the ink cartridge contacts

Clean the copper-colored ink cartridge contacts if a message appears on the computer screen that says a cartridge is missing or damaged.

Before cleaning the ink cartridge contacts, remove the ink cartridge and verify that nothing is covering the ink cartridge contacts or the ink cartridge slot, then reinstall the ink cartridge. If you continue to get a message that says a cartridge is missing or damaged, clean the ink cartridge contacts. If you still get this message after cleaning the

contacts, you will need a replacement ink cartridge. Remove the affected ink cartridge and look at the end-of-warranty date on the bottom, in YYYY/MMM/DD format. If it is before the end-of-warranty date, contact HP support to obtain a replacement ink cartridge.

To clean the ink cartridge contacts:

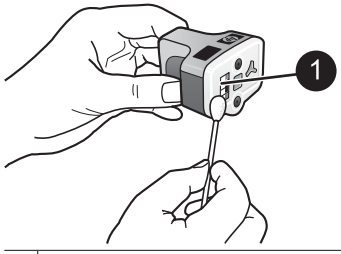
1. Gather the following items to clean the contacts:
   - Distilled, filtered, or bottled water (tap water may contain contaminants that can damage the ink cartridge)

     Caution Do not use platen cleaners or alcohol to clean the ink cartridge contacts. These can damage the ink cartridge or the HP Photosmart.

   - Dry foam rubber swabs, lint-free cloth, or any soft material that will not come apart or leave fibers.
2. Open the top cover of the printer.
3. Squeeze the gray tab below an ink cartridge slot to release the gray latch inside the printer, then lift the latch.

   Caution Do not remove multiple ink cartridges at the same time. Remove and clean each ink cartridge one at a time. Do not leave the ink cartridge outside the printer for more than 30 minutes.

4. Lightly moisten a swab or cloth with water and squeeze out any excess water.
5. Hold the ink cartridge by its handle and gently wipe only the copper-colored contacts with the swab or cloth.



1	Gently wipe only the copper-colored contacts

6. Place the ink cartridge back into the empty slot and press down on the gray latch until it clicks into place.
7. Repeat if necessary for the other ink cartridges.
8. Close the top cover.

Caution The ink supply may become pressurized. Inserting a foreign object into the ink supply could result in ink being expelled and coming in contact with persons or property.

Print a self test report

If you are experiencing problems with printing, print a self test report. This report can help you diagnose printing problems and can provide valuable information if you need to call HP customer support. You can also use this report to check on the approximate percentage of ink remaining in the ink cartridges.

If you are using a Windows computer:

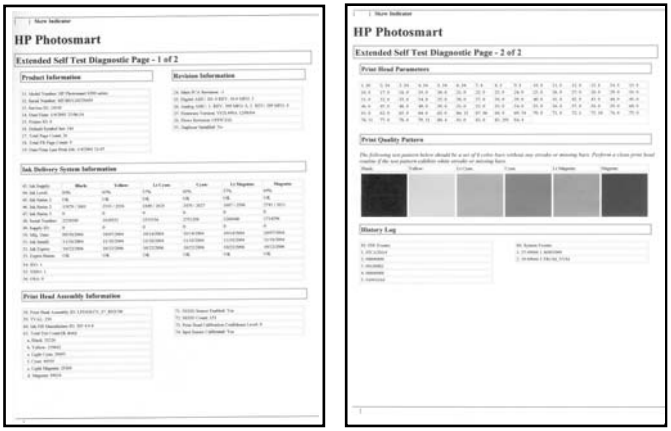
1. Load paper in the main tray. Use plain paper to conserve photo paper.
2. From the Windows **Start** menu, select **HP** > **HP Solution Center**.
3. Click **Settings** > **Print Settings** > **Printer Toolbox**.
4. Click **Print a Diagnostic Page** and follow the onscreen instructions.

If you are using a Macintosh:

1. Load letter or A4 unused plain white paper into the main tray.
2. Click **HP Device Manager** in the Dock.
3. From the **Information and Settings** pop-up menu, choose **Maintain Printer**.
4. Click **Launch Utility**.
5. In the **Configuration Settings** area of the HP Printer Utility window, click **Test**, and then click **Print Test Page** in the right section of the window.

