HP Photosmart 8100 series User's Guide

English

hp
invent
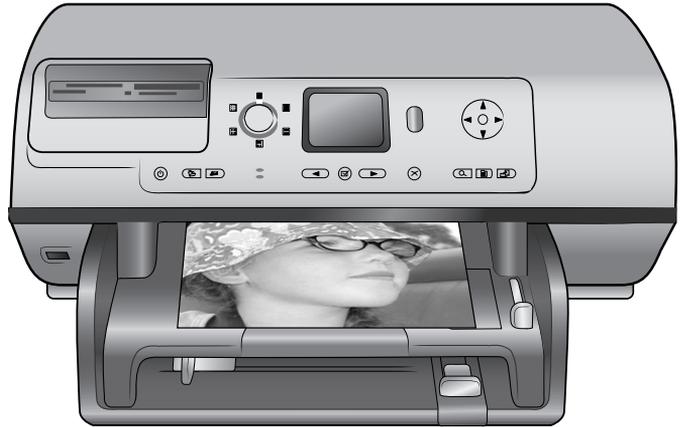
Copyrights and trademarks

Regulatory model identification number SDGOA-0402

For regulatory identification purposes, the product is assigned a Regulatory Model Number. The Regulatory Model Number for the product is SDGOA-0402. This regulatory number should not be confused with the marketing name (HP Photosmart 8100 series printer) or product number (Q3399A).

Safety information

Always follow basic safety precautions when using this product to reduce risk of injury from fire or electric shock.

![warning triangle] **Warning** To prevent fire or shock hazard, do not expose this product to rain or any type of moisture.

- Read and understand all instructions in the *HP Photosmart 8100 series Quick Start* booklet.
- Use only a grounded electrical outlet when connecting the unit to a power source. If you do not know whether the outlet is grounded, check with a qualified electrician.
- Observe all warnings and instructions marked on the product.
- Unplug this product from wall outlets before cleaning.
- Do not install or use this product near water or when you are wet.

- Install the product securely on a stable surface.
- Install the product in a protected location where no one can step on or trip over the power cord, and where the power cord will not be damaged.
- If the product does not operate normally, see the troubleshooting information in the onscreen HP Photosmart Printer Help.
- There are no operator serviceable parts inside. Refer servicing to qualified service personnel.
- Use in a well-ventilated area.

Environmental statements

Hewlett-Packard Company is committed to providing quality products in an environmentally sound manner.

Protecting the environment

This printer has been designed with several attributes to minimize impact on our environment. For more information, go to HP's Commitment to the Environment website at www.hp.com/hpinfo/globalcitizenship/environment/.

Ozone production

This product generates no appreciable ozone gas (O_3).

Energy consumption

Energy usage drops significantly while in ENERGY STAR® mode, which saves natural resources and saves money without affecting the high performance of this product. This product qualifies for ENERGY STAR, which is a voluntary program established to encourage the development of energy-efficient office products.

ENERGY STAR is a U.S. registered mark of the U.S. EPA. As an ENERGY STAR partner, Hewlett-Packard Company has determined that this product meets the ENERGY STAR guidelines for energy efficiency. For more information, go to www.energystar.gov.

Paper use

This product is suited for the use of recycled paper according to DIN 19309.

Plastics

Plastic parts over 0.88 ounces (24 grams) are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of the printer life.

Material safety data sheets

Material Safety Data Sheets (MSDS) can be obtained from the HP website at www.hp.com/go/msds. Customers without Internet access should contact Customer Care.

Recycling program

HP offers an increasing number of product return and recycling programs in many countries, and partners with some of the largest electronics recycling centers throughout the world. HP conserves resources by reselling some of its most popular products.

This HP product contains lead in the solder, which may require special handling at the end of its life.

Contents

1 Welcome

Thank you for purchasing an HP Photosmart 8100 series printer! With this new photo printer you can print beautiful photos, save photos to a computer, and create fun and easy projects with or without a computer.

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

Among other things, you'll learn how to:

Print borderless photos with colorful, customized frames. See Getting creative.

Transform your photos into instant classics with black-and-white, sepia, and other color effects. See Getting creative.

Improve the quality of your photos by removing red-eye, brightening, and improving the contrast. See Improving photo quality.

The printer comes with the following documentation:

- **Quick Start booklet**: The *HP Photosmart 8100 series Quick Start* booklet explains how to set up the printer, install the printer software, and print your first photo.
- **User's Guide**: The *HP Photosmart 8100 series User's Guide* is the book you are reading. This book describes the basic features of the printer, explains how to use the printer without connecting a computer, and contains hardware troubleshooting information.
- **HP Photosmart Printer Help**: The onscreen HP Photosmart Printer Help describes how to use the printer with a computer and contains software troubleshooting information.

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

- **Windows PC**: From the **Start** menu, select **Programs** (in Windows XP, select **All Programs**) > **HP** > **Photosmart 320, 370, 7400, 7800, 8100, 8400, 8700 series** > **Photosmart Help**.
- **Macintosh**: Select **Help** > **Mac Help** in the Finder, then select **Library** > **HP Photosmart Printer Help for Macintosh**.

Printer parts

Front of printer

1. **Camera port**
   Use this port to connect a PictBridge™ digital camera to the printer, or to insert the optional HP Bluetooth® wireless printer adapter.
2. **Out tray**
   Lift this tray to load small media or to clear front paper jams.
3. **Paper-width guide**
   Adjust this guide to fit close to the edge of the paper in the Main tray.
4. **Main tray**
   Place plain paper, transparencies, envelopes, or other media in this tray for printing.
5. **Out tray extender**
   Lift the tab, then pull it towards you to extend the Out tray to catch the printed paper as it is ejected from the printer.
6. **Paper-length guide**
   Adjust this guide to fit close to the end of the paper in the Main tray.
7. **Photo tray**
   Lift the Out tray to load small photo paper in the Photo tray.
8. **Photo tray slider**
   Push this slider away from you to engage the Photo tray.
9. **Top cover**
   Lift this cover to access the print cartridges and the print

	cartridge storage area, and to clear paper jams.
	10. **Printer screen** Use this screen to view your photos and menu options.
	11. **Memory card slots** Insert memory cards here.
	Back of printer 1. **Power cord connection** Use this port to connect the power cord included with the printer. 2. **USB port** Use this port to connect the printer to a computer or to an HP direct-printing digital camera. 3. **Rear access door** Remove this door to clear paper jams.
	Control panel 1. **On** Press this button to turn on the printer or put it into power save mode. 2. **Save** Press this button to save photos from a memory card to a computer. 3. **HP Instant Share** Press this button to send a photo via e-mail. The **Save** and **HP Instant Share** buttons work only when the printer is connected to a computer. For more information, see Getting connected. 4. **Select Photos arrows** Use these arrows to scroll through the photos on a memory card. 5. **Select Photos** Use this button to select the currently displayed photo or video frame for printing.
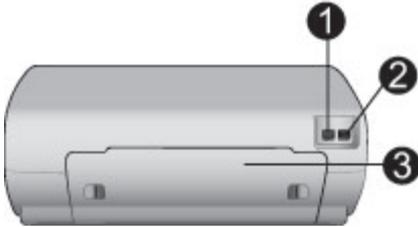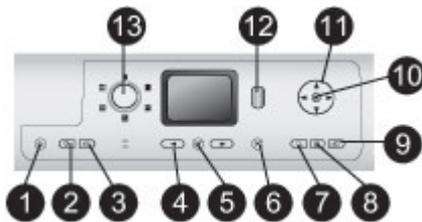
6. **Cancel**
   Press this button to deselect photos, to exit a menu, or to stop an action you have requested.
7. **Zoom**
   Press this button to enter Zoom mode and zoom in on the currently displayed photo, and to exit 9-up view mode.
8. **Menu**
   Press this button to view the printer menu.
9. **Rotate**
   Press this button to rotate the currently displayed photo.
10. **OK**
    Press this button to answer questions on the printer screen, to select menu options, to enter 9-up view mode, and to play a video.
11. **Navigation arrows**
    Use these arrows to scroll through the printer menu options, position the crop box, and control the speed and direction of video playback.
12. **Print**
    Press this button to print selected photos from the inserted memory card.
13. **Layout**
    Turn this dial to select the print layout for your photos.
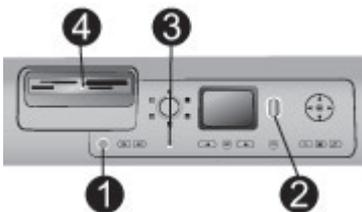
Indicator lights
1. **On light**
   – **On**—the power is on
   – **Off**—the printer is in power-save mode
2. **Status light**
   – **On (Green)**—the power is on and the printer is not printing
   – **Off**—the printer is in power-save mode

	– **Flashing green**—the printer is busy printing – **Flashing red**—the printer requires attention 3. **Paper tray lights** – **Photo tray light on**—the Photo tray is engaged – **Main tray light on**—the Main tray is engaged 4. **Memory card light** – **On**—the memory card is inserted correctly – **Off**—no memory card is inserted – **Flashing**—information is being transmitted between the memory card and the printer or computer

Available accessories

There are several accessories available for the HP Photosmart 8100 series printer that enhance its convenience. The appearance of the accessories may vary from what is shown. These accessories may not be available in all countries/regions.
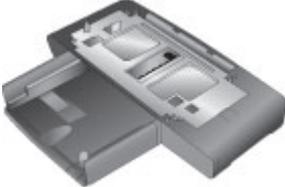
Accessory name	Description
250-sheet paper tray	Supplement the printer paper capacity with a 250-sheet tray and spend less time monitoring your print jobs. (Model: Q3447A)
Two-sided printing accessory	Print on both sides of a page. You'll save money (two-sided printing reduces paper consumption) and make bulky documents more manageable. (Model: Q5712A)

(continued)

Accessory name	Description
HP Bluetooth® wireless printer adapter	The HP Bluetooth® wireless printer adapter goes into the camera port on the front of the printer and lets you use Bluetooth wireless technology for printing. (Model: Q3395A)

Printer menu

Press **Menu** to access the printer menu. If you are viewing a submenu, pressing **Menu** returns you to the main printer menu.

To navigate the printer menu:

- Press **Navigation** ▲ or ▼ to scroll through the menu options displayed on the printer screen. Menu items that are not accessible are grayed out.
- Press **OK** to open a menu or select an option.
- Press **Cancel** to exit the current menu.

