

HP Photosmart C4600 All-in-One series



基础知识手册

Basics Guide



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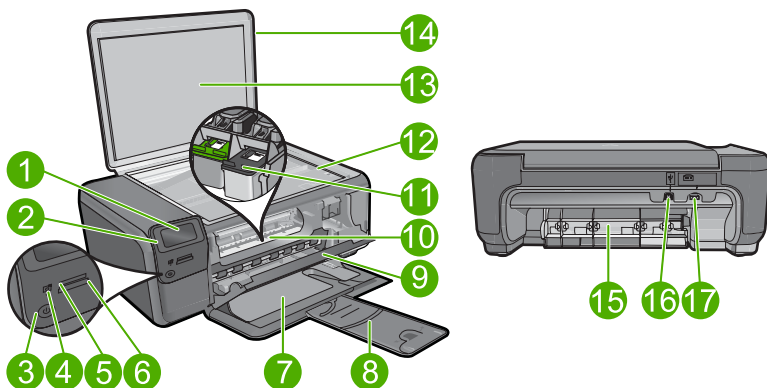
1 HP Photosmart 概述

使用 HP Photosmart 能够轻松快速地完成如下任务，如复印、扫描文档、打印存储卡中的照片等。您可以从控制面板直接访问许多 HP Photosmart 功能，不必打开计算机。

注意 本手册介绍了基本操作和疑难排解，并提供了有关联系 HP 支持中心和订购耗材的信息。

电子版帮助详细介绍了完整的特性和功能，包括如何使用 HP Photosmart 随附的 HP Photosmart 软件。

HP Photosmart 总览



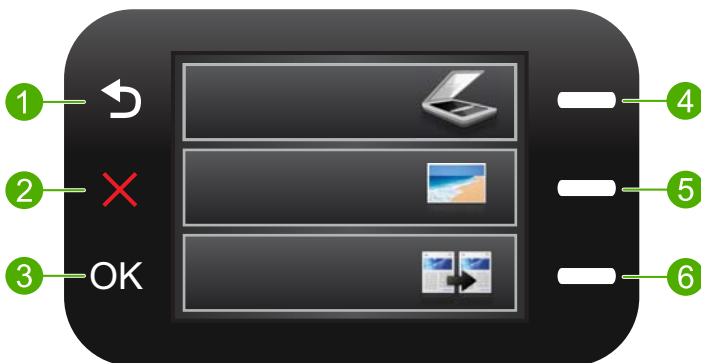
标签	描述
1	彩色图形显示屏（也称显示屏）
2	控制面板
3	开/关机按钮
4	照片指示灯
5	Memory Stick 卡的存储卡插槽
6	Secure Digital 和 xD 卡的存储卡插槽
7	纸盒
8	纸盒延长板（也称延长板）
9	墨盒舱门
10	墨盒检修区域
11	墨盒托架

(续)

标签	描述
12	玻璃板
13	盖子衬板
14	盖子
15	后盖
16	背面 USB 端口
17	电源接口（只用于 HP 提供的电源适配器）

控制面板按钮

以下图示和相关表格提供了 HP Photosmart 控制面板功能的快速参考。



标签	名称和描述
1	返回 ：返回到上一个屏幕。
2	取消 ：停止当前的操作，恢复默认设置，并清除当前照片选择。
3	OK ：选择一个菜单设置、数值或照片。
4	“扫描” ：从“首页”屏幕中打开 “扫描菜单” 。当查看除“首页”屏幕之外的其他屏幕时，选择与当前显示相关的选项。
5	“照片” ：从“首页”屏幕中打开 “照片菜单” 。当查看除“首页”屏幕之外的其他屏幕时，选择与当前显示相关的选项。
6	“复印” ：从“首页”屏幕中打开 “复印菜单” 。当查看除“首页”屏幕之外的其他屏幕时，选择与当前显示相关的选项。

查找更多信息

在多种印刷和电子版资源中都提供了 HP Photosmart 的安装和使用信息。

《从这里开始》手册

《从这里开始》指南提供了有关 HP Photosmart 和软件的安装说明。请务必按顺序执行《从这里开始》指南中的步骤。

如果在安装过程中遇到问题，请参阅《从这里开始》指南最后一节中的“疑难排解”，或者参阅本指南中的位于第 14 页的“疑难排解和支持”。

电子版帮助

电子版帮助详细介绍了本手册中没有描述的 HP Photosmart 的功能，包括那些只有在使用 HP Photosmart 随附的软件时才可用的功能。电子版帮助还提供了规范和环境信息。

访问电子版帮助

- **Windows:** 单击“开始 > 所有程序 > HP > Photosmart C4600 series > 帮助”。
- **Macintosh:** 打开“HP 设备管理器”，然后单击“?”图标。下一步，单击主菜单并选择“Photosmart C4600 series”。

HP 网站


如果能访问 Internet，可以从 HP 网站 www.hp.com/support 获得帮助和支持。此网站提供技术支持、驱动程序、耗材和订购信息。

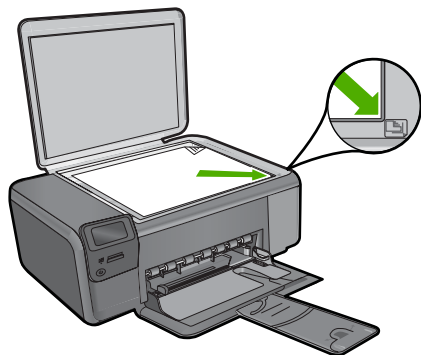
放入原件和纸张

可以在 HP Photosmart 中放入不同类型和尺寸的纸张，包括 letter 或 A4 纸、照片纸、投影胶片和信封等。有关详细信息，请参阅电子版帮助。

将原件放到玻璃板上

1. 将盖子向上提升到打开位置。
2. 将原件打印面朝下放到玻璃板的右上角。

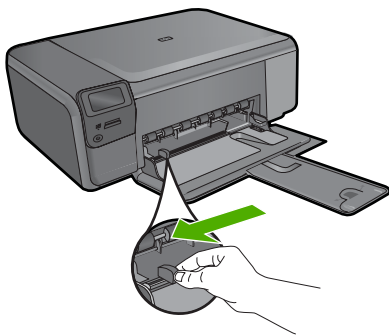
 **提示** 有关放入原件的更多帮助，请参考玻璃板边缘的图示。



3. 盖上盖子。

放入标准尺寸的纸张

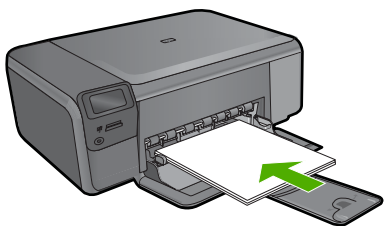
1. 将纸张宽度导板滑到其最外侧位置。



注意 如果使用 Letter、A4 或更小的纸张，请确保纸盒延长板完全打开。在使用 legal 大小的纸张时，请关闭纸盒延长板。

提示 利用水平表面将纸张边缘对齐。请确保这摞纸张的尺寸和类型相同，并且无破损、灰尘、褶皱、卷曲或弯曲边缘。

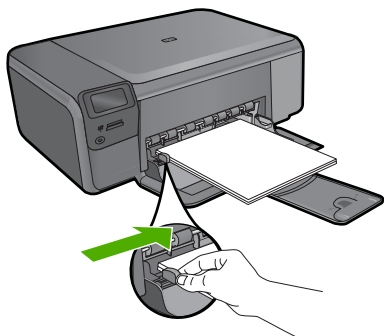
2. 将这叠纸短边朝前、打印面朝下放到纸盒中。将整叠纸向前推动，直至遇阻停止。



小心 确保将纸张放入纸盒时产品闲置且静止。如果打印机正在处理墨盒或忙于其他任务，纸张会停止在还没有准备就绪的这台打印机内部。可以将纸张尽量往前推，使得打印机退出白纸。

