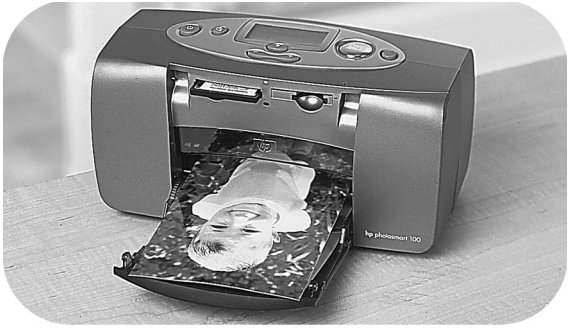

photo printing guide

hp photosmart 100

invent

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1 welcome

Thank you for purchasing an HP PhotoSmart 100 printer! With your new, easy-to-use, compact photo printer you can:

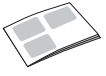
- Print beautiful photos from your digital camera's memory card without a computer.
- Print an index page that shows all the photos on your digital camera's memory card.
- Print 4x6 in. photos quickly and easily.

To begin setting up your printer, see "setting up your printer" on page 17.

This guide describes how to use your new printer without connecting it to a computer. It includes a quick reference to get you acquainted with your new printer, and plenty of detailed printing and troubleshooting information.

You can connect your printer to your computer to save your photos to the hard drive, enhance your photos, share your photos with friends and family via email, and use your photos in creative projects. For information on using your printer with a computer, see the Onscreen User's Guide included on the HP PhotoSmart printer software CD.

finding information

	Setup Guide	Follow the instructions to quickly and easily set up your printer
	Photo Printing Guide (you are here!)	Use this guide to learn about using your printer without connecting it to a computer
	Onscreen User's Guide	Use this guide, included on the printer software CD, to learn about using your printer with a computer
	Services and Support booklet	Use this booklet to learn about the printer's warranty, review regulatory information, and find out where to get help if you need it

viewing the onscreen user's guide

Note: You must have Adobe® Acrobat® Reader® version 4.0 or later installed to view the Onscreen User's Guide. If you do not have Acrobat Reader, you will be asked to install it from the HP PhotoSmart CD before you can view the Onscreen User's Guide.

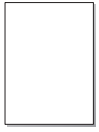
To view the Onscreen User's Guide:

1. Insert the HP PhotoSmart CD into your computer's CD-ROM drive.
2. In Windows Explorer or My Computer, select the CD-ROM drive.
3. Open the **acrobat** folder and then open the folder for your language.
4. Open the **pdf** folder.
5. Double-click the file: **hphphoto.pdf**, then click the photo of the HP PhotoSmart 100 printer.

2 getting started

quick reference

To print...	Use this paper...
borderless photos	glossy photo paper, with tab 4x6.5 in.
photos with a border	glossy photo paper, without tab 4x6 in.
test and calibration pages	plain index cards 4x6 in.

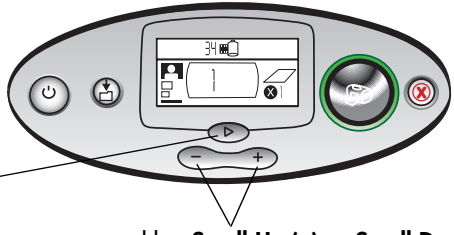
There is a difference between **index cards** and **index pages**	
 index card = card-weight paper Use plain, 4x6 in. index cards for printing test pages.	index page = a print showing numbered "thumbnails" of the photos on your memory card Print an index page to help you select which photos you want to print.

There is a difference between **paper size** and **photo size**	
paper size = 4x6 in. This is the only size of paper your printer can use.	photo size = 4x6 in., Wallet, or Thumbnail You have the choice of printing your photos in any of these sizes.

Printing photos is easy! Load photo paper, install the print cartridge, insert a camera memory card containing photos, then...

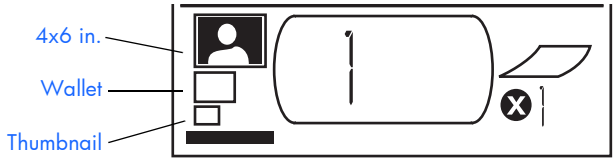
Ready...

Use u**Tab** to move the cursor to the area where you want to change a setting. Try it!



Use **Scroll Up (+)** or **Scroll Down (-)** to scroll through the available choices for each setting.

Set...



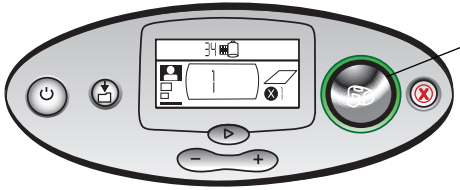
1. Set photo size - When the cursor is blinking under this area, use **Scroll Up (+)** and **Scroll Down (-)** to pick the size you want your photos.

2. Press u**Tab** to move to the next area.

3. Set photos to print - Use **Scroll Up (+)** or **Scroll Down (-)** to scroll to the number of the photo you want to print. Then press **Print**.

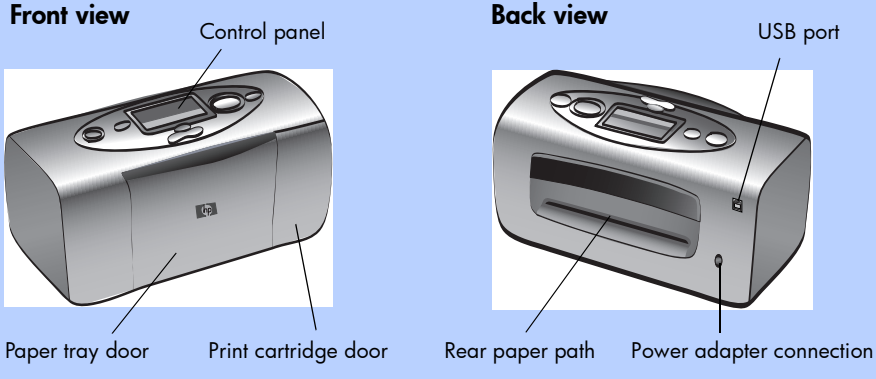
Tip: You can also choose to print a range of photos, or multiple copies.

Print!