Printer menu structure

Top level menu	Submenus/options	Additional submenus/options
Print Options	Print all	
	Print proof sheet	
	Scan proof sheet	
	Video action prints	
	Print range	Select beginning of range:
		Select end of range:
	Print index page	
	Print new	
Edit	Remove red eye	
	Photo brightness	Photo brightness: (Press **Navigation** ▶ or ◀ to increase or decrease the photo brightness.)
	Add frame	Select pattern:
		Select color:

Top level menu	Submenus/options	Additional submenus/options
	Add color effect	Choose color effect: ● Black and white ● Sepia ● Antique ● No effect (default) The color effect does not affect frames created with the **Add frame** option.
Tools	View 9-up	
	Slide show	Press **OK** to pause and unpause the slide show; press **Cancel** to stop the slide show.
	Print quality	Print quality: ● Best (default) ● Normal
	Print sample page	
	Print test page	
	Clean cartridges	Continue to second level cleaning? ● Yes ● No Continue to third level cleaning? ● Yes ● No
	Align cartridge	
Bluetooth	Device address	Device address: (Some devices with Bluetooth wireless technology require you to enter the address of the device they are trying to locate. This menu option shows the device address.)
	Device name	Device name: (You can select a device name for the printer that appears on other devices with Bluetooth wireless technology when they locate the printer.)

Printer menu structure (continued)

Top level menu	Submenus/options	Additional submenus/options
	Passkey	(Press **Navigation** ▲ to increase number by one; press **Navigation** ▼ to decrease the number. Press **OK** to move to next number.) (You can assign a Bluetooth numerical passkey to the printer that users of devices with Bluetooth wireless technology trying to locate the printer must enter before they can print, if the printer Bluetooth Security level is set to High. The default passkey is 0000.)
	Accessibility	Accessibility: ● Visible to all ● Not visible When Accessibility is set to Not visible, only devices that know the device address can print to it. (You can set the Bluetooth-equipped printer to be visible or invisible to other devices with Bluetooth wireless technology by changing this accessibility option.)
	Security level	Security Level: ● High (The printer does require users of other devices with Bluetooth wireless technology to enter the printer passkey) ● Low (The printer does not require users of other devices with Bluetooth wireless technology to enter the printer passkey)
	Reset Bluetooth options	Reset Bluetooth options: ● Yes ● No

Top level menu	Submenus/options	Additional submenus/options
Help	Cartridges	Print Cartridge Help: (Press **Navigation** ▲ or ▼ to scroll through the HP print cartridges available for the printer, then press **OK** to see how to insert the cartridge)
	Photo sizes	Photo Sizes Help: (Press **Navigation** ▲ or ▼ to scroll through the available photo sizes)
	Paper loading	Paper Loading Help: (Press **Navigation** ▲ or ▼ to scroll through information on loading paper)
	Paper jams	Paper Jam Help: (Select to see how to remove a paper jam)
	Camera connect	Camera Connect Help: (Select to see where to connect a PictBridge compatible digital camera to the printer)
Preferences	SmartFocus	Turn SmartFocus: ● On (default) ● Off
	Digital Flash	Turn Digital Flash: ● On ● Off (default)
	Date/time	Date/time stamp: ● Date/time ● Date only ● Off (default)
	Colorspace	Choose colorspace: ● sRGB ● Adobe RGB ● Auto-select (default) The Auto-select default tells the printer to use the Adobe RGB

Printer menu structure (continued)

Top level menu	Submenus/options	Additional submenus/options
		colorspace, if available. The printer defaults to sRGB if Adobe RGB is not available.
	Passport photo mode	Turn passport photo mode: ● On ● Off (default) Select Size: If you select **On**, the printer prompts you to select the passport photo size. Passport mode tells the printer to print all photos in the selected size. Each page contains one photo. However, if you specify several copies of the same photo, they all appear on the same page (if enough space is available). You must let photos printed in passport photo mode dry overnight before they are laminated.
	Tray select	Select which paper tray to use: ● Front (default when rear tray **not** installed) ● Rear ● Ask each time (default when rear tray is installed)
	Paper detect	Auto paper detect: ● On (default) ● Off
	Preview animation	Turn preview animation: ● On (default) ● Off
	Video enhancement	Turn video print enhancement: ● On ● Off (default)

Top level menu	Submenus/options	Additional submenus/options
	Restore defaults	Restore original factory preferences: ● Yes ● No Restores factory settings for all menu items except Select language and Select country/region (under Language in Preferences menu) and Bluetooth settings (under Bluetooth in the main printer menu).
	Language	Select language:
		Select country/region:

2 Getting ready to print

Before you can begin printing, there are three easy procedures you should become familiar with:

- Loading paper
- Inserting print cartridges
- Inserting memory cards

You must load paper and insert a print cartridge before inserting a memory card.

Loading paper

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

Choosing the right paper

For a list of available HP inkjet paper, or to purchase supplies, go to:

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

To get the best results from the printer, choose from these high-quality HP photo papers.

To print	Use this paper
High-quality, long-lasting prints and enlargements	HP Premium Plus photo paper (Also known as Colorfast Photo Paper in some countries/regions.)
Medium-to-high-resolution images from scanners and digital cameras	HP Premium photo paper
Casual and business photos	HP photo paper HP Everyday photo paper
Text documents, draft versions, test and alignment pages	HP Premium inkjet paper

To keep your paper in good condition for printing:

- Store the photo paper in its original packaging or in a resealable plastic bag.
- Keep the paper flat in a cool, dry place. If the corners curl, place the paper in a plastic bag and gently bend it in the opposite direction until it lies flat.
- Hold photo paper by the edges to avoid smears.

Loading your paper

Paper loading tips:

- You can print photos and documents on a wide variety of paper sizes, from 3 x 5 inches (76 x 127 mm) up to 8.5 x 14 inches (216 x 356 mm), as well as on 8.5 inch-wide (216 mm) banner paper.
- Before loading paper, slide out the paper-width and length guides to make room for the paper. After loading paper, adjust the guides to fit close to the edges of the paper without bending the paper.
- Load only one type and size of paper at a time. Do not mix paper types or sizes in the Main input tray or the Photo tray.
- After loading paper, extend the Out tray extension to hold your printed pages. This prevents printed pages from dropping off of the Out tray.

Use the directions in the following table to load the most commonly used paper sizes into the printer.

Paper type	How to load	Tray to load
- Letter or A4 paper - Transparencies 8 x 10 inch (20 x 25 cm) photo paper	1. Raise the Out tray. 2. Load plain paper, photo paper, or transparencies print-side down. Check that the stack of paper is no higher than the top of the paper-length guide. 3. Pull the Photo tray slider towards you until it stops. The Main light illuminates, meaning that paper from the Main tray will be used for the next print job. 4. Lower the Out tray.	**Main tray** 1 Out tray 2 Paper-width guide 3 Paper-length guide 4 Photo tray slider
4 x 6 inch (10 x 15 cm) photo paper - Index cards - Hagaki cards - L-size cards	1. Raise the Out tray. 2. Load paper print-side down. If you are using tabbed paper, insert the paper so the tab feeds in last. 3. Lower the Out tray. 4. Push the Photo tray slider away from you until it stops. The Photo light illuminates, meaning that paper from the Photo tray will be used for the next print job.	**Photo tray** 1 Out tray 2 Paper-width guide 3 Paper-length guide
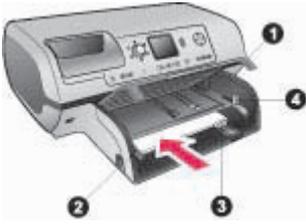
(continued)

Paper type	How to load	Tray to load
		1 Photo tray slider
● 5 x 7 inch (13 x 18 cm) photo paper ● Envelopes	1. Remove the Out tray by pushing in the buttons on each side and pulling the tray towards you. 2. Load photo paper print-side down. Load envelopes with the front-side down and with the flap on the left. Tuck the flaps inside the envelopes to avoid paper jams. 3. Replace the Out tray. 4. Pull the Photo tray slider towards you until it stops. The Main light illuminates, meaning that paper from the Main tray will be used for the next print job.	**Main input tray** 1 Out tray 1 Paper-length guide 2 Paper-width guide

Inserting print cartridges

The HP Photosmart 8100 series printer can print color and black-and-white photos. HP provides different types of print cartridges so you can choose the best cartridges for your project. The cartridge numbers you can use in this printer also appear on the back cover.

For optimum printing results, HP recommends using only HP print cartridges. Inserting a cartridge that is not in this table may invalidate the printer warranty.

Use the correct print cartridges

To print…	Insert this print cartridge in the left stall	Insert this print cartridge in the right stall
Full-color photos	HP Tri-color #95 or #97	HP Photo #99

Use the correct print cartridges (continued)

To print…	Insert this print cartridge in the left stall	Insert this print cartridge in the right stall
Black-and-white photos	HP Tri-color #95 or #97	HP Gray Photo #100
Sepia or antique photos	HP Tri-color #95 or #97	HP Photo #99
Text and colored line drawings	HP Tri-color #95 or #97	HP Black #96

Caution Check that you are using the correct print cartridge. Also, note that HP does not recommend modifying or refilling HP cartridges. Damage that results from modifying or refilling HP cartridges is not covered by the HP warranty.

For best print quality, HP recommends that you install all retail print cartridges before the date stamped on the box.

Insert or replace the print cartridges

Remove the pink tape

Prepare the printer and cartridges

1. Make sure the power is on and you have removed the cardboard from inside the printer.
2. Lift the main cover of the printer.
3. Remove the bright pink tape from **both** cartridges.

Do not touch the ink nozzles or the copper-colored contacts, and do not re-tape the cartridges.

Do not touch here

Insert the cartridges

1. If you are replacing a cartridge, push down and pull outward on the cartridge stall cover to open it and then pull the cartridge out.
2. Match the symbol on the cartridge label to the correct stall. Hold the cartridge with the label on top and slide it at a slight upward angle into the stall so the copper-colored contacts go in first. Push the cartridge until it snaps into place.
3. Close the cartridge stall cover.
4. Repeat the previous steps to install the second cartridge, if necessary.

5. When you are finished installing cartridges, close the main cover.

You must install both cartridges in order for the printer to work as intended.

Tip Ink-backup printing mode lets you keep printing even if one of the cartridges fails or runs out of ink. Remove the cartridge and close the main cover to enter ink-backup printing mode. The printer continues to print, but at a slower speed and with inferior print quality. A message reminds you that the printer is in ink-backup printing mode. Replace the cartridge as soon as possible.

The idle screen of the printer displays two icons showing the approximate ink level for each cartridge (100%, 75%, 50%, 25%, and nearly empty). Ink-level icons do not appear if one or both installed cartridges are not genuine HP cartridges.

