

HP Photosmart C5300 All-in-One series



基础知识手册

Basics Guide



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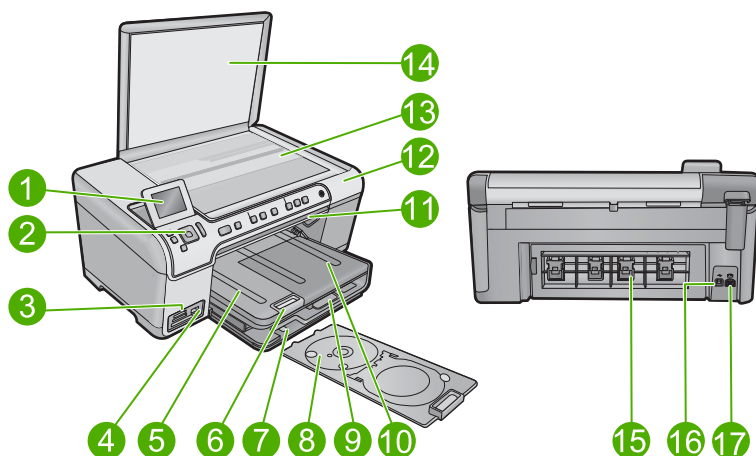
1 HP All-in-One 概述

使用 HP All-in-One 能够轻松快速地执行诸如复印、扫描文档、打印存储卡或 USB 存储设备中的照片等任务。您可以在不打开计算机的情况下从控制面板直接访问 HP All-in-One 的许多功能。

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。

屏幕帮助详细介绍了完整的特性和功能，包括如何使用 HP All-in-One 随附的 HP Photosmart 软件。

HP All-in-One 总览



编号	说明
1	彩色图形显示屏（也称显示屏）
2	控制面板
3	存储卡插槽和“照片”灯
4	前端 USB 端口
5	出纸盒
6	纸盒延长板（也称延长板）
7	CD/DVD 支架存放区
8	CD/DVD 支架
9	主进纸盒（也称进纸盒）
10	照片纸盒

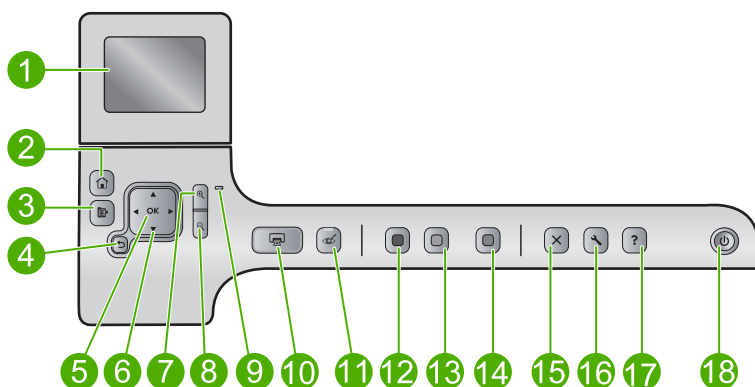
(续)

编号	说明
11	CD/DVD 检修门
12	墨盒门
13	玻璃板
14	盖子衬板
15	后盖
16	背面 USB 端口
17	电源接口*

*仅适用于 HP 提供的电源适配器。

控制面板功能

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



标签	图标	名称和描述
1		彩色图形显示屏（也称为显示屏）：显示菜单、照片和信息。显示屏可以立起来，成一定的角度放置，以便获得更好的视觉效果。
2		主页：返回“主页”屏幕（启动产品时默认出现的屏幕）。
3		菜单：显示一组与当前显示内容有关的选项。
4		后退：返回显示屏的上一屏幕。
5		确定 ：选择显示屏上的菜单设置、值或照片。
6		方向键盘：按上、下、左、右箭头按钮，可以导航照片和菜单选项。 如果正在放大照片，也可以使用箭头按钮来平移照片，然后选择不同的区域来进行打印。

标签	图标	名称和描述
7		放大 + ：放大显示屏上的图像。您还可以将此按钮与方向键盘上的箭头组合使用，以调整用于打印的裁剪框。
8		缩小 - ：缩小显示内容以显示更多照片。如果您在以 100% 显示照片时按此按钮，则“ 适合页面 ”功能将应用于该照片。
9		警示灯 ：表示出现问题。有关详细信息，请参阅显示屏。
10		打印照片 ：打印在存储卡上选择的照片。如果当前没有选择照片，则产品将打印当前显示的照片。
11		红眼消除 ：打开或关闭 红眼消除 功能。插入存储卡时此功能将开启。产品会自动修复打印队列中所有照片中的红眼。
12		“开始复印 / 黑白” ：开始进行黑白复印。
13		“开始复印 / 彩色” ：开始进行彩色复印。
14		“开始扫描” ：打开“ 扫描菜单 ”，从这里可以选择扫描目的地。
15		取消 ：停止当前操作。
16		“设置” ：打开“ 设置 ”菜单，可以从这里更改产品设置并执行维护功能。
17		帮助 ：打开显示屏上的“ 帮助菜单 ”，可以从这里选择主题并了解其详细内容。在“主页”屏幕上按下 帮助 按钮，即会列出可以获取其帮助的主题。根据所选主题，该主题内容会显示在显示屏上或您的计算机屏幕上。在查看除“主页”以外的屏幕时， 帮助 按钮会提供适用于当前屏幕的帮助。
18		亮起 ：开启或关闭产品。在关闭后，产品仍会消耗少量电力。要完全切断电源，请关闭产品，然后拔掉电源线。

查找更多信息

在很多印刷和屏幕资源中都提供了 HP All-in-One 的安装和使用信息。

《从这里开始》指南

《从这里开始》指南提供了有关 HP All-in-One 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 15 页的“疑难排解和支持”](#)。

屏幕帮助

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

访问屏幕帮助

- **Windows:** 单击“开始 > 所有程序 > HP > Photosmart C5300 All-in-One 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 C5300 All-in-One series”。

HP 网站

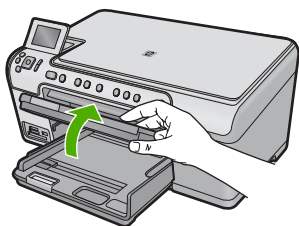
如果能访问 Internet，可以从 HP 网站 www.hp.com/support 获得帮助和支持。该网站提供技术支持、驱动程序、耗材和订购信息。

放入纸张

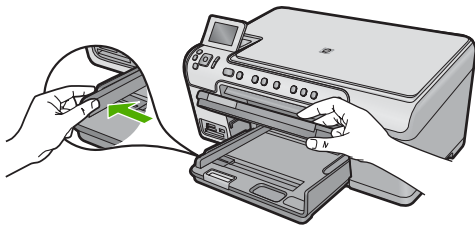
可以在 HP All-in-One 中放入不同类型和尺寸的纸张，包括 letter 或 A4 纸、照片纸、投影胶片和信封等。有关详细信息，请参阅屏幕帮助。

放入标准尺寸的纸张

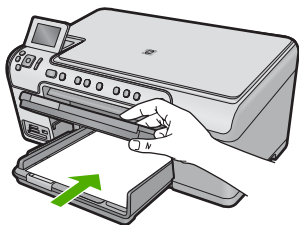
1. 抬起并握住出纸盒，使它处于打开位置。



2. 将纸宽导纸板滑到最外侧。



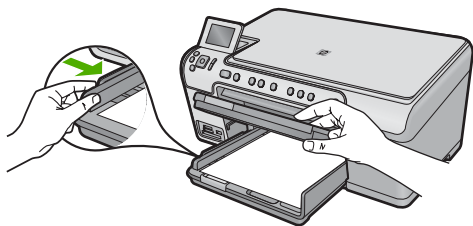
3. 将这摞纸短边朝前、打印面朝下放入主进纸盒。将纸张向前推，直到不能移动时为止。



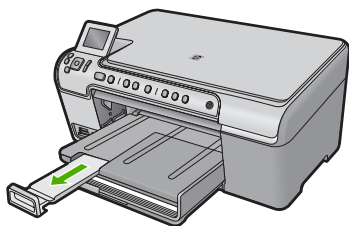
△ **小心** 确保将纸张放入主进纸盒时产品闲置且静止。如果产品正在处理墨盒或忙于其他任务，则停在产品中的纸张可能尚未就绪。可以将纸张尽量向前推，以使产品弹出空白页。