The HP Photosmart prints a two-page self test report that contains the following information:

- **Product information**: Includes the model number, serial number, and other product information.
- **Revision information**: Includes the firmware version number and indicates whether or not you have an HP two-sided printing accessory (duplexer) installed.
- **Ink delivery system information**: Displays the approximate ink level of each installed ink cartridge, the status of each ink cartridge, the date each cartridge was installed, and the expiration date for each cartridge.
- **Print head assembly information**: Contains information that may be used for diagnostic purposes if you need to call HP customer support.
- **Print head parameters**: Contains information that may be used for diagnostic purposes if you need to call HP customer support.
- **Print quality pattern**: Displays six color blocks, representing each of the six installed cartridges. When streaks appear through the color blocks, or there are missing color blocks, clean the print head using the procedure described in Care and maintenance. If the color blocks still show print quality problems after cleaning the print head, align the printer using the procedure described in Aligning the printer. If the color blocks continue to show print quality problems after cleaning and aligning, contact HP support.
- **History log**: Contains information that may be used for diagnostic purposes if you need to call HP customer support.



Self test report

Update the software

Download the latest printer software update periodically to ensure you have the latest features and improvements. You can download printer software updates by going to www.hp.com/support or by using HP Software Update.

Note The printer software update that you download from the HP web site does not update the HP Photosmart Premier software.

Downloading the software (Windows)

Note Make sure you are connected to the Internet before you use HP Software Update.

1. From the Windows **Start** menu, select **Programs** (in Windows XP, select **All Programs**) > **Hewlett-Packard** > **HP Software Update**. The HP Software Update window opens.
2. Click **Check Now**. HP Software Update searches the HP web site for printer software updates. If the computer does not have the most recent version of the printer software installed, a software update appears in the HP Software Update window.

   Note If the computer has the most recent version of the printer software installed, the following message appears in the HP Software Update window: “No updates are available for your system at this time”.

3. If a software update is available, click the checkbox next to the software update to select it.
4. Click **Install**.
5. Follow the onscreen instructions to complete the installation.

Downloading the software (Mac)

Note Make sure you are connected to the Internet before you use HP Photosmart Updater.

1. From the Finder, choose **Go** > **Applications**.
2. Choose **Hewlett-Packard** > **Photosmart** > **HP Photosmart Updater**.
3. Follow the onscreen instructions to check for software updates.
   If you are behind a firewall, you need to enter the proxy server information in the updater.

Store and transport the printer and ink cartridges

Protect the printer and ink cartridges by storing them properly when you are not using them.

Store and transport the printer

The printer is built to withstand long or short periods of inactivity. Store the printer indoors out of direct sunlight in a place without temperature extremes.

Caution To prevent ink loss or spillage: do not transport or store the printer on its side, and leave the ink cartridges installed while storing and transporting the printer.

Store and transport the ink cartridges

When you transport or store the printer, always leave the active ink cartridge inside the printer to prevent the ink from drying out.

Caution 1 To prevent ink loss or spillage: leave the ink cartridges installed while storing and transporting the printer, and avoid leaving used ink cartridge(s) out of the printer for extended lengths of time.

Caution 2 Make sure the printer completes its power-down cycle before you unplug the power cord. This allows the printer to store the print head properly.

Follow this tip to help maintain your HP ink cartridges and ensure consistent print quality:

Keep all unused ink cartridges in their original sealed packages until they are needed. Store ink cartridges at room temperature (15-35 °C or 59-95 °F).

Maintain the quality of photo paper

For best results with photo paper, follow the guidelines in this section.

To store photo paper

- Store the photo paper in its original packaging or in a resealable plastic bag.
- Store the packaged photo paper on a flat, cool, and dry surface.
- Return unused photo paper to the plastic bag. Paper left in the printer or exposed to the elements may curl.

To handle photo paper

- Always hold photo paper by the edges to avoid fingerprints.
- If the photo paper has curled edges, place it in its plastic storage bag and gently bend it in the opposite direction of the curl until the paper lies flat.

7 Troubleshooting

The HP Photosmart printer is designed to be reliable and easy to use. This chapter answers frequently asked questions about using the printer and printing without a computer. It contains information about the following topics:

- Printer hardware problems
- Printing problems
- Error messages

For additional troubleshooting information, see:

- **Software installation troubleshooting**: The *Quick Start* guide that came with the printer.
- **Printer software and printing from a computer troubleshooting**: The onscreen HP Photosmart Printer Help. For information about viewing the onscreen HP Photosmart Printer Help, see Welcome.

Printer hardware problems

Before contacting HP support, read this section for troubleshooting tips or go to the online support services at www.hp.com/support.

Note If you want to connect the printer to a computer with a USB cable, HP recommends using a 2.0 high-speed compliant cable 3 meters (10 feet) or less in length.

The On light is flashing but the printer is not printing

Solution The printer is busy processing information; wait for it to finish.

