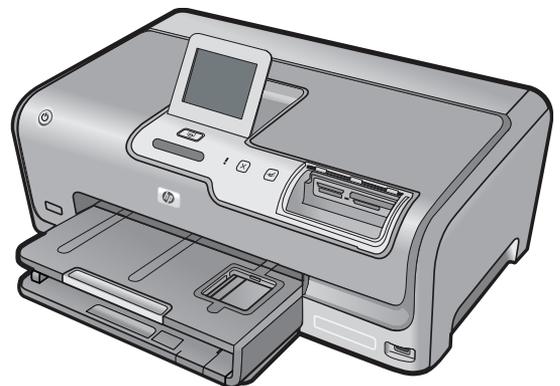


HP Photosmart D7200 series



基础知识手册 Basics Guide



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HP Photosmart D7200 series

基础知识手册

简体中文



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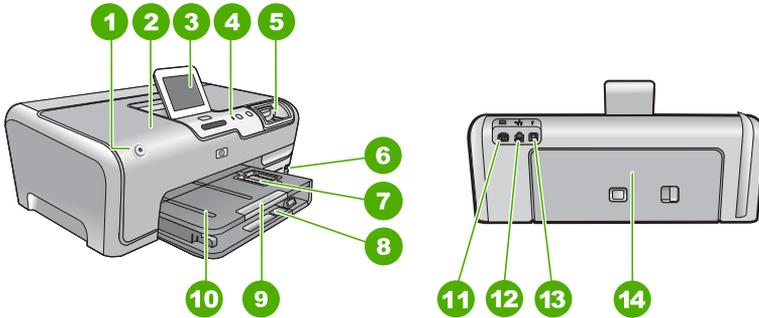
1 HP Photosmart 概述

使用 HP Photosmart 可方便快速地完成从存储卡或存储设备打印照片这样的任务。您可以从控制面板直接访问许多 HP Photosmart 的功能，而不必打开计算机。

 **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。

屏幕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	说明
1	开 / 关机按钮
2	墨盒门
3	彩色图形显示屏（也称显示屏）
4	控制面板
5	存储卡插槽和“照片”灯
6	正面 USB 端口
7	照片纸盒
8	主进纸盒（也称进纸盒）
9	纸盒延长板（也称延长板）
10	出纸盒
11	电源接口
12	Ethernet 端口
13	背面 USB 端口

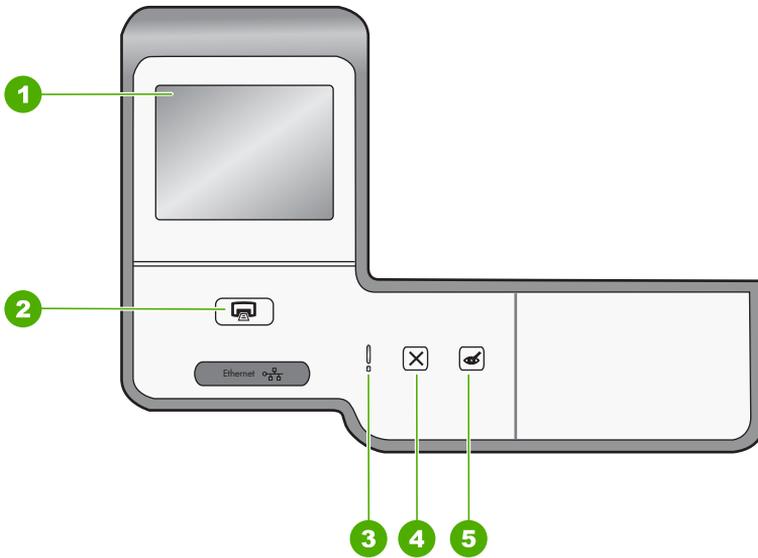
(续)

标签	说明
14	后盖

* 只用于 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 Photosmart 控制面板功能的快速参考。



标签	名称和描述
1	彩色图形显示屏 （也称为显示屏）：查看菜单、照片和消息。可将触摸屏调整到不同位置。这使用户可以更改显示屏角度，以适应不同的设备放置位置及照明条件。
2	打印照片 ：您可以从“查看”、“打印”或“创建”菜单访问照片，根据不同的情况， 打印照片 按钮会显示“打印预览”屏幕或者打印任何选中的照片。如果未选中任何照片，系统会询问您是否要打印存储卡或存储设备中的所有照片。
3	警示灯 ：表示出现了问题。有关详细信息，请参阅显示屏。
4	取消 ：停止当前操作、退出菜单或退出设置。
5	红眼消除 ：打开或关闭 红眼消除 功能。默认情况下，此功能为关闭状态。当此功能为打开状态时，HP Photosmart 将自动消除当前显示屏中所显示照片的红眼。

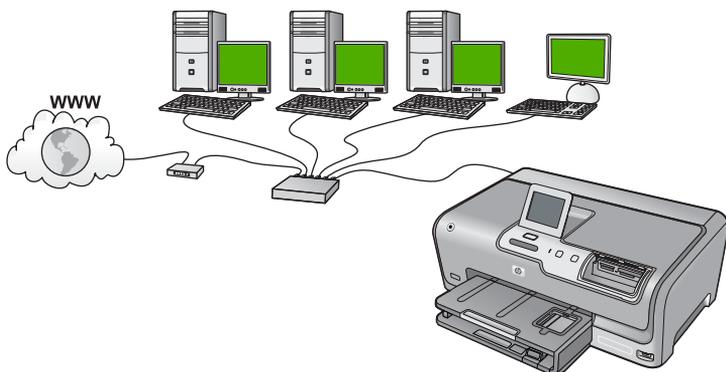
查找更多信息

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

- **安装手册**
《安装手册》提供了 HP Photosmart 和软件的安装说明。请务必依次执行《安装手册》中的步骤。
如果在安装过程中遇到问题，请参阅《安装手册》最后一节中的“疑难排解”，或者参阅本手册中的[位于第 20 页的“疑难排解和支持”](#)。
- **屏幕帮助**
屏幕帮助详细介绍了此《基础知识手册》中没有描述的 HP Photosmart 的功能，包括那些只有使用与 HP Photosmart 一起安装的软件才可用的功能。
- www.hp.com/support
如果能够访问 Internet，则可从 HP 网站获得帮助和支持信息。该网站提供技术支持、驱动程序、耗材和订购信息。

2 网络设置

本节介绍如何使用以太网电缆将 HP Photosmart 连接到以太网路由器、交换机或集线器，以及如何安装 HP Photosmart 软件来进行网络连接。这称作有线或以太网网络。

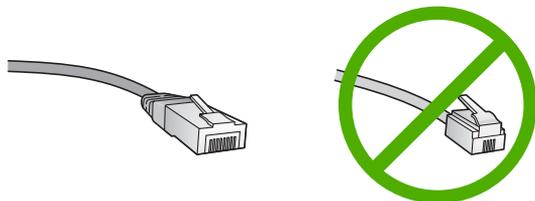


要在有线网络上设置 HP Photosmart，需要执行下列操作：	请参阅本节：
首先，收集所有所需材料。	位于第 8 页的“有线网络所需组件”
下一步，连接到有线网络。	位于第 9 页的“将 HP Photosmart 连接到网络”
最后，安装软件。	位于第 10 页的“安装软件进行网络连接”

有线网络所需组件

将 HP Photosmart 连接到网络之前，确保具有所有必需的材料。

- 一个包括路由器、交换机或具有以太网端口的集线器的功能完好的以太网。
- CAT-5 以太网电缆。



虽然标准的以太网电缆看起来与标准的电话电缆相似，但它们是不可互换的。每种电缆中的导线数目不同，并且每种电缆的接头也不同。以太网电缆

的接头（也称作 RJ-45 接头）较宽且较厚，其末端总是有 8 个触点。电话接头有 2 到 6 个触点。

- 带有以太网连接的台式计算机或膝上型电脑。

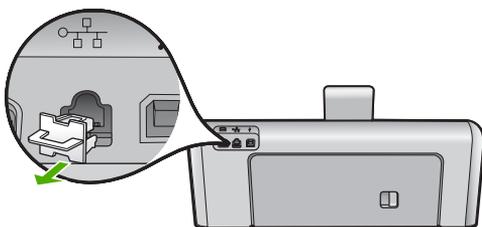
 **注意** HP Photosmart 同时支持 10 Mbps 和 100 Mbps 的以太网。如果您正购买或已经购买网络接口卡 (NIC)，请确保它能够以任一速度工作。

将 HP Photosmart 连接到网络

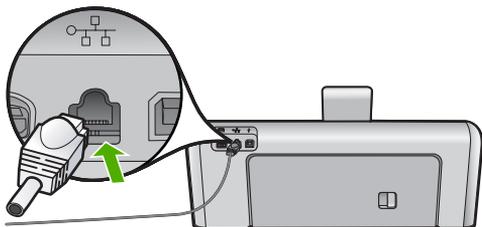
要将 HP Photosmart 连接到网络，可使用设备背面的以太网端口。

将 HP Photosmart 连接到网络

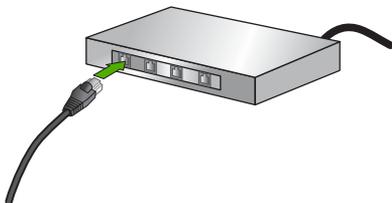
1. 拔掉 HP Photosmart 后面的黄色插头。



2. 将 Ethernet 电缆连接到 HP Photosmart 背面的“Ethernet”端口。



3. 将 Ethernet 电缆的另一端连接到 Ethernet 路由器、交换机或无线路由器的可用端口上。



4. 在将 HP Photosmart 连接到网络之后，按照位于第 10 页的[“安装软件进行网络连接”](#)中的描述安装软件。

安装软件进行网络连接

要在连接到网络的计算机上安装 HP Photosmart 软件，请参阅本节。安装该软件前，请确保已经将 HP Photosmart 连接到网络上。

 **注意** 如果所配置的计算机连接到了许多网络驱动器上，则请确保在安装软件之前，已将计算机连接到这些驱动器上。否则，HP Photosmart 安装软件可能尝试使用一个保留的驱动器盘符，这样，您将不能访问计算机上的该网络驱动器。

注意 根据您的操作系统、可用空间量以及计算机的处理器速度，安装时间的范围可为 20 到 45 分钟。

安装 Windows HP Photosmart 软件

1. 退出正在计算机上运行的所有应用程序，包括所有病毒检测软件。
2. 将 HP Photosmart 随附的 Windows CD 插入计算机的 CD-ROM 驱动器中，并按照屏幕说明执行操作。
3. 如果显示有关防火墙的对话框，请按照说明执行操作。如果看到防火墙弹出消息，则必须始终接受或允许弹出消息。
4. 在“连接类型”屏幕上，请选择“通过网络”，然后单击“下一步”。当安装程序搜索网络上的 HP Photosmart 时，会出现“搜索”屏幕。
5. 在“找到打印机”屏幕上，确认打印机的描述是正确的。如果在网络上找到多台打印机，则会出现“找到多台打印机”屏幕。选择您要连接的 HP Photosmart。
6. 请按照提示安装软件。
完成软件安装后，就可以使用 HP Photosmart。
7. 如果在计算机上禁用了任何病毒检测软件，请确保重新启用。
8. 要测试网络连接，请转至您的计算机，并打印 HP Photosmart 的自检报告。