✎ **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。

4. 向内滑动纸张宽度导板，直到它停靠在纸张的边缘处。
不要在主进纸盒中放入过多的信封；确保纸完全可以装入主进纸盒中，并且高度不超过纸张宽度导板的顶部。



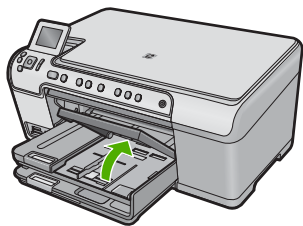
5. 放下出纸盒。将纸盒延长板朝自己的方向完全拉出。翻转延长板末端的接纸架，将延长板全部打开。



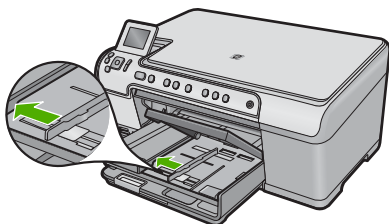
✎ **注意** 在使用 legal 大小的纸张时，请关闭纸盒延长板。

在照片纸盒中放入最大 13 x 18 cm (5 x 7 英寸) 照片纸

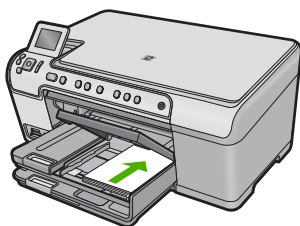
1. 抬起照片纸盒盖。



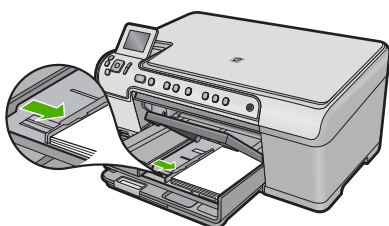
2. 将纸张宽度导板滑到其最外侧位置。



3. 将这摞照片纸短边朝前、打印面朝下放到照片纸盒中。向前推照片纸，直到不能移动时为止。
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。



4. 向内滑动纸张宽度导板，直至其紧靠纸张边缘。
不要在照片纸盒中放入过多的照片纸；确保照片纸可以装在照片纸盒中，并且高度不超过纸张宽度导板的顶部。



5. 放下照片纸盒的盖子。

避免卡纸

遵循以下操作规范可避免卡纸。

- 经常从出纸盒中取出已打印好的纸张。
- 将所有不使用的照片纸平放保存在密封包装中，以防其卷曲或起皱。
- 确保纸张平放在进纸盒中，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。
- 不要在进纸盒中混用不同类型的纸张；进纸盒中所有的纸张都必须尺寸、类型完全相同。

- 调整进纸盒中的纸宽导纸板，使其紧贴所有纸张。确保纸宽导纸板没有将进纸盒中的纸压弯。
- 不要将纸硬往进纸盒里推。
- 使用推荐用于本产品的纸张类型。

直接在 CD/DVD 上打印

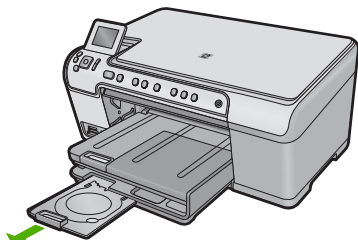
除了在纸上打印之外，使用 HP All-in-One 还可以直接在有特殊涂层的 CD 和 DVD 的表面上打印，这是从已连接的计算机开始的打印作业。您可以使用 HP All-in-One 随附的软件为 CD 或 DVD 设计和创建自定义标签。然后将标签打印在可打印的 CD 或 DVD 介质上。

 **提示** 建议您先将数据写入到 CD 或 DVD 中，然后在上面对打印标签。

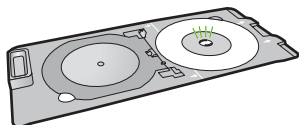
 **注意** HP All-in-One 不支持从控制面板开始的 CD/DVD 打印作业。您必须使用 HP All-in-One 随附的软件在 CD/DVD 上打印。有关详细信息，请参阅软件帮助。

直接打印到 CD/DVD

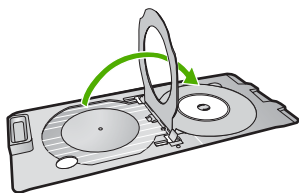
1. 使用产品随附的软件创建和打印 CD/DVD 标签。
2. 如果产品离墙面较近，请将它移到距离墙面至少 7.5 cm（3 英寸）远的地方。
3. 从主进纸盒下面的存放区小心取出 CD/DVD 支架。



4. 令可喷墨打印介质的打印面朝上，将介质牢固地卡入 CD/DVD 支架。应将 CD/DVD 放在支架上带有箭头的一侧的环上。

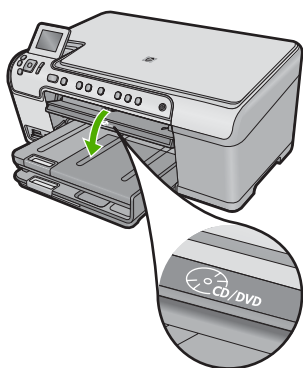


 **注意** 如果使用的是尺寸较小的介质，则仅在这时才需要将 CD/DVD 支架环翻到 CD/DVD 上。

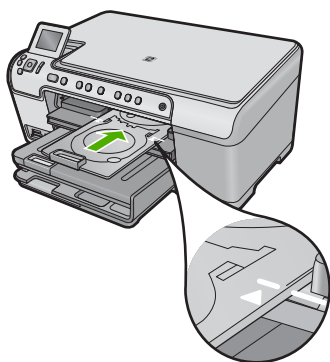


5. 放下 CD/DVD 托盘。

CD/DVD 托盘位于控制面板正下方。当放下检修门后，可看到 CD/DVD 托盘位于出纸盒顶部。



6. 将 CD/DVD 支架推入产品，直至 CD/DVD 支架上的白线与 CD/DVD 托盘上的白线对齐为止，然后按**确定**。

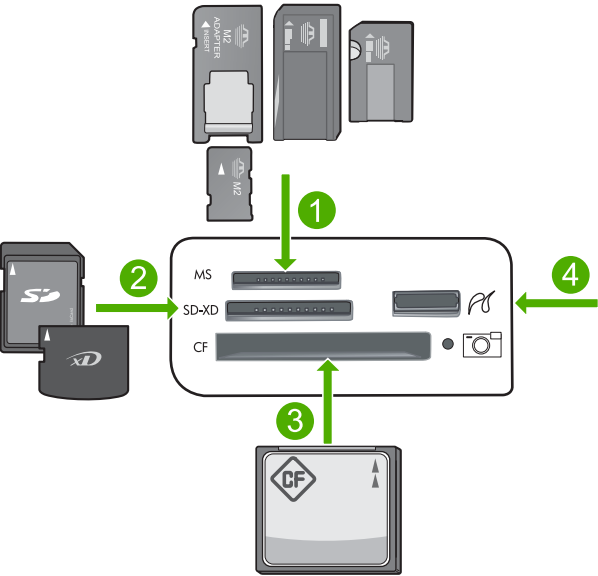


 **注意** 在介质上打印时，产品会拉动 CD/DVD 支架。

7. 打印完成后，请确保将 CD/DVD 支架重新插入存放区。

在照片纸上打印照片

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（可选用适配器）或 Memory Stick Micro（需要适配器）
2	MultiMedia 卡（MMC）、MMC Plus、Secure MultiMedia 卡、MMC Mobile（RS-MMC;需要适配器）、Secure Digital（SD）、Secure Digital Mini、Secure Digital High Capacity（SDHC）、TransFlash MicroSD 卡（需要适配器）或 xD-Picture 卡
3	CompactFlash（CF）I 型和 II 型
4	正面 USB 端口（适用于存储设备和 PictBridge 相机）

打印照片

1. 将照片纸放入相应的进纸盒中。
2. 将存储卡插入打印机的相应插槽中，或将存储设备连接到正面 USB 端口。
3. 按**确定**选择“查看和打印”。
4. 按向左或向右箭头按钮滚动浏览照片的缩略图。
5. 当要打印的照片高亮显示时，请按**确定**按钮。

- 按向上箭头按钮可增加份数。您必须指定至少打印一份副本，否则打印机不打印照片。

 **提示** 如果您想在打印照片之前裁减、旋转照片或对照片做任何更改，请按菜单按钮。

- 继续使用向左向右箭头键滚动浏览，以将更多照片添加到打印队列中。（可选）
- 按**确定**按钮以预览打印作业。
- 按菜单按钮以更改打印设置。（可选）
- 按**打印照片**。

 **提示** 在打印过程中，可以按**确定**按钮以将更多照片添加到打印队列中。

扫描图像

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

 **注意** 还可以使用与 HP All-in-One 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

- 将原件打印面朝下放到玻璃板的右上角。
- 按控制面板上的“**开始扫描**”。
- 按向下箭头按钮以高亮显示“**扫描到计算机**”，然后按**确定**按钮。
- “**扫描到**”菜单会出现在显示屏上。按向下箭头按钮，选择您要使用的作业快捷方式，然后按**确定**。