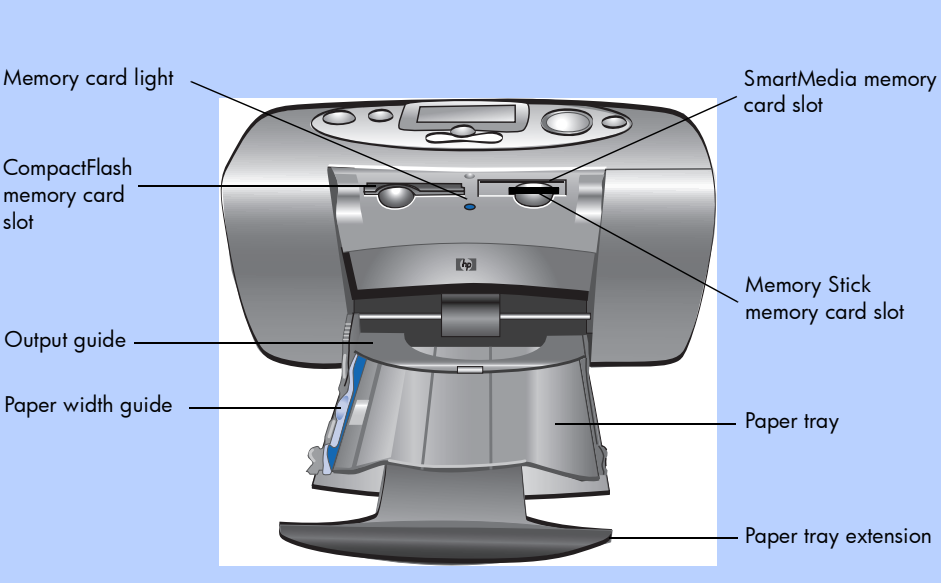
Press the **Print** button and enjoy your photos!

front and back of printer

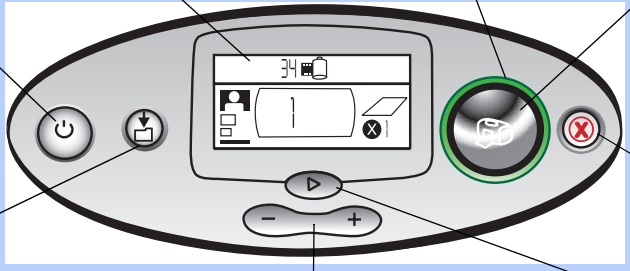


Important: Make sure the rear paper path is clear of any obstructions.

front of printer with paper tray open



control panel



LCD
Read this window to see the status of your printer and the current print settings

Printer light
If this light is green, the printer is on (blinking means the printer is busy); if this light is red, the printer needs attention

Power
Press this button to turn the printer on or off

Print
Press this button to start printing the selected photos from a memory card

Cancel
Press this button to stop printing or reset the print settings

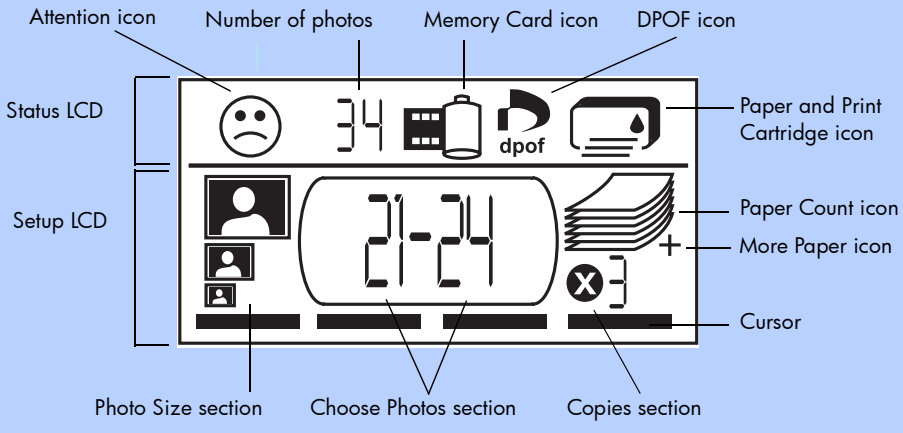
Save
Press this button to save photo and other files from a memory card to the computer's hard drive when you have the printer connected to a computer

Scroll Up (+)/Scroll Down (-)
Press and hold these buttons to scroll through print settings as you are selecting them

uTab
Press this button to move from one section to the next when selecting print settings

LCD

Note: The LCD icons are described on the following pages.



LCD icons

The icons on the top portion of the LCD indicate the status of different printer areas.

Icon	Description
Attention icon	Indicates something is wrong and the printer needs attention.
Number of photos	Indicates the number of photos available on the memory card.
Memory Card icon	Indicates a memory card is inserted. If you inserted a memory card and this icon does not appear, the memory card may not be inserted correctly. If the icon is blinking, there is a problem with the memory card.
DPOF icon	Indicates a digital print order format (DPOF) file is on the memory card.
Paper and Print Cartridge icon	Indicates the status of the paper and print cartridge. If the ink drop is blinking, there is a problem with the print cartridge. If the paper section (the lines at the bottom of the icon) is blinking, there is a problem with the paper.

The bottom portion of the LCD is where you select the photo size, photo number or range, and number of copies to be printed.

Tip: Use u**Tab** to move from one section to the next, left to right. Use **Scroll Up (+)** or **Scroll Down (-)** to change settings within a section.

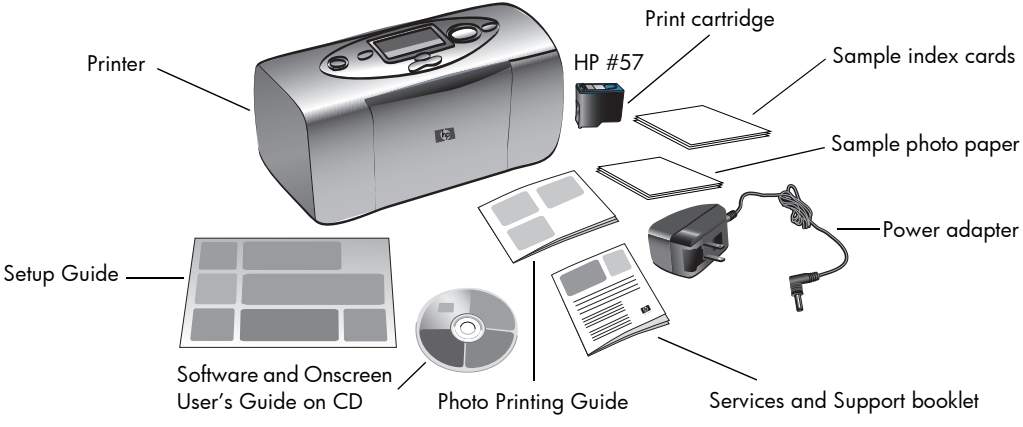
Section/Icon	Description
Photo Size section 4x6 in. Wallet Thumbnail	These three icons indicate the selected photo size. As you move through the photo size selections, the corresponding icon displays to indicate the currently selected photo size.
Choose Photos section 	This section indicates the photo number or range of photos to be printed.
Copies section 	This section indicates the number of copies of each photo to print.
Cursor 	The cursor appears below the section you are working in. When you press u**Tab**, the cursor moves to the next section.