连接到网络上的其他计算机

可以在网络上共享 HP Photosmart，这样更多的计算机就可以使用它。如果 HP Photosmart 已连接到网络上的某台计算机，则必须为其他每台计算机都安装 HP Photosmart 软件。安装期间，该软件将在网络上为每台计算机搜索 HP Photosmart。一旦在网络上安装了 HP Photosmart，则在添加其他计算机时便无需再次对其进行配置。

将 HP Photosmart 从 USB 连接更改为网络连接

如果最初安装 HP Photosmart 时使用了 USB 连接，则以后可以更改为以太网网络连接。如果已经知道如何连接到网络，则可以使用下面的常规方法进行更改。

将 USB 连接更改为有线（以太网）连接

1. 拔掉 HP Photosmart 背面的 USB 电缆。
2. 将以太网电缆从 HP Photosmart 背面的以太网端口连接到路由器或交换机上的可用以太网端口。

3. 安装用于网络连接的软件，选择“添加设备”，然后选择“通过网络”。
4. 安装结束后，打开“控制面板”中的“打印机和传真”（或“打印机”），然后从以前的 USB 安装中删除打印机。

有关将 HP Photosmart 连接到网络的更多详细说明，请参阅：

位于第 8 页的“[网络设置](#)”

管理网络设置

可以通过 HP Photosmart 控制面板来管理 HP Photosmart 的网络设置。可以使用嵌入式 Web 服务器进行其他高级设置，该服务器是一个可使用 HP Photosmart 的现有网络连接通过 Web 浏览器来访问的配置和状态工具。

从控制面板更改基本网络设置

可以从控制面板执行各种网络管理任务，如打印网络设置和恢复网络默认设置。

查看和打印网络设置

可以在 HP Photosmart 控制面板上显示网络设置摘要，也可以打印更详细的配置页。网络配置页列出了所有重要的网络设置，如 IP 地址、链接速度、DNS 和 mDNS。

1. 点击显示屏上的“**设置**”。
2. 点击“**网络**”。

 **注意** 如果屏幕上没有显示您需要的菜单选项，请点击 ▲ 或 ▼ 滚动浏览所有菜单选项。

3. 点击“**查看网络设置菜单**”。
4. 执行下列操作之一：
 - 要显示有线网络设置，请点击“**显示有线摘要**”。
 - 要打印网络配置页，请点击“**打印网络配置页**”。

恢复网络默认设置

可以重置购买 HP Photosmart 时的厂商网络设置。

1. 点击显示屏上的“**设置**”。
2. 点击“**网络**”。

 **注意** 如果屏幕上没有显示您需要的菜单选项，请点击 ▲ 或 ▼ 滚动浏览所有菜单选项。

3. 点击“**恢复网络默认设置**”。
4. 点击“**是**”或“**否**”。

从控制面板设置更改高级网络设置

高级网络设置是为了给您提供方便而设。然而，除非您是高级用户，否则请勿更改任何设置。

更改 IP 设置

默认的 IP 设置为“自动”，该选项自动设定 IP 设置。但是，如果您是高级用户，则可能需要手动更改 IP 地址、子网掩码或默认网关。要查看 HP Photosmart 的 IP 地址和子网掩码，可从 HP Photosmart 打印网络配置页。

 **注意** 手动输入 IP 设置时，您必须已经连接到活动网络上，否则当您从菜单中退出后该设置将不再存在。

 **小心** 手动分配 IP 地址时要十分慎重。如果在安装过程中输入无效的 IP 地址，则无法将网络组件连接到 HP Photosmart。

1. 点击显示屏上的“设置”。
2. 点击“网络”。

 **注意** 如果屏幕上没有显示您需要的菜单选项，请点击 ▲ 或 ▼ 滚动浏览所有菜单选项。

3. 点击“高级设置”。
4. 点击“IP 设置”。
5. 点击“手册”。
6. 点击以下 IP 设置之一。
 - “IP 地址”
 - “子网掩码”
 - “默认网关”软键盘将出现在显示屏上。
7. 通过软键盘输入您的 IP 设置。

3 使用 HP Photosmart 的功能

本章包括有关如何使用 HP Photosmart 进行基本操作的信息。此外，还介绍有关如何放入纸张、查看、选择和打印照片以及更换墨盒的说明。

放入纸张

本节介绍了在 HP Photosmart 中放入不同类型和尺寸的打印用纸的方法。

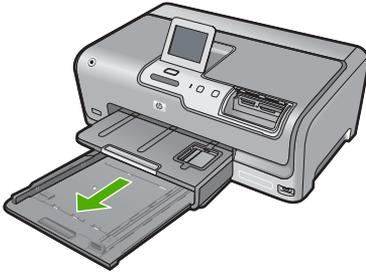
提示 为了防止纸张撕裂、起皱、卷曲或弯曲，应将所有纸张平放在密封袋中保存。如果纸张存放不当，剧烈的温度和湿度变化可能会导致纸张卷曲，从而无法在 HP Photosmart 上正常使用。

放入标准纸

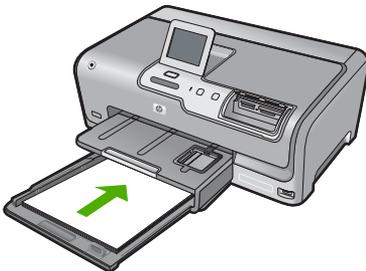
可以在 HP Photosmart 的主进纸盒中放入多种类型的 Letter 或 A4 纸。

放入全尺寸的纸张

1. 拉出主进纸盒，然后将纸张宽度和纸张长度导板滑到最外侧。



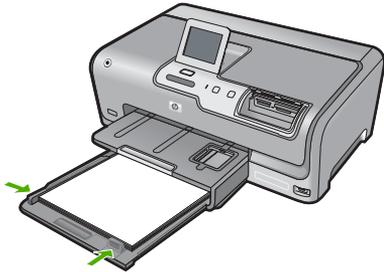
2. 将一摞纸在平面上墩齐，然后检查以下事项：
 - 确保纸张无裂缝、无尘、无褶皱、无卷曲或折边。
 - 确保这摞纸中所有纸张的尺寸和类型都相同。
3. 将这摞纸短边朝前、打印面朝下放到主进纸盒中。将纸张向前推，直到不能移动时为止。



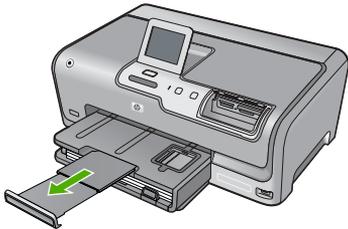
△ **小心** 确保将纸张放入主进纸盒中时 HP Photosmart 处于没有工作的闲置状态。如果 HP Photosmart 正在处理墨盒或忙于其他任务，纸张会在还没有准备就绪的设备内部停止。可以将纸张尽量往前推，使得 HP Photosmart 退出白纸。

🔗 **提示** 如果用的是信头纸，请先插入纸张顶端并将打印面朝下。有关放入全尺寸的纸张和信头纸的详细帮助，请参阅主进纸盒底座上的图示。

4. 向内滑动纸张宽度和纸张长度导板，直到它们停靠在纸张边缘处。不要在主进纸盒中放入过多的信封；确保纸可以装在主进纸盒中，并且高度不超过纸张宽度导板的顶部。



5. 将主进纸盒推回到 HP Photosmart 中。
6. 将出纸盒延长板完全拉出。



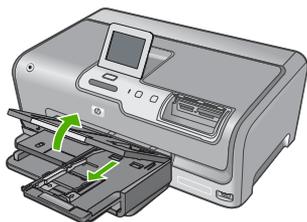
🔗 **注意** 在使用 legal 大小的纸张时，请关闭纸盒延长板。

放入 10 x 15 厘米 (4 x 6 英寸) 照片纸

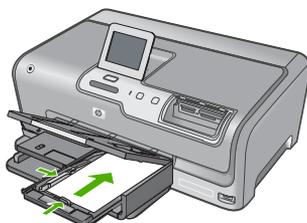
可以将尺寸最大为 10 x 15 厘米的照片纸放入 HP Photosmart 的照片纸盒中。为了获得最佳效果，请使用 10 x 15 厘米 HP 超高级照片纸或 HP 高级照片纸。

在照片纸盒中放入 10 x 15 厘米照片纸

1. 抬起出纸盒，然后拉出照片纸盒。



2. 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，应将孔的一边朝外。
3. 将纸张长度导板和纸张宽度导板朝着照片纸垛的方向向内滑动，直到无法滑动为止。
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顶部。



4. 推入照片纸盒，并放下出纸盒。

避免卡纸

遵循以下操作规范可避免卡纸。

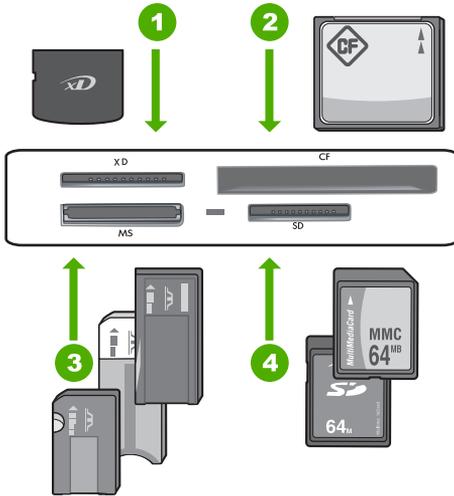
- 经常从出纸盒中取出打印好的纸张。
- 将所有未使用的纸张平放在密封袋中保存，以防纸张卷曲或起皱。
- 确保纸张平整地放在进纸盒中，且纸张边缘没有卷曲或撕裂。
- 不要在进纸盒中混用不同类型和尺寸的纸张；进纸盒中的整叠纸张都必须尺寸、类型完全相同。
- 调整进纸盒中的纸张宽度导板，使其紧贴所有纸张。确保纸张宽度导板没有将进纸盒中的纸压弯。
- 不要将纸张强行塞入进纸盒。
- 使用推荐用于 HP Photosmart 的纸张类型。