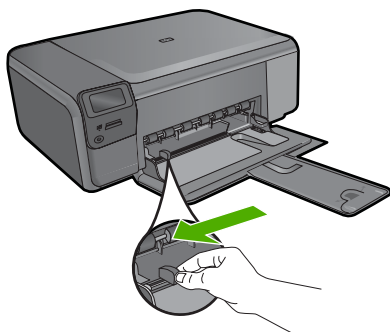
提示 如果用的是信笺纸，请首先插入纸张顶端并将打印面朝下。

3. 将纸张宽度导板向里滑动，直至其紧贴纸张边缘。
切勿向纸盒内装入过多的纸张；确保放入纸盒内的纸张大小合适，且高度没有超过纸张宽度导板的高度。

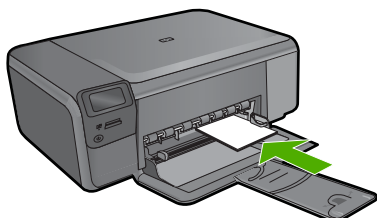


在纸盒中放入小尺寸相片纸

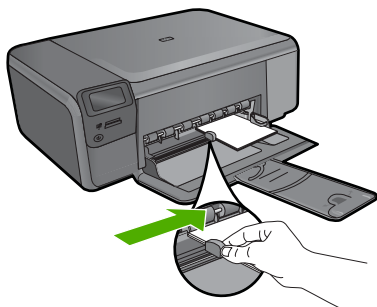
1. 将纸张宽度导板滑到其最外侧位置。



2. 将一叠相片纸放到进纸盒的最右侧，短边朝前，打印面朝下。将整叠相片纸向前推，直至遇阻停止。
如果使用的照片纸上有孔，在放入照片纸时，应将有孔的一边朝外。



3. 将纸张宽度导板向里滑动，直至其紧贴纸张边缘。
切勿向纸盒内装入过多的纸张；确保放入纸盒内的纸张大小合适，且高度没有超过纸张宽度导板的高度。



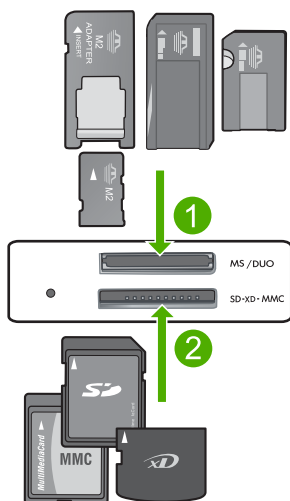
避免卡纸

遵循以下操作规范可避免卡纸。

- 经常从纸盒中取出已打印好的纸张。
- 将所有未使用的照片纸平放在密封袋中保存，以防照片纸卷曲或起皱。
- 确保纸张平放在纸盒中，并且边缘没有弯曲或撕裂。
- 如果您要打印标签，请确保标签纸未保存超过两年。当纸张通过产品时，旧纸上的标签可能会脱落，造成卡纸。
- 请不要在纸盒中混用不同类型和不同尺寸的纸张；纸盒中所有的纸张都必须尺寸、类型完全相同。
- 调整纸盒中的纸张宽度导轨，使其紧贴所有纸张。确保纸纸张宽度导轨没有将纸盒中的纸张压弯。
- 请不要将纸硬往纸盒里推。
- 使用推荐用于产品的纸张类型。

打印 10 x 15 厘米（4 x 6 英寸）的照片


要获得最佳打印质量，HP 建议使用专为您要打印的项目类型设计的 HP 纸张和原装 HP 墨水。HP 纸张和 HP 墨水都是专门设计的，组合使用可以提供高质量的输出效果。



- 1 Memory Stick、Memory Stick Pro、Memory Stick Select、Memory Stick Magic Gate、Memory Stick Duo 或 Duo Pro（适配器可选）、或 Memory Stick Micro（需要适配器）
- 2 xD-Picture Card、Secure Digital (SD)、Secure Digital Mini（需要适配器）、Secure Digital High Capacity (SDHC)、MultiMediaCard (MMC)、MMC Plus、MMC Mobile（RS-MMC；需要适配器）、TransFlash MicroSD 卡、Secure MultiMedia 卡

打印一张或多张小型照片

1. 在进纸盒中放入“10 x 15 cm（4 x 6 英寸）”相片纸。
2. 将存储卡插入产品上相应的插槽中。
3. 按显示屏上的向上或向下箭头图标旁的按钮，滚动浏览存储卡上的照片，直到出现要打印的照片为止。
4. 按“选择”旁边的按钮选择照片，然后按 **OK**。
5. 保留默认设置“4 x 6 相纸”和“无边框”。
6. 按“打印数”旁边的按钮增加当前图象的打印份数。
7. 按下 **OK**。

 **提示** 打印照片的同时，您可以继续滚动浏览存储卡上的照片，并通过按“增加印量...”旁边的按钮向打印队列添加更多的照片。


扫描图像

您可以从计算机或从 HP Photosmart 控制面板开始扫描。本节只介绍如何从 HP Photosmart 控制面板进行扫描。

 **注意** 还可以使用与 HP Photosmart 一同安装的软件扫描图像。通过该软件，可以编辑扫描的图像以及使用扫描的图像创建特殊项目。

扫描到计算机

1. 将原件打印面朝下放到玻璃板的右上角。

 **注意** 确保产品的存储卡插槽中未插入存储卡。


2. 按“扫描”旁边的按钮。
将出现“扫描菜单”。
3. 按“扫描到计算机”旁的按钮。
扫描结果的预览图像将出现在计算机上，您可以对其进行编辑。所作的任何编辑仅应用于当前扫描会话。
HP Photosmart 软件中有很多可用于编辑扫描图像的工具。可通过调节亮度、清晰度、色调和饱和度来改善图像的整体质量。还可以裁剪、摆正、旋转图像或调整图像的尺寸。
4. 对预览图像进行任何编辑，完成后单击“接受”。

复印

可以从控制面板进行高质量复印。


从控制面板复印

1. 在纸盘中放入纸张。
2. 将原件打印面朝下放到玻璃板的右上角。
3. 按“复印”旁的按钮。
4. 按“黑白复印”或“彩色复印”旁的按钮。
5. 按下“打印份数”旁边的按钮增加份数。
6. 按下 OK。

 **提示** 要复印书籍等较厚的原件时，可以拆除盖子。

更换墨盒

请按照下列说明更换墨盒。遵循这些说明也有助于解决与墨盒相关的打印质量问题。

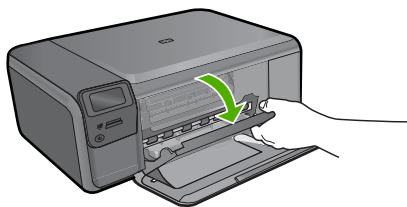
 **注意** 当墨盒的墨水量不足时，计算机屏幕上会显示一条消息。也可以使用与 HP Photosmart 一起安装的软件来检查墨水量。

当出现墨水量不足警告时，请确保您有可更换的墨盒。发现文字褪色或因墨盒导致的打印质量问题时，也需要更换墨盒。

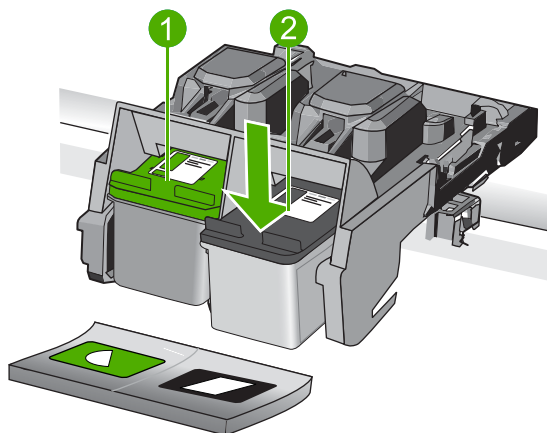
要订购适用于 HP Photosmart 的墨盒，请访问 www.hp.com/buy/supplies。出现提示信息时，请选择您所在的国家/地区，根据提示选择您的产品，然后单击页面上的某个购物链接。

更换墨盒

1. 确保产品已经开启，且纸盒中放有未用过的 letter 或 A4 普通白纸。
2. 打开墨盒盖。
墨盒托架应移到产品的中央。如果墨盒托架没有移到中央，请关闭产品，然后再打开。