The printer is plugged in but will not turn on

Solution

- The printer may have drawn too much power. Unplug the printer power cord. Wait about 10 seconds, then plug the cord back in. Turn on the printer.
- The printer may be plugged into a power strip that is turned off. Turn on the power strip, then turn on the printer.
- The power cord could be defective. Make sure the green light on the power cord is lit.

The printer makes noises when I turn it on, or starts making noises after sitting unused for a while

Solution The printer may make noises after long periods of inactivity (approximately 2 weeks), when its power supply has been interrupted and then restored, or when ink cartridges have been replaced. This is normal operation. The printer is performing an automatic maintenance procedure to ensure it produces the best quality output.

All the lights are flashing on the printer

Solution The printer has encountered a hardware error and may need to be serviced. Unplug the power cord to the printer. Wait about 10 seconds, and then plug it in again. Turn on the printer. If the lights are still flashing, please go to www.hp.com/support, or contact HP Support for help.

Printing problems

Before contacting HP support, read this section for troubleshooting tips or go to the online support services at www.hp.com/support.

The printer does not print borderless photos when I print from a digital camera

Solution Make sure you have photo paper in the photo tray. The printer only uses media from the photo tray (not main tray) when printing from a digital camera.

Printing is very slow

Solution You may have one of the following situations: 1) you may be printing a PDF or a project containing high-resolution graphics or photos or 2) you may have selected the highest resolution for your printout. Large, complex projects containing graphics or photos print slower than text documents, especially at higher resolutions.

Paper does not feed into the printer correctly from the main tray

Solution

- There may be too much paper loaded in the tray. Remove some paper and try printing again.
- The main tray may not be pushed in all the way. Push the main tray all the way in.
- The paper guides may not be adjusted correctly. Make sure the paper-width and paper-length guides fit close to the edges of the paper without bending the paper.
- Two or more pieces of paper may be sticking together. Remove the paper from the main tray, fan the edges of the stack to separate the sheets of paper, then reload the paper and try printing again.
- If the paper is wrinkled or bent, try using different paper.
- The paper may be too thin or too thick. Use HP inkjet paper for best results. For more information, see Choose the right paper.

Printed pages are dropping off of the output tray

Solution Always extend the output tray extension when you print.

Print jobs using the photo tray do not print

Solution The photo tray may not be properly engaged in the printer. Lift the output tray up and verify that the photo tray is pushed in until it stops and then lower the output tray. Press **Resume**.

The printout is rippled or curled

Solution The project you are printing uses a larger amount of ink than normal. Print the project from a computer, and use the printer software to lower the ink saturation level. See the onscreen HP Photosmart help for more information.

The document printed at an angle or is off-center

Solution

- The paper may not be loaded correctly. Reload the paper, making sure it is correctly oriented in the main tray and that the paper-width and paper-length guides fit close to the edges of the paper. For paper-loading instructions, see Paper loading tips.
- If you are using a two-sided printing accessory, try removing it and printing again.
- The printer may need to be aligned. For more information, see Aligning the printer.

Colors are not printing satisfactorily

Solution

- The printer may need to be aligned. For more information, see Aligning the printer.
- The print head may need to be cleaned. For more information, see Care and maintenance.

No page came out of the printer or the paper jammed while printing

Solution

- The printer may need attention. If the printer is connected to a computer, check the computer screen for instructions.
- The power may be off or there may be a loose connection. Make sure the power is on and the power cord is securely connected.
- You may not have any paper in the main tray or photo tray. Check that the paper is loaded correctly. For paper-loading instructions, see Paper loading tips.
- If the paper jammed while printing, try the following:
  - Turn off the printer, then unplug it from the power source. Clear the printer of any paper obstructing the paper path. Remove the rear access door. Gently remove the jammed paper from the printer, then replace the rear access door. If all jammed paper cannot be removed from the rear area of

the printer, try removing paper jammed in the middle of the printer by opening the paper jam door located inside the top cover. For illustrations of the two places to clear a paper jam, see Paper errors. When you are finished clearing the paper jam, plug the printer back in, turn it on, and try printing again.

– If you were printing labels, make sure a label did not become unglued from the label sheet while going through the printer.

A blank page came out of the printer

Solution

- You may have begun printing and then cancelled the print job.
  If you cancelled the print job before printing started, the printer may have already loaded paper in preparation for printing. The next time you print, the printer ejects the blank page before starting the new printing project.
- A print job with a large amount of data may have been sent to the printer.
  Wait for the printer to service the print head before it continues printing.