Section/Icon	Description
Paper Count icon More Paper icon 	The Paper Count icon shows the number of sheets of paper needed to complete the print job with the current settings. The maximum number of pages the paper stack can show is six. If the print job requires more than six pages, the More Paper icon appears next to the paper stack.

setting up your printer

unpacking your printer

Make sure you have the following items:

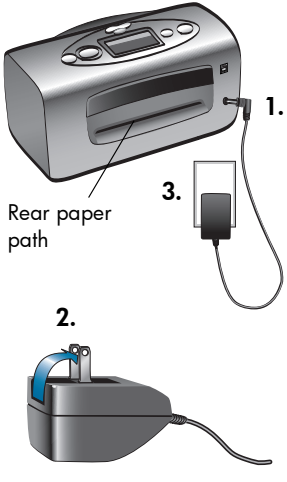


Important: Place the printer on a flat, stable surface. Make sure you place the printer at least 10 inches away from a wall or any obstruction to allow space for the paper to move during printing.

connecting the power adapter

1. Insert the small end of the power adapter into the power adapter connection on the back of the printer. Make sure it is connected firmly.
2. Unfold the two metal prongs on the power adapter.
3. Plug the power adapter into a working electrical outlet.

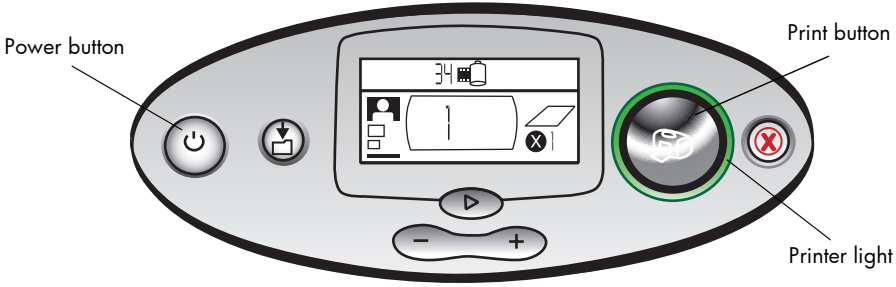
Important: Make sure the power adapter cord does not block the rear paper path.



turning the printer on or off

Press the **Power** button on the top of the printer.

The Printer light (around the outside of the **Print** button) turns green when the printer is turned on. The printer takes about 10 seconds to power up.



loading paper

You can print color photos on 4x6 in. photo paper (with or without a tear-off tab), plain paper, or index cards. Use HP custom photo paper for the best output quality. HP papers can be found at most computer and office supply stores or on the Web at: **www.hpshopping.com** (U.S. only).

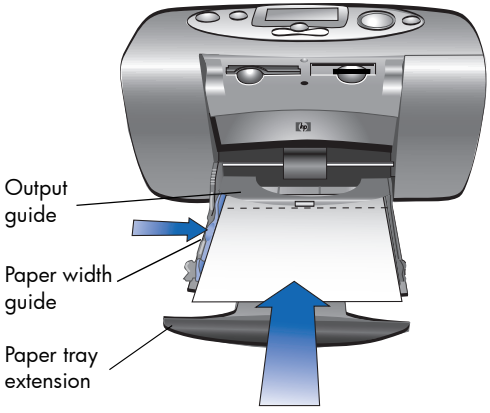
Your printer supports the following paper types:

Name or type	Size	Use for
HP premium plus photo paper, glossy	4x6.5 in. with .5 in. tab	Medium- to high-resolution snapshots, photo album prints, photos to archive, and borderless prints
plain index cards	4x6 in.	Print cartridge calibration pages, test pages, draft prints, children's projects, and photo index pages (to conserve photo paper)
other brands of photo paper	4x6 in.	Photos and index pages Note that borderless printing requires HP photo paper or HP premium plus photo paper

Note: As it prints, the printer pulls the paper straight through the paper slot, out the back, and then through to the front again. Be sure the rear paper path of the printer is at least 10 inches away from any obstruction.

To load paper:

1. Open the paper tray door.
2. Pull the paper tray extension toward you (away from the inside of the printer) until it is fully extended.
3. Place a stack of paper on the paper tray and slide it underneath the output guide.
   - The printer prints on the side of the paper that is facing up. If you are using photo paper, load the paper with the **glossy side up**. If you are using tabbed paper, load the paper into the tray so the **tab feeds into the printer first**.



   - Load no more than 20 sheets of photo paper or index cards.
   - Use one type and size of paper at a time. Do not mix paper types or sizes in the paper tray.
4. Move the paper width guide on the paper tray to fit close to the left edge of the paper without bending the paper. This allows the paper to feed into the printer correctly so that your photos will print straight.

installing or removing the print cartridge

To get the best performance from your printer, use only genuine HP factory-filled print cartridges.

Caution: **Make sure you are using the correct print cartridge (HP #57). Damage to the printer or cartridge resulting from the modification or refilling of HP print cartridges is specifically excluded from HP warranty coverage.**

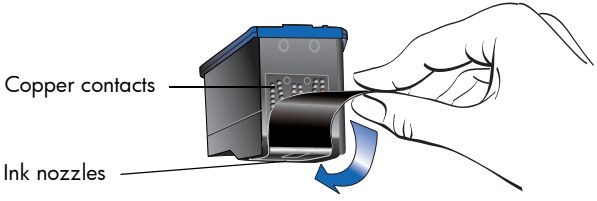
You can install and remove the print cartridge while the printer is either on or off. When you insert a new print cartridge, the printer automatically prints a calibration page. To conserve photo paper, you can print the calibration page on an index card.

Note: If the printer is off when you change the print cartridge, the calibration page prints when you turn the printer on.

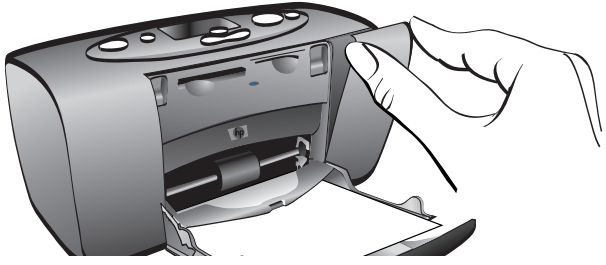
To install the print cartridge:

1. Take the new print cartridge out of its package and pull the **pink tab** to remove the clear **plastic tape**.

   Note: Do NOT touch the ink nozzles or the copper contacts on the print cartridge. Touching these parts may cause print cartridge failure.



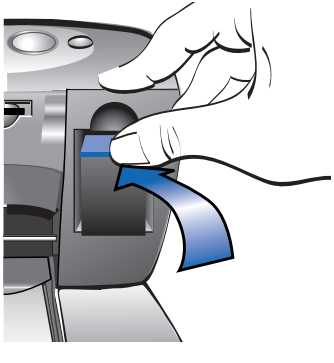
2. Open the print cartridge door by pulling the door down.



3. Place the print cartridge in the print cartridge cradle with the copper contacts facing toward the inside of the printer and the ink nozzles facing down.

4. Push the print cartridge into the print cartridge cradle until you feel it snap into place.
5. Close the print cartridge door.