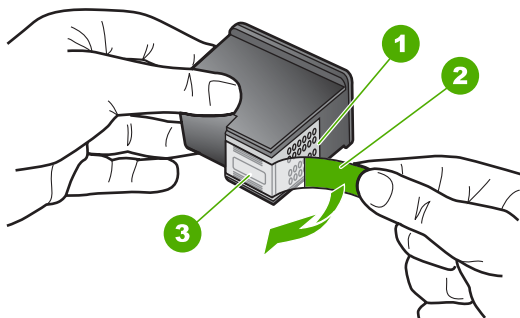


3. 等候墨盒托架停止移动，然后轻轻地向下压墨盒以松开它。
如果要更换三色墨盒，请取出左侧槽中的墨盒。
如果要更换黑色墨盒，请取出右侧插槽中的墨盒。



- | | |
|---|----------|
| 1 | 三色墨盒的墨盒槽 |
| 2 | 黑色墨盒的墨盒槽 |

4. 将墨盒向外拉出插槽。
5. 如果您要抛弃墨盒，请回收墨盒。许多国家（地区）都实行了 HP 喷墨耗材回收计划，您可以免费回收已用过的墨盒。有关详细信息，请访问下面的网站：
www.hp.com/hpinfo/globalcitizenship/environment/recycle/inkjet.html
6. 小心地将新墨盒从其包装中取出，仅接触黑色塑料部分。捏住粉色标签，轻轻地撕下塑料胶带。

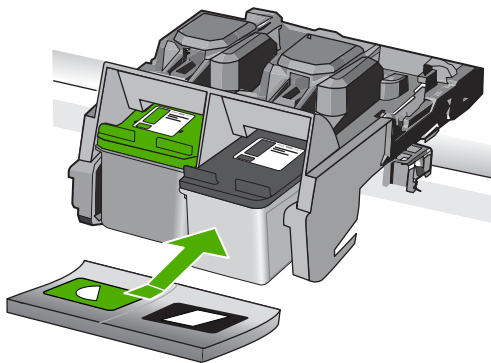


- | | |
|---|---------------------|
| 1 | 铜色触点 |
| 2 | 带粉红标签的塑料胶带（安装前必须撕掉） |
| 3 | 被胶带封住的墨盒喷嘴 |

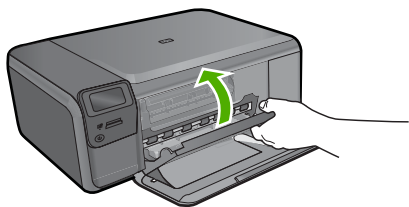
△ **小心** 不要触摸铜色触点或墨嘴。触摸这些部分会导致墨嘴阻塞、无法出墨或引起电路故障。



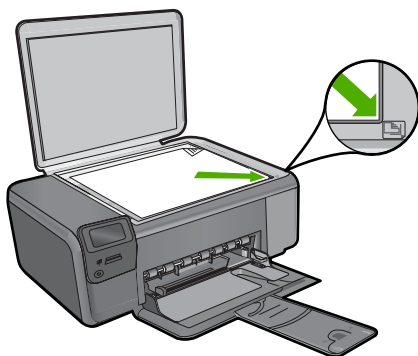
7. 将新墨盒以稍微向上的角度滑入空槽中。然后，向前轻推墨盒上部，直至其卡入位。
 如果是安装三色墨盒，请将墨盒滑入到左侧槽中。
 如果安装黑色墨盒，请将墨盒滑入到右侧槽中。



8. 关闭墨盒门。



9. 设备提示时，按 **OK** 打印墨盒校准页。
10. 将校准页打印面朝下放在玻璃板的右前角上，然后按下 **OK** 以扫描页面。



产品校准墨盒。请回收或丢弃墨盒校准页。

清洁 HP Photosmart

为了确保复印和扫描的结果清晰，可能需要清洁玻璃板和盖子衬板。另外，还需要擦掉 HP Photosmart 外壳上的灰尘。

- 提示** 您可以购买用于喷墨打印机和 All-in-One (Q6260A) 的 HP 清洁工具箱，该工具箱提供了安全清洁 HP 设备所需的全部工具。有关详细信息，请访问：www.shopping.hp.com/accessories-store/printer。

清洁玻璃板

1. 关闭产品，拔掉电源线，然后掀开盖子。
2. 用蘸有无腐蚀性玻璃清洁剂的软布或海绵擦拭玻璃板。
 - △ **小心** 请勿使用含有研磨材料、丙酮、苯以及四氯化碳的清洁剂清洁玻璃板，这些物质有可能损坏玻璃。请勿将液体直接放置或喷洒在玻璃上。液体可能会渗到玻璃板下面，损坏本产品。
3. 使用干燥柔软的无纺布擦干玻璃板，以防止沾染污渍。
4. 打开产品。

清洁盖子衬板

1. 关闭产品，拔掉电源线，然后掀开盖子。
2. 用蘸有中性肥皂水的软布或海绵擦拭白色文档衬板。轻轻地擦拭衬板以清除碎屑。不要用力擦衬板。
3. 使用干燥柔软的无纺布擦干衬板。

△ **小心** 不要使用纸制品擦拭，它们可能会划伤衬板。

4. 如果需要进一步清洁，请使用异丙（摩擦）醇重复上述步骤，然后用湿布仔细擦拭衬板以除去残留的异丙醇。

△ **小心** 注意不要将酒精倒在本产品的玻璃板或外壳上，否则可能会损坏本产品。

5. 插上电源线，然后打开本产品。

💡 **提示** 您可以拆除盖子，以便更容易地进行清洁工作。

2 疑难排解和支持

本章包含有关 HP Photosmart 的疑难排解信息。另外，还提供了有关安装和配置问题的详细信息，以及一些操作方面的主题。有关疑难排解的详细信息，请参阅软件随附的屏幕帮助。

如果在安装 HP Photosmart 软件之前就已通过 USB 电缆将 HP Photosmart 连接到计算机，则会出现很多问题。如果在软件安装屏幕出现提示之前就将 HP Photosmart 连接到计算机，则必须执行以下步骤：

排除常见的安装问题

1. 从计算机上拔下 USB 电缆。
2. 卸载软件（如果软件已安装）。
3. 重新启动计算机。
4. 关闭 HP Photosmart，等候一分钟，然后重新启动。
5. 重新安装 HP Photosmart 软件。

 **小心** 在软件安装屏幕提示您连接 USB 电缆之前，不要将电缆连接到计算机上。


有关支持的联系信息，请参阅本手册封底内页。

卸载并重新安装软件


如果安装不完全，或者在软件安装屏幕出现提示之前就将 USB 电缆连接到了计算机，则可能需要卸载然后重新安装软件。不要只是简单地从计算机中删除 HP Photosmart 应用程序文件。一定要使用安装 HP Photosmart 随附软件时提供的卸载工具进行正确卸载。

卸载或重新安装软件

1. 在 Windows 任务栏上，单击“开始”、“设置”、“控制面板”（或直接单击“控制面板”）。
2. 双击“添加/删除程序”（或单击“卸载程序”）。
3. 选择“HP Photosmart All-in-One 驱动程序软件”，然后单击“更改/删除”。按照屏幕上的说明执行操作。
4. 断开产品和计算机的连接。
5. 重新启动计算机。

 **注意** 重新启动计算机前，一定要断开产品的连接。重新安装完软件后，再将产品连接到计算机上。

6. 将产品的 CD-ROM 插入计算机的 CD-ROM 驱动器，然后启动安装程序。

 **注意** 如果未出现安装程序，请在 CD-ROM 驱动器上找到 Setup.exe 文件并双击。

注意 如果尚未购买安装 CD，您可以通过 www.hp.com/support 下载该软件。

7. 遵循屏幕说明和产品随附的《安装手册》中提供的说明进行操作。

软件安装完成后，“HP 数字成像监视程序”图标将出现在 Windows 系统任务栏中。要确认软件已正确安装，请双击桌面上的 HP 解决方案中心图标。如果 HP 解决方案中心显示基本图标（“扫描图片”和“扫描文档”），则说明软件已正确安装。