查看、选择和打印照片

可在打印存储卡或存储设备上的照片之前或在打印照片时，查看和选择这些照片。

查看、选择和打印照片

1. 将存储卡插入 HP Photosmart 的相应插槽中，或将存储设备连接到正面 USB 端口。



1	xD-Picture 卡
2	CompactFlash (CF) I 型和 II 型
3	Memory Stick、Memory Stick Pro、Memory Stick Select、Memory Stick Magic Gate、Memory Stick Duo 或 Duo Pro（适配器可选）、Memory Stick Micro（适配器必需）
4	Secure Digital (SD)、Secure Digital Mini（适配器必需）、Secure Digital High Capacity (SDHC)、MultiMediaCard (MMC)、MMC Plus、MMC Mobile（RS-MMC；适配器必需）、TransFlash MicroSD 卡、Secure MultiMedia 卡

将出现 **“Photosmart Express”** 菜单，且显示屏上显示最新照片。

2. 将最大尺寸为 10 x 15 厘米的照片纸放入照片纸盒或将标准照片纸放入主进纸盒。
3. 点击 **“查看”**。
将显示 **“查看照片”** 屏幕。
4. 点击 ◀ 或 ▶ 滚动浏览照片缩略图。
5. 当出现您要查看的照片缩略图时，请点击它。
6. 当显示屏上单独显示该照片时，请再次点击该图像。
将显示 **“照片选项”** 屏幕。
7. 点击 **“打印预览”**。
将出现 **“打印预览”** 屏幕，显示照片打印后的效果。
如果您还要选择查看和打印其他照片，请点击 **“添加更多”** 并重复步骤 4 - 6。

8. (可选) 如果您要检查和 / 或修改任何打印设置, 请点击“**设置**”。
9. 要打印照片, 请点击“**打印**”或按控制面板上的**打印照片**按钮。
打印状态屏幕将显示要打印的页数和估计的完成时间。

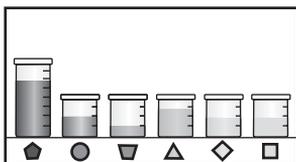
检查预计的墨水量

您可以方便地查看墨水量, 以确定多长时间后需要更换墨盒。通过查看墨水量, 可以大致了解墨盒内的剩余墨水量。

 **注意** HP Photosmart 只能检测原厂 HP 墨水的墨水量。重新灌注或已经在其他设备中使用过的墨盒的墨水量可能无法准确判断。

从控制面板检查墨水量

1. 点击显示屏上的“**设置**”。
 2. 点击“**工具**”。
 3. 点击“**显示墨水量**”。
- HP Photosmart 将显示一个计量图, 说明所有已装入墨盒的估计墨水量。



更换墨盒

当需要更换墨盒时, 请根据这些说明操作。

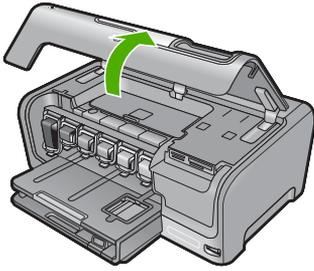
 **注意** 如果第一次为 HP Photosmart 装墨盒, 请一定要使用随设备附送的墨盒。这些墨盒中的墨水是特殊配制的, 要在首次安装时与打印头装置中的墨水混合。

如果您还没有 HP Photosmart 的更换墨盒, 请单击计算机上的“购买 HP 耗材”图标进行订购。在运行 Windows 操作系统的计算机中, 该图标位于“开始”菜单中的“HP”文件夹下。

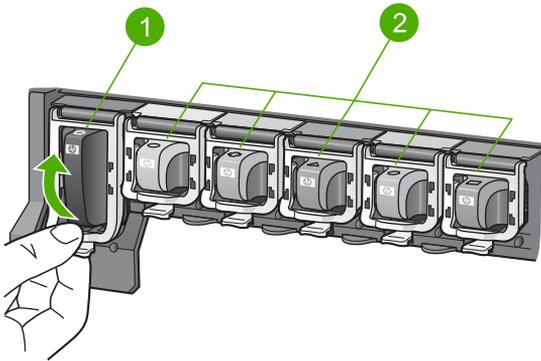
有关详细信息, 请参阅 www.hp.com/buy/supplies。

更换墨盒

1. 确保 HP Photosmart 已经打开。
2. 从设备正前方抬起并打开墨盒盖, 直到盒盖锁定到位。

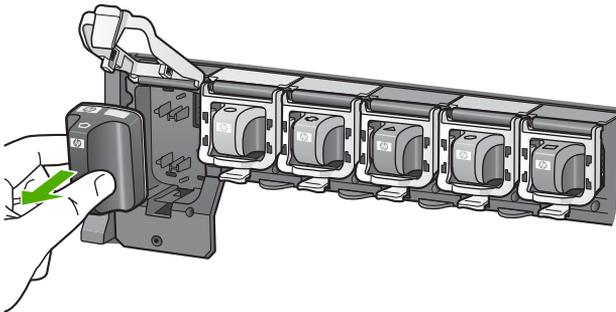


3. 挤压要更换的墨盒下方的插销底部，然后抬起插销。
如果要更换黑色墨盒，则抬起最左侧的卡销。
如果要更换五个彩色墨盒中的一个，如黄色、浅青色（蓝色）、青色、浅洋红（粉色）或洋红，请提起中间区域内对应的卡销。

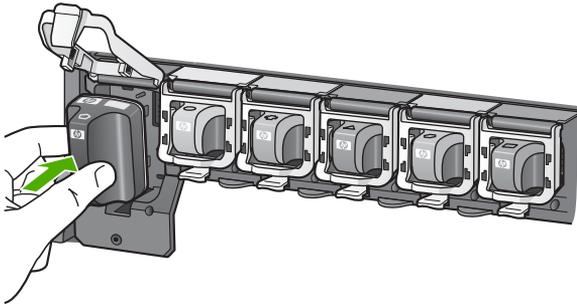


- | | |
|---|-------------|
| 1 | 对应黑色墨盒的墨盒卡销 |
| 2 | 对应彩色墨盒的墨盒卡销 |

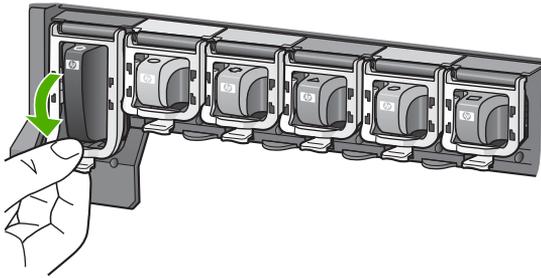
4. 将墨盒朝外拉，使其脱离墨盒槽以将其卸下。



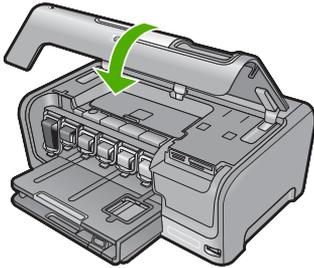
5. 从包装中取出新墨盒，使用手柄将墨盒推入空的墨盒槽中。
将墨盒的颜色和样式与墨盒托架上的颜色和样式相匹配。



6. 合上插销，确保其牢固地卡住。



7. 对于每个要更换的墨盒，重复步骤 3 到 6。
8. 关闭墨盒盖。



4 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特定信息和一些有关操作的主题。有关疑难排解的详细信息，请参阅软件随附的屏幕帮助。

如果在将 HP Photosmart 软件安装到计算机之前已将 HP Photosmart 通过 USB 电缆连接到计算机，则会产生许多问题。如果您在软件安装屏幕提示您进行连接前就已将 HP Photosmart 连接到计算机上，则必须按以下步骤操作：

有关常见安装问题的疑难排解信息

1. 从计算机上拔下 USB 电缆。
2. 卸载软件（如果已安装软件）。
3. 重新启动计算机。
4. 关闭 HP Photosmart，等待一分钟后再重新打开。
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。

从 Windows 计算机上卸载然后重新安装

1. 在 Windows 任务栏上，依次单击“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 驱动程序软件”，然后单击“更改 / 删除”。按屏幕说明操作。
4. 断开 HP Photosmart 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 HP Photosmart 的连接。重新安装完软件后，才能将 HP Photosmart 连接到计算机上。

6. 将 HP Photosmart CD-ROM 插入计算机的 CD-ROM 驱动器，然后启动 Setup 程序。
7. 按屏幕说明和 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

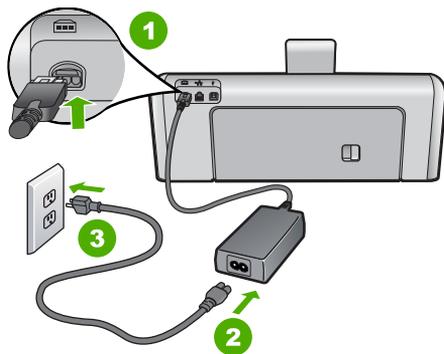
使用本节来解决在安装 HP Photosmart 的硬件时可能会出现的问题。

HP Photosmart 无法启动

原因： HP Photosmart 没有正确连接到电源上。

解决方法

- 确保电源线牢固地连接到 HP Photosmart 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。



1	电源接头
2	电源线和适配器
3	电源插座

- 如果使用接线板，则请确保接线板的开关已打开。或者，试着将 HP Photosmart 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 HP Photosmart 插入到开关插座中，则请确保开关插座的开关已打开。如果将开关转到打开，仍然未工作，则可能是电源插座出了问题。

原因： 您按**开 / 关机**按钮的速度太快了。

解决方法： 如果将**开 / 关机**按钮按得太快，HP Photosmart 可能会没有响应。按下**开 / 关机**按钮一次。开启 HP Photosmart 可能需要几分钟。如果此时再次按**开 / 关机**按钮，可能会将设备关闭。