 **注意** 通过作业快捷方式，您可以定义扫描参数，如软件应用程序、dpi 和颜色设置，这样就无需在每次进行扫描作业时分别进行设置了。

- 请按照屏幕提示将扫描结果保存到计算机上。

复印

可以从控制面板进行高质量复印。

从控制面板复印

- 确保进纸盒中有纸。
- 将原件打印面朝下放到玻璃板的右上角。
- 按下“**开始复印 / 黑白**”或者“**开始复印 / 彩色**”开始复印。

更换墨盒

当需要更换墨盒时，请根据这些说明操作。

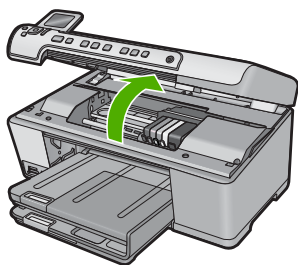
 **注意** 如果是第一次设置产品，请确保按照《从这里开始》指南中的说明安装打印头和墨盒。

如果没有 HP All-in-One 的更换墨盒，要订购墨盒，请转到 www.hp.com/buy/supplies。如果出现提示信息，请选择您的国家（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。

 **小心** 请等待至有新墨盒可用时再取下旧墨盒。不要将墨盒长时间放在产品外部。这会对产品和墨盒都造成损害。

更换墨盒

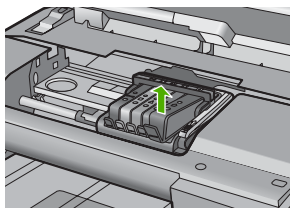
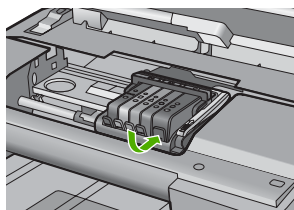
1. 确保产品已打开。
2. 从打印机右前部抬起并打开墨盒门，直到墨盒门锁定到位。



将墨盒托架移动到打印机的中间位置。

 **注意** 等待墨盒停止移动后再继续。

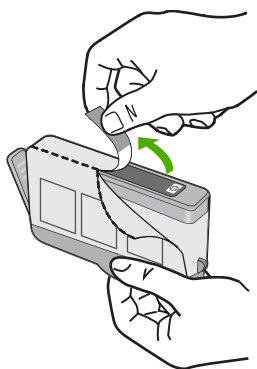
3. 按下墨盒前部的卡销，释放墨盒，然后将其从插槽中取出。



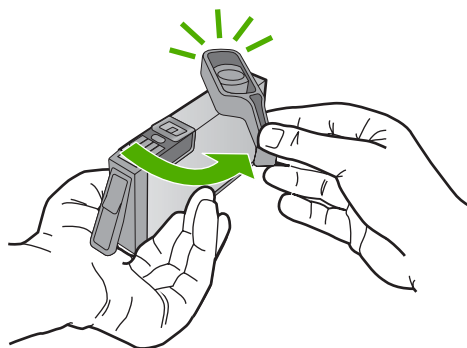
 **小心** 不要为了取出墨盒而提起墨盒上的闩锁柄。

4. 向后拉橙色的拉环以去掉墨盒的塑料包裹，从包装中取出新墨盒。

 **注意** 确保在产品中安装墨盒之前从墨盒上取下塑料包装，否则打印将失败。



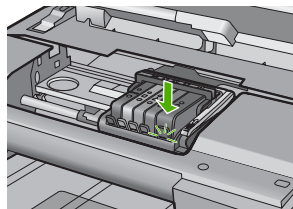
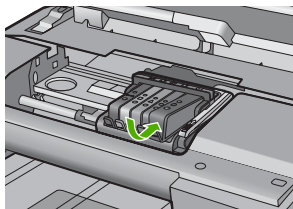
5. 转动橙色帽将其拧下。



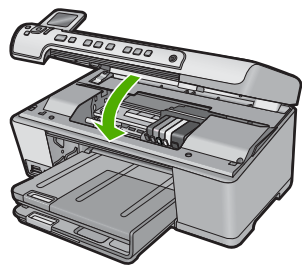
6. 使用彩色有形图标获取帮助，将墨盒滑入空的墨盒槽中，直到其卡入就位，牢固地固定在墨盒槽中。

△ **小心** 不要为了安装墨盒而提起墨盒上的门锁柄。这样做可能导致墨盒定位错误并引起打印问题。要正确地安装墨盒，门锁必须始终向下。

确保插入的墨盒槽与正安装的墨盒具有相同的形状图标和颜色。



7. 对于每个要更换的墨盒，重复步骤 3 到 6。
8. 合上墨盒门。



2 疑难排解和支持

本章包含有关 HP All-in-One 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，以及一些有关操作方面的主题。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 HP All-in-One 在安装 HP All-in-One 软件之前已通过 USB 电缆与计算机相连，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 All-in-One 与计算机相连，则必须执行以下步骤：

常见安装问题疑难排解

1. 从计算机上拔下 USB 电缆。
2. 卸载软件（如果已安装）。
3. 重新启动计算机。
4. 关闭打印机，等候一分钟，然后再重新启动设备。
5. 重新安装产品软件。

△ **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 All-in-One 应用程序文件。一定要使用安装 HP All-in-One 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. 按照屏幕说明和产品随附的《从这里开始》指南中提供的说明进行操作。软件安装完成后，“HP Digital Imaging Monitor”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。

设置疑难排解

使用本节来解决在安装 HP All-in-One 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

- 确保电源线紧紧地连接到该产品和电源适配器上。将电源线插到电源插座、电涌保护器或电源插线板上。
- 如果使用插线板，请确保插线板的开关已打开。或尝试将该产品电源线直接插入电源插座。
- 测试电源插座，确保其工作正常。插上一台可正常工作的设备，看设备是否有电。如果没电，则电源插座可能有问题。
- 如果将该产品插入到带开关的插座中，请确保该插座开关已打开。如果将开关转到打开后仍然不工作，则可能是电源插座存在问题。

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：重置产品

解决方法： 关闭产品，然后拔下电源线。重新插上电源线，然后按亮起按钮启动产品。

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：请以较慢的速度按下亮起按钮

解决方法： 如果按下亮起按钮的速度过快，则产品可能会没有响应。按下亮起按钮一次。产品开启可能需要几分钟。如果此时再次按亮起按钮，可能会将打印机关闭。

原因： 您按亮起按钮的速度太快了。

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：联系 HP 以进行维修

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使产品或软件正常工作。

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： 在连接 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。

有关安装软件和连接 USB 电缆的详细信息，请参阅产品随附的《从这里开始》指南。

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：按下亮起按钮开启产品

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，且亮起按钮不亮，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。按亮起按钮打开产品。

原因： 产品可能尚未开启。

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默认打印机，但该产品不是默认打印机。

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：检查并确保墨盒安装正确且其中有墨水

解决方法： 检查墨盒安装是否正确以及其中是否有墨水。

原因： 其中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：在进纸盒中放入纸张

解决方法： 在进纸盒中装入纸张。

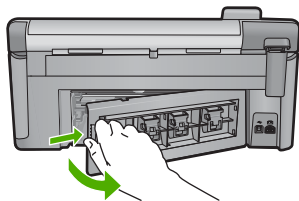
原因： 产品可能缺纸。

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。

从后盖清除卡纸

1. 按下后盖左侧的卡销，松开后盖。从产品中拉出后盖以将其卸下。



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. 重新装上后盖。轻轻地向前推后盖，直到其卡住。
4. 按控制面板上的**确定**继续当前作业。

CD/DVD 打印疑难排解

参阅本节内容可解决使用 HP All-in-One 在 CD/DVD 表面打印时可能遇到的任何问题。

产品未检测到 CD/DVD 支架

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：将 CD/DVD 支架推入 CD/DVD 托盘

解决方法： 将 CD/DVD 支架向前推入 CD/DVD 托盘，直到支架上的线与托盘上的白线对齐。标有箭头的支架后部首先进入 CD/DVD 托盘。

原因： 您没有将 CD/DVD 支架完全推入 CD/DVD 托盘。

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：从存放区中取出 CD/DVD 支架

解决方法： 从主进纸盒下面的存放区取出 CD/DVD 支架。确保 CD/DVD 托盘已放下，可打印光盘已放入 CD/DVD 支架，且打印面朝上。将支架推入控制面板下方的 CD/DVD 托盘，直到支架上的白线与托盘上的白线对齐。标有箭头的支架后部首先进入 CD/DVD 托盘。