从 Mac 计算机上卸载然后重新安装

1. 断开 HP Photosmart 与 Mac 的连接。
2. 打开“应用程序”：“Hewlett-Packard”文件夹。
3. 连接“HP Uninstaller”。
根据屏幕上的说明执行操作。
4. 卸载完软件后，重新启动计算机。
5. 要重新安装软件，请将 HP Photosmart 的 CD-ROM 放入计算机的 CD-ROM 驱动器中。
6. 在桌面上打开 CD-ROM，然后双击“HP All-in-One Installer”。
7. 遵循屏幕说明和 HP Photosmart 随附的《安装手册》中提供的说明进行操作。

硬件安装问题疑难排解

使用本节来解决在安装 HP Photosmart 的硬件时可能会出现的问题。

产品无法开启

如果打开产品时没有指示灯亮、没有声音，没有动作，请尝试以下解决方案。

解决方案 1：确保使用产品随附的电源线

解决方法

- 确保电源线牢固地连接到产品和电源适配器上。将电源线插到电源插座、电涌保护器或接线板上。
- 如果使用接线板，请确保接线板的开关已打开。也可以试着将产品的电源线直接插到电源插座上。
- 测试电源插座，确保其工作正常。插上一台可正常工作的设备，看设备是否有电。如果没电，则电源插座可能有问题。
- 如果将产品插入带开关的插座中，请确保该插座已经打开。如果将开关转到打开，但仍未工作，则可能是电源插座出了问题。

原因： 该产品未使用随附的电源线。

如果这样无法解决问题，请尝试下一个解决方案。

解决方案 2：重新设置产品

解决方法： 关闭产品，拔下电源线。重新插上电源线，然后按**开/关机**按钮启动产品。

原因： 产品出现错误。

如果这样无法解决问题，请尝试下一个解决方案。

解决方案 3：请慢慢地按**开/关机**按钮

解决方法： 如果将**开/关机**按钮按得太快，产品可能会没有响应。按下**开/关机**按钮一次。启动产品可能需要几分钟。如果此时再次按**开/关机**按钮，可能会将产品关闭。

原因： 您按**开/关机**按钮的速度太快了。

如果这样无法解决问题，请尝试下一个解决方案。

解决方案 4：联系 HP 以更换电源适配器

解决方法： 联系 HP 支持人员索要产品的电源。

请访问：www.hp.com/support。

如果出现提示信息，则请选择您所在的国家/地区，然后单击“联系 HP”以获得有关请求技术支持的信息。

原因： 电源适配器不适用于此产品，或者电源适配器出现机械故障。

如果这样无法解决问题，请尝试下一个解决方案。

解决方案 5：与 HP 支持联系进行维修

解决方法： 如果已经完成了前面解决方案中列出的所有步骤，但仍有问题，则请与 HP 支持部门联系进行维修。

请访问：www.hp.com/support。

如果出现提示，则请选择您的国家 / 地区，然后单击“联系 HP”以获得技术支持。

原因： 您可能需要帮助才能启用产品或软件以使其正常运行。

显示屏显示错误语言

解决方法： 更改语言设置。

设置语言和国家/地区

1. 按“首页”屏幕上“复印”旁边的按钮。
将出现“复印菜单”。
2. 依次按右上角、左部中间和左下角的按钮。
将显示“基本设置”菜单。
3. 按“语言设置”旁的按钮。
4. 按显示屏上的向上或向下箭头图标旁边的按钮，滚动浏览语言。当突出显示您要使用的语言时，按“确定”旁边的按钮。
5. 当提示时，按“支持”旁的按钮确认。
将出现“基本设置”菜单。
6. 按“区域设置”旁的按钮。
7. 按显示屏上的向上或向下箭头图标旁边的按钮，滚动浏览国家/地区。当突出显示您要使用的国家/地区时，按“确定”旁边的按钮。
8. 当提示时，按“支持”旁的按钮确认。

原因： 设置产品时可能选择了错误的语言。

我连接了 USB 电缆，但通过计算机使用产品时遇到了问题

解决方法： 连接 USB 电缆之前，必须首先安装产品随附的软件。在安装过程中，除非屏幕说明提示您插入 USB 电缆，否则请不要将其插入。

完成软件安装后，请将 USB 电缆的一端插入计算机的背面，另一端插入产品的背面。可以连接到计算机背面的任何一个 USB 端口中。

有关安装软件以及连接 USB 电缆的详细信息，请参阅产品随附的《安装手册》。

原因： 安装软件前已连接 USB 电缆。在看到提示前就连接 USB 电缆会导致出错。

产品经过设置后却不打印

尝试用以下解决方案来解决问题。解决方案按顺序排列，最可能解决问题的方案排在最前面。如果第一个解决方案没有解决问题，请继续尝试其余的解决方案，直到问题解决为止。

解决方案 1：按下开/关机按钮，启动产品

解决方法： 查看产品上的显示屏。如果显示屏上没有任何显示，且开/关机按钮不亮，则说明产品尚未启动。确保电源线牢固地连接到产品，且插入电源插座中。按开/关机按钮打开产品。

原因： 产品可能尚未启动。

如果这样无法解决问题，请尝试下一个解决方案。

解决方案 2：将您的产品设置为默认打印机

解决方法： 使用计算机上的系统工具，将您的产品更改为默认打印机。

原因： 您已将打印作业发送到了默认打印机，但该产品并不是默认的打印机。如果这样无法解决问题，请尝试下一个解决方案。

解决方案 3：检查产品和计算机之间的连接

解决方法： 检查产品和计算机之间的连接。

原因： 产品和计算机不能互相通信。

如果这样无法解决问题，请尝试下一个解决方案。

解决方案 4：检查墨盒安装是否正确以及墨盒内是否有墨水

解决方法： 检查墨盒安装是否正确以及墨盒内是否有墨水。

原因： 一个或多个墨盒可能有问题。

如果这样无法解决问题，请尝试下一个解决方案。

解决方案 5：将纸张放入进纸盒中

解决方法： 将纸张放入进纸盒中。

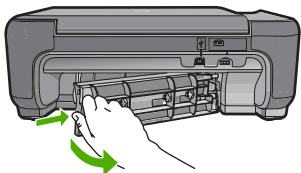
原因： 产品可能缺纸。

清除卡纸

如果卡纸，请检查后盖。您可能需要从后盖清除卡住的纸。

从后门清除卡纸

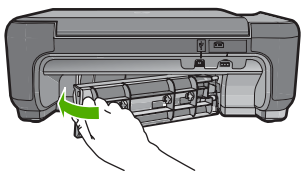
1. 按后门左侧的卡销，松开后门。从产品拉出后门以将其卸下。



2. 慢慢地将纸从滚筒里拉出来。

△ **小心** 如果从滚筒中取出纸张时纸张撕裂，请检查滚筒和齿轮，确定是否有破碎的纸片残留在产品中。如果不从产品中取出所有纸片，可能会发生更多的卡纸。

3. 重新装上后门。轻轻地向前推后门，直到其卡住。



4. 按“确定”旁的按钮继续当前作业。

墨盒疑难排解

如果出现打印问题，则其中一个墨盒可能有问题。有关更多信息，请参阅本手册中的位于第 9 页的“[更换墨盒](#)”。

支持程序

如果遇到问题，请执行以下步骤：

1. 查阅产品随附的文档。
2. 访问 HP 的在线支持网站：www.hp.com/support。所有 HP 用户均可获取 HP 在线支持。在这里可以迅速获取最新设备信息和专家帮助，其包含以下功能：
 - 快速访问有资质的在线支持专家
 - 产品的软件更新和驱动程序更新
 - 贵重产品和常见问题的疑难排解信息
 - 注册产品后可以获取主动设备更新、支持提醒以及 HP 新闻简报
3. 联系惠普支持。支持选项和可用性因设备、国家/地区和语言的不同而有所不同。有关支持联系信息，请参阅本手册封底内页。