The photo did not print using the default print settings

Solution You may have changed the print settings for the photo. Print settings you apply to an individual photo on a camera override the default print settings. Discard all print settings that have been applied to an individual photo by deselecting the photo on the camera. For more information, see the documentation that came with the camera.

The printer ejects the paper when preparing to print

Solution Direct sunlight could be interfering with the operation of the automatic paper sensor. Move the printer out of direct sunlight.

Print quality is poor

Solution

- Use photo paper designed for the printer. For best results, use the papers recommended in Choose the right paper.
- You may be printing on the wrong side of the paper. Make sure the paper is loaded with the side to be printed facing down.

- You may have selected a low-resolution setting on the digital camera. Reduce the size of the image and try printing again. For better results in the future, set the digital camera to a higher photo resolution.
- There may be a problem with the print head. Try the following:
  - Run the automatic print head cleaning procedure. For more information, see Care and maintenance.
  - Align the printer. For more information, see Aligning the printer.
  - If print quality problems persist after you have tried all of the above solutions, contact HP Support.

Photos are not printing correctly

Solution

- You may have loaded the photo paper incorrectly. Load the photo paper with the side to be printed facing down.
- The photo paper may not have fed into the printer correctly. Try the following:
  - Check for a paper jam. For more information, see Paper errors.
  - Insert the photo paper as far as it will go into the photo tray.
  - Load one sheet of photo paper at a time.

The photos I marked for printing in the digital camera do not print

Solution Some digital cameras let you mark photos for printing in both the camera's internal memory and on the memory card. If you mark photos in the internal memory, and then move photos from the camera's internal memory to the memory card, the marks do not transfer. Mark photos for printing after you transfer them from the digital camera's internal memory to the memory card.

I plugged a camera into the printer, but nothing happens

Solution Try the following:

- Make sure the camera is connected to the camera port on the front of the printer. The rear USB port does not support digital cameras.
- Make sure the camera is a PictBridge digital camera set to PictBridge mode or is an HP direct-printing camera. The printer only supports these two types of cameras.
- Check the camera batteries. Replace if necessary.
- Restart the camera.

Error messages

Before contacting HP support, read this section for troubleshooting tips or go to the online support services at www.hp.com/support.

If the printer is connected to a computer, the following types of error messages can appear on the computer screen:

- Paper errors
- Ink cartridge errors
- Memory card or camera errors
- Computer printing errors

If the printer is not connected to a printer, check the indicator lights:

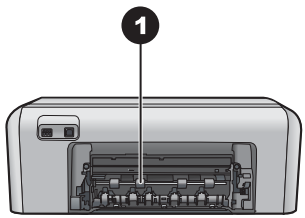
On	Resume	Ink indicator	Comments
Solid green	Blinking	Off	This sequence of lights often indicates a paper-related printer problem, such as a paper jam, no paper, or paper stall. For more information, see Paper errors. There might also be a connectivity problem, such as a digital camera being disconnected during a print job. For more information, see Computer and connectivity printing errors.
Blinking	Blinking	Off	There is a carriage stall. For more information, see Error message: The carriage is stalled..
Solid green	Off	Blinking	There is an ink cartridge problem, such as an empty, damaged, or incorrect cartridge. For more information, see Ink cartridge errors.
Blinking	Blinking	Blinking	A hardware problem has occurred. For more information, see All the lights are flashing on the printer.

Paper errors

Before contacting HP support, read this section for troubleshooting tips or go to the online support services at www.hp.com/support.

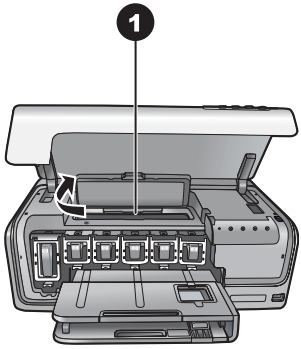
Error message: Paper Jam.

Solution Turn off the printer, then unplug it from the power source. Clear the printer of any paper that may be obstructing the paper path. Remove the rear access door. Gently remove the jammed paper from the printer, then replace the rear access door. Press **Resume** to continue printing.



1	Remove the rear access door to clear paper jams.

If you cannot remove all jammed paper from the rear area of the printer, try removing paper jammed in the middle of the printer by opening the paper jam door located inside the top cover.



1	Open the paper jam door to clear paper jams in the middle of the printer.

Plug the printer back in and turn it on.

Error message: The printer is out of paper.

Solution Load paper, then press **Resume** to print again. For paper-loading instructions, see Paper loading tips.

Error message: Unsupported media size.

Solution The printer cannot use the size of paper loaded in the paper tray. Press **Resume**, then load a supported paper size instead. For a list of supported paper sizes, see Printer specifications.