原因： 您将 CD/DVD 支架插回了存放区。

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：将 CD/DVD 置于 CD/DVD 支架上

解决方法： 从主进纸盒下面的存放区取下 CD/DVD 支架。确保已放下 CD/DVD 托盘，并已可将打印光盘放到 CD/DVD 支架上，且可打印面朝上。将支架推入位于控制面板下的 CD/DVD 托盘，直至支架上的白线与托盘上的白线对齐。标有箭头的支架后部首先进入 CD/DVD 托盘。

原因： 您直接将光盘插入了 CD/DVD 托盘而没有将它放在 CD/DVD 支架上。

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：将下一张光盘放到 CD/DVD 支架上

解决方法： 从 CD/DVD 托盘中取出 CD/DVD 支架。从支架中取出打印好的 CD/DVD。令下一张光盘的打印面朝上，将光盘放入 CD/DVD 支架，然后将支架重新插

入 CD/DVD 托盘，直到支架上的线与托盘上的白线对齐。当产品检测到支架后，提示便会消失。

原因： 当通过一个打印作业打印多张 CD/DVD 时，产品会提示您插入下一张光盘。

产品未检测到支架中的 CD/DVD

解决方法： 从 CD/DVD 托盘中取出 CD/DVD 支架。令可打印光盘的打印面朝上，将光盘放入 CD/DVD 支架，然后将支架重新插入 CD/DVD 托盘，直到支架上的线与托盘上的白线对齐。

原因： 您将 CD/DVD 支架插入了 CD/DVD 托盘但未将 CD/DVD 放入支架。

在打印 CD/DVD 时产品停机

解决方法： 请确保在产品的后方保留至少 7.5 厘米的空间。还需确保产品后方的插槽未被挡住。

原因： 在 CD/DVD 上打印时，产品会拉动 CD/DVD 支架。支架会在产品后部伸出约 7.5 厘米。如果产品后面没有足够空间，支架将停止不动且打印将中断。

打印好的光盘图像不完整，且 CD/DVD 支架上有墨水

解决方法： 如果在 CD/DVD 支架上放入常规尺寸 (120 mm) 的 CD/DVD 进行打印，**不要**将蓝色圆环翻过光盘。蓝色圆环应该只用于打印小尺寸 (80 mm) CD/DVD。

在重试之前，请先清除 CD/DVD 支架上的墨水。这样可避免墨水弄脏产品，并防止您的光盘、双手和衣服沾上墨水。

在将 CD/DVD 支架清洁干净并晾干后，令新的可打印光盘的打印面朝上，将光盘放入支架。将蓝色环放在它原先的位置，即光盘所在位置另一侧的支架上，如下图所示。将支架重新插入 CD/DVD 托盘，直到支架上的线与托盘上的白线对齐，然后重新尝试打印。

原因： 您没有正确地将 CD/DVD 放入 CD/DVD 支架。

产品正在光盘的非打印区域进行打印

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：更改软件设置

解决方法： 请确保您要打印的图案适合放入 CD/DVD 支架中介质的尺寸，包括打印环面的内径和外径。对软件作相应设置，令图案和光盘对齐并适合光盘尺寸。有关更多信息，请参考所用软件的文档或联机帮助。

原因： 您所打印的图案与所放入的 CD/DVD 的尺寸不符。

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：放入新的 CD/DVD，并将可打印面朝上

解决方法： 如果您已经在 CD/DVD 中刻录了内容，则您可能需要在新光盘中新刻录这些内容。令新光盘的打印面朝上，将光盘放入 CD/DVD 支架。将支架重新插入 CD/DVD 托盘，直到支架上的线与托盘上的白线对齐，然后重新尝试打印。

原因： 您将 CD/DVD 以打印面朝下的方式放入了支架。

图案未在光盘上居中打印

解决方法： 对软件进行设置，令图案和光盘对齐并适合光盘尺寸。有关更多信息，请参考所用软件的文档或联机帮助。

原因： 您的图案设置不正确。

CD/DVD 上的墨水未变干

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：使用可喷墨打印的光盘

解决方法： 请确保所用 CD/DVD 适宜喷墨打印。可喷墨打印光盘通常具有白色打印表面。（某些光盘还具有银色打印表面。）

原因： 光盘表面不适宜进行打印。

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：放入新的 CD/DVD，并将可打印面朝上

解决方法： 如果您已经在 CD/DVD 中刻录了内容，则您可能需要在新光盘中重新刻录这些内容。令新光盘的打印面朝上，将光盘放入 CD/DVD 支架。将支架重新插入 CD/DVD 托盘，直到支架上的线与托盘上的白线对齐，然后重新尝试打印。

原因： 您将 CD/DVD 以打印面朝下的方式放入了支架。

产品报出 CD/DVD 尺寸不匹配的错误

解决方法： 取消打印作业，用具有与打印作业中所指定尺寸相同的 CD/DVD 替换当前放入 CD/DVD 支架的 CD/DVD，或者在软件中更改打印设置。

原因： 当您从计算机启动打印作业时，当前放入 CD/DVD 支架的 CD/DVD 尺寸与所指定的尺寸不匹配。

CD/DVD 支架卡在了存放区

解决方法： 将 CD/DVD 支架尽可能往外拉，直至感到阻力。然后用不锋利的扁平物体（如黄油刀或改锥）插入存放区插槽的左角，并将蓝色环往下按。在按下蓝色环后，您便可以将 CD/DVD 支架拉出存放区插槽。

原因： 您将 CD/DVD 支架连同放入的 CD/DVD 一起插回了存放区，且将蓝色环覆盖在了光盘上。

有关墨盒和打印头的信息

下面的提示可以帮助您维护 HP 墨盒，确保稳定的打印质量。

- 将所有墨盒保存在原包装中，直到需要时再拿出来使用。
- 按亮起按钮关闭产品。不要通过关闭电源插线板或拔掉产品电源线的方式来关闭产品。如果关闭产品时操作不当，则打印头组件可能不会返回正确位置。
- 将墨盒保存在室温为 15.6°C-26.6°C 或 60°F-78°F 的房间内。
- HP 建议在有可供安装的更换墨盒之前，请勿将墨盒从产品中取出来。
- 在搬运产品时，请确保通过按下亮起按钮关闭产品来正确切断电源。同时确保没有卸下墨盒。执行这些操作可防止打印头组件泄漏墨水。
- 当发现打印质量明显下降时，请清洁打印头。

- 不要进行不必要的打印头清洁。这会浪费墨水并缩短墨盒使用寿命。
- 小心处理墨盒。安装期间，投掷、震动或草率处理墨盒可能会导致出现暂时打印问题。

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 在线支持网站：www.hp.com/support。HP 在线支持适用于所有的 HP 用户。它是最新产品信息和专家帮助的最快速来源，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
 - 宝贵的适用于常见问题的产品和疑难排解信息
 - 注册产品后可提供主动产品更新、支持提醒以及 HP 新闻简报
3. 致电 HP 支持。支持选项及其可用性随产品、国家 / 地区和语言的不同而不同。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 All-in-One 的技术规格和国际规范信息。
有关其他规定和环境信息，包括《符合性声明》，请参阅屏幕帮助。

系统要求

有关软件的系统要求，请参阅自述文件。

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

- 主进纸盒容量：普通纸：最多 125 张（60-90 克 / 平方米）
- 出纸盒容量：普通纸：最多 50 张（60-90 克 / 平方米）
- 照片纸盒容量：照片纸：最多 20 张

 **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：20.5 cm
- 宽度：45.0 cm
- 深度：纸盒延长板打开时，深度为 50.5 cm；纸盒延长板关闭时，深度为 39.0 cm
- 重量：5.0 kg

电源规格

- 功率消耗：打印状态下平均最大 42 W
- 输入电压 (0957-2231)：AC 100-240 V ~ 1300mA 50-60 Hz
- 输出电压：DC 32 V === 1300 mA

 **注意** 只使用 HP 提供的电源适配器。

环境规格

- 推荐工作温度：15°C-32°C (59°F-90°F)
- 允许工作温度：5°C-35°C (41°F-95°F)
- 湿度：15%-80% RH，无凝结
- 非工作（存储）温度：-20°C-50°C (-4°F-122°F)
- 在电磁场强的区域，HP All-in-One 的打印效果可能会稍有失真
- 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声降至最低

规范声明

HP All-in-One 符合您所在国家 / 地区规范机构对产品的要求。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 SDGOB-0825。不要将此标准型号与产品的市场名称（如 HP Photosmart C5300 All-in-One series 等）或产品编号（如 Q8291A 等）相混淆。