Each time you install or replace a print cartridge, a message prompts you to print an alignment page. This ensures high-quality prints.

Align the cartridges
1. Load paper in the In tray.
2. Follow the onscreen instructions to complete the cartridge alignment.

See Aligning the print cartridges.

When you are not using a print cartridge

Whenever you remove a print cartridge from the printer, store it in a print cartridge protector, if available. The cartridge protector keeps the ink from drying out. Storing the cartridge improperly can cause the cartridge to malfunction.

➔ To insert a cartridge into the cartridge protector, slide the cartridge into the protector at a slight angle and snap it securely into place.

Once you have inserted a cartridge into the cartridge protector, place it in the storage area located in the printer under the top cover.

Inserting memory cards

After you have taken pictures with a digital camera, you can remove the memory card from the camera and insert it into the printer to view and print your photos. The printer

can read the following types of memory cards: CompactFlash™, Memory Sticks, Microdrive™, MultiMediaCard™, Secure Digital™, SmartMedia™, and xD-Picture Card™.

⚠ **Caution** Using any other type of memory card may damage the memory card and the printer.

To learn about other ways of transferring photos from a digital camera to the printer, see Getting connected.

Supported file formats

The printer can recognize and print the following file formats directly from the memory card: JPEG, uncompressed TIFF, AVI (JPEG compression), QuickTime (JPEG compression), and MPEG-1. If a digital camera saves photos and video clips in other file formats, save the files to a computer and print them using a software application. For more information, see the onscreen HP Photosmart Printer Help.

Inserting a memory card

Find the memory card in the following table and use the instructions to insert the card into the printer.

Guidelines:

- Insert only one memory card at a time.
- Gently push the memory card into the printer until it stops. The memory card does not insert all the way into the printer; do not try to force it.

⚠ **Caution** Inserting the memory card any other way may damage the card and the printer.

When the memory card is inserted correctly, the Memory Card light flashes and then remains solid green.

⚠ **Caution** Do not pull out a memory card while the Memory Card light is flashing. For more information, see Removing a memory card.

Memory card	Slot	How to insert the memory card
CompactFlash 	Top right slot	• Front label faces up, and if the label has an arrow, the arrow points toward the printer • Edge with metal pinholes goes into the printer first

Memory card	Slot	How to insert the memory card
Memory Stick	Bottom left slot	● Angled corner is on the left ● Metal contacts face down ● If you are using a Memory Stick Duo™ or Memory Stick PRO Duo™ card, attach the adapter that came with the card before you insert the card into the printer
Microdrive	Top right slot	● Front label faces up, and if the label has an arrow, the arrow points toward the printer ● Edge with metal pinholes goes into the printer first
MultiMediaCard	Bottom right slot	● Angled corner is on the right ● Metal contacts face down
Secure Digital	Bottom right slot	● Angled corner is on the right ● Metal contacts face down

Memory card	Slot	How to insert the memory card
SmartMedia	Upper portion of the top left double slot	● Angled corner is on the left ● Metal contacts face down
xD-Picture Card	Lower right portion of the top left double slot	● Curved side of card points toward you ● Metal contacts face down

Removing a memory card

Wait until the Memory Card light stops flashing, then gently pull the memory card to remove it from the printer.

⚠ **Caution**   Do not pull out a memory card while the Memory Card light is flashing. A flashing light means that the printer is accessing the memory card. Removing a memory card while it is being accessed may damage the printer and the memory card or corrupt the information on the memory card.

3 Printing photos without a computer

The HP Photosmart 8100 series printer lets you select, enhance, and print photos without even turning on the computer. Once you've set up the printer using the instructions in the *Quick Start* booklet, you can insert a memory card in the printer and print your photos using the buttons on the printer control panel.

You can also print photos directly from a digital camera. For more information, see Printing photos from a digital camera.

Follow these steps for start-to-finish photo printing from a memory card

Step 1 Insert a memory card See Inserting memory cards.	
Step 2 Load photo paper See Loading paper.	
Step 3 Insert the correct print cartridges See Inserting print cartridges.	
Step 4 Select a photo layout See Selecting a photo layout.	
Step 5 View the photos on the memory card to decide which photos to print See Deciding which photos to print.	
Step 6 Select photos to print See Selecting photos to print.	

(continued)

Follow these steps for start-to-finish photo printing from a memory card	
Step 7 Improve photo quality See Improving photo quality.	
Step 8 Get creative! See Getting creative.	
Step 9 Print the photos See Printing photos.	

Selecting a photo layout

Turn the Layout dial to select a layout for the photos you want to print. All photos selected from the printer control panel will print in this layout. The actual size of the prints will vary according to the size of paper you load in the printer, as shown in the following table.

Paper size	Layout	Photo size
● 10 x 15 cm ● 4 x 6 inches	1 per page (borderless)	● 10 x 15 cm ● 4 x 6 inches
5 x 7 inches	1 per page (borderless)	5 x 7 inches
● A4 ● 8.5 x 11 inches	1 per page (borderless)	● A4 ● 8.5 x 11 inches
● A4 ● 8.5 x 11 inches	1 per page (with border)	● 20 x 25 cm ● 8 x 10 inches
● A4 ● 8.5 x 11 inches	2 per page	● 13 x 18 cm ● 5 x 7 inches
● A4 ● 8.5 x 11 inches	3 per page	● 10 x 15 cm ● 4 x 6 inches
● A4 ● 8.5 x 11 inches	4 per page	● 9 x 13 cm ● 3.5 x 5 inches
8.5 x 11 inches	9 per page	Wallet (2.5 x 3.25 inches)

Note The printer may rotate the photos to fit the layout.

Select the desired layout with the Layout dial…	Description
	Print layouts (row 1) 1. One photo per sheet, borderless 2. One photo per sheet, with white borders around the edges 3. Two photos per sheet **Print layouts (row 2)** 1. Three photos per sheet 2. Four photos per sheet 3. Nine photos per sheet

Deciding which photos to print

You can decide which photos to print by viewing the photos on the printer screen, by printing a photo index, or by printing a proof sheet.

To decide which photos to print, try one of these options

View photos on the printer screen You can view photos one at a time or nine at a time on the printer screen.	**To view photos one at a time:** 1. Insert a memory card. 2. Press **Select Photos** ◄ or ►. Press and hold the button to view the photos rapidly. When you reach the last photo in either direction, the display returns to the first or last photo and continues. **To view nine photos at a time:** 1. Insert a memory card. 2. Press **OK** to enter 9-up view mode, then use the **Navigation** arrows to move through the photos. To exit 9-up view mode and return to viewing one photo at a time, press **Zoom**. **Tip** To move quickly through the photos, press and hold **Select Photos** ◄ or ►. When you reach the last photo in either direction, the display continues with the first or last photo.
Print a photo index A photo index shows thumbnail views and index numbers for up to 2000 photos on a memory card. Use plain	**To print a photo index:** 1. Insert a memory card. 2. Load several sheets of plain paper in the Main tray and pull the Photo tray slider towards you. 3. Press **Menu**. 4. Select **Print options**, then press **OK**.

(continued)

To decide which photos to print, try one of these options	
paper instead of photo paper to cut costs. A photo index may be several pages long.	5. Select **Print index page**, then press **OK**.

Print a proof sheet
 	
A proof sheet shows thumbnail views of all photos stored on a memory card. A proof sheet is different than a photo index because it provides spaces for you to select photos to print, specify the number of copies to print, and select the photo layout.
 	
Note   A proof sheet may be several pages long.
 	
For more information, see Selecting photos to print and Printing photos.
	To print a proof sheet:
	1. Insert a memory card.
	2. Load several sheets of plain paper in the Main tray and pull the Photo tray slider towards you.
	3. Press **Menu**.
	4. Select **Print options**, then press **OK**.
	5. Select **Print proof sheet**, then press **OK**.
	6. Select from the following options:
	    – If you want to print a proof sheet containing the photos on the memory card that have not previously been printed from the control panel, select **New photos**, then press **OK**.
	    – If you want to print a proof sheet containing all photos on the memory card, select **All photos**, then press **OK**.
	7. Press **OK**.

Selecting photos to print

If you want to…	Follow these steps
Select a photo	1. Insert a memory card. 2. Press **Select Photos** ◀ or ▶ to display the photo you want to select. 3. Press **Select Photos** ☑ to select the displayed photo. A check mark appears in the bottom corner of the photo. 4. To select additional photos, repeat steps 2 and 3.
Select more than one copy of a photo	1. Insert a memory card. 2. Press **Select Photos** ◀ or ▶ to display the photo you want to select. 3. Press **Select Photos** ☑ once for each copy of the displayed photo you want to print. The number of times that the photo has been selected appears at the bottom of the photo. For example, if you select a photo twice, x2 appears.
Deselect a photo When you deselect a photo, the printer discards any changes you made to the print settings for that photo. **Note** Deselecting photos does not delete them from the memory card.	1. Press **Select Photos** ◀ or ▶ to display the photo you want to deselect. 2. Press **Cancel** to deselect the displayed photo for printing. If a photo was selected multiple times, the printer removes one selection of the photo each time you press **Cancel**.
Deselect all photos	1. Press **Select Photos** ◀ or ▶ to display a photo that is not currently selected (any photo with no check mark in the bottom corner). 2. Press **Cancel** until a message appears on the printer screen asking if you want to deselect all photos. 3. Select **Yes**, then press **OK**.
Select photos on a proof sheet After you print a proof sheet, you can use it to select specific photos to print. For information about printing a proof sheet, see Deciding which photos to print.	1. Select the photos you want to print by filling in the circle below each photo with a dark pen. 2. Select the number of copies you want of each photo by filling in the copies section. Make sure to only fill in one choice in the copies section. 3. Select photo layout in the print layout section. Make sure to only fill in one choice.

(continued)

If you want to…	Follow these steps
	Once you've filled out the proof sheet, scan it to print the selected photos. For information about scanning the proof sheet, see Printing photos.

Improving photo quality

The printer provides a variety of enhancements that can improve the quality of a photo printed from a memory card. These print settings do not change the original photo. They only affect printing.