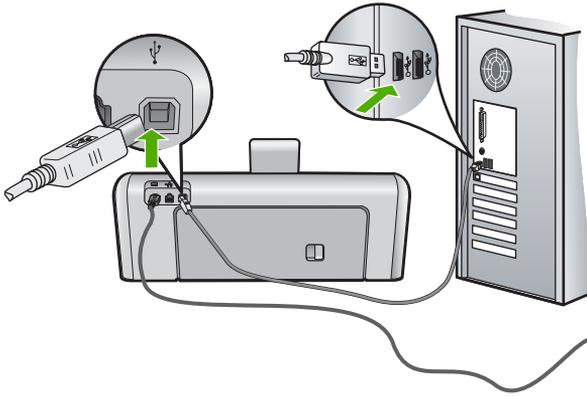
△ **小心** 如果仍然无法打开 HP Photosmart，可能是因为出现机械故障。请从电源插座中拔出 HP Photosmart 电源线并联系 HP：www.hp.com/support。如出现提示，请选择您所在国家 / 地区，然后单击“联系 HP”，以了解如何致电技术支持。

连接了 USB 电缆，但是无法从计算机使用 HP Photosmart

原因： 安装软件前连接 USB 电缆。在看到提示之前就插入 USB 电缆会导致错误。

解决方法： 连接 USB 电缆之前，必须首先安装 HP Photosmart 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。

安装完软件之后，使用 USB 电缆将计算机连接到 HP Photosmart 就水到渠成了。只需将 USB 电缆的一端插入到计算机的背面，将另一端插入到 HP Photosmart 的背面。可以连接到计算机背面的任何一个 USB 端口中。



有关安装软件及连接 USB 电缆的详细信息，请参阅 HP Photosmart 随附的《安装手册》。

HP Photosmart 不打印

原因： HP Photosmart 和计算机不能互相通信。

解决方法： 检查 HP Photosmart 和计算机之间的连接。

原因： 一个或多个墨盒可能存在问题。

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： HP Photosmart 可能没打开。

解决方法： 查看 HP Photosmart 上的显示屏。如果显示屏上没有显示，并且开 / 关机按钮不亮，则说明 HP Photosmart 还没有启动。请确保电源线已牢固地连接到 HP Photosmart 上并且已插入电源插座中。按开 / 关机按钮启动 HP Photosmart。

原因： HP Photosmart 可能缺纸。

解决方法： 在进纸盒中放入纸张。

网络疑难排解

本节介绍了设置有线网络时可能遇到的问题。

计算机没有检测到 HP Photosmart

原因： 电缆连接不正确。

解决方法： 检查以下电缆，确保其连接正确。

- HP Photosmart 和集线器或路由器之间的电缆
- 集线器或路由器和计算机之间的电缆
- 从调制解调器或 HP Photosmart 的 Internet 连接处引入或引出的电缆（如果有）

原因： 计算机上的局域网卡（LAN 卡）安装不正确。

解决方法： 确保局域网 (LAN) 卡安装正确。

检查局域网卡 (Windows 2000 和 XP)

1. 右键单击“我的电脑”。
2. 在“系统特性”对话框中，单击“硬件”选项卡。
3. 单击“设备管理器”。
4. 确保在“网卡”下面列出了您的网卡。
5. 参阅随网卡提供的文档。

检查局域网卡 (Windows Vista)

1. 在 Windows 任务栏中，依次单击“开始”、“计算机”和“属性”。
2. 单击“设备管理器”。
3. 确保在“网卡”下面列出了您的网卡。
4. 参阅随网卡提供的文档。

原因： 连接不上网络。

解决方法： 检查是否能正常连接网络。

查看是否能正常连接网络

- ▲ 检查 HP Photosmart 后面的 RJ-45 以太网插孔顶部和底部的两个以太网指示灯。灯指示如下信息：
 - a. 顶部灯：如果灯是墨绿色，则表示设备已经正确连接到网络上，并且已建立了通信。如果顶部灯不亮，则表示没有网络连接。
 - b. 底部灯：当设备通过网络发送或接收数据时，黄色灯会闪烁。

建立一个活动的网络连接

1. 检查 HP Photosmart 和网关、路由器或集线器之间的电缆连接，确保连接正常。
2. 如果连接安全，请按下控制面板上的**开 / 关机**按钮将 HP Photosmart 关闭。然后关闭路由器或集线器的电源。接下来先打开路由器或集线器，然后按下**开 / 关机**按钮将 HP Photosmart 打开。

原因： 之前可以将 HP Photosmart 连接到网络，但现在无法连接到网络。

解决方法： 关闭 HP Photosmart、计算机和路由器。等待 30 秒钟。先打开路由器，然后打开 HP Photosmart 和计算机。

原因： HP Photosmart 和计算机未连接到同一网络。

解决方法： 尝试访问 HP Photosmart 上的嵌入式 Web 服务器。要查找 IP 地址，请打印网络配置页。

安装过程中出现“未找到打印机”屏幕

原因： HP Photosmart 没有开启。

解决方法： 打开 HP Photosmart。

原因： 连接不上网络。

解决方法： 确保能正常连接网络。

确保能正常连接网络

1. 如果连接正常，请关闭 HP Photosmart，然后再打开。按控制面板上的**开 / 关机**按钮关闭 HP Photosmart，然后再按该按钮，重新启动设备。另外，请关闭路由器或集线器的电源，然后再打开。
2. 检查 HP Photosmart 和网关、路由器或集线器之间的电缆连接，确保连接正常。
3. 确保 HP Photosmart 通过 CAT-5 以太网电缆连接到网络上。

原因： 电缆连接不正确。

解决方法： 检查以下电缆，确保其连接正确。

- HP Photosmart 和集线器或路由器之间的电缆
- 集线器或路由器和计算机之间的电缆
- 从调制解调器或 HP Photosmart 的 Internet 连接处引入或引出的电缆（如果有）

原因： 防火墙、防病毒软件或反间谍应用程序正在阻止 HP Photosmart 访问计算机。

解决方法： 卸载 HP Photosmart 软件，然后重新启动计算机。临时禁用防病毒软件或反间谍应用程序，然后重新安装 HP Photosmart 软件。可以在安装完成后重新启用防病毒软件或反间谍应用程序。如果看到防火墙弹出消息，则必须始终接受或允许弹出消息。

如果该屏幕仍然出现，则请尝试卸载 HP Photosmart 软件，重新启动计算机，并在重新安装 HP Photosmart 软件之前临时禁用防火墙。安装完成后，可重新启用防火墙应用程序。如果仍然看到防火墙弹出消息，则必须始终接受或允许弹出消息。

有关信息详细，请参阅防火墙软件随附的文档。

原因： 虚拟专用网络 (VPN) 正在阻止 HP Photosmart 访问计算机。

解决方法： 尝试在继续安装前临时禁用 VPN。

 **注意** 在 VPN 会话期间 HP Photosmart 不可访问。但是，打印作业保存在打印队列中。退出 VPN 会话时，打印队列中的打印作业将被打印。

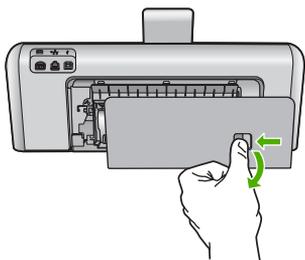
清除卡纸

如果 HP Photosmart 卡纸，请首先检查后盖。如果后面的滚筒没有卡纸，请检查顶盖。

从后盖清除卡纸

1. 关闭 HP Photosmart。
2. 按后盖上的插销以打开检修门。从 HP Photosmart 上向外拉，卸下检修门。

△ **小心** 试图从 HP Photosmart 的前面清除卡纸可能会损坏打印机的机械结构。请始终从后盖进入和清理卡住的纸张。



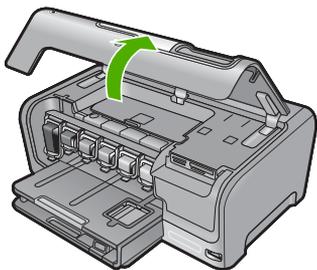
3. 慢慢地将纸从滚筒里拉出来。

△ **小心** 如果纸张在从滚筒里取出时破损，请检查滚筒和齿轮，看是否还有破碎的纸片留在设备里。如果没有从 HP Photosmart 中取出所有纸片，则会发生更多的卡纸情况。

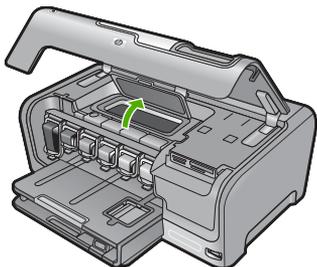
4. 重新装上前盖。慢慢地向前推检修门，直到其卡在相应位置。
5. 打开 HP Photosmart，然后点击“**确定**”继续当前的作业。

从顶盖清除卡纸

1. 关闭 HP Photosmart。
2. 打开墨盒门。



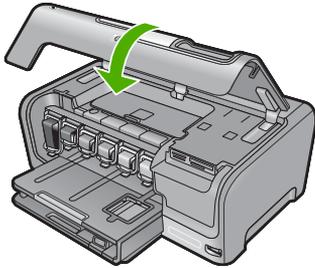
3. 掀开位于墨盒和打印头组件后方的顶盖。



- 轻轻地纸张拉出滚筒。

△ 小心 如果纸张在从滚筒里取出时破损，请检查滚筒和齿轮，看是否还有破碎的纸片留在设备里。如果没有从 HP Photosmart 中取出所有纸片，则会发生更多的卡纸情况。

- 合上顶盖。
- 关闭墨盒门。



- 打开 HP Photosmart，然后点击“确定”，继续当前作业。

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。

- 请查看打印在墨盒包装上的截止安装日期，安装墨盒的时间应不晚于该日期。
- 将所有墨盒保存在原包装中，直到需要时再拿出来使用。
- 按设备上的**开 / 关机**按钮关闭 HP Photosmart。不要通过关闭电源插线板或拔掉 HP Photosmart 的电源线来关闭设备。如果关闭 HP Photosmart 时操作不当，则打印头不会返回到正确位置。
- 将墨盒保存在温度为 15.6° - 26.6° C 或 60° - 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 HP Photosmart 中取出来。如果您要传送 HP Photosmart，请确保通过**按开 / 关机**按钮正确关闭电源来关闭设备。此外，还应确保墨盒已安装。执行这些操作可防止墨水从打印头组件中漏出来。
- 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。这会浪费墨水并且缩短墨盒的使用寿命。
- 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：