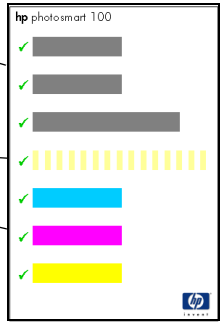
After you insert the print cartridge, the printer automatically prints a calibration page (if the printer is off, the calibration page prints when you turn the printer on). The calibration page verifies that the print cartridge is installed correctly.



Gray bars
These print while the print cartridge is being calibrated.

Yellow bars
These finish the calibration.

Cyan, magenta and yellow bars
These should be solid and the correct color. If any of the bars are not correct, print a test page to check the print cartridge.



Calibration page

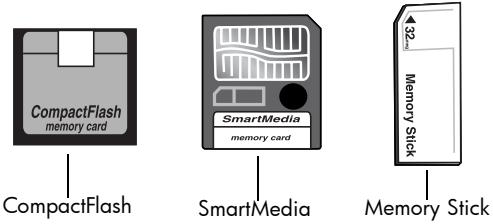
To remove the print cartridge:

1. Open the print cartridge door.
2. Push down and pull outward on the top of the print cartridge to unsnap it from the print cartridge cradle.
3. Remove the print cartridge from the printer.

3 printing from memory cards

types of memory cards supported

The printer can read **CompactFlash™ Type I** or **II**, **SmartMedia™**, or **Memory Stick™** memory cards. These cards are manufactured by several vendors and are available in a variety of storage capacities. You can purchase memory cards where you purchased your digital camera or at most computer supply stores.



Caution: Using another type of memory card may damage the memory card or the printer.

Note: The IBM Microdrive™ and other Microdrive memory cards are not supported.

inserting a memory card

There are three different memory card slots on your printer. The memory card slot you use depends on the type of memory card you have.

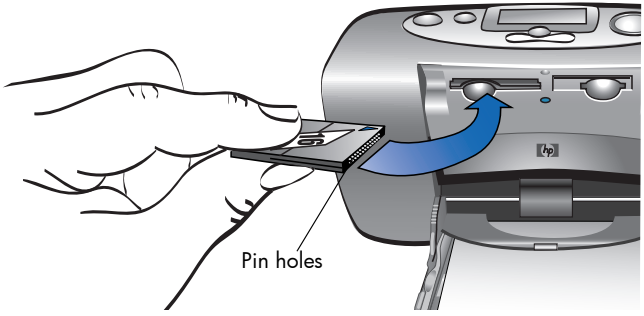
Caution: **Do not remove the memory card from the printer while the card is being read or written to (the memory card light is blinking). This may damage the printer, the memory card, or the information on the memory card.**

Note: Do not use more than one memory card slot at a time.

inserting a CompactFlash memory card

Open the paper tray door. Insert the memory card into the **left** card slot with the card's pin-hole side placed into the printer first. If there is an **arrow** on the memory card's label, make sure the arrow is pointing towards the slot and facing **up**.

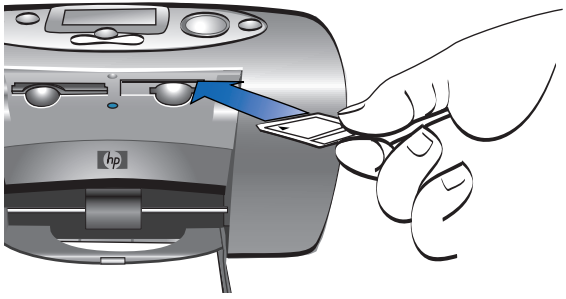
Note: Inserting a CompactFlash memory card incorrectly can damage the memory card, the information on the memory card, or the printer. If you insert the card upside down, the Memory Card light, Memory Card icon, and red Printer light all begin blinking. Remove the card and re-insert it properly.



inserting a SmartMedia memory card

Open the paper tray door. Insert the memory card into the **top right** card slot. Insert the end of the card with the notch on the corner, and make sure the metal contacts on the card are facing **down**.

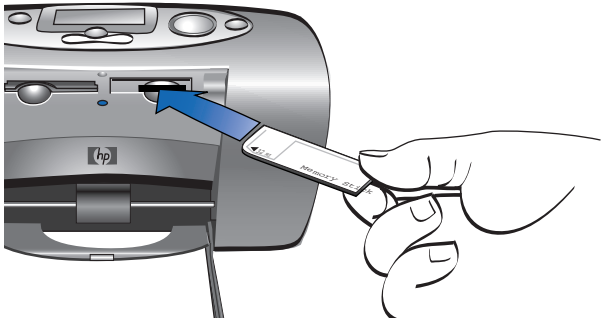
Note: If you insert the card upside down, the Memory Card light, Memory Card icon, and red Printer light all begin blinking. Remove the card and re-insert it properly.



inserting a Memory Stick memory card

Open the paper tray door. Insert the memory stick into the **bottom right** card slot. Insert the end of the memory stick that has the metal contacts, and be sure the contacts are facing **down** so that you see the arrow on the top of the memory stick.

Note: If the Memory Card light does not start blinking, you may have inserted the card upside down. Remove the card and re-insert it properly.

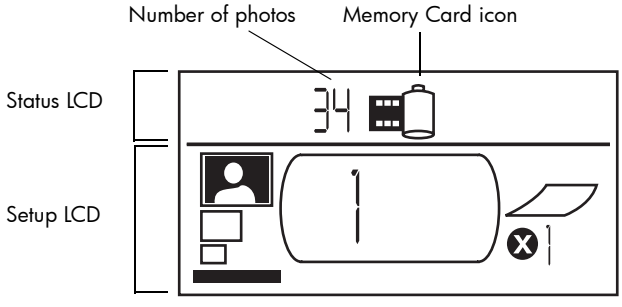


reading the memory card status

When you insert a memory card, the green memory card light starts blinking and the Memory Card icon appears in the Status LCD. The printer reads the memory card to determine the number of photos. The amount of time this takes depends on how many photos are on the memory card (it may take several minutes).

When the printer finishes reading the card, the memory card light remains on, the number of photos appears in the Status LCD, and the current printer settings appear in the Setup LCD. You are now ready to print your photos.

Caution: Do not remove the memory card from the printer while the memory card is in use (the memory card light is blinking). This may damage the printer, the memory card, or the information on the memory card.



When you insert the memory card, the printer is set to print one copy of the first photo on the memory card at 4x6 in.

using the setup LCD

The Setup LCD is divided into four sections and indicates the current printer settings. The cursor (located at the bottom of the Setup LCD) indicates the currently selected section.