Problem and solution	How to correct it
Red eye in flash photos	**To remove or reduce the red eye effect in a photo:** 1. Press **Select Photos** ◀ or ▶ to display the photo you want to fix. 2. Press **Menu**. 3. Select Edit, then press **OK**. 4. Select Remove red-eye, then press **OK**.
Photos with poor brightness	**To adjust the brightness of a photo:** 1. Press **Select Photos** ◀ or ▶ to display the photo you want to fix. 2. Press **Menu**. 3. Select Edit, then press **OK**. 4. Select Photo brightness, then press **OK**. 5. Use the **Select Photos** arrows to increase or decrease photo brightness to the desired level, then press **OK**.
Blurred photos This preference affects all printed photos.	**To automatically focus images for clearer, sharper detail:** 1. Press **Menu**. 2. Select Preferences, then press **OK**. 3. Select SmartFocus, then press **OK**. 4. Select On, then press **OK**.
Photos with poor lighting and contrast This preference affects all printed photos.	**To apply a digital flash to a photo:** 1. Press **Menu**. 2. Select Preferences, then press **OK**. 3. Select Digital Flash, then press **OK**. 4. Select On, then press **OK**.
Poor-quality video clips This preference affects all printed video clips.	**To improve the quality of video action prints:** 1. Press **Menu**. 2. Select Preferences, then press **OK**.

Problem and solution	How to correct it
	3. Select **Video enhancement**, then press **OK**.
	4. Select **On**, then press **OK**.

Getting creative

The printer provides a variety of tools and effects that let you use your photos in creative ways. These print settings do not change the original photo. They only affect printing.

To try these features…	Follow these steps

Crop a photo
 	
Press **Zoom** to enter Zoom mode where you can increase or decrease the magnification by 0.25x. The maximum level is 5.0x.
	1. Press **Select Photos** ◀ or ▶ to display the photo you want to crop.
	2. Press **Zoom** to enter Zoom mode and increase the magnification of the photo by 0.25x.
	3. Press **Select Photos** ▶ to increase the magnification level by 0.25x.
	
	    Note The crop box changes from green to yellow if printing at the selected magnification will noticeably reduce the print quality.
	
	    Press **Select Photos** ◀ to decrease the magnification level by 0.25x. The minimum magnification level is 1.0x.
	4. At any magnification level, use the **Navigation** arrows to move the crop box left, right, up, or down. Press **Rotate** to rotate the crop box 90 degrees clockwise.
	5. Press **OK** when the portion of the image you want to print is in the crop box.
	Cropping does not change the original photo. It only affects printing.

Add a decorative frame Choose from a palette of different patterns and colors to make the frame stand out.	1. Press **Select Photos** ◀ or ▶ to display the photo to which you want to add a frame. 2. Press **Menu**. 3. Select **Edit**, then press **OK**. 4. Select **Add frame**, then select **OK**. 5. Use the **Select Photos** arrows to highlight the frame pattern you want to use, then press **OK**. 6. Use the **Select Photos** arrows to highlight the frame color you want to use, then press **OK**. The photo appears on the printer screen with the frame. The effect does not change the original photo. It only affects printing.

(continued)

To try these features…	Follow these steps
Add a color effect You can set the printer to change the color effect applied to a photo from **No effect** (default) to **Black & white**, **Sepia**, or **Antique**. Photos printed in **Sepia** print in brown tones and look similar to photos produced in the early 1900s. Photos printed in **Antique** print in the same brown tones, but with some pale colors added to give the appearance that they are hand-colored.	1. Press **Select Photos** ◀ or ▶ to display the photo to which you want to add a color effect. 2. Press **Menu**. 3. Select **Edit**, then press **OK**. 4. Select **Add color effect**, then press **OK**. 5. Select a color effect, then press **OK**. The photo appears on the printer screen with the selected color effect applied. The effect does not change the original photo. It only affects printing.
Create borderless prints You can set the printer to print borderless photos.	➔ Turn the Layout dial to the **One photo per sheet, borderless** icon. Make sure to use photo paper. If you use plain paper, the printer will override the borderless setting and print with narrow white borders on all sides to prevent paper jams.

Add the date and time to your prints
 	
You can print a stamp on the front of your photos that shows when the photo was taken. This preference affects all prints.
	1. Press **Menu**.
	2. Select **Preferences**, then press **OK**.
	3. Select **Date/time**, then press **OK**.
	4. Select one of the following date/time stamp options:
	  – **Date/time**
	  – **Date only**
	  – **Off**
	5. Press **OK**.
	
	If you use a computer to modify the photo and then save your changes, the original date and time information are lost. Changes that you make to the photo using the printer control panel do not affect the date and time information.

Change the print quality You can change the print quality for photos. Best quality is the default and produces the highest quality photos. Normal quality conserves ink and prints faster.	**To change the print quality to Normal for one print job:** 1. Press **Menu**. 2. Select **Tools**, then press **OK**. 3. Select **Print quality**, then press **OK**. 4. Select **Normal**, then press **OK**. Print quality will revert to Best after the next print job.

To try these features…	Follow these steps
View a slide show You can view all the photos stored on a memory card in sequence like a slide show. Viewing a slide show on the printer screen does not affect any photo selections or print settings you have made.	**To view a slide show on the printer screen:** 1. Press **Menu**. 2. Select **Tools**, then press **OK**. 3. Select **Slide Show**, then press **OK**. Press **OK** to pause or resume a slide show. Press **Cancel** to stop the slide show.

Printing photos

You can print photos without a computer in several different ways:

- Insert a memory card with photos on it into one of the memory card slots on the printer
- Connect an HP direct-printing digital camera to the USB port on the rear of the printer
- Connect a PictBridge digital camera to the camera port on the front of the printer
- Install the optional HP Bluetooth® wireless printer adapter and print from a digital camera with Bluetooth wireless technology

Printing photos from a memory card

You can print photos from a memory card by inserting the card into the printer and using the printer control panel to view, select, enhance, and print photos. You can also print camera-selected photos—photos you marked for printing using a digital camera—directly from a memory card. If the digital camera records video clips, you can view the video clips on the printer screen and select individual frames for printing.

Printing from a memory card is quick and easy, and does not drain the digital camera batteries.

If you want to…	Follow these steps:
Print one photo Before you begin, make sure that the memory card is inserted in the printer and the paper tray you want to use is engaged and loaded with the correct paper.	1. Turn the **Layout** dial to select a photo layout. 2. Press **Select Photos** ◀ or ▶ to display the photo you want to print. 3. Press **Select Photos** ☑ to select the photo. 4. If you like, change the print settings for the selected photo as described in Getting creative and Improving photo quality. 5. Press **Print** to print the photo.
Print multiple photos Before you begin, make sure that the memory card is inserted in the printer and the	1. Turn the Layout dial to select the photo layout. 2. Press **Select Photos** ◀ or ▶ to display the photos you want to print.

(continued)

If you want to…	Follow these steps:
paper tray you want to use is engaged and loaded with the correct paper.	3. When a photo you want to print appears on the printer screen, press **Select Photos** ☑ to select the photo. 4. If you like, change the print settings for the selected photo as described in Getting creative and Improving photo quality. 5. To select additional photos, repeat steps 4, 5, and 6. 6. When you have selected all the photos you want to print and have made any desired changes to the print settings, press **Print**.
Print more than one copy of a photo Before you begin, make sure that the memory card is inserted in the printer and the paper tray you want to use is engaged and loaded with the correct paper.	1. Turn the **Layout** dial to select the photo layout. 2. Press **Select Photos** ◀ or ▶ to display the photo you want to print. 3. Press **Select Photos** ☑ once for each copy of the displayed photo you want to print. 4. If you like, change the print settings for the selected photo as described in Getting creative and Improving photo quality. 5. Press **Print**.
Print all photos on the memory card Before you begin, make sure that the memory card is inserted in the printer and the paper tray you want to use is engaged and loaded with the correct paper.	1. Turn the **Layout** dial to select a photo layout. 2. Press **Menu**. 3. Select **Print options**, then press **OK**. 4. Select **Print all**, then press **OK** to begin printing all photos on the memory card. The first frame of each video clip on the memory card will also print.
Print a continuous range of photos Before you begin, make sure that the memory card is inserted in the printer and the paper tray you want to use is engaged and loaded with the correct paper.	1. Turn the **Layout** dial to select a photo layout. 2. Press **Menu**. 3. Select **Print options**, then press **OK**. 4. Select **Print range**, then press **OK**. 5. Press **Select Photos** ◀ or ▶ until the first photo you want to print appears on the left side of the printer screen, then press **OK**. 6. Press **Select Photos** ◀ or ▶ until the last photo you want to print appears on the right side of the printer screen, then press **OK**. The selected range of photos begins printing. The first frame of each video clip in the selected range will also print.
Print new photos You can choose to print all "new" photos on a memory	1. Turn the **Layout** dial to select a photo layout. 2. Press **Menu**. 3. Select **Print options**, then press **OK**.

If you want to…	Follow these steps:
card at once. "New" photos are photos that have not previously been printed from the printer control panel. If you print or modify the photos using a computer, the tags the printer uses to mark photos that have been printed from the control panel might get removed, causing previously printed photos to be selected as new photos. Before you begin, make sure that the memory card is inserted in the printer and the paper tray you want to use is engaged and loaded with the correct paper.	4. Select **Print new**, then press **OK**. The first frame of each new video clip will also print. The printer will continue to consider these photos "new" until you remove the memory card.
Print the photos you selected on a proof sheet After you've filled out the proof sheet as described in Selecting photos to print, you can scan it to print the selected photos. Make sure the same memory card used when you printed the proof sheet is inserted when you scan that proof sheet.	1. Make sure that the memory card is inserted in the printer. 2. Press **Menu**. 3. Select **Print options**, then press **OK**. 4. Select **Scan proof sheet**, then press **OK**. 5. Load the proof sheet in the Main tray with the printed side facing down and the top of the page facing toward the printer. If the printed proof sheet spans several pages, insert the pages in reverse order to allow the printer to scan them all properly. 6. Press **OK** to begin scanning. 7. When a message appears on the printer screen prompting you to load paper, load photo paper in the Main tray or Photo tray and check that the tray is engaged. 8. Press **OK** to start printing the photos you selected on the proof sheet. Photos printed from a proof sheet use the default print settings. Any print settings you have applied to photos, such as cropping, color effects, and decorative frames, are ignored.
Print photos from video clips You can view video clips on the printer screen, and select and print individual frames.	1. Turn the **Layout** dial to select a photo layout. 2. Press **Select Photos** ◄ or ► to display the video clip you want to print.