3 技术信息

本节提供了有关 HP Photosmart 的技术规格以及国际规范信息。
有关其他规定和环境信息，包括《符合性声明》，请参阅电子版帮助。

系统要求


可以在自述文件中找到该软件的系统要求。

产品规格

有关产品规格的信息，请访问 HP 网站：www.hp.com/support。

纸张规格

进纸盒容量：普通纸：最多 85 张（60-90 克/平方米 纸）

 **注意** 有关受支持介质的尺寸的完整列表，请参阅打印机软件。

物理规格

- 高度：16.5 厘米
- 宽度：44.2 厘米
- 厚度：纸盒延长板打开时，厚度为 57.6 厘米；纸盒延长板关闭时，厚度为 40.7 厘米
- 重量：4.7 kg

电源规格

- 功耗：最大 20 W（普通打印）
- 输入电压 (0957-2269)：AC 100-240 V ~ 600 mA 50-60 Hz

 **注意** 只使用 HP 提供的电源适配器。

环境规格

- 推荐的工作温度范围：15°C-32°C (59°F-90°F)
- 允许的工作温度范围：5°C-40°C (41°F-104°F)
- 湿度：20% 到 80% RH（无冷凝）（建议）；最大露点 28 °C
- 不工作（存储）时的温度范围：-25°C-60°C (13°F-140°F)
- 在电磁场强的区域，HP Photosmart 的打印结果可能会稍微变形
- HP 建议使用长度不超过 3 米的 USB 电缆，以便将因潜在在电磁场所导致的注入噪音降至最低

规范声明

HP Photosmart 符合您所在国家/地区的产品规范要求。有关规范声明的完整列表，请参阅屏幕帮助。

标准型号

为了便于识别，为产品指定了一个“标准型号”。本产品的标准型号为 SNPRH-0803。不要将此标准型号与产品的市场名称（如 HP Photosmart C4600 series 等）或产品编号（如 Q8418A 等）相混淆。

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

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

B. 有限保修

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

C. 责任限制

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

D. 当地法律

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

HP Photosmart C4600 series

Basics Guide

English




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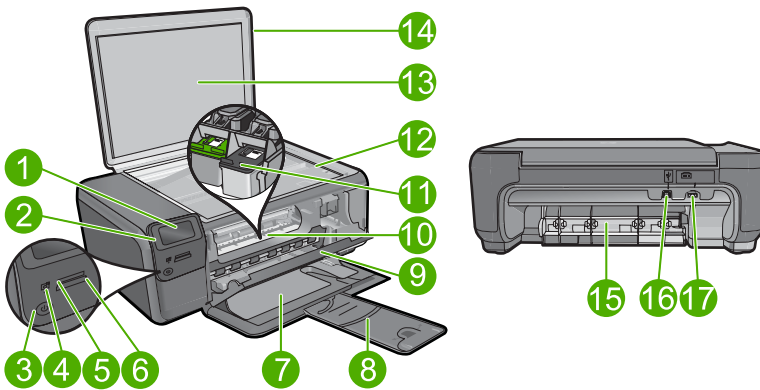
1 HP Photosmart overview

Use the HP Photosmart to quickly and easily accomplish tasks such as making a copy, scanning documents, or printing photos from a memory card. You can access many HP Photosmart functions directly from the control panel, without turning on your computer.

 **NOTE:** This guide introduces basic operations and troubleshooting, as well as provides information for contacting HP support and ordering supplies.

The Electronic Help details the full range of features and functions, including use of the HP Photosmart Software that came with the HP Photosmart.

The HP Photosmart at a glance



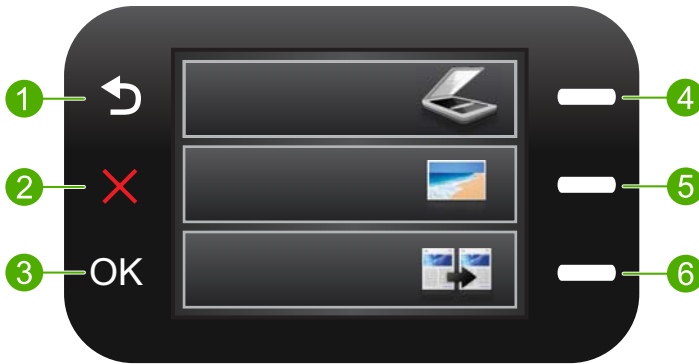
Label	Description
1	Color graphics display (also referred to as the display)
2	Control panel
3	On button
4	Photo light
5	Memory card slot for Memory Stick cards
6	Memory card slot for Secure Digital and xD cards
7	Paper tray
8	Paper tray extender (also referred to as the tray extender)
9	Cartridge door
10	Cartridge access area
11	Print carriage

(continued)

Label	Description
12	Glass
13	Lid-backing
14	Lid
15	Rear door
16	Rear USB port
17	Power connection (Use only with the power adapter supplied by HP.)

Control panel buttons

The following diagram and related table provide a quick reference to the HP Photosmart control panel features.



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

Find more information

A variety of resources, both printed and electronic provide information about setting up and using the HP Photosmart.

Start Here guide

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

If you have problems during setup, see Troubleshooting in the last section of the Start Here guide, or see "[Troubleshooting and support](#)" on page 14 in this guide.

Electronic Help

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

To access the Electronic Help

- **Windows:** Click **Start > All Programs > HP > Photosmart C4600 series > Help**.
- **Macintosh:** Open the **HP Device Manager** and click the ? icon. Next, click the main menu and select **Photosmart C4600 series**.

HP Web site


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

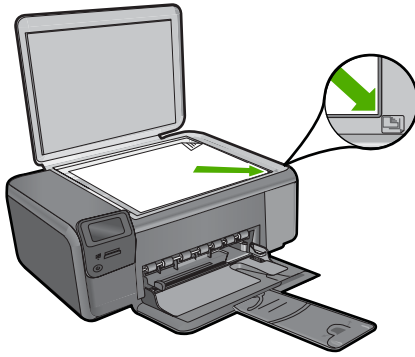
Load originals and load paper

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

To load an original on the glass

1. Lift the lid to the open position.
2. Load your original print side down on the right front corner of the glass.

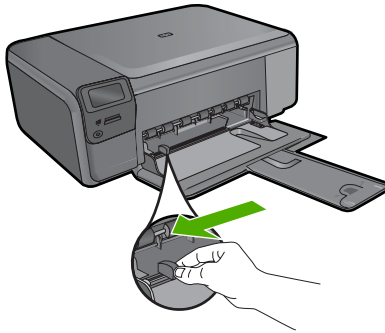
 **TIP:** For more help on loading an original, refer to the engraved guides along the edge of the glass.





3. Close the lid.

To load full-size paper

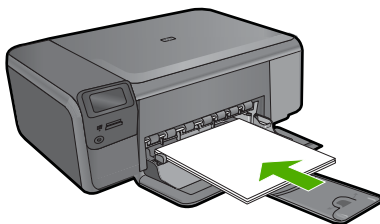
1. Slide the paper-width guide to its outermost position.



 **NOTE:** If you are using letter or A4 paper or smaller, make sure the tray extender is open all the way. When you use legal-size paper, leave the tray extender closed.

 **TIP:** Tap a stack of paper on a flat surface to align the edges. Make sure all the paper in the stack is the same size and type and free of rips, dust, wrinkles, and curled or bent edges.

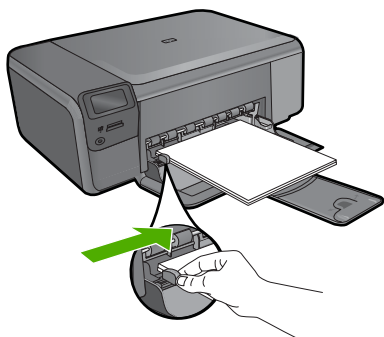
2. Insert the stack of paper into the paper tray with the short edge forward and the print side down. Slide the stack of paper forward until it stops.



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

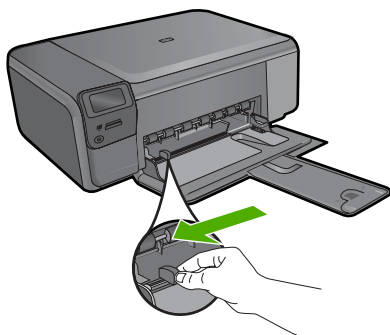
💡 **TIP:** If you are using letterhead, insert the top of the page first with the print side down.