- 查阅 HP Photosmart 随附的文档。
- 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
 - 为您的 HP Photosmart 提供软件和驱动程序更新
 - 为常见问题提供有价值的 HP Photosmart 和故障排除信息
 - 注册 HP Photosmart 后可以获取主动设备更新、支持提醒以及 HP 新闻简报
- 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。有关支持的电话号码列表，请参阅本手册封底内页的内容。

5 技术信息

本节提供了有关 HP Photosmart 的技术规格和国际规范信息。

系统要求

软件系统要求见自述文件。

产品技术规格

有关产品技术规格的信息，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 100 张（20 磅/75 gsm 纸张）
- 出纸盒容量：普通纸：最多 50 张（20 磅/75 gsm 纸张）
- 照片纸盒容量：照片纸：最多 20 张

 **注意** 有关支持的介质尺寸的完整列表，请参阅打印机软件。

物理规格

- 高：17.2 厘米
- 宽：46 厘米
- 厚：38.7 厘米
- 重量：7.8 千克（安装耗材后）

电源规格

- 能耗：最大 25W（打印时平均功率）
- 输入电压：AC 100 至 240 V ~ 1300 mA 50 - 60 Hz
- 输出电压：DC +32 V === 1560 mA

 **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° 至 32°C（59° 至 90°F）
- 允许的工作温度范围：5° 至 35°C（41° 至 95°F）
- 湿度：15% 至 80% RH，无冷凝
- 不工作（存储）时的温度范围：- 20° 至 60° C（- 4° 至 140° F）
- 在强电磁场区域，HP Photosmart 的打印效果可能会有轻微失真
- HP 建议使用长度不超过 3 米（10 英尺）的 USB 电缆，以便将因潜在电磁场的存在而造成的注入噪声降至最低

墨盒产能

墨盒中的墨水以多种不同方式使用于打印过程，这些使用方式包括用来让设备和墨盒准备就绪的初始化过程，还包括用于确保打印喷头清洁和墨水顺利流动的打印头维护过程。此外，当墨盒用完后，墨盒中还会残留一些墨水。有关更多信息，请参见 www.hp.com/go/inkusage。

有关估计的墨盒产能的更多信息，请访问：www.hp.com/pageyield。

规范声明

HP Photosmart 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-0710。不要将此标准型号与产品的市场名称（如 HP Photosmart D7200 series 等）或产品编号（如 CC975A 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：
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 - 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 D7200 series

Basics Guide

English



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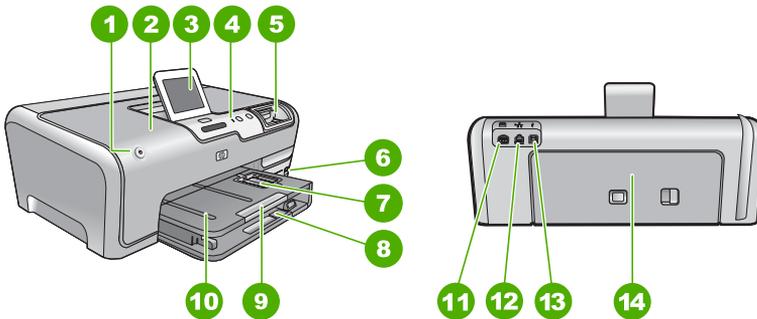
1 HP Photosmart overview

Use the HP Photosmart to quickly and easily accomplish tasks such as printing photos from a memory card or storage device. 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 onscreen 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	On button
2	Ink cartridge door
3	Color graphics display (also referred to as the display)
4	Control panel
5	Memory card slots and Photo light
6	Front USB port
7	Photo tray
8	Main input tray (also referred to as the input tray)
9	Paper tray extender (also referred to as the tray extender)
10	Output tray
11	Power connection*
12	Ethernet port

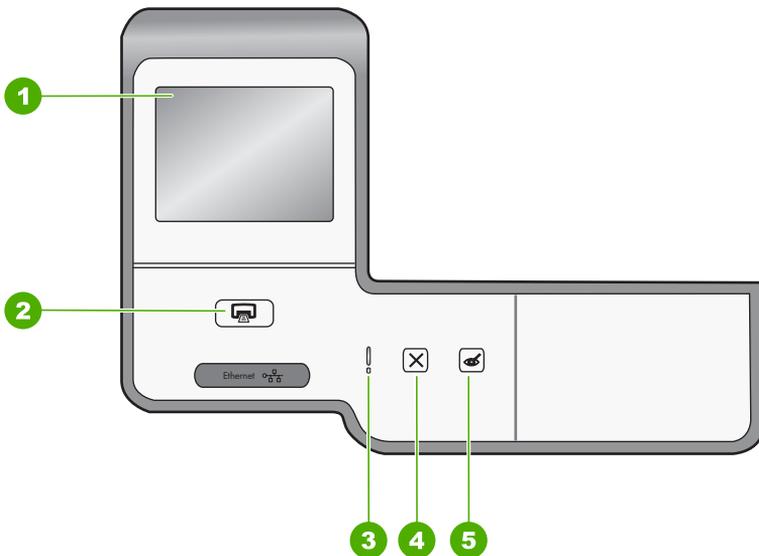
(continued)

Label	Description
13	Rear USB port
14	Rear door

* 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 Photosmart control panel features.



Label	Name and Description
1	Color graphics display (also referred to as the display): View menus, photos, and messages. The touch screen display can be adjusted to different positions. This enables the user to change the display angle to accommodate various device placements and lighting conditions.
2	Print Photos : Depending on whether you access your photos from the View , Print , or Create menu, the Print Photos button will display the Print Preview screen or it will print any selected photo(s). If no photos are selected, a prompt appears asking if you want to print all the photos on your card or storage device.
3	Attention light : Indicates that a problem occurred. See the display for more information.
4	Cancel : Stops the current operation, exits a menu, or exits settings.
5	Red Eye Removal : Turns the Red Eye Removal feature On or Off. By default, this feature is turned off. When the feature is turned on, the HP Photosmart automatically corrects red eye coloring in the photo currently shown on the display.

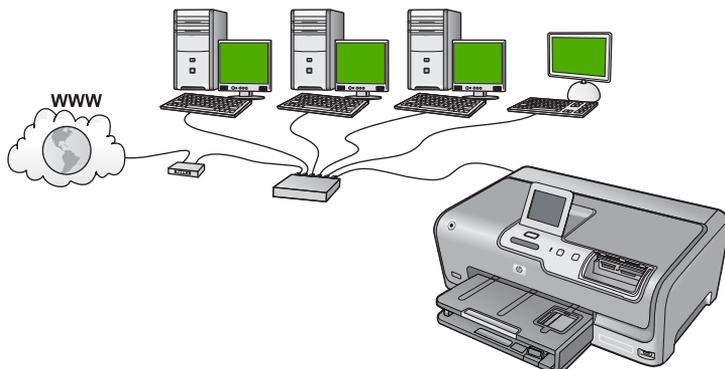
Find more information

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

- **Setup Guide**
The Setup Guide provides instructions for setting up the HP Photosmart and installing software. Make sure you follow the steps in the Setup Guide in order.
If you have problems during setup, see Troubleshooting in the last section of the Setup Guide, or see "[Troubleshooting and support](#)" on page 18 in this guide.
- **Onscreen Help**
The onscreen Help provides detailed instructions on features of the HP Photosmart that are not described in this Basics Guide, including features that are only available using the software you installed with the HP Photosmart.
- www.hp.com/support
If you have Internet access, you can get help and support from the HP Web site. This Web site offers technical support, drivers, supplies, and ordering information.

2 Network setup

This section describes how to connect the HP Photosmart to a router, switch, or hub using an Ethernet cable and how to install the HP Photosmart software for a network connection. This is known as a wired or Ethernet network.

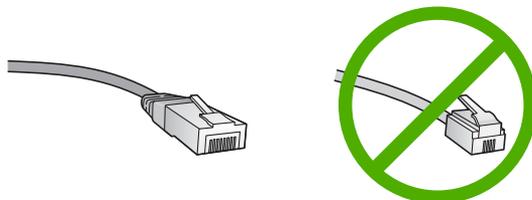


To set up the HP Photosmart on a wired network, you need to do the following:	See this section:
First, collect all of the required materials.	"What you need for a wired network" on page 6
Next, connect to a wired network.	"Connect the HP Photosmart to the network" on page 7
Finally, install the software.	"Install the software for a network connection" on page 8

What you need for a wired network

Before you connect the HP Photosmart to a network, make sure you have all of the required materials.

- A functional Ethernet network that includes a router, switch, or hub with an Ethernet port.
- CAT-5 Ethernet cable.



Although standard Ethernet cables look similar to standard telephone cables, they are not interchangeable. There is a different number of wires in each one, and each

has a different connector. An Ethernet cable connector (also called an RJ-45 connector) is wider and thicker and always has 8 contacts on the end. A phone connector has between 2 and 6 contacts.

- ❑ A desktop computer or laptop with an Ethernet connection.

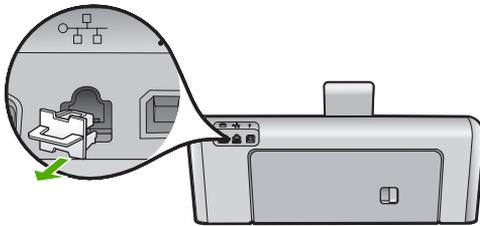
 **NOTE:** The HP Photosmart supports both 10 Mbps and 100 Mbps Ethernet networks. If you are purchasing, or have purchased, a network interface card (NIC), make sure it can operate at either speed.

Connect the HP Photosmart to the network

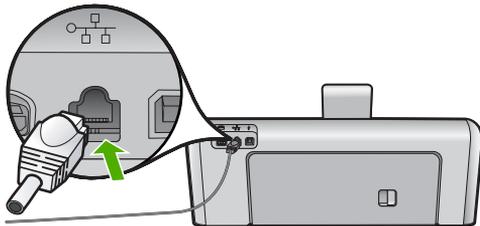
To connect the HP Photosmart to the network, use the Ethernet port on the back of the device.

To connect the HP Photosmart to the network

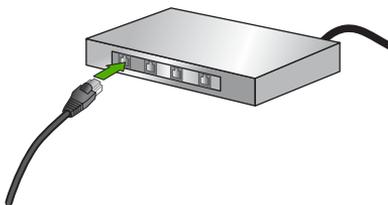
1. Remove the yellow plug from the back of the HP Photosmart.