(continued)

If you want to…	Follow these steps:
When you first insert a memory card containing a video clip, the printer uses the first frame of the video clip to represent the clip on the printer screen. The printer recognizes video clips recorded in these formats: ● Motion-JPEG AVI ● Motion-JPEG QuickTime ● MPEG-1 The printer ignores video clips in any other format. Before you begin, make sure that the memory card is inserted in the printer and the paper tray you want to use is engaged and loaded with the correct paper.	3. Press **OK** to play the video clip. You can fast-forward the video while it is playing by pressing and holding **Navigation** ▶. 4. To pause the video while it is playing, press **OK**. You can play the video in slow motion by pressing and holding **Navigation** ▶ while the video is paused. 5. To select the displayed video frame, press **Select Photos** ☑. 6. Press **Print** to begin printing.
Print a video action print A video action print is a series of nine automatically selected frames from a video clip.	1. Insert a memory card containing one or more video clips. 2. Load photo paper and check that the paper tray you want to use is engaged. 3. Press **Menu**. 4. Select **Print options**, then press **OK**. 5. Select **Video action prints**, then press **OK**. 6. Press **Select Photos** ◀ or ▶ to highlight the video clip you want to print as a video action print. 7. Press **Select Photos** ☑, then press **Print**.
Print camera-selected photos from a memory card When you select photos for printing using a digital camera, the camera creates a Digital Print Order Format (DPOF) file that identifies the selected photos. The printer can read DPOF 1.0 and 1.1 files directly from a memory card.	1. Use the digital camera to select the photos you want to print. For more information, see the documentation that came with the camera. 2. If you select **default** as the photo layout with the camera, turn the **Layout** dial on the printer to select a photo layout. If you select a photo layout other than **default** with the camera, photos print in the camera-selected layout regardless of the printer setting. 3. Load photo paper and check that the paper tray you want to use is engaged. 4. Remove the memory card from the digital camera and insert it into the printer.

If you want to…	Follow these steps:
	5. When a message appears on the printer screen asking if you want to print the camera-selected photos, select **Yes**, then press **OK**. The photos you selected with a camera will print.
	If the printer cannot find or read all of the camera-selected photos on the card, it will print those photos that it can read.
	After printing, the printer deletes the DPOF file and unmarks the photos.
Stop printing	To stop a print job in progress, press **Cancel**.

Printing photos from a digital camera

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

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

To print photos from a…	Follow these steps
Digital camera with Bluetooth wireless technology If you have a digital camera with Bluetooth wireless technology, you can purchase the optional HP Bluetooth® wireless printer adapter and print from a camera using a Bluetooth wireless connection. You can also print from other devices with Bluetooth wireless technology, such as PDAs and mobile phones. For more information, see Connecting to other devices.	1. Set the Bluetooth options for the printer using the Bluetooth menu on the printer screen. For more information, see Printer menu. 2. Load photo paper in the printer and check that the paper tray you want to use is engaged. 3. Insert the HP Bluetooth® wireless printer adapter into the camera port on the **front** of the printer. The light on the adapter will flash when the adapter is ready to receive data. 4. Follow the instructions in the documentation that came with the digital camera to send photos to the printer.
Digital camera with PictBridge technology	1. Turn on the PictBridge digital camera and select the photos you want to print. 2. Load photo paper in the printer and check that the paper tray you want to use is engaged.

(continued)

To print photos from a…	Follow these steps
	3. Make sure the camera is in PictBridge mode, then connect it to the camera port on the **front** of the printer using the USB cable that came with the camera. Once the printer recognizes the PictBridge camera, the selected photos print automatically.
HP direct-printing digital camera	1. Turn on the HP direct-printing digital camera and select the photos you want to print. 2. Connect the camera to the USB port on the **back** of the printer using the USB cable that came with the camera. 3. Load photo paper in the printer and check that the paper tray you want to use is engaged. 4. Follow the instructions on the camera screen.

4 Getting connected

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

Connecting to other devices

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

Connection type and what you need	This lets you...
USB ● A Universal Serial Bus (USB) 1.1 or 2.0 full-speed compliant cable 10 feet (3 meters) or less in length. For instructions about connecting the printer with a USB cable, see the *Quick Start* Booklet. ● A computer with Internet access (to use HP Instant Share).	● Print from a computer to the printer. See Printing from a computer. ● Save photos from a memory card inserted in the printer to a computer where you can enhance or organize them in the HP Image Zone software. ● Share photos through HP Instant Share. ● Print directly from an HP Photosmart direct-printing digital camera to the printer. For more information, see Printing photos from a digital camera and the camera documentation.
PictBridge A PictBridge-compatible digital camera and a USB cable. Connect the camera to the camera port on the front of the printer.	Print directly from a PictBridge-compatible digital camera to the printer. For more information, see Printing photos from a digital camera and the camera documentation.
Bluetooth The optional HP Bluetooth wireless printer adapter. If the printer came with this accessory or you have purchased it separately, see the accompanying documentation and the onscreen Help for instructions.	Print from any device with Bluetooth wireless technology to the printer. If you connect the optional HP Bluetooth wireless printer adapter to the printer through the camera port, be sure to set the Bluetooth printer menu options as needed. See Printer menu. The adapter is not compatible with the Macintosh OS.

Connecting through HP Instant Share

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

To use HP Instant Share
1. Insert a memory card and select some photos.
2. Press **HP Instant Share**.
3. Follow the instructions on the computer to share the selected photos with others.

See the onscreen HP Image Zone Help for information about using HP Instant Share.

5 Printing from a computer

All HP photo printers come with the HP Image Zone software, which helps you do more with your photos than ever before. Use it to get creative with your pictures: edit them, share them, and create fun projects such as greeting cards. To work with photos, you need to transfer them to a computer that you have connected to the printer. Press **Save** on the printer control panel to save the photos from an inserted memory card to the computer. Follow the instructions on the computer screen.

You should also get to know the printer driver software. That's the interface that pops up whenever you print. It controls the resolution and color, and it usually chooses those settings automatically (which is fine when you're printing on plain paper). But if you're printing a digital photo, you'll want to change printer driver settings to produce the best-quality print.

For information on installing the HP Image Zone and printer driver software, see the *Quick Start* booklet. HP Image Zone is only installed if you choose the **Typical** installation option. The Macintosh supports only a subset of the features of the HP Image Zone, as noted in the following table.

Software feature	Where to find information
Take control of printing Harness the power of the HP Photosmart printer driver. This software gives you full control over how your photos print. You can: ● Produce draft-quality prints to save on ink and photo media ● Learn how to get the most out of the printer and your digital photos ● Use advanced color settings to produce the highest-quality prints	**Windows**: In the onscreen Help, click **HP Photosmart Printer Help**. In the print dialog box itself, right-click any option and click the **What's This?** box to learn more about that option. **Macintosh**: Select **Help** > **Mac Help** in the Finder, then select **Library** > **HP Photosmart Printer Help for Macintosh**.
HP Instant Share 	For more information about using HP Instant Share with your specific printer model, see Connecting through HP Instant Share. **Windows**: In the onscreen Help, click **Use the HP Image Zone**, then click **Share your images using HP Instant Share**. To use HP Instant Share on Windows, start HP Image Zone, select one or more photos, then click the **HP Instant Share** tab.

(continued)

Software feature	Where to find information
Use HP Instant Share to share photos with family and friends. HP Instant Share lets you easily: ● E-mail images using HP Instant Share without large file attachments ● Create online albums to share, organize, and store photos ● Order professionally processed prints online (availability varies by country/region)	**Macintosh**: Start HP Instant Share, then follow the onscreen instructions. To use HP Instant Share on a Macintosh, press and hold on **HP Photosmart Menu** in the Dock, then select **HP Instant Share** from the pop-up menu.
Creative projects Think outside the photo album. The HP Image Zone lets you use your digital photos for creative projects such as: ● Iron-on transfers ● Banners ● Greeting cards	**Windows**: In the onscreen Help, click **Use the HP Image Zone**, then click **Create projects**. To do creative projects on Windows, start HP Image Zone, select one or more photos, then click the **Projects** tab. **Macintosh**: To do creative projects on a Macintosh, press and hold on the active **HP Photosmart Menu** in the Dock, then select **HP Image Print** from the pop-up menu. Select a creative printing option from the **Print Style** drop down menu. Onscreen instructions appear in the **HP Image Print** window.
Organize your photos The HP Image Zone helps you keep on top of your digital photos and video clips by letting you: ● Organize your photos in albums ● Search through your photos by date, keywords, and more ● Index images automatically	In the onscreen Help, click **Use the HP Image Zone**, then click **Manage your images**. To organize your photos on Windows, start HP Image Zone, then click the **My Images** tab. **Macintosh**: This feature is not available on the Macintosh.
Edit and enhance your photos	**Windows**: In the onscreen Help, click **Use the HP Image Zone**, then click **Edit your images**. To edit photos on Windows, start HP Image Zone, select one or more photos, then click the **Edit** tab.

Software feature	Where to find information
The HP Image Zone lets you: ● Do manual color correction and make other adjustments to improve your photos before you print them ● Add text and other graphics ● Resize your digital photos	**Macintosh**: To edit photos on a Macintosh, press and hold on the active **HP Photosmart Menu** in the Dock, then select **HP Image Edit** from the pop-up menu.

Be sure to download the latest printer software update every couple of months to ensure you have the latest features and improvements.

To update the printer software
1. Make sure the computer is connected to the Internet.
2. From the Windows **Start** menu, select **Programs** (**All Programs** in Windows XP) > **HP** > **HP Software Update**.
3. Click **Next**. HP Software Update searches the HP website for printer software updates.
   – If the computer has the most recent version of the printer software installed, **No updates are available for your system at this time** appears in the **HP Software Update** window.
   – If the computer does not have the most recent version of the printer software installed, a software update appears in the **HP Software Update** window.
4. If a software update is available, check the box beside the update to select it.
5. Click **Install**.
6. Follow the onscreen instructions.

Note This process does not update the HP Image Zone software. The HP Image Zone software is available only on CD. Contact HP directly to order software updates on CD, including the HP Image Zone software. For contact information, see the website: www.hp.com/support.

6 Care and maintenance

The HP Photosmart 8100 series printer requires very little maintenance. Follow the guidelines in this chapter to extend the life span of the printer and printing supplies, and to ensure that the photos you print are always of the highest quality.

Cleaning and maintaining the printer

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

Cleaning the outside of the printer

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

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

Automatically cleaning the print cartridges

If you notice white lines or single-color streaks on the photos you print, the print cartridges may need to be cleaned. Do not clean the cartridges more often than necessary, since cleaning uses up ink. Follow the steps in this section to run an automatic cartridge-cleaning procedure.