Error message: Automatic paper sensor failed.

Solution The automatic paper sensor is obstructed or damaged. Try moving the printer out of direct sunlight, then press **Resume** and try printing again. If this does not work, go to www.hp.com/support or contact HP Support.

Ink cartridge errors

Before contacting HP support, read this section for troubleshooting tips or go to the online support services at www.hp.com/support.

Error message: Incorrect Ink Cartridge(s).

Solution The first time you set up and use your HP Photosmart, make sure to install the ink cartridges that were shipped with your printer. The ink in these ink cartridges is specially formulated to mix with the ink in the print head assembly.

To resolve this error, replace the affected ink cartridge(s) with the ink cartridges that were shipped with your HP Photosmart.

The indicated ink cartridge(s) cannot be used after the device has undergone initialization. Replace the ink cartridge(s) with the appropriate ink cartridges for your HP Photosmart. The cartridge numbers you can use with this printer appear on the back cover of this printed guide.

For more information on replacing ink cartridges, see Insert ink cartridges.

Error message: Replace Cartridge(s) Soon.

Solution The indicated ink cartridge(s) are low on ink.

You might be able to continue printing for a short period of time with ink remaining in the print head assembly. Replace the indicated ink cartridge(s) or press **Resume** to continue.

For more information on replacing ink cartridges, see Insert ink cartridges.

Error message: Ink Cartridge(s) Empty.

Solution Replace the indicated ink cartridge(s) with new ink cartridge(s).

- If the black ink cartridge is empty, you can continue printing with the other color ink cartridges by following the onscreen instructions.
- If a color ink cartridge is empty, you can continue printing with the black ink cartridge by following the onscreen instructions.

Depending on the status of your print job, you can press **Resume** to continue. If the HP Photosmart is in the middle of a print job, press **Cancel** and restart your print job.

Note Text and photo quality will differ from those printed when using all ink cartridges. If the empty ink cartridge(s) are not replaced soon, all printing will stop.

For more information on replacing ink cartridges, see Insert ink cartridges.

Error message: Cannot Print.

Solution The indicated ink cartridge(s) are out of ink.

Replace the indicated ink cartridge(s) immediately so that you can resume printing.

The HP Photosmart cannot continue printing until the indicated ink cartridge(s) are replaced. All printing will stop.

For more information on replacing ink cartridges, see Insert ink cartridges.

Error message: Ink Cartridge(s) Problem.

Solution The indicated ink cartridge(s) are missing or damaged.

Replace the indicated ink cartridge(s) immediately so that you can resume printing. If there are no ink cartridges missing from the HP Photosmart, the ink cartridge contacts might need to be cleaned.

For more information on replacing ink cartridges, see Insert ink cartridges. For more information on cleaning the ink cartridge contacts, see Care and maintenance.

If there are no ink cartridges missing from the HP Photosmart, and you still receive this message after cleaning the ink cartridge contacts, you will need a replacement ink cartridge. Remove the affected ink cartridge and look at the end-of-warranty date on the bottom, in YYYY/MMM/DD format. If it is before the end-of-warranty date, contact HP Support to obtain a replacement ink cartridge.

Error message: Ink Expiration Nearly Expired. —OR— Ink Cartridge(s) Expired.

Solution Each ink cartridge has an expiration date. The purpose of expiration is to protect the printing system and to ensure ink quality. When you receive an ink expiration message, remove and replace the ink cartridge, and then close the message. You can also continue printing without replacing the ink cartridge, by following the instructions on your computer screen. HP recommends replacing the expired ink cartridges. HP cannot guarantee the quality or reliability of expired ink cartridges. Device service or repairs required as a result of using expired ink will not be covered under warranty.

For more information on replacing ink cartridges, see Insert ink cartridges.

Error message: Non-HP Ink Cartridge(s).

Solution Replace the indicated ink cartridge(s) or press **Resume** to continue

HP recommends that you use genuine HP ink cartridges. Genuine HP ink 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 ink. Printer service or repairs required as a result of printer failure or damage attributable to the use of non-HP ink will not be covered under warranty.

If you believe you purchased genuine HP ink cartridge(s), go to:

www.hp.com/go/anticounterfeit

Error message: Original HP Ink Depleted.

Solution Replace the indicated ink cartridge(s) or press **Resume** to continue.

HP recommends that you use genuine HP ink cartridges. Genuine HP ink 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 ink. Printer service or repairs required as a result of printer failure or damage attributable to the use of non-HP ink will not be covered under warranty.