2. Connect the Ethernet cable to the Ethernet port on the back of the HP Photosmart.



3. Connect the other end of the Ethernet cable to an available port on your Ethernet router, switch, or wireless router.



4. Once you have connected the HP Photosmart to the network, install the software as described in [“Install the software for a network connection”](#) on page 8.

Install the software for a network connection

Use this section to install the HP Photosmart software on a computer connected to a network. Before you install the software, make sure you have connected the HP Photosmart to a network.

 **NOTE:** If your computer is configured to connect to a series of network drives, make sure that your computer is currently connected to these drives before installing the software. Otherwise, HP Photosmart installation software might try to use one of the reserved drive letters, and you will not be able to access that network drive on your computer.

NOTE: Installation time can range from 20 to 45 minutes depending on your operating system, the amount of available space, and the processor speed of your computer.

To install the Windows HP Photosmart software

1. Quit all applications running on your computer, including any virus detection software.
2. Insert the Windows CD that came with the HP Photosmart into the CD-ROM drive on your computer and follow the onscreen instructions.
3. If a dialog box about firewalls appears, follow the instructions. If you see firewall pop-up messages, you must always accept or allow the pop-up messages.
4. On the **Connection Type** screen, select **Through the network**, and then click **Next**.
The **Searching** screen appears as the Setup program searches for the HP Photosmart on the network.
5. On the **Printer Found** screen, verify that the printer description is correct. If more than one printer is found on the network, the **Printers Found** screen appears. Select the HP Photosmart you want to connect.
6. Follow the prompts to install the software.
When you have finished installing the software, the HP Photosmart is ready for use.
7. If you disabled any virus detection software on your computer, make sure to enable it again.
8. To test your network connection, go to your computer and print a self-test report to the HP Photosmart.

Connect to additional computers on a network

You can share the HP Photosmart on a network so that more computers can use it. If the HP Photosmart is already connected to a computer on the network, you must install the HP Photosmart software for each additional computer. During the installation, the software will discover the HP Photosmart on the network for each of the computers. Once you have set up the HP Photosmart on the network you will not need to configure it again when you add additional computers.

Change the HP Photosmart from a USB connection to a network connection

If you first install the HP Photosmart with a USB connection, you can later change to an Ethernet network connection. If you already understand how to connect to a network, you can use the general directions below.

To change a USB connection to a wired (Ethernet) connection

1. Unplug the USB connection from the back of the HP Photosmart.
2. Connect an Ethernet cable from the Ethernet port on the back of the HP Photosmart to an available Ethernet port on the router or switch.
3. Install the software for a network connection, choose **Add a Device**, and then choose **Through the network**.
4. When the installation is complete, open **Printers and Faxes** (or **Printers**) in the **Control Panel** and delete the printers from the previous USB installation.

For more detailed instructions on connecting the HP Photosmart to a network, see: [“Network setup” on page 6](#)

Manage your network settings

You can manage network settings for the HP Photosmart through the HP Photosmart control panel. Additional advanced settings are available in the Embedded Web Server, a configuration and status tool you access from your Web browser using an existing network connection to the HP Photosmart.

Change basic network settings from the control panel

You can perform a variety of network management tasks from the control panel, such as printing the network settings and restoring network defaults.

View and print network settings

You can display a summary of the network settings on the HP Photosmart control panel, or you can print a more detailed configuration page. The network configuration page lists all of the important network settings such as the IP address, link speed, DNS, and mDNS.

1. Touch **Setup** on the display.
2. Touch **Network**.

 **NOTE:** If the menu option you want is not visible on the screen, touch ▲ or ▼ to scroll through all the menu options.

3. Touch **View Network Settings Menu**.
4. Do one of the following:
 - To display wired network settings, touch **Display Wired Summary**.
 - To print the network configuration page, touch **Print Network Configuration Page**.

Restore network defaults

You can reset the network settings to what they were when you purchased the HP Photosmart.

1. Touch **Setup** on the display.
2. Touch **Network**.

 **NOTE:** If the menu option you want is not visible on the screen, touch ▲ or ▼ to scroll through all the menu options.

3. Touch **Restore Network Defaults**.
4. Touch **Yes** or **No**.

Change advanced network settings from the control panel settings

The advanced network settings are provided for your convenience. However, unless you are an advanced user, you should not change any of these settings.

Change IP settings

The default setting for the IP settings is **Automatic**, which sets the IP settings automatically. However, if you are an advanced user, you might want to manually change the IP address, subnet mask, or the default gateway. To see the IP address and subnet mask of the HP Photosmart, print a network configuration page from the HP Photosmart.

 **NOTE:** When manually entering an IP setting, you must already be connected to an active network, otherwise the setting will not stay when you exit from the menu.

⚠ **CAUTION:** Be careful when manually assigning an IP address. If you enter an invalid IP address during the installation, your network components will not be able to connect with the HP Photosmart.

1. Touch **Setup** on the display.
2. Touch **Network**.

 **NOTE:** If the menu option you want is not visible on the screen, touch ▲ or ▼ to scroll through all the menu options.

3. Touch **Advanced Setup**.
4. Touch **IP Settings**.
5. Touch **Manual**.
6. Touch one of the following IP settings.
 - **IP Address**
 - **Subnet Mask**
 - **Default Gateway**

The visual keyboard appears on the display.

7. Use the visual keyboard to enter your IP settings.

3 Use the HP Photosmart features

This chapter includes information about how to use the HP Photosmart for basic operations. In addition, it provides instructions about how to load paper, view, select, and print photos, and replace the ink cartridges.

Load paper

This section describes the procedure for loading different types and sizes of paper into the HP Photosmart for your printouts.

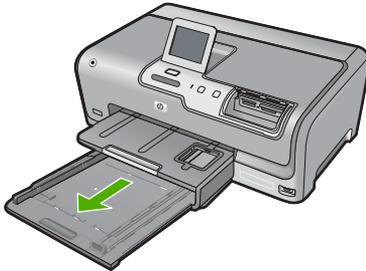
 **TIP:** To help prevent rips, wrinkles, and curled or bent edges, store all paper flat in a resealable bag. If the paper is not stored properly, extreme changes in temperature and humidity might result in curled paper that does not work well in the HP Photosmart.

Load full-size paper

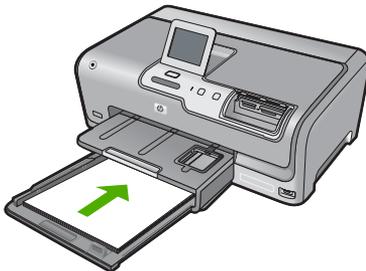
You can load many types of letter or A4 paper into the main input tray of the HP Photosmart.

To load full-size paper

1. Pull out the main input tray, and then slide the paper-width and paper-length guides to their outermost positions.



2. Tap a stack of paper on a flat surface to align the edges, and then check the paper for the following:
 - Make sure it is free of rips, dust, wrinkles, and curled or bent edges.
 - Make sure all the paper in the stack is the same size and type.
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.

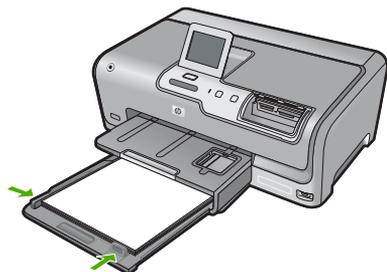


⚠ **CAUTION:** Make sure that the HP Photosmart is idle and silent when you load paper into the main input tray. If the HP Photosmart is servicing the ink cartridges or otherwise engaged in a task, the paper stop inside the device might not be in place. You could push the paper too far forward, causing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

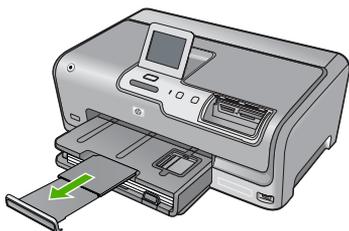
💡 **TIP:** If you are using letterhead, insert the top of the page first with the print side down. For more help on loading full-size paper and letterhead, refer to the diagram engraved in the base of the main input tray.

- Slide the paper-width and paper-length guides inward until they stop at the edges 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.



- Push the main input tray back into the HP Photosmart.
- Pull the output tray extender toward you, as far as it will go.



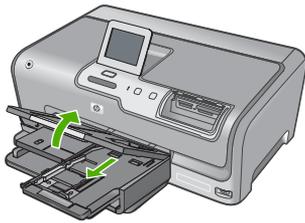
📝 **NOTE:** When you use legal-size paper, leave the tray extender closed.

Load 10 x 15 cm (4 x 6 inch) photo paper

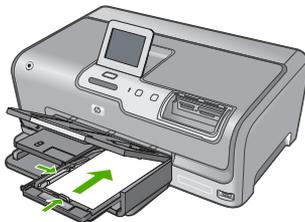
You can load up to 10 x 15 cm (4 x 6 inch) photo paper into the photo tray of the HP Photosmart. For the best results, use 10 x 15 cm (4 x 6 inch) HP Premium Plus Photo Paper or HP Premium Photo Paper.

To load 10 x 15 cm (4 x 6 inch) photo paper in the photo tray

- Raise the output tray, and then pull out the photo tray.



2. 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.
3. Slide the paper-length and paper-width guides inward against the stack of photo paper until the guides stop.
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.



4. Push in the photo tray, and then lower the output tray.

Avoid paper jams

To help avoid paper jams, follow these guidelines.

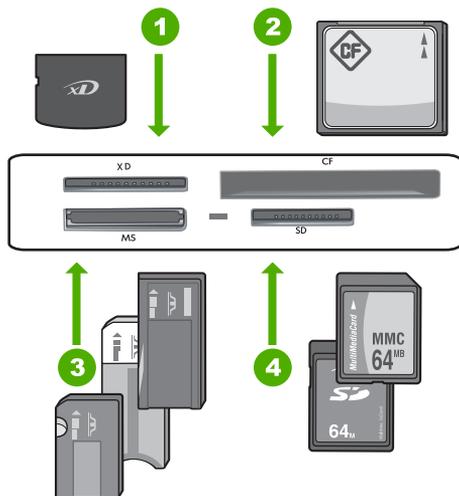
- Remove printed papers from the output tray frequently.
- Prevent curled or wrinkled paper by storing all unused paper flat in a resealable bag.
- Ensure that paper loaded in the input tray lays flat and the edges are not bent or torn.
- Do not combine different paper types and paper sizes in the input 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 HP Photosmart.