1. Press **Menu**.
2. Select **Tools**, then press **OK**.
3. Select **Clean cartridges**, then press **OK**.
4. Following the directions on the printer screen, load paper so the printer can print a test page after cleaning the cartridges. Use plain paper to conserve photo paper.
5. Press **OK** to begin cleaning the print cartridges.
6. When the printer finishes cleaning the cartridges and prints a test page, it asks whether you want to **Continue to second level cleaning**. Check the test page and select from the following options:
   – If the test page has white streaks or missing colors, the print cartridges need to be cleaned again. Select **Yes**, then press **OK** to continue to a second level cleaning.
   – If the print quality of the test page looks good, select **No**, then press **OK**.

   You can clean the cartridges up to three times. Each successive cleaning is more thorough and uses more ink.

If you complete all three levels of cleaning using this procedure and you still notice white streaks or missing colors on the test page, you may need to clean the print

cartridge contacts. For more information, see Manually cleaning the print cartridge contacts.

Note If a cartridge has been recently dropped, you may also see white streaks or missing colors in your prints. This problem is temporary and clears up within 24 hours.

Manually cleaning the print cartridge contacts

If you use the printer in a dusty environment, debris may accumulate on the copper-colored contacts and cause printing problems.

To clean the print cartridge contacts:

1. Gather the following items to clean the contacts:
   – Distilled water (tap water may contain contaminants that can damage the print cartridge)
   – Cotton swabs or other soft, lint-free material that will not stick to the print cartridge
2. Open the top cover of the printer.
3. Remove the print cartridge and place it on a piece of paper with the ink nozzle plate facing up. Be careful not to touch the copper-colored contacts or the ink nozzle plate with your fingers.

   Caution Do not leave the print cartridge outside the printer for more than 30 minutes. Ink nozzles exposed to the air longer than this may dry out and cause printing problems.

4. Lightly moisten a cotton swab with distilled water and squeeze any excess water from the swab.
5. Gently wipe the copper-colored contacts with the cotton swab.

   Caution Do not touch the ink nozzle plate. Touching the ink nozzle plate will result in clogs, ink failure, and bad electrical connections.

6. Repeat steps 4 and 5 until no ink residue or dust appears on a clean swab.
7. Insert the print cartridge in the printer, then close the top of the printer.

Printing a test page

You can print a test page to check the condition of the print cartridge.

1. Press **Menu**.
2. Select **Tools**, then press **OK**.
3. Select **Print test page**, then press **OK**.
4. Following the directions on the printer screen, load paper so the printer can print a test page. Use plain paper to conserve photo paper.
5. Press **OK** to begin printing the test page.

The test page contains the following information:
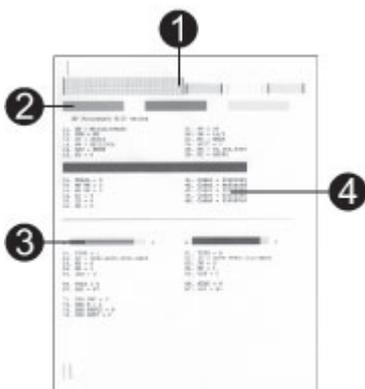
1	**Image print quality**. If the lined bars look good, photos should print well.
2	**Ink nozzle quality**. If there are white streaks in the solid bars on this page, try cleaning the print cartridge. For more information, see Automatically cleaning the print cartridges.
3	**Estimated ink level**. This indicator shows how much ink is left in the print cartridge.
4	**Diagnostic information**. Use the text information on this page when working with Customer Care to solve printing problems.

Aligning the print cartridges

The first time you install a print cartridge in the printer, the printer aligns it automatically. However, if colors in the photos you print are misaligned, or if the alignment page does not print correctly when you install a new print cartridge, use the following procedure to align the print cartridges.

1. Press **Menu**.
2. Select **Tools**, then press **OK**.
3. Select **Align cartridge**.
4. Following the directions on the printer screen, load paper so the printer can print an alignment page. Use plain paper to conserve photo paper.
5. Press **OK** to begin aligning the print cartridge.
   When the printer finishes aligning the cartridge, it prints an alignment page to confirm that the alignment was successful.
   - The check marks verify that the print cartridge is installed correctly and functioning properly.
   - If an "x" appears to the left of any of the bars, align the print cartridge again. If the "x" still appears, replace the print cartridge.

Printing a sample page

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

1. Disengage the Photo tray by pulling the Photo tray slider toward you until it stops.
2. Load paper in the Main tray. Use plain paper to conserve photo paper.
3. Press **Menu**.
4. Select **Tools**, then press **OK**.
5. Select **Print sample page**, then press **OK**.

Updating the software

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

> **Note** The printer software update that you download from the HP web site does not update the HP Image Zone software.

Downloading the software

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

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

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

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

Storing the printer and print cartridges

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

Storing the printer

The printer is built to withstand long or short periods of inactivity.

- Store the printer indoors out of direct sunlight in a place without temperature extremes.
- If the printer and print cartridge have not been used for one month or more, clean the print cartridge before printing. For more information, see Automatically cleaning the print cartridges.

Storing the print cartridges

When you store the printer, always leave the active print cartridge inside the printer. The printer stores the print cartridge in a protective cap during the power-down cycle.

> ⚠ **Caution**   Make sure the printer completes its power-down cycle before you unplug the power cord. This allows the printer to store the print cartridge properly.

Follow these tips to help maintain HP print cartridges and ensure consistent print quality:

- When you remove a print cartridge from the printer, store it in a print cartridge protector to prevent the ink from drying out.
  In some countries/regions the cartridge protector is not included with the printer, but comes with the Gray Photo cartridge that can be purchased separately. In other countries/regions, the protector is included with the printer.
- Keep all unused print cartridges in their original sealed packages until they are needed. Store print cartridges at room temperature (15–35 degrees C or 59–95 degrees F).
- Do not remove the plastic tape covering the ink nozzles until you are ready to install the print cartridge in the printer. If the plastic tape has been removed from the print cartridge, do not attempt to reattach it. Reattaching the tape damages the print cartridge.

Maintaining the quality of photo paper

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

Storing photo paper

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

Handling photo paper

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

7 Troubleshooting

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

- Printer hardware problems
- Printing problems
- Error messages

For additional troubleshooting information, see:

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

Printer hardware problems

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

> **Note** If you want to connect the printer to a computer with a USB cable, HP recommends using a cable of less than 10 feet (3 meters) in length to minimize injected noise due to potential high electromagnetic fields.

The On light is flashing green but the printer is not printing.

The printer is busy processing information. Wait for it to finish.

The On light is flashing red.

The printer requires attention. Try the following:

- Check the printer screen for instructions. If you have a digital camera connected to the printer, check the camera screen for instructions. If the printer is connected to a computer, check the computer monitor for instructions.
- Turn off the printer, then unplug its power cord. Wait about 10 seconds, then plug it in again. Turn on the printer.

The On light flashed amber briefly after I turned the printer off.

This is a normal part of the power-down process. It does not indicate a problem with the printer.

The On light is flashing amber.

A printer error has occurred. Try the following:

- Check the printer screen for instructions. If you have a digital camera connected to the printer, check the camera screen for instructions. If the printer is connected to a computer, check the computer monitor for instructions.
- Turn off the printer, then unplug its power cord. Wait about 10 seconds, then plug it in again. Turn on the printer.
- If the On light continues to flash amber, go to www.hp.com/support or contact Customer Care.

The printer does not find and display the photos I stored on my memory card.

Try the following:

- Turn off the printer, then unplug its power cord. Wait about 10 seconds, then plug it in again. Turn on the printer.
- The memory card may contain file types the printer cannot read directly from the memory card.
  - Save the photos to a computer, then print them from the computer. For more information, see the documentation that came with the camera and the onscreen HP Photosmart Printer Help.
  - The next time you take photos, set the digital camera to save them in a file format the printer can read directly from the memory card. For a list of supported file formats, see Printer specifications. For instructions on setting the digital camera to save photos in specific file formats, see the documentation that came with the camera.
  - The memory card may need to be reformatted if the problem persists.

The printer is plugged in, but it will not turn on.

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

The printer makes noises when I turn it on, or starts making noises on its own after it has been sitting unused for a while.

The printer may make noises after long periods of inactivity (approximately 2 weeks), or when its power supply has been interrupted and then restored. This is normal

operation—the printer is performing an automatic maintenance procedure to ensure that it produces the best quality output.

Printing problems

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

The printer does not print borderless photos when I print from the control panel.

Make sure you have selected an appropriate paper size. The printer cannot print borderless photos on all sizes of paper. For information about selecting the paper size for borderless photos, see Selecting a photo layout.

Printing is very slow.

- You may be printing a project containing high resolution graphics or photos, or a PDF. Large, complex projects containing graphics or photos print slower than text documents.
- The printer may be in Ink-Backup Printing Mode. The printer enters this mode when one of the print cartridges have been removed. Replace the missing print cartridge.

I selected the Print new option in the printer menu, and got more photos than I expected.

To the printer, a "new" photo on a memory card is one that you haven't printed from the printer control panel. When you select **Print new**, the printer will print all photos that have not previously been printed from the control panel. To print the photos you want, select them manually. For more information, see Selecting photos to print.

I selected the Print new option in the printer menu, but the printer did not print the new photos stored on the memory card.

There are no new photos on the memory card, or the photos have already been printed from the printer control panel. To print the photos you want, select them manually. For more information, see Selecting photos to print.

Photo paper does not feed into the printer correctly from the Photo tray.

- The Photo tray may not be engaged. Engage the Photo tray by gently pushing the Photo tray slider towards the printer until it stops.
- The photo paper guides may not be adjusted correctly. Make sure that the photo paper-width guide and the photo paper-length guide fit close to the edges of the paper without bending the paper.
- There may be too much paper loaded in the Photo tray. Remove some paper from the tray and try printing again.
- If you are using the printer in an extremely high or low humidity environment, insert the paper as far as it will go into the Photo tray, and load one sheet of photo paper at a time.
- The photo paper may be curled. Place the paper in a plastic bag and gently bend it the opposite direction of the curl until the paper lies flat. If the problem persists,

use photo paper that is not curled. For information about proper storage and handling of photo paper, see Maintaining the quality of photo paper.

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

Printed pages are dropping off of the Out tray.

Pages can drop off of the Out tray when they are printed. To prevent this, always extend the Out tray extension when you print.

The printout is rippled or curled.

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

The document printed at an angle or is off-center.
- The paper may not be loaded correctly. Reload the paper, making sure that the paper is correctly oriented in the Main tray and that the paper-width guide and the paper-length guide fit close to the edges of the paper. For paper-loading instructions, see Loading paper.
- The print cartridges may need to be aligned. For more information, see Aligning the print cartridges.