3. Slide the paper-width guide inward until it stops at the edge of the paper. Do not overload the paper tray; make sure the stack of paper fits within the paper tray and is no higher than the top of the paper-width guide.



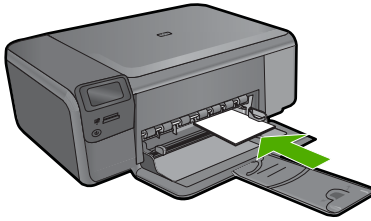
To load small-size photo paper in the paper tray

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

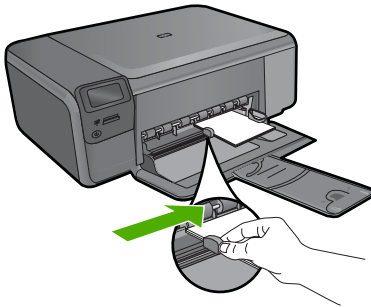


2. Insert the stack of photo paper into the far-right side of the paper tray with the short edge forward and the print side down. Slide the stack of photo paper forward until it stops.

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



3. Slide the paper-width guide inward until it stops at the edge of the paper. Do not overload the paper tray; make sure the stack of paper fits within the paper tray and is no higher than the top of the paper-width guide.



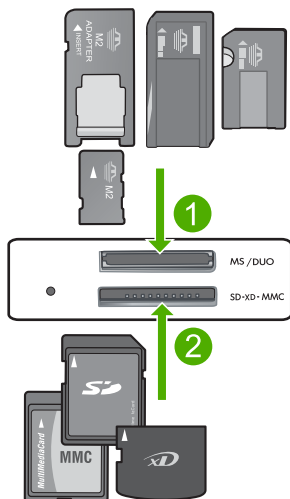
Avoid paper jams

To help avoid paper jams, follow these guidelines.

- Remove printed papers from the paper tray frequently.
- Prevent curled or wrinkled photo paper by storing all unused photo paper flat in a resealable bag.
- Ensure that paper loaded in the paper tray lays flat and the edges are not bent or torn.
- If you are printing labels, ensure that the label sheets are no more than two years old. Labels on older sheets might peel off when the paper is pulled through the product, and cause paper jams.
- Do not combine different paper types and paper sizes in the paper tray; the entire stack of paper in the paper tray must be the same size and type.
- Adjust the paper-width guide in the paper tray to fit snugly against all paper. Make sure the paper-width guide does not bend the paper in the paper tray.
- Do not force paper too far forward in the paper tray.
- Use paper types that are recommended for the product.

Print 10 x 15 cm (4 x 6 inch) photos


To achieve the best print quality, HP recommends using HP papers that are specifically designed for the type of project you are printing along with genuine HP ink. HP papers and HP ink are specifically designed to work well together to provide high-quality output.



-
- | | |
|---|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Duo Pro (adapter optional), or Memory Stick Micro (adapter required) |
| 2 | xD-Picture Card, Secure Digital (SD), Secure Digital Mini (adapter required), Secure Digital High Capacity (SDHC), MultiMediaCard (MMC), MMC Plus, MMC Mobile (RS-MMC; adapter required), TransFlash MicroSD Card, or Secure MultiMedia Card |
-


To print one or more small-size photos

1. Load **10 x 15 (4 x 6 inch)** photo paper in the paper tray.
2. Insert your memory card into the appropriate slot on the product.
3. Press the buttons next to the up arrow or down arrow icons on the display to scroll through the photos on your memory card until the photo you want to print appears.
4. Press the button next to **Select** to select the photo, and then press **OK**.
5. Leave the default settings as **4 x 6 photo** and **Borderless**.
6. Press the button next to **Prints** to increase the number of copies you want to print of the current image.
7. Press **OK**.

 **TIP:** While the photo is printing, you can continue to scroll through the photos on your memory card and add more photos to the print queue by pressing the button next to **Print More....**

Scan an image

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

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

To scan to a computer

1. Load your original print side down on the right front corner of the glass.



NOTE: Ensure that there are no memory cards inserted in the memory card slots on the product.

2. Press the button next to **Scan**.
The **Scan Menu** appears.
3. Press the button next to **Scan to PC**.
A preview image of the scan appears on your computer, where you can edit it. Any edits that you make apply to the current scan session only.
The HP Photosmart Software has many tools that you can use to edit your scanned image. You can improve the overall image quality by adjusting the brightness, sharpness, color tone, and saturation. You can also crop, straighten, rotate, or resize the image.
4. Make any edits to the preview image, and then click **Accept** when you are finished.

Make a copy

You can make quality copies from the control panel.

To make a copy from the control panel

1. Load paper in the paper tray.
2. Load your original print side down on the right front corner of the glass.
3. Press the button next to **Copy**.
4. Press the button next to **Black Copy** or **Color Copy**.
5. Press the button next to **Copies** to increase the number of copies.
6. Press **OK**.



TIP: To make copies of thick originals, such as books, you can remove the lid.

Replace the print cartridges

Follow these instructions to replace print cartridges. Following these instructions might also help solve print quality issues related to the cartridges.



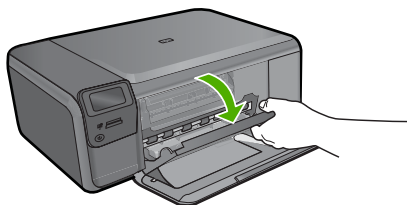
NOTE: When the ink level for the print cartridge is low, a message appears on your computer screen. You can also check the ink levels by using the software installed with the HP Photosmart.

When you receive a low-ink warning message, make sure you have a replacement print cartridge available. You should also replace the print cartridges when you see faded text or if you experience print quality issues related to the print cartridges.

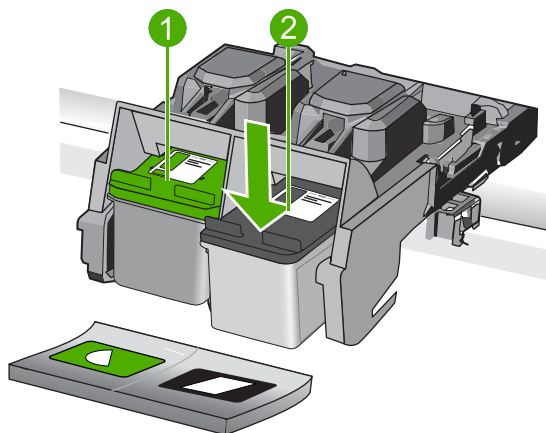
To order print cartridges for the HP Photosmart, go to www.hp.com/buy/supplies. If prompted, choose your country/region, follow the prompts to select your product, and then click one of the shopping links on the page.

To replace the print cartridges

1. Make sure the product is on and you have letter or A4 unused plain white paper loaded in the paper tray.
2. Open the print cartridge door.
The print carriage should move to the center of the product. If the print carriage does not move to the center, turn the product off, and then on.

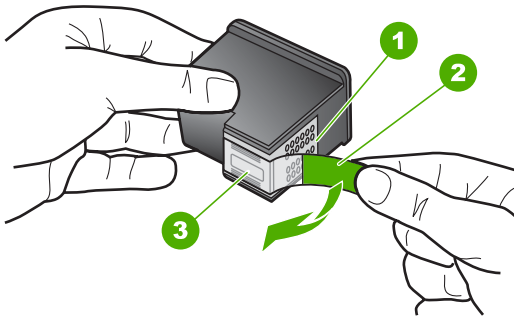


3. Wait until the print carriage is idle and silent, and then lightly press down on a print cartridge to release it.
If you are replacing the tri-color print cartridge, remove the print cartridge from the slot on the left.
If you are replacing the black print cartridge, remove the print cartridge from the slot on the right.



1	Print cartridge slot for the tri-color print cartridge
2	Print cartridge slot for the black print cartridge

4. Pull the print cartridge towards you out of its slot.
5. If you are disposing of the print cartridge, recycle the print cartridge. The HP Inkjet Supplies Recycling Program is available in many countries/regions, and lets you recycle used print cartridges free of charge. For more information, go to the following Web site:
www.hp.com/hpinfo/globalcitizenship/environment/recycle/inkjet.html
6. Remove the new print cartridge from its packaging, being careful to touch only the black plastic. Gently remove the plastic tape using the pink pull tab.