保修

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，或被篡改的 HP 墨水产品。
打印头	1 年

A. 有限保修的范围

- 惠普 (HP) 向最终用户保证，在上述指定的保修期内，上述指定的 HP 产品自购买之日起无材料及工艺上的缺陷。
- 对于软件产品，HP 的有限保修仅适用于无法执行编程指令的故障。HP 不保证产品工作时不会中断或无错误。
- HP 的有限保修仅限于由正常使用产品而产生的缺陷，不适用于任何其他问题，包括因以下原因而产生的问题：
 - 不正确的维护或调整；
 - 使用非 HP 提供或支持的软件、介质、部件或耗材；
 - 在产品技术规格以外的条件下操作；
 - 未经授权的调整或误用。
- 对于 HP 打印机产品，使用非 HP 墨盒或重新灌注的墨盒既不影响对客户保修也不影响与客户签订的任何 HP 支持合同。但是，如果打印机由于使用非 HP 墨盒或重新灌注的墨盒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。

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- 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。

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- 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 C5300 All-in-One series

Basics Guide



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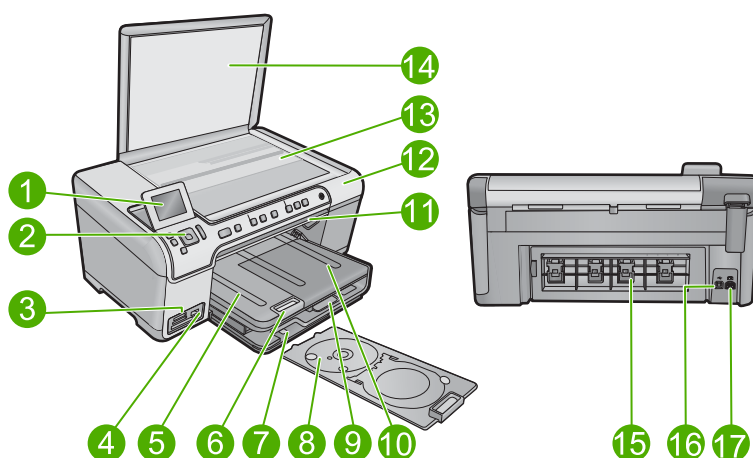
1 HP All-in-One overview

Use the HP All-in-One to quickly and easily accomplish tasks such as making a copy, scanning documents, or printing photos from a memory card or USB storage device. You can access many HP All-in-One 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 onscreen Help details the full range of features and functions, including use of the HP Photosmart Software that came with the HP All-in-One.

The HP All-in-One at a glance



Label	Description
1	Color graphics display (also referred to as the display)
2	Control panel
3	Memory card slots and Photo light
4	Front USB port
5	Output tray
6	Paper tray extender (also referred to as the tray extender)
7	CD/DVD holder storage
8	CD/DVD holder
9	Main input tray (also referred to as the input tray)

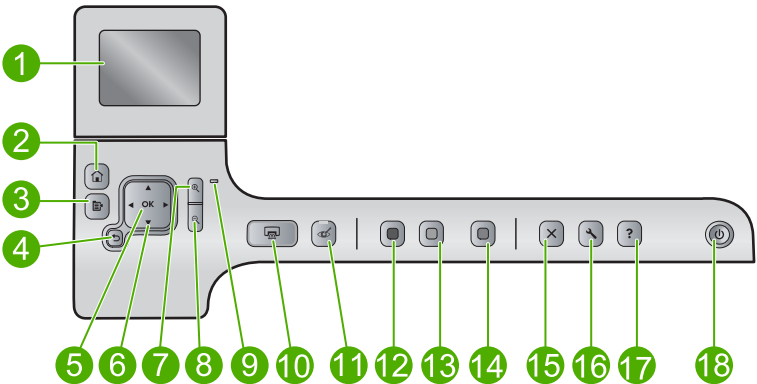
(continued)

Label	Description
10	Photo tray
11	CD/DVD access door
12	Ink cartridge door
13	Glass
14	Lid backing
15	Rear door
16	Rear USB port
17	Power connection*

* Use only with the power adapter supplied by HP.

Control panel features

The following diagram and related table provide a quick reference to the HP All-in-One control panel features.



Label	Icon	Name and Description
1		Color graphics display (also referred to as the display): Displays menus, photos, and messages. The display can be pulled up and angled for better viewing.
2		Home: Returns to the Home screen (the default screen when you turn on the product).
3		Menu: Presents a set of options related to the current display.
4		Back: Returns to the previous screen on the display.
5	OK	OK: Selects a menu setting, value, or photo on the display.

Label	Icon	Name and Description
6		Directional pad: Allows you to navigate through photos and menu options by pressing the up, down, left, or right arrow buttons. If you are zooming in on a photo, you can also use the arrow buttons to pan around the photo and select a different area to print.
7		Zoom in +: Zooms in to enlarge the image on the display. You can also use this button together with the arrows on the directional pad to adjust the crop box for printing.
8		Zoom out -: Zooms out to show more of a photo. If you press this button when a photo is shown on the display at 100%, the Fit to Page feature is applied to the photo.
9		Attention light: Indicates a problem occurred. See the display for more information.
10		Print Photos: Prints the photos selected on your memory card. If no photos are currently selected, the product prints the photo currently showing on the display.
11		Red-Eye Removal: Turns the Red-Eye Removal feature on or off. This feature turns on when a memory card is inserted. The product automatically corrects red-eye coloring in all the photos in the print queue.
12		Start Copy Black: Starts a black-and-white copy.
13		Start Copy Color: Starts a color copy.
14		Start Scan: Opens the Scan Menu where you can select a destination for your scan.
15		Cancel: Stops the current operation.
16		Setup: Opens the Setup menu where you can change product settings and perform maintenance functions.
17		Help: Opens the Help Menu on the display where you can select a topic to learn more about it. From the Home screen, pressing Help lists the topics for which help is available. Depending on the topic you select, the topic will appear on the display or on your computer screen. When viewing screens other than the Home screen, the Help button provides help applicable to the current screen.
18		On: Turns the product on or off. When the product is off, a minimal amount of power is still used. To completely remove power, turn off the product, and then unplug the power cord.

Find more information

A variety of resources, both printed and onscreen, provide information about setting up and using the HP All-in-One.

Start Here guide

The Start Here guide provides instructions for setting up your HP All-in-One 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 15 in this guide.

Onscreen Help

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

To access the onscreen Help

- **Windows:** Click **Start > All Programs > HP > Photosmart C5300 All-in-One series > Help**.
- **Macintosh:** Open the **HP Device Manager** and click the ? icon. Next, click the main menu and select **Photosmart C5300 All-in-One series**.

HP Web site

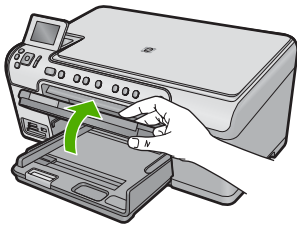
If you have Internet access, you can get help and support from the HP Web site at www.hp.com/support. This Web site offers technical support, drivers, supplies, and ordering information.

Load paper

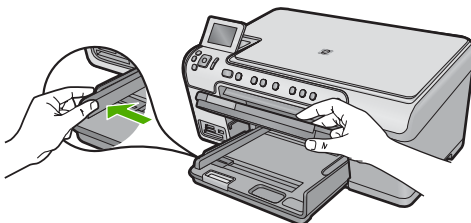
You can load different types and sizes of paper in the HP All-in-One, including letter or A4 paper, photo paper, transparencies, and envelopes. For more information, see the onscreen Help.

To load full-size paper

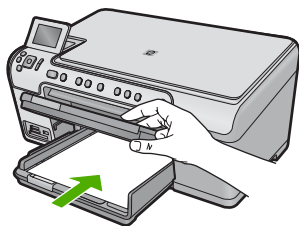
1. Raise and hold the output tray in the open position.



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



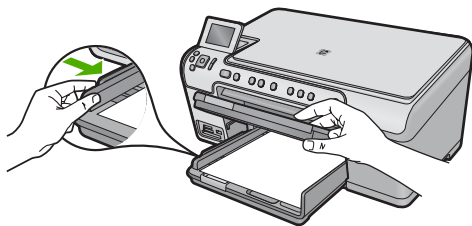
3. Insert the stack of paper into the main input tray with the short edge forward and the print side down. Slide the stack of paper forward until it stops.