If you believe you purchased genuine HP ink cartridge(s), go to:

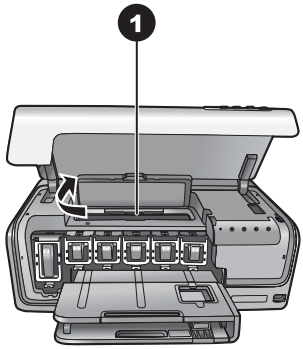
www.hp.com/go/anticounterfeit

Error message: The carriage is stalled.

Solution Remove any objects that are blocking the print head assembly.

To clear the print head assembly

1. Open the top cover, then open the paper jam door.



1	Open the paper jam door to clear the print head assembly.

2. Remove any objects that are blocking the print head assembly, including paper and any packing materials.
3. Turn the printer off, then turn it on again.
4. Close the paper jam door and the top cover.

Error message: Ink System Failure.

Solution The print head assembly or the ink delivery system has failed and the HP Photosmart can no longer print.

Turn off the printer, then unplug its power cord. Wait about 10 seconds, then plug it in again. If this does not clear the error message, please contact HP Support.

Memory card or camera errors

Before contacting HP support, read this section for troubleshooting tips or go to the online support services at www.hp.com/support.

Error message: Camera is not supported or not in PictBridge mode. Refer to User Guide.

Solution The HP Photosmart only supports digital cameras in PictBridge mode or HP directing printing cameras. If you have a PictBridge camera, make sure it is set to PictBridge mode. For more information, see the documentation that came with the camera.

Error message: Cannot print photos.

Solution More than 10 photos specified for a print job may be corrupted, missing, or are an unsupported file type. For information about supported file types, see Printer specifications.

- Save the photos to the computer using the digital camera rather than the memory card.
- Save the files to the computer and print from the computer.

Error message: Camera selections (DPOF) file has error.

Solution The printer is unable to read a DPOF file due to corrupted data or an error on the memory card. Use the camera to reselect the photos.

Error message: Some camera-selected photos are not on card.

Solution Some camera-selected photos are missing or have been deleted. Try the following:

- Confirm that you did not accidentally delete the photo from the memory card.
- Reselect the photos again using the digital camera.

Computer and connectivity printing errors

Before contacting HP Support, read this section for troubleshooting tips or go to the online support services at www.hp.com/support.

Error message: Printer memory is full. Job was cancelled. Press OK.

Solution The printer encountered a problem when printing photos. Try the following:

- To clear the printer memory, turn the printer off, then turn it on again.
- Print fewer photos at a time.
- Save the photos to the computer and print from there.
- Save the files to the computer using a memory card reader and then print from the computer.

Error message: HP Photosmart Disconnected!

Solution The printer cannot communicate properly with the computer. The printer software may not be working or a cable may be loose. Make sure the USB cable is securely attached to both the computer and to the USB port on the back of the printer. If the cable is secure, verify that the printer software is installed.

Error message: Camera is not responding. Check camera connections, batteries, or restart camera. Refer to User Guide.

Solution The print job will be cancelled. Reattach the USB cable to the camera and printer and resend the print job.

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8 HP Support

Note The name of HP support services may vary by country/region.

If you have a problem, follow these steps:

1. Check the documentation that came with the printer.
2. If you are unable to solve the problem using the information in the documentation, visit www.hp.com/support to do the following:
   - Access online support pages
   - Send HP an e-mail message for answers to your questions
   - Connect with an HP technician by using online chat
   - Check for software updates

   Support options and availability vary by product, country/region, and language.
3. If you are unable to solve the problem using the onscreen Help or HP web sites, call HP Support using the number for your country/region. For a list of country/region phone numbers, see HP Support by phone.

HP Support by phone

While the printer is under warranty, you can obtain free phone support. For more information, see the warranty included in the box, or go to www.hp.com/support to check the duration of your free support.

After the free phone support period, you can obtain help from HP at an additional cost. Contact your HP dealer or call the support phone number for your country/region for support options.

To receive HP support by phone, call the appropriate support phone number for your location. Standard phone company charges apply.

North America: Call 1-800-474-6836 (1-800–HP-invent). U.S. phone support is available in both English and Spanish languages 24 hours a day, 7 days a week (days and hours of support may change without notice). This service is free during the warranty period. A fee may apply outside the warranty period.

Western Europe: Customers in Austria, Belgium, Denmark, Spain, France, Germany, Ireland, Italy, Netherlands, Norway, Portugal, Finland, Sweden, Switzerland, and the United Kingdom should go to www.hp.com/support to access phone support numbers in their country/region.