View, select, and print photos

You can view and select photos on your memory card or storage device before or while printing them.

To view, select, and print photos

1. Insert a memory card into the appropriate slot on the HP Photosmart, or connect a storage device to the front USB port.



1	xD-Picture Card
2	CompactFlash (CF) types I and II
3	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)
4	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

The **Photosmart Express** menu appears, with the most recent photo shown on the display.

2. Load up to 10 x 15 cm (4 x 6 inch) photo paper in the photo tray or full-size photo paper in the main input tray.
3. Touch **View**.
The **View Photos** screen appears.
4. Touch ◀ or ▶ to scroll through the thumbnails of your photos.
5. When the thumbnail of the photo you want to view appears, touch it.
6. When the photo appears by itself on the display, touch the image again.
The **Photo Options** screen appears.
7. Touch **Print Preview**.
The **Print Preview** screen appears, showing how your photo will look when printed. If you want to select additional photos to view and print, touch **Add More** and repeat steps 4-6.
8. (Optional) If you want to check and/or modify any of your print settings, touch **Settings**.
9. To print the photo(s), touch **Print** or press the **Print Photos** button on the control panel.
A print status screen displays the number of pages to print and the estimated time to complete.

Check the estimated ink levels

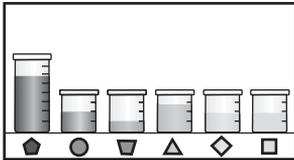
You can easily check the ink supply level to determine how soon you might need to replace an ink cartridge. The ink supply level shows an estimate of the amount of ink remaining in the ink cartridges.

 **NOTE:** The HP Photosmart can only detect the ink levels for genuine HP ink. The ink levels in ink cartridges that are refilled or have been used in other devices might not register accurately.

To check the ink levels from the control panel

1. Touch **Setup** on the display.
2. Touch **Tools**.
3. Touch **Display Ink Gauge**.

The HP Photosmart displays a gauge that shows the estimated ink levels of all cartridges installed.



Replace the ink cartridges

Follow these instructions when you need to replace ink cartridges.

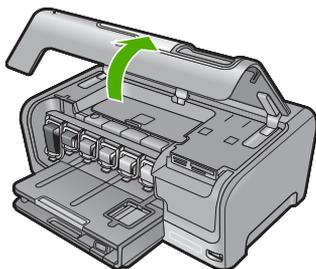
 **NOTE:** If you are installing ink cartridges in the HP Photosmart for the first time, be sure to use only the ink cartridges that came with the device. The ink in these cartridges is specially formulated to mix with the ink in the print head assembly at first-time setup.

If you do not already have replacement ink cartridges for the HP Photosmart, you can order them by clicking the **Shop for HP Supplies** icon on your computer. On a Windows computer this is located in the **HP** folder in the **Start** menu.

For more information see www.hp.com/buy/supplies.

To replace the ink cartridges

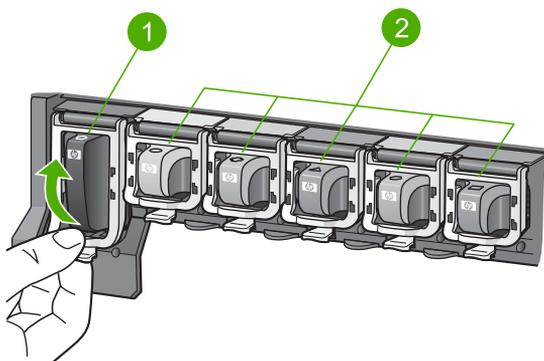
1. Make sure the HP Photosmart is turned on.
2. Open the ink cartridge door by lifting from the front center of the device, until the door locks into place.



3. Squeeze the bottom of the latch below the ink cartridge you want to replace, and then lift the latch.

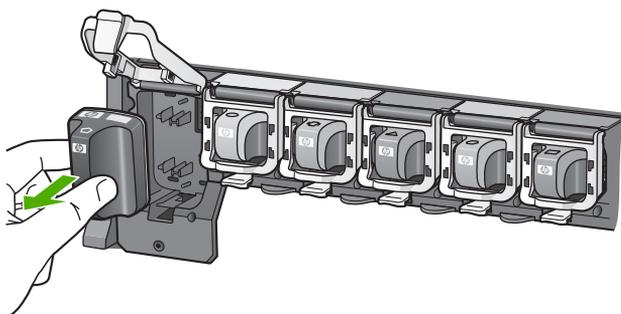
If you are replacing the black ink cartridge, lift the latch on the far left.

If you are replacing one of the five color ink cartridges, such as yellow, light cyan (blue), cyan, light magenta (pink), or magenta, lift the appropriate latch in the center area.

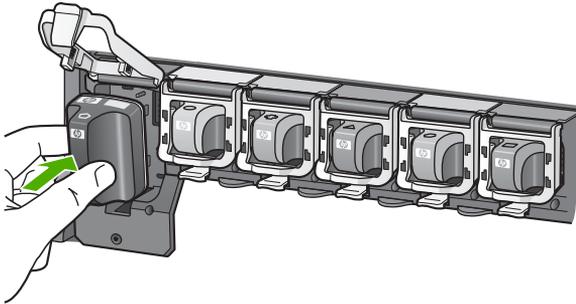


- | | |
|---|--|
| 1 | Ink cartridge latch for the black ink cartridge |
| 2 | Ink cartridge latches for the color ink cartridges |

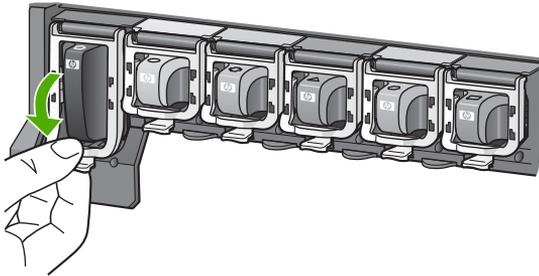
4. Pull the ink cartridge toward you out of its slot to remove it.



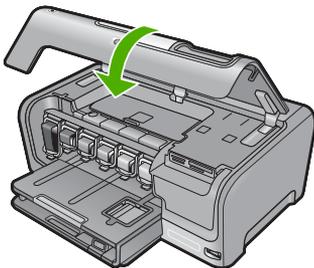
5. Remove the new ink cartridge from its packaging, and then, holding it by the handle, push the ink cartridge into the empty slot. Match the color and pattern of the ink cartridge to the color and pattern on the print carriage.



6. Close the latch and make sure it is secure.



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



4 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 onscreen 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 turn it on.
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 from a Windows computer and then reinstall

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 Driver Software**, and then click **Change/Remove**.
Follow the onscreen instructions.
4. Disconnect the HP Photosmart from your computer.
5. Restart your computer.

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

6. Insert the HP Photosmart CD-ROM into your computer's CD-ROM drive and then start the Setup program.
7. Follow the onscreen instructions and the instructions provided in the Setup Guide that came with the HP Photosmart.

Hardware setup troubleshooting

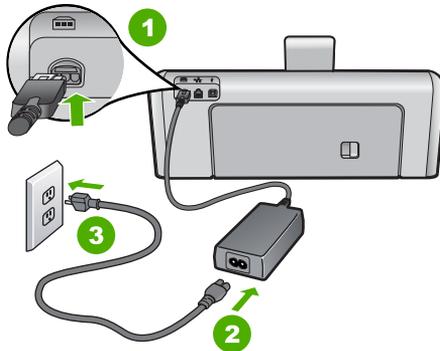
Use this section to solve any problems you might encounter while setting up the HP Photosmart hardware.

The HP Photosmart will not turn on

Cause: The HP Photosmart is not properly connected to a power supply.

Solution

- Make sure the power cord is firmly connected to both the HP Photosmart and the power adapter. Plug the power cord into a power outlet, surge protector, or power strip.



1	Power connection
2	Power cord and adapter
3	Power outlet

- If you are using a power strip, make sure the power strip is on. Or, try plugging the HP Photosmart 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 HP Photosmart into a switched outlet, make sure the switch is on. If it is switched to on but still does not work, then there might be a problem with the power outlet.

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

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

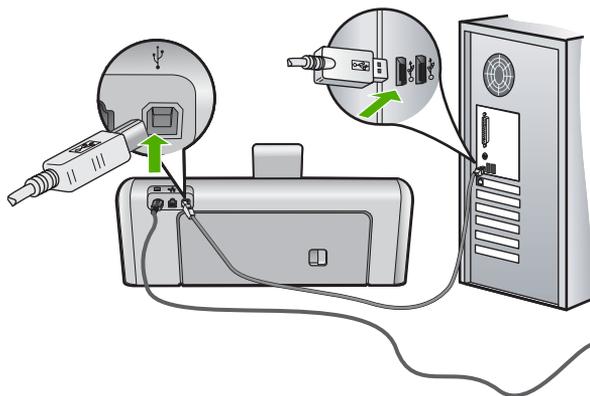
△ **CAUTION:** If the HP Photosmart still does not turn on, it might have a mechanical failure. Unplug the HP Photosmart from the power outlet and contact HP. Go to: www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

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

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

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

Once you have installed the software, connecting your computer to the HP Photosmart with a USB cable is straightforward. Simply plug one end of the USB cable into the back of your computer and the other into the back of the HP Photosmart. 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 HP Photosmart.

The HP Photosmart does not print

Cause: The HP Photosmart and computer are not communicating with each other.

Solution: Check the connection between the HP Photosmart and computer.

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

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

Cause: The HP Photosmart might not be turned on.

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

Cause: The HP Photosmart might be out of paper.

Solution: Load paper in the input tray.

Network troubleshooting

This section addresses problems you might encounter setting up a wired network.

The computer is unable to discover the HP Photosmart

Cause: Cables are not connected properly.

Solution: Check the following cables to ensure they are connected properly.

- Cables between the HP Photosmart and the hub or router
- Cables between the hub or router and your computer
- Cables to and from your modem or HP Photosmart Internet connection (if applicable)

Cause: Your computer's Local Area Network card (LAN card) is not set up properly.

Solution: Make sure that your LAN card is set up properly.

To check your LAN card (Windows 2000 and XP)

1. Right-click **My Computer**.
2. In the **System Properties** dialog box, click the **Hardware** tab.
3. Click **Device Manager**.