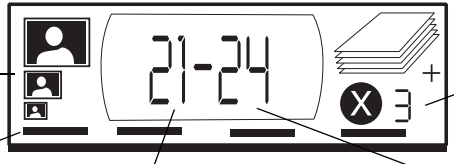


Photo Size section
Choose to print photos in 4x6 in., wallet, or thumbnail size

Copies section
Choose the number of copies you want to print

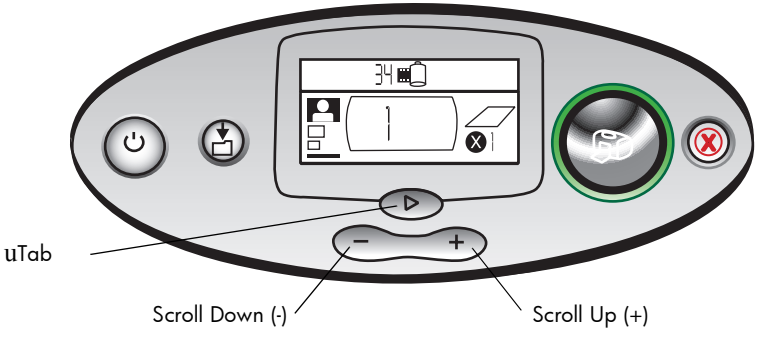
Cursor
Appears below the selected section

Choose Photos section
Choose a single photo or the beginning of a range of photos you want to print

Choose Photos section
Choose the end of a range of photos you want to print

To change printer settings:

- Press u**Tab** to move from one section to the next in the Setup LCD.
- Press **Scroll Up (+)** or **Scroll Down (-)** to change settings within a section.



printing your photos

Printing beautiful photos from your new printer is easy! All it takes is a memory card from a digital camera and five easy steps:

1. Insert the memory card into the printer (see “inserting a memory card” on page 27). The cursor is positioned in the **Photo Size** section of the Setup LCD.
2. Select the size for the printed photos.
   - Use **Scroll Up (+)** or **Scroll Down (-)** to select the photo size.
3. Select which photo you want to print. (If you want to print a range of photos, see “selecting a range of photos to print” on page 39.)
   - Press u**Tab** to position the cursor in the **Choose Photos** section.
   - Press **Scroll Up (+)** or **Scroll Down (-)** until the number of the photo you want to print is shown in the Setup LCD.

4. Select how many copies you want to print.
   - Press u**Tab** twice to position the cursor in the **Copies** section.
   - Press **Scroll Up (+)** repeatedly until the number of copies you want to print is shown in the Setup LCD.
5. Press **Print**.

Note: For more information on selecting the printer settings, see the following sections.

selecting the photo size

The Photo Size section has three icons indicating the selected photo size.

4x6 in.

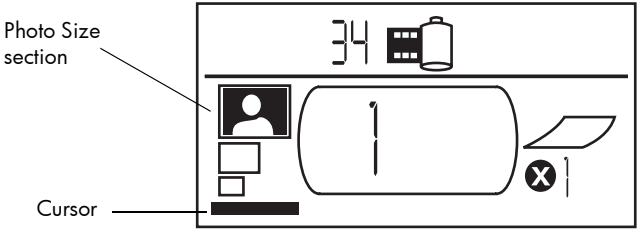
Wallet (2.5x3.25 in.)

Thumbnail (0.7 x 0.9 in.) for an index page

Note: In a print job, all photos print at the same size. To print photos at different sizes, start another print job.

To select the size of the photo:

1. Use u**Tab** to position the cursor in the **Photo Size** section of the Setup LCD. If you just inserted the memory card, the cursor is already in the **Photo Size** section.
2. Use **Scroll Up (+)** or **Scroll Down (-)** to select the photo size.



selecting photos to print

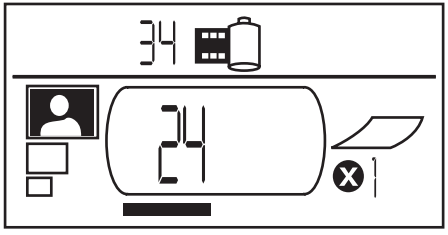
The printer assigns a photo number to each photo on the memory card. Due to differing numbering schemes, and how some digital cameras handle re-numbering of photos when photos are deleted, the photo numbers assigned by the printer may not match those shown on your camera's LCD. For this reason, it is always best to print an index page before printing your photos, so that you will be using the printer's photo numbers to select the correct photos for printing.

selecting a single photo to print

To select a single photo to print:

1. Use u**Tab** to position the cursor in the first part of the **Choose Photos** section of the Setup LCD.
2. Use **Scroll Up (+)** or **Scroll Down (-)** to select the photo to print.

   Tip: To get to the desired photo faster, press and hold down either **Scroll Up (+)** or **Scroll Down (-)** to activate auto-repeat. This allows you to reach the desired photo number without having to repeatedly press the button.



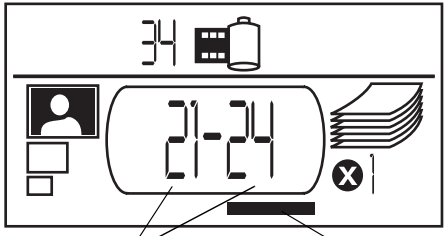
selecting a range of photos to print

You can print a sequence of photos in one print job. For example, you can print photos numbered 21 to 24.

To select a range of photos to print:

1. Use u**Tab** to position the cursor in the first part of the **Choose Photos** section of the Setup LCD.
2. Use **Scroll Up (+)** or **Scroll Down (-)** to select the first photo to print (for example, photo number 21).
3. Press u**Tab** to move the cursor to the second part of the **Choose Photos** section.

4. Use **Scroll Up (+)** or **Scroll Down (-)** to select the last photo in the range of photos to print (for example, photo number 24).

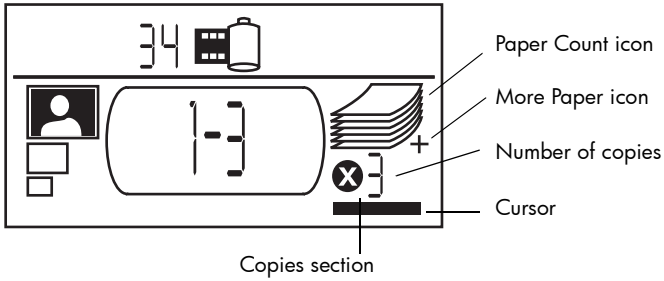


selecting the number of copies

To select the number of copies to print:

1. Use u**Tab** to position the cursor in the **Copies** section of the Setup LCD.
2. Use **Scroll Up (+)** or **Scroll Down (-)** to select the number of copies to print.

Note: Copies of a range of photos are printed as sets. For example, 3 copies of photos 1–3 print in this order: 1,2,3; 1,2,3; 1,2,3.



The **Copies** section of the LCD has three icons:

- The number shows the number of copies selected to print. The default is 1.
- The Paper Count icon shows the number of sheets of paper needed to complete the print job with the current settings. As you increase the number of copies the number of sheets increases accordingly.
- The More Paper icon appears next to the Paper Count icon when the print job requires more than six sheets of paper.

examples

To print only the last photo on a memory card:

1. Insert the memory card into the printer.
2. Press **Scroll Up (+)** or **Scroll Down (-)** to select the size of your photo.
3. Press u**Tab** once to move to the **Choose Photos** section.
4. Press **Scroll Down (-)** once to select the last photo on the memory card.
5. Press **Print**.