Colors are not printing satisfactorily.
- You may not be using the best print cartridges for the project. To print text documents and graphics, use the Tri-color and Black print cartridges. To print color photos, use the Tri-color and Photo cartridges. For more information, see Inserting print cartridges.
- You may be printing in Ink-Backup Printing Mode. The printer enters Ink-Backup printing mode when one of the print cartridges is missing. Replace the missing cartridge.
- A cartridge is out of ink. Replace it.
- Some of the ink nozzles on a cartridge are clogged. Clean the cartridges. See Automatically cleaning the print cartridges.

No page came out of the printer. —OR— The paper jammed while printing.

- The printer may need attention. Read the printer screen for instructions.
- The power may be off or there may be a loose connection. Make sure the power is on, and that the power cord is securely connected.
- You may not have any paper in the Main tray or Photo tray. Check that the paper is loaded correctly in the paper tray you are using. For paper-loading instructions, see Loading paper.
- The paper may have jammed while printing.
  - Turn off the printer, then unplug it from the power source. Clear the printer of any paper that may be obstructing the paper path. Remove the rear access door. Gently remove the jammed paper from the printer, then replace the rear access door. Plug the printer back in and turn it on. Try printing again.
  - If you were printing labels, make sure a label did not become unglued from the label sheet while going through the printer.
  - If you experience paper jams when using the Photo tray, make sure that the photo paper-width guide and the photo paper-length guide fit close to the edges of the photo paper without bending the paper. Make sure the Photo tray is fully engaged by gently pushing the Photo tray slider toward the printer until it stops. If you still have problems, try loading one sheet of photo paper at a time.

Banner paper jams between the Main and Out trays.

There is too much banner paper in the Main tray. Clear the paper jam. See No page came out of the printer. —OR— The paper jammed while printing..

A blank page came out of the printer.

- Check the ink-level icons on the printer screen. Replace any print cartridges that are out of ink. For more information, see Inserting print cartridges.
- You may have begun printing and then cancelled the process. If you cancelled the process before printing started, the printer may have already loaded paper in preparation for printing. The next time you print, the printer will eject the blank page before starting the new printing project.
- You may be printing in Ink-Backup Printing Mode with only the black print cartridge installed and borderless printing turned on. Replace the missing print cartridge with a new one, or turn off borderless printing. For more information about printing in Ink-Backup Printing Mode, see Inserting print cartridges.
- If you are trying to print a fax, first save the fax in a graphic format such as TIFF. Place it in a word processing document and print it from there.

The photo did not print using the printer's default print settings.

You may have changed the print settings for the selected photo. Print settings you apply to an individual photo override the printer's default print settings. Discard all

print settings that have been applied to an individual photo by deselecting the photo. For more information, see Selecting photos to print.

The printer ejects the paper when preparing to print.

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

Print quality is poor.
- You may be printing in Ink-Backup Printing Mode. The printer enters Ink-Backup Printing Mode when one of the print cartridges is missing. Replace the missing print cartridge with a new one. For more information, see Inserting print cartridges.
- If you magnified the photo using the **Zoom** button on the printer control panel, you may have magnified the photo too much. To reduce the magnification, press **Zoom** to enter Zoom mode, and then press **Select Photos** ◀ one or more times to reduce the magnification.
- One of the print cartridges may be running out of ink. If a print cartridge is running low on ink, replace it. For more information, see Inserting print cartridges.
- Use photo paper designed for the printer. For best results, use HP inkjet paper.
- You may be printing on the wrong side of the paper. Make sure the paper is loaded with the side to be printed facing down.
- You may have selected a low-resolution setting on the digital camera. Reduce the size of the image and try printing again. For better results in the future, set the digital camera to a higher photo resolution.
- There may be a problem with a print cartridge. Try the following:
  - Remove and then reinsert the print cartridges.
  - Run an automatic print cartridge cleaning procedure from the printer control panel. For more information, see Automatically cleaning the print cartridges.
  - Align the print cartridges from the printer control panel. For more information, see Aligning the print cartridges.
  - If this does not solve the problem, try cleaning the copper-colored contacts on the print cartridges. For more information, see Manually cleaning the print cartridge contacts.
  - If these solutions do not work, replace the print cartridge(s).

Photos are not printing correctly.
- You may have loaded the photo paper incorrectly. Load the photo paper with the side to be printed facing down.
- The photo paper may not have fed into the printer correctly. Try the following:
  - If you have a paper jam, see No page came out of the printer. —OR— The paper jammed while printing..
  - Insert the photo paper as far as it will go into the Photo tray.
  - Load one sheet of photo paper at a time.

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

Some digital cameras, such as the HP 318 and HP 612, let you mark photos for printing in both the camera's internal memory and on the memory card. If you mark photos in the internal memory, and then move photos from the camera's internal

memory to the memory card, the marks do not transfer. Mark photos for printing after you transfer them from the digital camera's internal memory to the memory card.

Error messages

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

Error messages that appear on the printer screen can be divided into the following types:

- Paper errors
- Print cartridge errors
- Memory card errors
- Proof sheet errors
- Computer printing errors

Paper errors

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

Error message: Paper jam. Clear jam then press OK.

Turn off the printer, then unplug it from the power source. Clear the printer of any paper that may be obstructing the paper path. Remove the rear access door. Gently

remove the jammed paper from the printer, then replace the rear access door. Plug the printer back in and turn it on.

Error message: Out of paper. Load paper then press OK.

Load paper, then press **OK** to print again. For paper-loading instructions, see Loading paper.

Error message: Unsupported media size. Job was cancelled. Press OK.

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

Error message: Automatic paper sensor failed.

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

Error message: Photo tray is engaged. Disengage it and press OK.

The printer is trying to print using paper loaded in the Main tray, but the Photo tray is engaged. Disengage the Photo tray by pulling the Photo tray slider toward you.

Print cartridge errors

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

Error message: Cartridge failed.

The specified print cartridge may be old or damaged. Try the following:

1. Remove the cartridge and then reinstall it. For more information, see Inserting print cartridges.
2. If this does not work, replace the cartridge.

Error message: Cartridge failed. Replace it, or remove it to print using ink-backup printing mode.

The specified print cartridge may be old or damaged. Try the following:

1. Remove the cartridge and then reinstall it. For more information, see Inserting print cartridges.
2. If this does not work, replace the cartridge. You can also print in Ink-Backup Printing Mode by removing the damaged cartridge.

Error message: One or more cartridges have failed. Please remove all cartridges. Reinsert them one at a time, closing the main door each time, to see which cartridges have failed.

A print cartridge is old or damaged. Follow these steps to test both print cartridges to see if one or both of the print cartridges failed:

1. Remove both of the print cartridges.
2. Reinsert one of the print cartridges in its appropriate print cartridge cradle.
3. Close the main door. If the printer screen states that the inserted print cartridge has failed, replace it.
4. Remove the print cartridge, then repeat steps 2–3 with the untested print cartridge.

Error message: Color cartridge not compatible. Use appropriate HP cartridge. —OR— Photo cartridge not compatible. Use appropriate HP cartridge. —OR— Right cartridge not compatible. Use appropriate HP cartridge.

You have inserted a print cartridge that does not work with the printer. Replace the print cartridge with one that is compatible with the printer. For more information, see Inserting print cartridges.

Error message: Color Cartridge is not installed correctly. please remove and reinsert it. —OR— Photo Cartridge is not installed correctly. please remove and

reinsert it. —OR— Cartridge is not installed correctly. please remove and reinsert it.

The specified print cartridge is not installed properly. Remove the print cartridge and reinstall it. For more information, see Inserting print cartridges.

Error message: Color Cartridge is missing. —OR— Photo Cartridge is missing. —OR— Cartridge is missing. Please install and snap cartridge in completely.

The specified print cartridge is not installed. Install the print cartridge using the instructions in Inserting print cartridges.

Error message: Color Cartridge is low on ink. —OR— Photo Cartridge is low on ink. —OR— Cartridge is low on ink. You may need to replace it soon, or remove it to print using ink-backup printing mode.

The specified print cartridge is low on ink. Replace the print cartridge. For more information, see Inserting print cartridges.

Error message: One or more cartridges have failed.

One or more of the print cartridges have failed. Replace the failed cartridges with new HP print cartridges. For more information, see Inserting print cartridges.

Error message: One or more cartridges are not compatible.

One or more of the print cartridges are not HP print cartridges. Replace the non HP print cartridges with supported HP print cartridges. For more information, see Inserting print cartridges.

Error message: One or more cartridges are not installed correctly.

One or more of the print cartridges are not installed correctly. Remove the print cartridges that are not installed correctly and then reinstall them following the procedures in Inserting print cartridges.

Error message: One or more cartridges are low on ink.

One or more of the print cartridges have low ink levels. Replace the print cartridges that have low ink levels with new HP factory-filled print cartridges. For more information, see Inserting print cartridges.

Error message: Cartridge service station is stuck.

There is an obstruction blocking the path of the cartridge service station. The print cartridge service station is located beneath the print cartridge cradle when the printer is in an inactive state. Follow these steps to clear the obstruction:

1. Lift the top cover to access the print cartridges.
2. Clear any obstruction blocking the path of the cartridge service station.
3. Close the top cover.
4. Press the **OK** button to continue.

Error message: Print cartridge cradle is stuck. Clear jam then press OK.

Follow these steps to clear any obstruction in the path of the print cartridge cradle:

1. Lift the top cover to access the print cartridges.
2. Clear any obstruction in the cradle path.
3. Close the top cover.
4. Press the **OK** button to continue.
   The current page will eject and the print job will continue on the next available sheet of paper.

Error message: Top cover is open.

Close the top cover of the printer.

Memory card errors

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

Error message: Photo is missing. —OR— Some photos are missing.

The printer cannot read the file on the memory card or the file was accidentally deleted, or one or more files specified for the job are missing from the memory card. Try saving the photos to the computer using the digital camera rather than the memory card. If a photo is missing, you may have accidentally deleted the photo from the card.

Error message: Card access error. Job was cancelled. See computer for details. Press OK. —OR— File directory structure is corrupted. —OR— Card may be damaged. Job was cancelled. See computer for details. Press OK.

The printer cannot read the data on the memory card and cannot complete any current print or save jobs. The data may be corrupted or there may be a physical problem with the memory card. Try the following:

- Press **Save** to save the files to the computer and access them from there.
- If this does not work, use a new memory card or reformat the memory card using the digital camera. Any photos on the memory card will be lost.
- If this does not work, the photo files may be damaged or unreadable. Before you contact Customer Care, try another memory card to determine if it is the printer or the memory card that is failing.

Error message: Can not print photos.