4. Make sure your card shows up under **Network Adapters**.
5. Refer to the documentation that came with your card.

To check your LAN card (Windows Vista)

1. On the Windows taskbar, click **Start**, **Computer**, and then click **Properties**.
2. Click **Device Manager**.
3. Make sure your card shows up under **Network Adapters**.
4. Refer to the documentation that came with your card.

Cause: You do not have an active network connection.

Solution: Check to see if you have an active network connection.

To see if you have an active network connection

- ▲ Check the two Ethernet indicator lights on the top and bottom of the RJ-45 Ethernet jack on the back of the HP Photosmart. The lights indicate the following:
 - a. Top light: If this light is a solid green, the device is properly connected to the network, and communications have been established. If the top light is off, there is no network connection.
 - b. Bottom light: This yellow light flashes when data is being sent or received by the device over the network.

To establish an active network connection

1. Check the cable connections from the HP Photosmart to your gateway, router, or hub to ensure connections are secure.
2. If the connections are secure, press the **On** button on the control panel to turn the HP Photosmart off. Then turn off the power on your router or hub. Turn on the router or hub first, and then press the **On** button to turn the HP Photosmart on.

Cause: You were able to connect the HP Photosmart to the network previously, but now it will not connect.

Solution: Turn off the HP Photosmart, the computer, and the router. Wait 30 seconds. Turn on the router first, and then turn on the HP Photosmart and the computer.

Cause: The HP Photosmart and computer are not connected to the same network.

Solution: Try accessing the Embedded Web Server on the HP Photosmart. To find the IP address, print a network configuration page.

The Printer not Found screen appears during installation

Cause: The HP Photosmart is not turned on.

Solution: Turn on the HP Photosmart.

Cause: You do not have an active network connection.

Solution: Make sure you have an active network connection.

To make sure your network connection is active

1. If the connections are secure, turn off the power on the HP Photosmart, and then turn it on again. Press the **On** button on the control panel to turn the HP Photosmart off, and press it again to turn the device on. Also, turn off the power on your router or hub, and then turn it on again.
2. Check the cable connections from the HP Photosmart to your gateway, router, or hub to ensure connections are secure.
3. Make sure the HP Photosmart is connected to the network with a CAT-5 Ethernet cable.

Cause: Cables are not connected properly.

Solution: Check the following cables to ensure they are connected properly:

- Cables between the HP Photosmart and the hub or router
- Cables between the hub or router and your computer
- Cables to and from your modem or HP Photosmart Internet connection (if applicable)

Cause: A firewall, anti-virus, or anti-spyware application is preventing the HP Photosmart from accessing your computer.

Solution: Uninstall the HP Photosmart software, and then reboot your computer. Temporarily disable anti-virus or anti-spyware applications, and then reinstall the HP Photosmart software. You can re-enable your anti-virus or anti-spyware applications after installation is complete. If you see firewall pop-up messages, you must always accept or allow the pop-up messages.

If the screen still appears, try uninstalling the HP Photosmart software, rebooting your computer, and temporarily disabling your firewall before reinstalling the HP Photosmart software. You can re-enable your firewall application after installation is complete. If you still see firewall pop-up messages, you must always accept or allow the pop-up messages.

For more information, see the documentation provided with the firewall software.

Cause: A Virtual Private Network (VPN) is preventing the HP Photosmart from accessing your computer.

Solution: Try temporarily disabling the VPN before proceeding with the installation.

 **NOTE:** The HP Photosmart is not accessible during VPN sessions. However, print jobs are saved in the print queue. When you exit the VPN session, print jobs in the print queue will be printed.

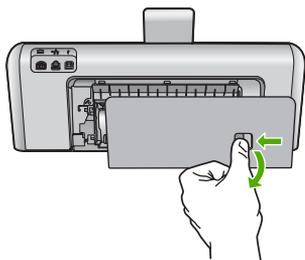
Clear paper jams

If the HP Photosmart has a paper jam, first check the rear door. If the jammed paper is not in the rear rollers, check the top door.

To clear a paper jam from the rear door

1. Turn off the HP Photosmart.
2. Press in the tab on the rear door to release the door. Remove the door by pulling it away from the HP Photosmart.

 **CAUTION:** Trying to clear a paper jam from the front of the HP Photosmart can damage the print mechanism. Always access and clear paper jams through the rear door.



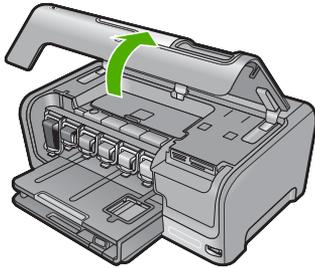
3. Gently pull the paper out of the rollers.

△ **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 device. If you do not remove all the pieces of paper from the HP Photosmart, more paper jams are likely to occur.

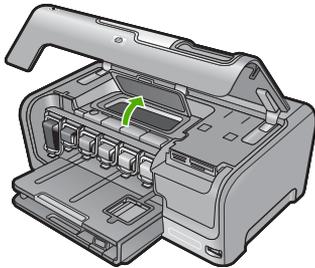
4. Replace the rear door. Gently push the door forward until it snaps into place.
5. Turn on the HP Photosmart, and then touch **OK** to continue the current job.

To clear a paper jam from the top door

1. Turn off the HP Photosmart.
2. Open the ink cartridge door.



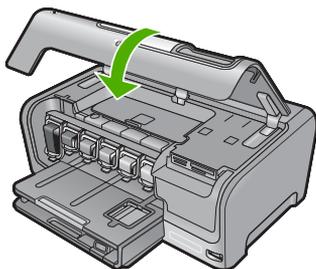
3. Lift the top door that is located behind the ink cartridges and print head assembly.



4. 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 device. If you do not remove all the pieces of paper from the HP Photosmart, more paper jams are likely to occur.

5. Close the top door.
6. Close the ink cartridge door.



7. Turn on the HP Photosmart, and then touch **OK** to continue the current job.

Information on ink cartridges and the print head

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

- Install the ink cartridge on or before the install by date, which is printed on the ink cartridge package.
 - Keep all ink cartridges in the original sealed packages until they are needed.
 - Turn off the HP Photosmart by pressing the **On** button located on the device. Do not turn off the device by turning off a power strip or unplugging the power cord from the HP Photosmart. If you improperly turn off the HP Photosmart, the print head 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 HP Photosmart until you have replacement cartridges available to install.
- If you are transporting the HP Photosmart make sure you turn off the device 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 print head assembly.
- Clean the print head when you notice a significant decrease in print quality.
 - Do not clean the print head 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 HP Photosmart.
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 HP Photosmart
 - Valuable HP Photosmart and troubleshooting information for common problems
 - Proactive device updates, support alerts, and HP newsgrams that are available when you register the HP Photosmart
3. Call HP support. Support options and availability vary by device, country/region, and language. For a list of support phone numbers, see the inside back cover of this guide.

5 Technical information

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

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 100 (20 lb./75 gsm. paper)
- Output tray capacity: Plain paper sheets: Up to 50 (20 lb./75 gsm. 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: 17.2 cm (6.8 inches)
- Width: 46 cm (18.1 inches)
- Depth: 38.7 cm (15.2 inches)
- Weight: 7.8 kg (17.1 pounds) with supplies installed

Power specifications

- Power consumption: 25 watts maximum (average printing)
- Input voltage: AC 100 to 240 V ~ 1300 mA 50-60 Hz
- Output voltage: DC +32 V===1560 mA

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

Environmental specifications

- Recommended operating temperature range: 15° to 32° C (59° to 90° F)
- Allowable operating temperature range: 5° to 35° C (41° to 95° F)
- Humidity: 15% to 80% RH non-condensing
- Non-operating (Storage) temperature range: -20° to 60° C (-4° 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

Ink cartridge yield

Ink from the cartridges is used in the printing process in a number of different ways, including in the initialization process, which prepares the device and cartridges for printing, and in printhead servicing, which keeps print nozzles clear and ink flowing smoothly. In addition, some residual ink is left in the cartridge after it is used. For more information, see www.hp.com/go/inkusage. Visit www.hp.com/pageyield for more information on estimated cartridge yields.

Regulatory notices

The HP Photosmart 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-0710. This regulatory number should not be confused with the marketing name (HP Photosmart D7200 series, etc.) or product numbers (CC975A, 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.
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 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 67 22 80	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	www.hp.com/support	
	17212049	البحرين
België	www.hp.com/support	
Belgique	www.hp.com/support	
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	10-68687980	
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	www.hp.com/support	
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	www.hp.com/support	
France	www.hp.com/support	
Deutschland	www.hp.com/support	
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	
Indonesia	+62 (21) 350 3408	
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	+971 4 224 9189	الكويت
	+971 4 224 9189	البحرين
	+971 4 224 9189	قطر
	+971 4 224 9189	البحرين
Ireland	www.hp.com/support	
	1-700-503-048	ישראל
Italia	www.hp.com/support	

Jamaica	1-800-711-2884	
日本	0570-000-511	
日本(携帯電話の場合)	03-3335-9800	
	0800 222 47	الأردن
한국	1588-3003	
Luxembourg	www.hp.com/support	
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	www.hp.com/support	
New Zealand	0800 441 147	
Nigeria	(01) 271 2320	
Norge	www.hp.com/support	
	24791773	لبنان
Panamá	1-800-711-2884	
Paraguay	009 800 54 1 0006	
Perú	0-800-10111	
Philippines	(2) 867 3551	
Philippines	1800 144 10094	
Polska	0801 800 235	
Portugal	www.hp.com/support	
Puerto Rico	1-877-232-0589	
República Dominicana	1-800-711-2884	
Reunion	0820 890 323	
România	0801 033 390	
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Россия (Санкт-Петербург)	+7 812 3324240	
	800 897 1415	السعودية
Singapore	6272 5300	
Slovensko	0850 111 256	
South Africa (RSA)	0860 104 771	
Suomi	www.hp.com/support	
Sverige	www.hp.com/support	
Switzerland	www.hp.com/support	
臺灣	(02) 8722 8000	
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Trinidad & Tobago	1-800-711-2884	
Türkiye	+90 (212)291 38 65	
Україна	(044) 230-51-06	
	600 54 47 47	الإمارات العربية المتحدة
United Kingdom	www.hp.com/support	
United States	1-(800)-474-6836 (1-800 hp invent)	
Uruguay	0004-054-177	
Venezuela (Caracas)	58-212-278-8666	
Venezuela	0-800-474-68368	
Việt Nam	+84 (8) 823 4530	