To print all photos on a memory card:

1. Insert the memory card into the printer.
2. Press **Scroll Up (+)** or **Scroll Down (-)** to select the size of your photos.
3. Press u**Tab** twice to move the cursor to the second part of the **Choose Photos** section.
4. Press **Scroll Down (-)** to select the last photo on the memory card.
5. Press **Print**.

To print two copies of photos 4-6 in wallet size:

1. Insert the memory card into the printer.
2. Press **Scroll Down (-)** to select wallet size prints.
3. Press u**Tab** to position the cursor in the first part of the **Choose Photos** section.
4. Press **Scroll Up (+)** three times to select "4" as the first photo to be printed.
5. Press u**Tab** to position the cursor in the second part of the **Choose Photos** section.
6. Press **Scroll Up (+)** twice to select "6" as the last photo to be printed.
7. Press u**Tab** to position the cursor in the **Copies** section.
8. Press **Scroll Up (+)** to select "2" as the number of copies.
9. Press **Print**.

printing an index page

An index page shows thumbnail views of the photos stored on the memory card. The index page can print 28 images per page. Depending on the number of photos on the memory card, an index page may be several pages long.

Note: Because of the large number of images, an index page can take longer to print than a regular photo.

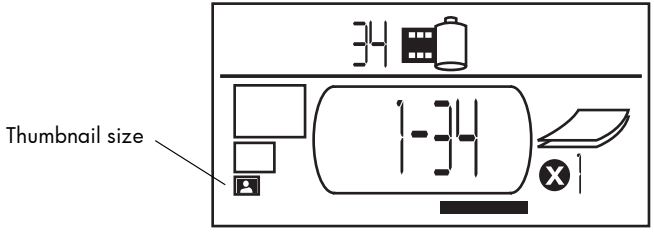
The photo number appears in the lower left corner of each thumbnail image on the index page. Use the photo number to select photos to print.

Note: This number may be different from the number associated with the photo on your digital camera. If you add or delete photos from a memory card, reprint the index page to see the new photo numbers.

To print an index page:

1. Insert the memory card into the printer.
2. In the **Photo Size** section of the Setup LCD, scroll down to thumbnail size (the bottom icon).

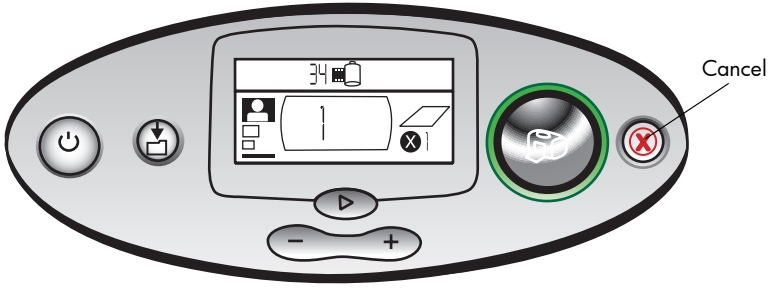
3. Select the range of photos to print:
   - To print all photos on the memory card: press u**Tab** twice to position the cursor in the second part of the **Choose Photos** section, then press **Scroll Down (-)** to scroll to the last photo on the memory card.
   - If you want to print an index page that does not include all photos on the memory card: press u**Tab** once to position the cursor in the first part of the **Choose Photos** section then select the range of photos to print.
4. If you want to print more than one copy of the index page, set the number of copies.
5. Press **Print**.



canceling a print job

To stop printing, press **Cancel**.

- The partially printed page ejects from the printer.
- The settings on the control panel reflect the cancelled print job.



clearing print settings

To clear the print settings, press **Cancel** when the printer is not busy printing or saving. This restores the default settings: 4x6 in., print first photo on the memory card, and print one copy.

4 printing from DPOF files

Most digital cameras allow you to choose which photos to print while you are reviewing the photos using the camera's LCD. Your selections are stored in a digital print order format (DPOF) file. This file tells the printer which photos to print, the size of each photo, and how many of each photo to print.

printing from a DPOF file

Note: When you print from a DPOF file, you will not be able to use the control panel to choose the photo size, range, or number of copies. This is because the DPOF file created by the camera specifies these settings. If the DPOF file specifies "standard" for the photo size, the photo will print at 4x6 in.; if it specifies "index" for the photo size, the photo will print at thumbnail size.

To print from a DPOF file:

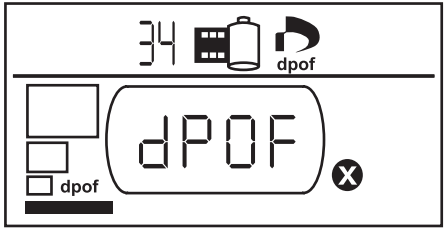
1. Use your digital camera to create a DPOF file on the memory card.

   Note: The settings you can use when creating a DPOF file are specific to your camera. See your digital camera's documentation for information on creating a DPOF file.

2. Insert the memory card into your printer. For details, see "inserting a memory card" on page 27.

   The printer automatically recognizes the DPOF file on the memory card.

   - The DPOF icon appears in the Status LCD to indicate a DPOF file is on the memory card.
   - DPOF appears in the Photo Size section to indicate that the photo size (standard or index) will be read from the DPOF file.
   - DPOF appears in the Choose Photos section to indicate the photos to be printed will be read from the DPOF file.



3. On the control panel, press **Print**.

exiting DPOF mode

To print photos from the memory card that are not part of the DPOF file, exit DPOF mode. When you exit DPOF mode, the other photos on the card are accessible.

To exit DPOF mode:

1. Press u**Tab**, **Scroll Up (+)**, or **Scroll Down (-)** to exit DPOF mode. The cursor will be in the **Photo Size** section.
2. Use **Scroll Up (+)** or **Scroll Down (-)** to select the photo size.
3. Continue with your selections and print your photos.

returning to DPOF mode

When there is a DPOF file on the inserted memory card, DPOF appears as an additional selection in the Photo Size section.

To return to DPOF mode:

- Use **Scroll Up (+)** or **Scroll Down (-)** in the **Photo Size** section to select DPOF.

5 care and maintenance

Your printer requires little maintenance. Transport your printer with care, keep it clean and in good condition, and keep the print cartridge inside the printer at all times.

transporting your printer

Your printer can travel with you. Be sure to always carry the printer upright.

To transport your printer:

1. Press **Power** to turn off the printer.
2. Remove all paper from the paper tray.
3. Push the paper tray extension all the way in towards the printer.
4. Close the paper tray door.

Note: Make sure the printer completes its power-down cycle before you disconnect the power. This allows the printer to cap the print cartridge correctly.