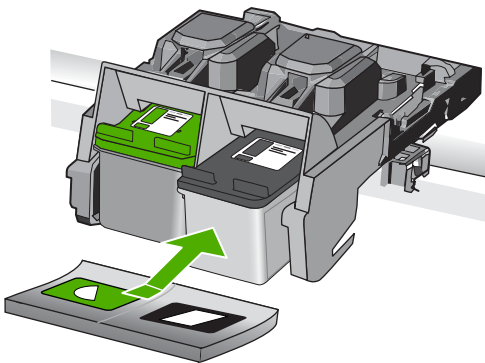


1	Copper-colored contacts
2	Plastic tape with pink pull tab (must be removed before installing)
3	Ink nozzles under tape

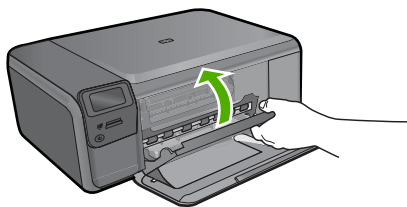
△ **CAUTION:** Do not touch the copper-colored contacts or ink nozzles. Touching these parts can result in clogs, ink failure, and bad electrical connections.



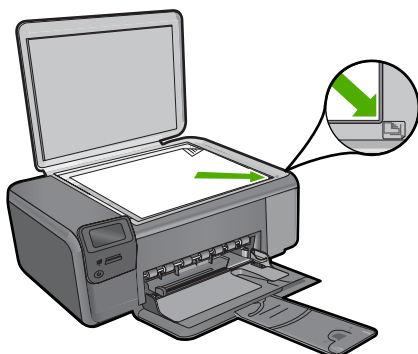
- Slide the new print cartridge at a slight upward angle into the empty slot. Then gently push on the upper part of the print cartridge forward until it snaps into place. If you are installing the tri-color print cartridge, slide it into the left slot. If you are installing the black print cartridge, slide it into the right slot.



- Close the print cartridge door.




9. When prompted, press **OK** to print a cartridge alignment page.
10. Load alignment page print side down on right front corner of glass, and then press **OK** to scan page.



The product aligns the print cartridges. Recycle or discard the print cartridge alignment sheet.


Clean the HP Photosmart

To ensure that your copies and scans remain clear, you might need to clean the glass and lid backing. You might also want to dust the exterior of the HP Photosmart.

 **TIP:** You can purchase an HP Cleaning Kit for Inkjet Printers and All-in-Ones (Q6260A) that provides everything needed to safely clean your HP device. For more information, go to: www.shopping.hp.com/accessories-store/printer.

To clean the glass

1. Turn off the product, unplug the power cord, and raise the lid.
2. Clean the glass with a soft cloth or sponge slightly moistened with a nonabrasive glass cleaner.

 **CAUTION:** Do not use abrasives, acetone, benzene, or carbon tetrachloride on the glass, since they can damage it. Do not place or spray liquid directly on the glass. The liquid might seep under the glass and damage the product.

3. Dry the glass with a dry, soft, lint-free cloth to prevent spotting.
4. Turn on the product.

To clean the lid backing

1. Turn off the product, unplug the power cord, and raise the lid.
2. Clean the white document backing with a soft cloth or sponge slightly moistened with a mild soap and warm water.
Wash the backing gently to loosen debris. Do not scrub the backing.
3. Dry the backing with a dry, soft, lint-free cloth.

△ **CAUTION:** Do not use paper-based wipes, as these might scratch the backing.

4. If further cleaning is needed, repeat the previous steps using isopropyl (rubbing) alcohol, and wipe the backing thoroughly with a damp cloth to remove any residual alcohol.

△ **CAUTION:** Be careful not to spill alcohol on the glass or exterior of the product, as this might damage it.

5. Plug in the power cord, and then turn on the product.

💡 **TIP:** You can remove the lid for an easy cleaning experience.


2 Troubleshooting and support

This chapter contains troubleshooting information for the HP Photosmart. Specific information is provided for installation and configuration issues, and some operational topics. For more troubleshooting information, see the Electronic Help that came with your software.

Many issues are caused when the HP Photosmart is connected to the computer using a USB cable before the HP Photosmart software is installed on the computer. If you connected the HP Photosmart to your computer before the software installation screen prompts you to do so, you must follow these steps:

Troubleshooting common setup issues

1. Disconnect the USB cable from the computer.
2. Uninstall the software (if you have already installed it).
3. Restart your computer.
4. Turn off the HP Photosmart, wait one minute, then restart it.
5. Reinstall the HP Photosmart software.

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

For support contact information, see the inside back cover of this guide.

Uninstall and reinstall the software

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

To uninstall and reinstall the software

1. On the Windows taskbar, click **Start, Settings, Control Panel** (or just **Control Panel**).
2. Double-click **Add/Remove Programs** (or click **Uninstall a program**).
3. Select **HP Photosmart All-in-One Driver Software**, and then click **Change/Remove**. Follow the onscreen instructions.
4. Disconnect the product from your computer.
5. Restart your computer.



NOTE: It is important that you disconnect the product before restarting your computer. Do not connect the product to your computer until after you have reinstalled the software.

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



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

NOTE: If you no longer have the installation CD, you can download the software from www.hp.com/support.

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

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

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

To uninstall from a Mac and then reinstall

1. Disconnect the HP Photosmart from your Mac.
2. Open the **Applications:Hewlett-Packard** folder.
3. Double-click **HP Uninstaller**.
Follow the onscreen instructions.
4. After the software is uninstalled, restart your computer.
5. To reinstall the software, insert the HP Photosmart CD-ROM into your computer's CD-ROM drive.
6. On the desktop, open the CD-ROM and then double-click **HP All-in-One Installer**.
7. Follow the onscreen instructions and the instructions provided in the Setup Guide that came with the HP Photosmart.

Hardware setup troubleshooting

Use this section to solve any problems you might encounter while setting up the HP Photosmart hardware.

The product will not turn on

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

Solution 1: Make sure you use the power cord that came with the product

Solution

- Make sure the power cord is firmly connected to both the product and the power adapter. Plug the power cord into a power outlet, surge protector, or power strip.
- If you are using a power strip, make sure the power strip is turned on. Or, try plugging the product directly into a power outlet.
- Test the power outlet to make sure it is working. Plug in an appliance that you know works, and see if the appliance has power. If not, then there might be a problem with the power outlet.
- If you plugged the product into a switched outlet, make sure the outlet is switched on. If it is switched to on but still does not work, then there might be a problem with the power outlet.

Cause: The product was not being used with the power cord provided.

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

Solution 2: Reset the product

Solution: Turn off the product, and then unplug the power cord. Plug the power cord back in, and then press the **On** button to turn on the product.

Cause: The product experienced an error.

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

Solution 3: Press the On button more slowly

Solution: The product might not respond if you press the **On** button too quickly. Press the **On** button once. It might take a few minutes for the product to turn on. If you press the **On** button again during this time, you might turn the product off.

Cause: You pressed the **On** button too quickly.

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

Solution 4: Contact HP to replace the power supply

Solution: Contact HP support to request a power supply for the product.

Go to: www.hp.com/support.

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

Cause: The power supply was not intended for use with this product or it had a mechanical failure.

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

Solution 5: Contact HP support for service

Solution: If you have completed all of the steps provided in the previous solutions and are still having a problem, contact HP support for service.

Go to: www.hp.com/support.

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

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

The display shows the wrong language

Solution: Change the language setting.

To set your language and country/region

1. Press the button next to **Copy** on the Home screen.
The **Copy Menu** appears.
2. Press the top-right, middle-left, and bottom-left buttons in sequence.
The **Basic Settings** menu appears.
3. Press the button next to **Set Language**.
4. Press the buttons next to the up arrow or down arrow icons on the display to scroll through the languages. When the language you want to use is highlighted, press the button next to **OK**.
5. When prompted, press the button next to **Yes** for confirmation.
The **Basic Settings** menu reappears.
6. Press the button next to **Set Region**.
7. Press the buttons next to the up arrow or down arrow icons on the display to scroll through the countries/regions. When the country/region you want to use is highlighted, press the button next to **OK**.
8. When prompted, press the button next to **Yes** for confirmation.