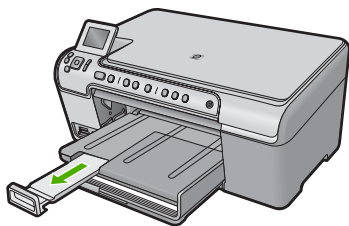
⚠ **CAUTION:** Make sure that the product is idle and silent when you load paper into the main input tray. If the product is servicing the ink cartridges or otherwise engaged in a task, the paper stop inside the product might not be in place. You could push the paper too far forward, causing the product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

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

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



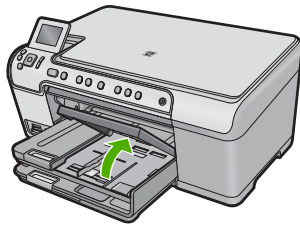
5. Lower the output tray. Pull the tray extender towards you, as far as it will go. Flip the paper catch at the end of the tray extender to open the extender the rest of the way.



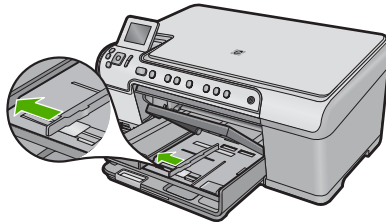
📄 **NOTE:** When you use legal-size paper, leave the tray extender closed.

To load up to 13 x 18 cm (5 x 7 inch) photo paper in the photo tray

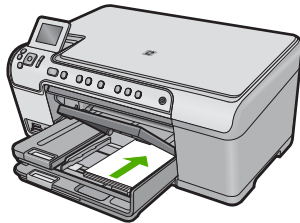
1. Raise the photo tray lid.



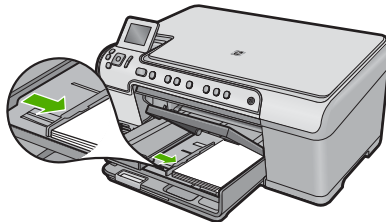
2. Slide the paper-width guide to its outermost position.



3. Insert the stack of photo paper into the photo 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.



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



5. Lower the photo tray lid.

Avoid paper jams

To help avoid paper jams, follow these guidelines.

- Remove printed papers from the output 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 input 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 input tray; the entire stack of paper in the input tray must be the same size and type.
- Adjust the paper-width guide in the input tray to fit snugly against all paper. Make sure the paper-width guide does not bend the paper in the input tray.
- Do not force paper too far forward in the input tray.
- Use paper types that are recommended for the product.

Print directly onto a CD/DVD

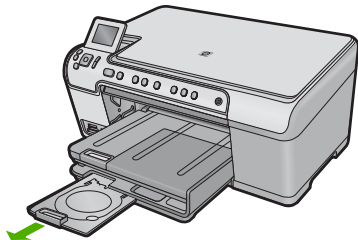
In addition to printing on paper, the HP All-in-One enables you to print directly on the surface of specially coated CDs and DVDs for print jobs started from a connected computer. You can design and create a custom label for your CD or DVD using the software that came with the HP All-in-One. You can then print the label on your printable CD or DVD media.

 **TIP:** It is recommended that you write your data to the CD or DVD before printing the label on it.

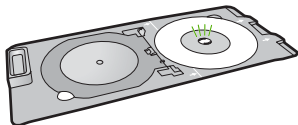
 **NOTE:** The HP All-in-One does not support a CD/DVD print job started from the control panel. You must use the software that came with the HP All-in-One to print on a CD/DVD. For more information, see the software help.

To print directly onto a CD/DVD

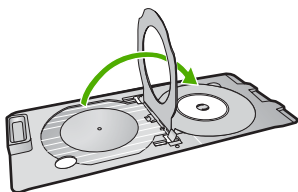
1. Use the software that came with the product to create and print a CD/DVD label.
2. If the product is placed close to a wall, move it at least 7.5 cm (3 inches) away from the wall.
3. Carefully remove the CD/DVD holder from the storage area below the main input tray.



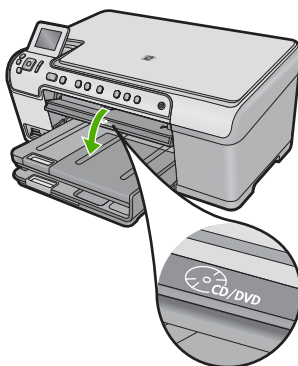
- Securely snap the inkjet printable media onto the CD/DVD holder with the printable side up. The CD/DVD should be placed on the ring at the end of the holder with the arrows.



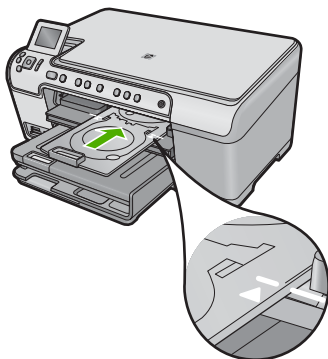
 **NOTE:** If you are using a smaller-sized media, only then should you flip the CD/DVD holder ring over the CD/DVD.



- Lower the CD/DVD tray. The CD/DVD tray is located just below the control panel. When in its lowered position, the CD/DVD tray sits on top of the output tray.



- Push the CD/DVD holder into the product until the white lines on the CD/DVD holder line up with the white lines on the CD/DVD tray, and then press **OK**.

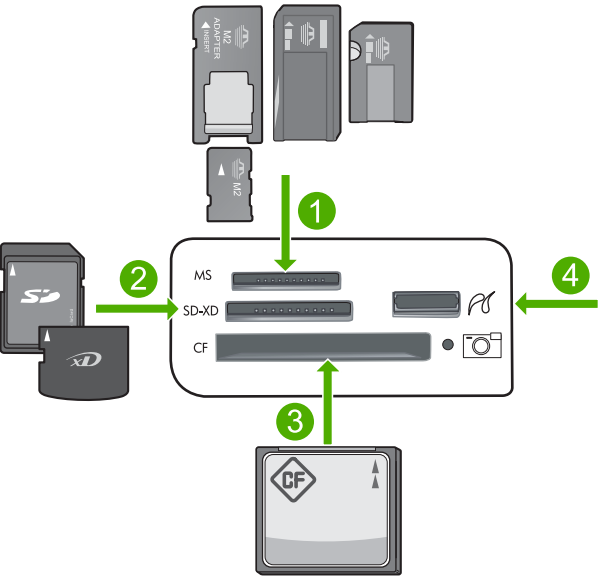


 **NOTE:** The product pulls the CD/DVD holder while printing on the media.

7. After printing, make sure you insert the CD/DVD holder back into the storage area.

Print a photo on photo paper

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	MultiMedia Card (MMC), MMC Plus, Secure MultiMedia Card, MMC Mobile (RS-MMC; adapter required), Secure Digital (SD), Secure Digital Mini, Secure Digital High Capacity (SDHC), TransFlash MicroSD Card (adapter required), or xD-Picture card
3	CompactFlash (CF) types I and II
4	Front USB port (for storage devices and PictBridge cameras)

To print photos

1. Load photo paper in the appropriate input tray.
2. Insert a memory card into the appropriate slot on the product or connect a storage device to the front USB port.
3. Press **OK** to select **View & Print**.
4. Press the left or right arrow button to scroll through the thumbnails of your photos.
5. When the photo you want to print is highlighted, press **OK**.

6. Press the up arrow button to increase the number of copies. You must specify at least one copy or the photo will not print.



TIP: If you want to crop, rotate, or make any other changes to the photo before printing, press the Menu button.

7. (Optional) Continue left-right scrolling to add more photos to the print queue.
8. Press **OK** to preview the print job.
9. (Optional) Press the Menu button to change the print settings.
10. Press **Print Photos**.



TIP: During printing, you can press **OK** to add more photos to the print queue.

Scan an image

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



NOTE: You can also use the software you installed with the HP All-in-One 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.
2. Press **Start Scan** on the control panel.
3. Press the down arrow button to highlight **Scan to Computer**, and then press **OK**.
4. The **Scan To** menu appears on the display. Press the down arrow button to select the job shortcut you want to use, and then press **OK**.



NOTE: Job shortcuts define scan parameters, such as the software application, dpi, and color settings so you do not need to set them for each scan job.

5. Follow the onscreen prompts to save the scan to your computer.

Make a copy

You can make quality copies from the control panel.

To make a copy from the control panel

1. Make sure you have paper loaded in the input tray.
2. Load your original print side down on the right front corner of the glass.
3. Press **Start Copy Black** or **Start Copy Color** to begin copying.

Replace the ink cartridges

Follow these instructions when you need to replace ink cartridges.



NOTE: If you are setting up the product for the first time, make sure you follow the instructions in the Start Here guide for installing the printhead and the ink cartridges.