Other countries/regions: See the list of support telephone numbers inside the front cover of this guide.

Placing a call

Call HP Support while you are near the computer and printer. Be prepared to provide the following information:

- Printer model number (located on the front of the printer)
- Printer serial number (located on the bottom of the printer)
- Computer operating system

- Version of printer software:
  - **Windows PC:** To see the printer software version, right-click the HP Digital Imaging Monitor icon in the Windows taskbar and select **About**.
  - **Macintosh:** To see the printer software version, use the **Print** dialog box.
- Messages displayed on the computer monitor
- Answers to the following questions:
  - Has the situation you are calling about happened before? Can you recreate the situation?
  - Did you install any new hardware or software on the computer around the time that the situation occurred?

Return to HP repair service (North America only)

HP will arrange to have your product picked up and delivered to an HP Central Repair Center. We pay for the round-trip shipping and handling. This service is free for the duration of the hardware warranty period.

HP Quick Exchange Service (Japan only)

製品に問題がある場合は以下に記載されている電話番号に連絡してください。製品が故障している、または欠陥があると判断された場合、HP Quick Exchange Serviceがこの製品を正常品と交換し、故障した製品を回収します。保証期間中は、修理代と配送料は無料です。また、お住まいの地域にも依りますが、プリンタを次の日までに交換することも可能です。

電話番号：0570-000511 （自動応答）
:03-3335-9800（自動応答システムが使用できない場合）
サポート時間:平日の午前 9:00 から午後 5:00 まで
土日の午前 10:00 から午後 5:00 まで。
祝祭日および1月1日から 3日は除きます。

サービスの条件

- サポートの提供は、カスタマケアセンターを通してのみ行われます。
- カスタマケアセンターがプリンタの不具合と判断した場合に、サービスを受けることができます。
  ご注意:ユーザの扱いが不適切であったために故障した場合は、保証期間中あっても修理は有料となります。詳細については保証書を参照してください。

その他の制限

- 運送の時間はお住まいの地域によって異なります。 詳しくは、カスタマケアターに連絡してご確認ください。
- 出荷配送は、当社指定の配送業者が行います。
  ご注意： デバイスはインクカートリッジを取り外さないで返還してください。
- 配送は交通事情などの諸事情によって、遅れる場合があります。
- このサービスは、将来予告なしに変更することがあります。

Additional warranty options

Extended service plans are available for the printer at additional costs. Go to www.hp.com/support, select your country/region and language, then explore the services and warranty area for information about the extended service plans.

A Specifications

This section lists the minimum system requirements for installation of the HP Photosmart printer software, and provides selected printer specifications.

For a complete list of printer specifications and system requirements, see the onscreen HP Photosmart help. For information about viewing the onscreen HP Photosmart help, see Welcome.

System requirements

Component	Windows PC minimum	Macintosh minimum
Operating system	Microsoft® Windows 98, 2000 Professional, Me, XP Home, and XP Professional	Mac® OS X 10.3, 10.4, and later
Processor	Intel® Pentium® II (or equivalent) and higher	G3 or greater
RAM	64 MB (128 MB recommended)	Mac OS X 10.3, 10.4, and later: 128 MB
Free disk space	500 MB	150 MB
Video display	800 x 600, 16-bit or higher	800 x 600, 16-bit or higher
CD-ROM drive	4x	4x
Connectivity	**USB**: Microsoft Windows 98, 2000 Professional, Me, XP Home, and XP Professional **PictBridge**: using front camera port **Bluetooth**: using optional HP Bluetooth Wireless Adapter	**USB:** Front and back ports (Mac OS X 10.3, 10.4, and later) **PictBridge**: using front camera port **Bluetooth**: using optional HP Bluetooth Wireless Adapter
Browser	Microsoft Internet Explorer 5.5 or later	—

Printer specifications

Category	Specifications
Image file formats	JPEG Baseline TIFF 24-bit RGB uncompressed interleaved TIFF 24-bit YCbCr uncompressed interleaved TIFF 24-bit RGB packbits interleaved TIFF 8-bit gray uncompressed/packbits TIFF 8-bit palette color uncompressed/packbits TIFF 1-bit uncompressed/packbits/1D Huffman

(continued)