5. Unplug the power adapter and fold the two metal prongs back into the power adapter.
6. If your printer was connected to your computer, disconnect the USB printer cable from the computer.

Note: When transporting your printer, do not remove the print cartridge.

When transporting your printer, make sure to bring the following items with you:

- Paper
- Power adapter
- Memory card containing photos, or your digital camera
- Extra HP #57 print cartridges (if you plan to print a lot of photos)

Note: If you are going to connect your printer to a computer, make sure to also bring your USB printer cable and printer software CD.

storing your printer and supplies

storing your printer

Your printer is built to withstand short or long periods of inactivity. Close the paper tray door when the printer is not in use. Store the printer out of direct sunlight and in a place that does not have temperature extremes (such as indoors).

storing the print cartridge

Always transport and store the used print cartridge inside the printer. The printer caps the print cartridge to keep the ink fresh longer.

Make sure the printer completes its power-down cycle before you disconnect the power. This allows the printer to cap the print cartridge correctly.

If the printer and print cartridge have been unused for a month or more, print a test page to clean the print cartridge before using it. See below for details.

storing paper

Store photo paper in its original packaging on a level surface in a cool, dry location.

cleaning your printer

To clean the outside of the printer, use a cloth that has been lightly moistened with water.

Important: Do not use cleaners or soaps as they may damage the printer's finish.

printing a test page

The test page is used to diagnose print cartridge problems. Printing it also cleans the print cartridge. You should print a test page any time you suspect something is wrong with your print cartridge—the print cartridge cleaning that happens when you print the test page can resolve many print quality problems.

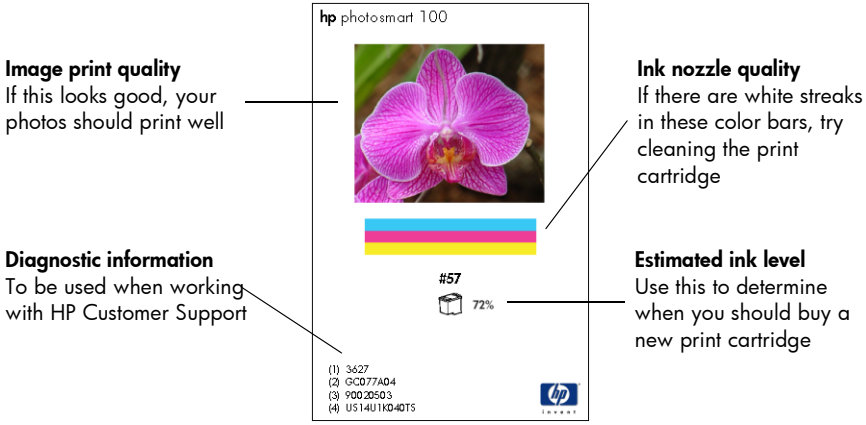
You can print the test page up to three times, each time completing a more thorough print cartridge cleaning.

Note: To conserve photo paper, you can print the test page on an index card.

To print a test page using the control panel:

1. If there is a memory card in any of the card slots, remove the memory card.
2. On the control panel, press and hold **Print** for a few seconds. The printer begins to print a test page.

3. Check the print quality of the test page. If it appears that the print cartridge needs additional cleaning, you can print up to two more test pages—each successive test page gives a more thorough print cartridge cleaning.



6 troubleshooting

Your printer is designed to be reliable and easy to use. If there is a problem, look in this section to find a solution quickly.

Note: Before you begin, make sure the power adapter between your printer and the electrical outlet is securely plugged in and the power source is turned on.

reading the status indicators

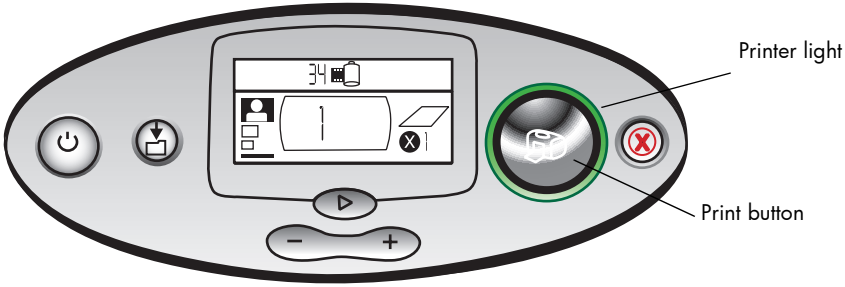
There are several indicators that show the printer status in a variety of situations. These indicators can help you diagnose problems quickly and easily. If you suspect a problem check the:

- Printer light
- Memory Card light
- Status LCD

These indicators are described in the following sections.

printer light

This light, encircling the **Print** button, can be green or red. If the light is green, it can be either solid or blinking. If the printer light is red, it will be blinking.



Color	State	Meaning
Green	Solid	Printer power is on
Green	Blinking	Printer is busy
Red	Blinking	The printer needs attention

memory card light

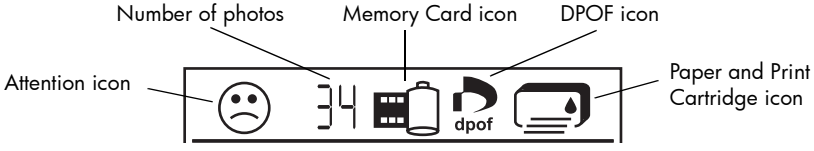
This green light is located between the memory card slots on the front of the printer. It is only visible when the paper tray door is open.

State	Meaning
On - solid	A memory card is in one of the slots, but it is not being accessed
On - blinking	The memory card is being accessed
Off	There are no memory cards in the slots

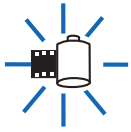
Caution: **Do not remove the memory card from the printer while the card is being read or written to (the memory card light is blinking). This may damage the printer, the memory card, or the information on the memory card.**

status LCD

The **Status LCD** displays icons that indicate the general printer status as well as the status of specific printer parts.



Section	Description	State	Meaning
☹	Attention icon	Blinking	There is a problem and the printer needs attention.
34	Number of photos	Solid	The number of photos on the memory card.
34	Number of photos	Blinking	There are no photos on the memory card, or there is a problem with the photos on the memory card.
	Memory card icon	Solid	A memory card is inserted.

Section	Description	State	Meaning
	Memory Card icon	Blinking	There is a problem with the memory card.
	DPOF icon	Solid	There is a DPOF (digital print order format) file on the memory card.
	Paper icon	Blinking	There is a problem with the paper.
	Print Cartridge icon	Blinking	There is a problem with the print cartridge.