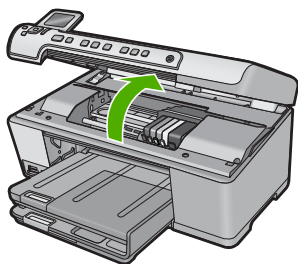
If you do not already have replacement ink cartridges for the HP All-in-One, to order cartridges, go to www.hp.com/buy/supplies. If prompted, choose your country/region,

follow the prompts to select your product, and then click one of the shopping links on the page.

-
- △ **CAUTION:** Wait until you have a new ink cartridge available before removing the old ink cartridge. Do not leave the ink cartridge outside of the product for an extended period of time. This can result in damage to both the product and the ink cartridge.
-

To replace the ink cartridges

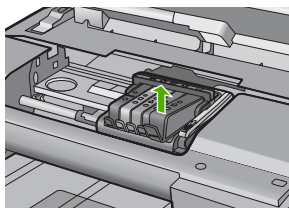
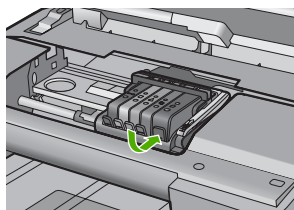
1. Make sure the product is turned on.
2. Open the ink cartridge door by lifting from the front right of the product, until the door locks into place.



The print carriage moves to the center of the product.

-
-  **NOTE:** Wait until the print carriage stops moving before proceeding.
-

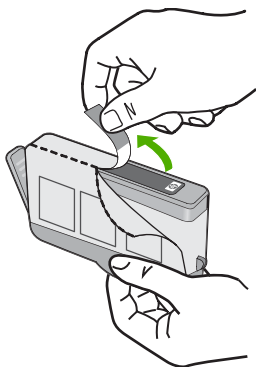
3. Press the tab on the front of the ink cartridge to release it, and then remove it from the slot.



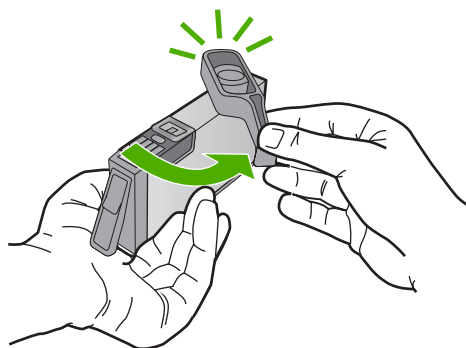
-
- △ **CAUTION:** Do not lift the latch handle on the print carriage to remove the ink cartridges.
-

4. Remove the new ink cartridge from its packaging by pulling the orange pull-tab straight back to remove the plastic wrap from the ink cartridge.

-
-  **NOTE:** Make sure you remove the plastic wrap from the ink cartridge before installing it in the product, or printing will fail.
-



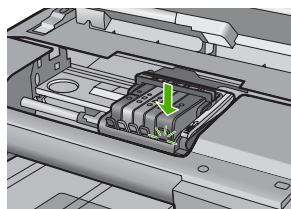
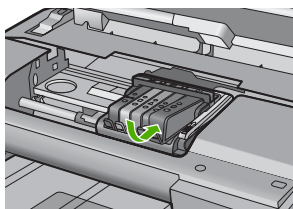
5. Twist the orange cap to snap it off.



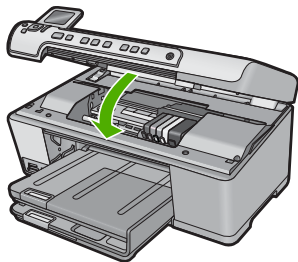
6. Using the colored shaped icons for help, slide the ink cartridge into the empty slot until it clicks into place and is seated firmly in the slot.

△ **CAUTION:** Do not lift the latch handle on the print carriage to install the ink cartridges. Doing so can result in incorrectly seated ink cartridges and printing problems. The latch must remain down in order to correctly install the ink cartridges.

Make sure that you insert the ink cartridge into the slot that has the same shaped icon and color as the one you are installing.



7. Repeat steps 3 through 6 for each ink cartridge you are replacing.
8. Close the ink cartridge door.



2 Troubleshooting and support

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

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

Troubleshooting common setup issues

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

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 Start Here guide that came with the product.

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

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

Setup troubleshooting

Use this section to solve any problems you might encounter while setting up the HP All-in-One 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.

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 Start Here 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 ink cartridges are installed properly and have ink

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

Cause: There might have been a problem with one or more of the ink cartridges.

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

Solution 5: Load paper in the input tray

Solution: Load paper in the input tray.

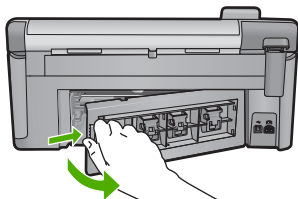
Cause: The product might have been out of paper.

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 **OK** on the control panel to continue the current job.

CD/DVD print troubleshooting

Use this section to solve any problems you might encounter while printing on CD/DVD surfaces with the HP All-in-One.

The product does not detect the CD/DVD holder

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: Push the CD/DVD holder into the CD/DVD tray

Solution: Push the CD/DVD holder forward into the CD/DVD tray until the lines on the holder line up to the white lines on the tray. The end of the holder marked with arrows goes into the CD/DVD tray first.

Cause: You did not push the CD/DVD holder far enough into the CD/DVD tray.
If this did not solve the issue, try the next solution.

Solution 2: Remove the CD/DVD holder from the storage area

Solution: Remove the CD/DVD holder from the storage area below the main input tray. Make sure CD/DVD tray has been lowered and the printable disc is loaded onto the CD/DVD holder with the printable side up. Push the holder forward into the CD/DVD tray located below the control panel until the white lines on the holder line up to the white lines on the tray. The end of the holder marked with arrows goes into the CD/DVD tray first.

Cause: You inserted the CD/DVD holder back into the storage area.
If this did not solve the issue, try the next solution.

Solution 3: Place the CD/DVD on the CD/DVD holder

Solution: Remove the CD/DVD holder from the storage area below the main input tray. Make sure CD/DVD tray has been lowered and the printable disc is loaded onto the CD/DVD holder

with the printable side up. Push the holder forward into the CD/DVD tray located below the control panel until the white lines on the holder line up to the white lines on the tray. The end of the holder marked with arrows goes into the CD/DVD tray first.

Cause: You inserted the disc directly into the CD/DVD tray without placing it on the CD/DVD holder.

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

Solution 4: Load the next disc on the CD/DVD holder

Solution: Remove the CD/DVD holder from the CD/DVD tray. Remove the printed CD/DVD from the holder. Load the next disc onto the CD/DVD holder with the printable side up and reinsert the holder into the CD/DVD tray until the lines on the holder line up to the white lines on the tray. When the product detects the holder, the prompt disappears.

Cause: The product prompted you to insert the next disc when printing multiple CD/DVDs in a print job.

The product does not detect a CD/DVD on the holder

Solution: Remove the CD/DVD holder from the CD/DVD tray. Load a printable disc onto the CD/DVD holder with the printable side up and reinsert the holder into the CD/DVD tray until the lines on the holder line up to the white lines on the tray.

Cause: You inserted the CD/DVD holder into the CD/DVD tray without loading a CD/DVD onto the holder.

The product stalled while printing a CD/DVD

Solution: Ensure that there is at least 7.5 cm (3 inches) of space behind the product. Also, make sure that the slot on the back of the product is not blocked.

Cause: The product pulled the CD/DVD holder while printing on the CD/DVD. The holder can protrude about 7.5 cm (3 inches) from the back of the product. If there is not sufficient space behind the product, the holder stops and printing stalls.

The image on my printed disc is cropped and there is ink on the CD/DVD holder

Solution: If you are loading a regular-size (120 mm) CD/DVD onto the CD/DVD holder to be printed, **do not** flip the blue ring over the disc. The blue ring should only be used if you are printing on a small-size (80 mm) CD/DVD.

Before trying again, clean the CD/DVD holder to remove ink from the holder. This avoids ink contamination within the product, as well as protects your discs, hands, and clothing from stains later.

After the CD/DVD holder is clean and dry, load a new printable disc onto the holder with the printable side up. Leave the blue ring in its original location on the opposite side of the holder from your disc, as shown below. Reinsert the holder into the CD/DVD tray until the lines on the holder line up to the white lines on the tray and try your print again.

Cause: You loaded the CD/DVD onto the CD/DVD holder incorrectly.

The product is printing on a non-printable area of my disc

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: Change the software settings

Solution: Make sure the design you are printing is appropriate for the size of the media loaded in the CD/DVD holder, including the diameter of the inner and outer rings. Change the software settings accordingly to center and size your design for the disc you are using. Refer to the documentation or the online help of the software you are using for additional information.