Cause: You might have selected the incorrect language when setting up the product.

I connected the USB cable, but I am having problems using the product with my computer

Solution: You must first install the software that came with the product before connecting the USB cable. During installation, do not plug in the USB cable until prompted by the onscreen instructions.

Once you have installed the software, plug one end of the USB cable into the back of your computer and the other into the back of the product. You can connect to any USB port on the back of your computer.

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

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

After setting up the product, it does not print

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

Solution 1: Press the On button to turn on the product

Solution: Look at the display on the product. If the display is blank and the **On** button is not lit, the product is turned off. Make sure the power cord is firmly connected to the product and plugged into a power outlet. Press the **On** button to turn on the product.

Cause: The product might not have been turned on.
If this did not solve the issue, try the next solution.

Solution 2: Set your product as the default printer

Solution: Use the system tools on your computer to change your product to be the default printer.

Cause: You sent the print job to the default printer, but this product was not the default printer.
If this did not solve the issue, try the next solution.

Solution 3: Check the connection between the product and computer

Solution: Check the connection between the product and computer.

Cause: The product and computer were not communicating with each other.
If this did not solve the issue, try the next solution.

Solution 4: Check that the print cartridges are installed properly and have ink

Solution: Check that the print cartridges are installed properly and have ink.

Cause: There might have been a problem with one or more of the print cartridges.
If this did not solve the issue, try the next solution.

Solution 5: Load paper in the paper tray

Solution: Load paper in the paper tray.

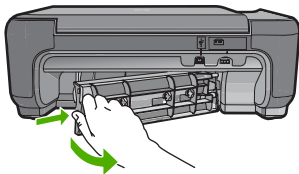
Cause: The product might have been out of paper.

Clear paper jams

In case of a paper jam, check the rear door. You might need to clear the paper jam from the rear door.

To clear a paper jam from the rear door

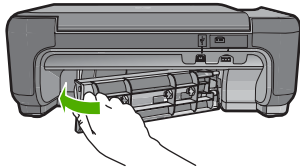
1. Press in the tab on the left side of the rear door to release the door. Remove the door by pulling it away from the product.



2. Gently pull the paper out of the rollers.

△ **CAUTION:** If the paper tears when you are removing it from the rollers, check the rollers and wheels for torn pieces of paper that might be remaining inside the product. If you do not remove all the pieces of paper from the product, more paper jams are likely to occur.

3. Replace the rear door. Gently push the door forward until it snaps into place.



4. Press the button next to **OK** to continue the current job.

Print cartridge troubleshooting

If you are experiencing problems with printing, you might have a problem with one of the print cartridges. For more information, see "[Replace the print cartridges](#)" on page 9 in this guide.

Support process

If you have a problem, follow these steps:

1. Check the documentation that came with the product.
2. Visit the HP online support Web site at www.hp.com/support. HP online support is available to all HP customers. It is the fastest source for up-to-date device information and expert assistance and includes the following features:
 - Fast access to qualified online support specialists
 - Software and driver updates for the product
 - Valuable product and troubleshooting information for common problems
 - Proactive device updates, support alerts, and HP newsgrams that are available when you register the product
3. Call HP support. Support options and availability vary by device, country/region, and language. For support contact information, see the inside back cover of this guide.

3 Technical information

The technical specifications and international regulatory information for the HP Photosmart are provided in this section.

For additional regulatory and environmental information, including the Declaration of Conformity statement, see the Electronic Help.

System requirements

Software system requirements are located in the Readme file.

Product specifications

For product specifications, go to the HP Web site at www.hp.com/support.

Paper specifications

Paper tray capacity: Plain paper sheets: Up to 85 (60 to 90 gsm. (20 lb.) paper)


 **NOTE:** For a complete list of supported media sizes, see the printer software.

Physical specifications

- Height: 16.5 cm (6.5 inches)
- Width: 44.2 cm (17.4 inches)
- Depth: 57.6 cm (22.7 inches) with tray extender open; 40.7 cm (16 inches) with tray extender closed
- Weight (with cartridges) : 4.70 kg (10.34 pounds)

Power specifications

- Power consumption: 20 watts maximum (average printing)
- Input voltage (0957-2269): AC 100 to 240 V ~ 600 mA 50-60 Hz

 **NOTE:** Use only with the power adapter supplied by HP.

Environmental specifications

- Recommended operating temperature range: 15 °C to 32 °C (59 °F to 90 °F)
- Allowable operating temperature range: 5 °C to 40 °C (41 °F to 104 °F)
- Humidity: 20% to 80% RH non-condensing (recommended); 28 °C maximum dewpoint
- Non-operating (Storage) temperature range: -25 °C to 60 °C (13 °F to 140 °F)
- In the presence of high electromagnetic fields, it is possible the output from the HP Photosmart may be slightly distorted
- HP recommends using a USB cable less than or equal to 3 m (10 feet) in length to minimize injected noise due to potential high electromagnetic fields

Regulatory notices

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

Regulatory model identification number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SNPRH-0803. This regulatory number should not be confused with the marketing name (HP Photosmart C4600 series, etc.) or product numbers (Q8418A, etc.).

Warranty

HP product	Duration of limited warranty
Software Media	90 days
Printer	1 year
Print or Ink cartridges	Until the HP ink is depleted or the "end of warranty" date printed on the cartridge has been reached, whichever occurs first. This warranty does not cover HP ink products that have been refilled, remanufactured, refurbished, misused, or tampered with.
Printheads (only applies to products with customer replaceable printheads)	1 year
Accessories	1 year unless otherwise stated

A. Extent of limited warranty

- 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.
- 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.
- 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:
 - Improper maintenance or modification;
 - Software, media, parts, or supplies not provided or supported by HP;
 - Operation outside the product's specifications;
 - Unauthorized modification or misuse.
- For HP printer products, the use of a non-HP cartridge or a refilled cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled cartridge or an expired ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.
- 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.
- 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.
- HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
- 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.
- HP products may contain remanufactured parts, components, or materials equivalent to new in performance.
- 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

- To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.
- 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

- 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.
- 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:
 - Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., the United Kingdom);
 - Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
 - Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or allow limitations on the duration of implied warranties.
- THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THE HP PRODUCTS TO SUCH CUSTOMERS.

HP Limited Warranty

Dear Customer,

You will find below the name and address of the HP entity responsible for the performance of the HP Limited Warranty in your country.

You may have additional statutory rights against the seller based on your purchase agreement. Those rights are not in any way affected by this HP Limited Warranty.

Ireland: Hewlett-Packard Ireland Limited, 63-74 Sir John Rogerson's Quay, Dublin 2

United Kingdom: Hewlett-Packard Ltd, Cain Road, Bracknell, GB-Berks RG12 1HN

Malta: Hewlett Packard International Trade BV, Branch 48, Sqaq Nru 2, Triq ix-Xatt, Pieta MSD08, Malta

South Africa: Hewlett-Packard South Africa Ltd, 12 Autumn Street, Rivonia, Sandton, 2128, Republic of South Africa



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Argentina (Buenos Aires)	www.hp.com/la/soporte
Argentina	www.hp.com/la/soporte
Australia	1300 721 147
Australia (out-of-warranty)	1902 910 910
Österreich	www.hp.com/support
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België	www.hp.com/support
Belgique	www.hp.com/support
Brasil (Sao Paulo)	www.hp.com/la/soporte
Brasil	www.hp.com/la/soporte
Canada	1-(800)-474-6836 (1-800 hp invent)
Central America & The Caribbean	www.hp.com/la/soporte
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中国	1068687980
中国	800-810-3888
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Costa Rica	www.hp.com/la/soporte
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Ελλάδα (από Κύπρο)	800 9 2654
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Venezuela	www.hp.com/la/soporte
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For the most current HP list of telephone support numbers and call costs information, see www.hp.com/support.