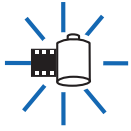
interpreting error conditions

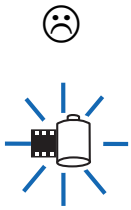
Any time the printer has an error and needs attention, the Printer light blinks red. Read the status LCD for an indication of the type of error.

printer problems

Status LCD	Problem	Solution
☹ Blinking	The printer may be out of memory. OR There may be too many files on the memory card. OR One of the photos on the memory card may be too large to process.	1. Press **Cancel**. 2. If necessary, turn the printer off, wait for it to power down, and then turn it on. 3. Try the print job again.

memory card problems

Status LCD	Memory card light	Problem	Solution
	Blinking	The memory card is inserted incorrectly.	Remove the memory card from the slot and re-insert it correctly. For more information, see “inserting a memory card” on page 27.
		There is more than one memory card inserted.	1. Remove the unwanted memory card. 2. Set up your print job. 3. Press **Print**.
 Number of photos shows 000	Blinking, then solid	The memory card is empty. OR The memory card contains only unrecognized file formats.	Use Windows Explorer or My Computer to access the files on the memory card. OR 1. Remove the memory card from the slot. 2. Insert a memory card that contains photos in a recognized file format.

Status LCD	Memory card light	Problem	Solution
	Blinking	The printer cannot read the memory card—it may be damaged or unformatted.	• Remove the memory card from the slot. Try the following methods of reading the files on the card. If none of these work, you will need to use another memory card. • If you have the printer connected to a computer, you can save the file from the memory card to your computer, and then print the file from your software application. • Format the memory card. • Connect the camera to the PC to download the file.
Number of corrupt photos flashes next to Memory Card icon	Blinking	Multiple photos in the print job are corrupt (the print job is canceled).	1. Print an index page and note which photos are corrupt. 2. Set up your print job, making sure you have not included the corrupt photos. 3. Press **Print**.

Status LCD	Memory card light	Problem	Solution
☹ Corrupt photo number flashes next to Memory Card icon	Blinking	The printer cannot read the selected photo (the photo may be corrupt or in a format the printer does not recognize).	1. Remove the memory card from the slot. 2. If you have the printer connected to a computer, you can save the photo from the memory card to your computer and then print the photo from your software application.
LCD shows **HP 100**	Off (no light)	The memory card was not inserted fully.	Push the memory card further into the memory card slot.

print cartridge problems

Status LCD	Problem	Solution
	Print cartridge is missing.	Install the correct HP print cartridge (# 57) into the printer.
	You may have forgotten to remove the plastic tape from the print cartridge.	Remove the plastic tape from the print cartridge and re-insert the cartridge. For more information, see “installing or removing the print cartridge” on page 22.
	The copper contacts on the print cartridge are not connecting with the contacts inside the printer.	1. Remove the print cartridge. 2. Make sure there is not any debris on the copper contacts. 3. Re-insert the print cartridge.
	An incorrect print cartridge is installed.	Remove the incorrect print cartridge and insert the correct HP print cartridge (#57). For more information, see “installing or removing the print cartridge” on page 22.
	The print cartridge may be low on ink (the **Printer** light does not blink).	Print a test page to see how much ink is left in the print cartridge, and to evaluate the print quality. If needed, replace the print cartridge.

paper problems

Status LCD	Problem	Solution
	Paper has jammed. OR The printer picked up multiple sheets of paper.	1. Pull the paper out of the paper path. 2. Make sure the paper width guide fits close to the edge of the paper without bending the paper. 3. Press **Print** to continue printing.
	The printer is out of paper.	1. Place more paper in the paper tray. 2. Press **Print** to continue printing.
	The printer could not pick up the paper from the paper tray.	• Make sure the paper width guide is close to the left edge of the paper without bending the paper. • Make sure there are no more than 20 sheets of paper in the paper tray. • Make sure there is not more than one type and size of paper in the paper tray.

other printing problems

If you are having problems with your printouts and there is no error condition shown on the printer, there could be a problem that the printer does not detect.

Problem	Possible cause	Solution
My photo did not come out of the printer.	There may be a paper jam.	1. Pull the paper out of the paper path. 2. Make sure the paper width guide fits close to the edge of the paper without bending the paper. 3. Press **Print** to continue printing.
	Power may be off or there may be a loose connection.	• Make sure the printer power is on. • Make sure that all cable connections are secure.
	You may not have any paper in the paper tray.	Check that paper is loaded correctly in the paper tray.
	A problem may exist with the print cartridge.	Try printing a test page. If necessary, replace the print cartridge.
	The printer may still be processing information.	Be patient. The printer needs time to finish processing the information.

Problem	Possible cause	Solution
The printer light is flashing but nothing is printing.	The printer may be processing information.	Be patient. The printer needs time to finish processing the information.
Paper falls to the floor after printing.	The paper tray extension may not be fully extended.	Gently pull out the paper tray extension.
My photo printed at an angle or is off center.	The paper may not be loaded correctly. OR The paper size may be incorrect.	• Make sure the paper is correctly oriented in the paper tray. • Make sure the paper width guide is close to the left edge of the paper without bending the paper. • Make sure you selected the correct paper size in your software application Printer Properties (if you are printing from a computer).

Problem	Possible cause	Solution
My photo came out blank.	The print cartridge may be out of ink.	Print a test page to see how much ink is left in the print cartridge, and to evaluate the print quality. If needed, replace the print cartridge.
	You may have forgotten to remove the plastic tape from the print cartridge.	Make sure you have removed the protective plastic tape from the print cartridge. For more information, see “installing or removing the print cartridge” on page 22.
	You may have previously begun a print job and then canceled it.	If you cancel a print job before the job prints, the printer ejects a blank or partially printed page before continuing with the next job.

Problem	Possible cause	Solution
Print quality is poor. OR Colors do not print correctly.	You may be running out of ink.	Print a test page. If you are running out of ink, replace the print cartridge.
	You may not be using the best paper type.	• Make sure you are using a type of paper intended for the printer. • Choose paper that is specifically designed for the output you want. For example, to print photos, use photo paper rather than plain paper. See "loading paper" on page 20 for more information about supported paper types.
	You may be printing on the wrong side of the paper.	Make sure the paper is loaded with the HP logo side down (print side is up).
	You may need to clean the print cartridge.	Print a test page to clean the print cartridge. See "printing a test page" on page 53.

getting additional help

We hope you found this troubleshooting guide helpful. If your problem persists, see the Services and Support booklet that came with your printer, or visit www.hp.com/photosmart.

specifications

Dimensions	8.8 x 4.7 x 9.1 in.
Interface	USB 1.1
Media sizes	4x6 in. with and without tab
Media types	HP Premium Plus Photo Paper 4x6.5 in. with .5 in. tab, 9-mil weight Index cards 4x6 in.
Memory card compatibility	CompactFlash Type I and II, SmartMedia, Memory Stick
Paper tray capacity	20 sheets
Print cartridge	One tri-color cartridge (HP #57)
Prints color	Yes
Print languages	PCL3C+, PML
Print technology	Drop on-demand thermal inkjet printing
Resolution	Up to 2400x1200 dpi
Speed	Approximately 2 minutes per page
Technology, color	PhotoREt III, ColorSmart III
Weight	2.9 lbs

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