Cause: Your design was not the correct size for the CD/DVD you loaded.
If this did not solve the issue, try the next solution.

Solution 2: Load a new CD/DVD with the printable side up

Solution: If you have already burned your content onto the CD/DVD, you might need to burn your contents again onto a new disc. Load the new disc onto the CD/DVD holder with the printable side up. Reinsert the holder into the CD/DVD tray until the lines on the holder line up to the white lines on the tray and try your print again.

Cause: You loaded the CD/DVD upside down on the holder.

The design is not centered on my disc

Solution: Change the software settings to center and size your design for the disc you are using. Refer to the documentation or the online help of the software you are using for additional information.

Cause: Your design settings were not correct.

The ink on the CD/DVD is not drying

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: Use inkjet printable discs

Solution: Make sure that the CD/DVD you use is compatible for inkjet printing. Inkjet printable discs normally have a white printing surface. (Some discs also have a silver printing surface.)

Cause: The surface of the disc was not compatible for printing.

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

Solution 2: Load a new CD/DVD with the printable side up

Solution: If you have already burned your content onto the CD/DVD, you might need to burn your contents again onto a new disc. Load the new disc onto the CD/DVD holder with the printable side up. Reinsert the holder into the CD/DVD tray until the lines on the holder line up to the white lines on the tray and try your print again.

Cause: You loaded the CD/DVD upside down on the holder.

The product reports a CD/DVD size mismatch error

Solution: Cancel the print job and replace the CD/DVD currently loaded on the CD/DVD holder with a CD/DVD that is the same size as specified in the print job, or change the print settings in the software.

Cause: The size of the CD/DVD currently loaded on the CD/DVD holder did not match the size you specified when you started the print job from the computer.

The CD/DVD holder is stuck in the storage area

Solution: Pull the CD/DVD holder out as far as possible, until you feel resistance. Then, insert a flat blunt object (such as a butter knife or screwdriver) into the left corner of the storage slot and push down on the blue ring. With the blue ring pressed down, you should be able to pull the CD/DVD holder out of the storage area.

Cause: You inserted the CD/DVD holder back into the storage area with a CD/DVD loaded and the blue ring flipped over the disc.

Information on ink cartridges and the printhead

The following tips help maintain HP ink cartridges and ensure consistent print quality.

- Keep all ink cartridges in the original sealed packages until they are needed.
- Turn off the product by pressing the On button. Do not turn off the product by turning off a power strip or unplugging the power cord. If you improperly turn off the product, the printhead assembly might not return to the correct position.
- Store ink cartridges at room temperature (15.6°-26.6° C or 60°-78° F).
- HP recommends that you do not remove the ink cartridges from the product until you have replacement cartridges available to install.
- If you are transporting the product make sure you turn it off by pressing the On button to power it down properly. Also, make sure you leave the ink cartridges installed. Doing these actions will prevent ink leaking from the printhead assembly.
- Clean the printhead when you notice a significant decrease in print quality.
- Do not clean the printhead unnecessarily. This wastes ink and shortens the life of the cartridges.
- Handle ink cartridges carefully. Dropping, jarring, or rough handling during installation can cause temporary printing problems.

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 product information and expert assistance and includes the following features:
 - Fast access to qualified online support specialists
 - Software and driver updates for the product
 - Valuable product and troubleshooting information for common problems
 - Proactive product updates, support alerts, and HP newsletters that are available when you register the product
3. Call HP support. Support options and availability vary by product, 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 All-in-One are provided in this section.

For additional regulatory and environmental information, including the Declaration of Conformity statement, see the onscreen 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

- Main input tray capacity: Plain paper sheets: Up to 125 (60 to 90 gsm. (20 lb) paper)
- Output tray capacity: Plain paper sheets: Up to 50 (60 to 90 gsm. (20 lb) paper)
- Photo tray capacity: Photo paper sheets: Up to 20



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

Physical specifications

- Height: 20.5 cm (8.1 in.)
- Width: 45.0 cm (17.7 in.)
- Depth: 50.5 cm (19.9 in.) with tray extender open; 39.0 cm (15.4 in.) with tray extender closed
- Weight: 5.0 kg (11.0 pounds)

Power specifications

- Power consumption: 42 watts maximum (average printing)
- Input voltage(0957-2231): AC 100 to 240 V ~ 1300mA 50-60 Hz
- Output voltage: DC 32 V===1300 mA



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 35 °C (41 °F to 95 °F)
- Humidity: 15% to 80% RH non-condensing
- Non-operating (Storage) temperature range: -20 °C to 50 °C (-4 °F to 122 °F)
- In the presence of high electromagnetic fields, it is possible the output from the HP All-in-One 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 All-in-One meets product requirements from regulatory agencies in your country/region. For a complete listing of regulatory notices, see the onscreen 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 SDGOB-0825. This regulatory number should not be confused with the marketing name (HP Photosmart C5300 All-in-One series, etc.) or product numbers (Q8291A, 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	1 year

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 Ltd, 30 Herbert Street IRL-Dublin 2

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



www.hp.com/support

Africa (English speaking)	+27 11 2345872	
Afrique (francophone)	+33 1 4993 9230	
021 672 280		الجزائر
Argentina (Buenos Aires)	54-11-4708-1600	
Argentina	0-800-555-5000	
Australia	1300 721 147	
Australia (out-of-warranty)	1902 910 910	
Österreich	+43 0820 87 4417	
17212049		البحرين
België	+32 070 300 005	
Belgique	+32 070 300 004	
Brasil (Sao Paulo)	55-11-4004-7751	
Brasil	0-800-709-7751	
Canada	1-(800)-474-6836 (1-800 hp invent)	
Central America & The Caribbean	www.hp.com/support	
Chile	800-360-999	
中国	1068687980	
中国	800-810-3888	
Colombia (Bogotá)	571-606-9191	
Colombia	01-8000-51-4746-8368	
Costa Rica	0-800-011-1046	
Česká republika	810 222 222	
Danmark	+45 70 202 845	
Ecuador (Andinatel)	1-999-119 ☎ 800-711-2884	
Ecuador (Pacifitel)	1-800-225-528 ☎ 800-711-2884	
(02) 6910602		مصر
El Salvador	800-6160	
España	+34 902 010 059	
France	+33 0892 69 60 22	
Deutschland	+49 01805 652 180	
Ελλάδα (από το εξωτερικό)	+ 30 210 6073603	
Ελλάδα (εντός Ελλάδας)	801 11 75400	
Ελλάδα (από Κύπρο)	800 9 2654	
Guatemala	1-800-711-2884	
香港特別行政區	(852) 2802 4098	
Magyarország	06 40 200 629	
India	1-800-425-7737	
India	91-80-28526900	
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+971 4 224 9189		لبنان
+971 4 224 9189		قطر
+971 4 224 9189		اليمن
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Italia	+39 848 800 871	

Jamaica	1-800-711-2884	
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0800 222 47		الأردن
한국	1588-3003	
Luxembourg (Français)	+352 900 40 006	
Luxemburg (Deutsch)	+352 900 40 007	
Malaysia	1800 88 8588	
Mauritius	(262) 262 210 404	
México (Ciudad de México)	55-5258-9922	
México	01-800-472-68368	
081 005 010		المغرب
Nederland	+31 0900 2020 165	
New Zealand	0800 441 147	
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Norge	+47 815 62 070	
24791773		عُمان
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Paraguay	009 800 54 1 0006	
Perú	0-800-10111	
Philippines	2 867 3551	
Polska	801 800 235	
Portugal	+351 808 201 492	
Puerto Rico	1-877-232-0589	
República Dominicana	1-800-711-2884	
Reunion	0820 890 323	
România	0801 033 390	
Россия (Москва)	095 777 3284	
Россия (Санкт-Петербург)	812 332 4240	
800 897 1415		السعودية
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Slovensko	0850 111 256	
South Africa (RSA)	0860 104 771	
Suomi	+358 0 203 66 767	
Sverige	+46 077 120 4765	
Switzerland	+41 0848 672 672	
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ไทย	+66 (2) 353 9000	
071 891 391		تونس
Trinidad & Tobago	1-800-711-2884	
Türkiye (İstanbul, Ankara, İzmir & Bursa)	444 0307	
Україна	(044) 230-51-06	
600 54 47 47		المتحدة العربية الإمارات
United Kingdom	+44 0870 010 4320	
United States	1-(800)-474-6836	
Uruguay	0004-054-177	
Venezuela (Caracas)	58-212-278-8666	
Venezuela	0-800-474-68368	
Việt Nam	+84 88234530	