Category	Specifications
Video file formats	Motion-JPEG AVI Motion-JPEG QuickTime MPEG-1
Media specifications	Recommended maximum length: 61 cm (24 inch) Recommended maximum paper thickness: 292 µm (11.5 mil) Recommended maximum envelope thickness: 673 µm (26.5 mil)
Media sizes supported	**Supported sizes when printing from a computer** 7.6 x 12.7 cm to 22 x 61 cm (3 x 5 inch to 8.5 x 24 inch) **Supported sizes when printing from a digital camera attached to the camera port** Metric: 10 x 15 cm (with and without tab), A6; Imperial: 3.5 x 5 inch, 4 x 6 inch (with and without tab); Other: Hagaki
Media types supported	Paper (plain, inkjet, photo, and panoramic photo) Envelopes Transparencies Labels Cards: index, greeting, Hagaki, A6, L-size Iron-on transfers Avery C6611 and C6612 photo sticker paper: 10 x 15 cm (4 x 6 inch), 16 rectangular or oval stickers per page HP CD/DVD Tattoos (not available in all countries/regions)
Paper tray – media sizes supported	**Main tray** 8 x 13 cm to 22 x 61 cm (3 x 5 inch to 8.5 x 24 inch) **Photo tray** Up to 10 x 15 cm (4 x 6 inch), with or without tab **Output tray** All supported main tray and photo tray sizes
Paper tray capacity	**Main tray** 100 sheets of plain paper 14 envelopes 20–40 cards (depending on thickness) 30 sheets of labels 25 transparencies, iron-on transfers, or photo paper 10 sheets of photo paper **Photo tray** 20 sheets of photo paper 50 sheets of plain paper 10 cards or envelopes

(continued)

Category	Specifications
	25 sheets of labels or iron-on transfers
Operating environment	**Recommended temperature range**: 15–30 °C (59-86 °F) **Maximum temperature range**: 5–40 °C (41-104 °F) **Storage temperature range**: -40–60 °C (-40-140 °F) **Recommended humidity range**: 20–80% RH **Maximum humidity range**: 10–80% RH
Physical specifications	**Height**: 17.29 cm (6.81 inch). **Width**: 46.25 cm (18.21 inch) **Depth**: 38.73 cm (15.25 inch) **Weight**: 7.37 kg (16.2 lb).
Power consumption	**Printing, Maximum**: 59 W **Idle**: 10–12 W **Off mode**: Less than 1 W
Power supply model number	HP Part # 0957-2105
Power requirement	100–240 VAC (± 10%), 50–60 Hz (± 3 Hz)
Ink cartridges	HP Yellow Ink Cartridge HP Cyan Ink Cartridge HP Light Cyan Ink Cartridge HP Magenta Ink Cartridge HP Light Magenta Ink Cartridge HP Black Ink Cartridge **Note** The cartridge numbers you can use with this printer appear on the back cover of this printed guide. If you have already used the printer several times, you can also find the cartridge numbers in the printer software. For more information, see Insert ink cartridges.
Print speed (maximum)	**Black printouts**: 32 pages per minute **Color printouts**: 31 pages per minute **Photos**: 14 seconds for each 10 x 15 cm (4 x 6 inch) photo
USB support	Microsoft Windows 98, 2000 Professional, Me, XP Home, and XP Professional Mac OS X 10.3, 10.4, and later HP recommends using a USB 2.0 full-speed compliant cable 3 meters (10 feet) or less in length.

B HP Warranty

HP product	Duration of limited warranty
Software Media	90 days
Printer	1 year
Print or Ink cartridges	Until the HP ink is depleted or the “end of warranty” date printed on the cartridge has been reached, whichever occurs first. This warranty does not cover HP ink products that have been refilled, remanufactured, refurbished, misused, or tampered with.
Accessories	90 days

A. Extent of limited warranty
   1. Hewlett-Packard (HP) warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer.
   2. For software products, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be interrupted or error free.
   3. HP's limited warranty covers only those defects that arise as a result of normal use of the product, and does not cover any other problems, including those that arise as a result of:
      a. Improper maintenance or modification;
      b. Software, media, parts, or supplies not provided or supported by HP;
      c. Operation outside the product's specifications;
      d. Unauthorized modification or misuse.
   4. For HP printer products, the use of a non-HP cartridge or a refilled cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.
   5. If HP receives, during the applicable warranty period, notice of a defect in any product which is covered by HP's warranty, HP shall either repair or replace the product, at HP's option.
   6. If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.
   7. HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
   8. Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the product being replaced.
   9. HP products may contain remanufactured parts, components, or materials equivalent to new in performance.
   10. HP's Limited Warranty Statement is valid in any country where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, may be available from any authorized HP service facility in countries where the product is distributed by HP or by an authorized importer.

B. Limitations of warranty

   TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

C. Limitations of liability
   1. To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.
   2. TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

D. Local law
   1. This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.
   2. To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
      a. Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., the United Kingdom);
      b. Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
      c. Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer

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