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

- Try saving the photos to the computer using the digital camera rather than the memory card.
- Press **Save** to save the files to the computer and print from the computer.
- Print a photo index page and reselect photos. For more information, see Deciding which photos to print.

Error message: Card is locked. Can not access card.

The printer cannot read the memory card because the memory card is password protected. Follow these steps:

1. Remove the memory card from the printer.
2. Insert the memory card in the device you originally used to store the password on the memory card.
3. Remove the password from the memory card using the same software you used to store the password.
4. Remove the memory card and reinsert it in the printer memory card slot.
5. Try printing again.

Error message: Card is not fully inserted. Push card in a little more.

The printer can detect the memory card but cannot read it. Push the memory card gently into the memory card slot until it stops. For more information, see Inserting memory cards.

Error message: Use only 1 card at a time. Please remove a memory card.

The printer has two or more different types of memory cards inserted simultaneously or a memory card inserted and a digital camera connected to the camera port at the same time. Remove memory cards or disconnect the camera until only one card is in the printer or one camera is connected.

Error message: Card was removed. Job was cancelled. Press OK.

You removed a memory card from the printer while it was busy printing a file from the memory card or saving files to the computer. Follow these steps:

1. Press the **OK** button.
2. Reinsert the memory card and print selected photos or saved files again. The memory card must remain inserted until the print or save job is complete.

To avoid damage to memory cards in the future, do not remove them from the printer memory card slot while they are being accessed. For more information, see Removing a memory card.

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

The printer is unable to read a DPOF file due to corrupted data or an error on the memory card. Use the printer control panel to reselect the photos. For more information, see Printing photos from a memory card.

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

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

● Confirm that you did not accidentally delete the photo from the memory card.
● Reselect the photos again using the digital camera.
● Print a new photo index page to see the index numbers associated with each photo. For more information, see Deciding which photos to print.

Error message: No new photos on card.

There are no new photos on the memory card, or the photos have already been printed once. Select and print the desired photos. For more information, see Selecting photos to print.

Error message: Cannot display this photo.

The memory card contains image formats that the printer does not support or the file is corrupted. For a list of supported image formats, see Printer specifications. Access photos using the computer.

Error message: Memory card in backwards. The black side should face up.

The memory card has been inserted upside down. Remove the memory card and reinsert it with the gold contacts facing down. For more information, see Inserting memory cards.

Error message: E-mail error. Unable to send.

The inserted memory card is full or the selected photo cannot be read when you try to send it as e-mail by using HP Instant Share. Remove some files from the memory card to free up space or retake the photo.

Proof sheet errors

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

Error message: Could not read proof sheet. Scan cancelled. Please print a new proof sheet. Press OK.

The proof sheet is smeared or has stray marks. Print a new proof sheet. For more information, see Deciding which photos to print.

Error message: Can not detect the proof sheet. Scan cancelled. Please reinsert and rescan. Press OK.

You may have loaded the proof sheet with the printed side facing up. Follow these steps:

1. Insert the proof sheet into the Main tray with the printed side facing down.
2. Try scanning again. For more information, see Deciding which photos to print.

Error message: Multiple number of copies selected. Scan cancelled. Please print a new proof sheet and select one choice for number of copies. Press OK.

You filled in more than one circle for the number of copies at the bottom of the proof sheet. Print a new proof sheet and try again. For more information, see Deciding which photos to print.

Error message: Multiple layouts selected. Scan cancelled. Please print a new proof sheet and select one choice for layout. Press OK.

You filled in more than one layout circle at the bottom of the proof sheet. Follow these steps:

1. Print a new proof sheet.
2. Completely fill in the circle to select one of the seven layouts.
3. Try scanning the proof sheet again. For more information, see Deciding which photos to print.

Error message: No images selected. Please select the images to be printed and rescan proof sheet. Press OK.

You have not filled in the circles on the proof sheet beneath the photos you want to print, or you may not have filled in the circles completely. Follow these steps:

● Follow the steps on the proof sheet to select the photos you want to print and try again. For more information, see Deciding which photos to print.
● For best results, be sure to fill in the circles completely.

Error message: Number of copies not selected. Please select a number of copies and rescan proof sheet. Press OK.

You have not filled in the circles on the proof sheet to indicate the number of copies of the photo(s) you want to print. You can print one, two, or three copies of the photo(s) at a time. Completely fill in the circle below one of the icons in the lower left corner of the proof sheet. The printer will print the number of all the photos you selected.

Error message: Layout not selected. Please select a layout and rescan proof sheet. Press OK.

You have not filled in a layout circle at the bottom of the proof sheet beneath the layout you want to use for the photos. Completely fill in the circle below one of the seven layout icons at the bottom of the proof sheet. The printer will print the photos using that layout.

Error message: Card contents do not match proof sheet. Scan cancelled. Please print a new proof sheet. Press OK.

The card inserted is not the same card as the one you used to print the proof sheet. Remove the card and reinsert the card you used to print the proof sheet.

Computer printing errors

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

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

The printer encountered a problem when saving files to the computer. Try the following:

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

Error message: Computer is not connected. To save photos...connect printer to computer. Press OK. —OR— Communication error. Check computer connection. Press OK. —OR— Data was not received. Check computer connection. Press OK to continue. —OR— No response from computer.

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

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If you have a problem, follow these steps:

1. Check the documentation that came with the printer.
   – **Quick Start booklet**: The *HP Photosmart 8100 series Quick Start* booklet explains how to set up the printer and print your first photo.
   – **User's Guide**: The *User's Guide* is the book you are reading. This book describes the basic features of the printer, explains how to use the printer without connecting a computer, and contains hardware troubleshooting information.
   – **HP Photosmart Printer Help**: The onscreen HP Photosmart Printer Help describes how to use the printer with a computer and contains software troubleshooting information.
2. If you are unable to solve the problem using the information in the documentation, visit www.hp.com/support to do the following:
   – Access online support pages
   – Send HP an e-mail message for answers to your questions
   – Connect with an HP technician by using online chat
   – Check for software updates
   Support options and availability vary by product, country/region, and language.
3. **For Europe only**: Contact your local point of purchase. If the printer has a hardware failure, you will be asked to bring the printer to where you purchased it. Service is free during the printer limited warranty period. After the warranty period, you will be quoted a service charge.
4. If you are unable to solve the problem using the onscreen Help or HP web sites, call Customer Care using the number for your country/region. For a list of country/region phone numbers, see Customer Care by phone.

Customer Care by phone

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

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

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

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

Western Europe: Customers in Austria, Belgium, Denmark, Spain, France, Germany, Ireland, Italy, Netherlands, Norway, Portugal, Finland, Sweden, Switzerland, and the

United Kingdom should go to www.hp.com/support to access phone support numbers in their country/region.

www.hp.com/support

Support for the following countries/regions is available at www.hp.com/support: Austria, Belgium, Central America & The Caribbean, Denmark, Spain, France, Germany, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Finland, Sweden, Switzerland, and the United Kingdom.

61 56 45 43	الجزائر	한국	1588-3003
Argentina (Buenos Aires)	54-11-4708-1600	Malaysia	1800 805 405
Argentina	0-800-555-5000	Mexico (Mexico City)	55-5258-9922
Australia	1300 721 147	Mexico	01-800-472-68368
Australia (out-of-warranty)	1902 910 910	22 404747	المغرب
800 171	البحرين	New Zealand	0800 441 147
Brasil (Sao Paulo)	55-11-4004-7751	Nigeria	1 3204 999
Brasil	0-800-709-7751	Panama	1-800-711-2884
Canada (Mississauga Area)	(905) 206-4663	Paraguay	009 800 54 1 0006
Canada	1-(800)-474-6836	Perú	0-800-10111
Chile	800-360-999	Philippines	2 867 3551
中国	021-3881-4518	Polska	22 5666 000
	800-810-3888	Puerto Rico	1-877-232-0589
	服务编码: 3001	República Dominicana	1-800-711-2884
Colombia (Bogota)	571-606-9191	România	(21) 315 4442
Colombia	01-8000-51-4746-8368	Россия (Москва)	095 7973520
Costa Rica	0-800-011-1046	Россия (Санкт-Петербург)	812 3467997
Česká republika	261 307 310	800 897 1444	السعودية
Ecuador (Andinatel)	1-999-119 ☏	Singapore	6 272 5300
	800-711-2884	Slovakia	2 50222444
Ecuador (Pacifitel)	1-800-225-528 ☏	South Africa (International)	+ 27 11 2589301
	800-711-2884	South Africa (RSA)	086 0001030
2 532 5222	مصر	Rest Of West Africa	+ 351 213 17 63 80
El Salvador	800-6160	臺灣	02-8722-8000
Ελλάδα (από το εξωτερικό)	+ 30 210 6073603	ไทย	+66 (2) 353 9000
Ελλάδα (εντός Ελλάδας)	801 11 22 55 47	71 89 12 22	تونس
Ελλάδα (από Κύπρο)	800 9 2649	Trinidad & Tobago	1-800-711-2884
Guatemala	1-800-711-2884	Türkiye	90 216 444 71 71
香港特別行政區	2802 4098	Україна	(380 44) 4903520
Magyarország	1 382 1111	800 4520	الإمارات العربية المتحدة
India	1 600 44 7737	United States	1-(800)-474-6836
Indonesia	+62 (21) 350 3408	Uruguay	0004-054-177
(0) 9 830 4848	ישראל	Venezuela (Caracas)	58-212-278-8666
Jamaica	1-800-711-2884	Venezuela	0-800-474-68368
日本	0570-000511	Việt Nam	+84 88234530
日本 (携帯電話の場合)	03-3335-9800		

Placing a call

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

- Printer model number (located on the front of the printer).
- Printer serial number (located on the bottom of the printer).
- Computer operating system.
- Version of printer driver:
    - **Windows PC:** To see the printer driver version, right-click the memory card icon in the Windows taskbar and select **About**.
    - **Macintosh:** To see the printer driver version, use the Print dialog box.
- Messages displayed on the printer screen or on the computer monitor.
- Answers to the following questions:
    - Has the situation you are calling about happened before? Can you recreate the situation?
    - Did you install any new hardware or software on the computer around the time that the situation occurred?

Return to HP repair service

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

a Specifications

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

For a complete list of printer specifications and system requirements, see the onscreen Printer Help. For information about viewing the onscreen Printer Help, see Welcome.

System requirements

Component	Windows PC minimum	Macintosh minimum
Operating system	Microsoft® Windows 98, 2000 Professional, ME, XP Home, and XP Professional	Mac® OS X 10.1 through 10.3
Processor	Intel® Pentium® II (or equivalent) or higher	G3 or greater
RAM	64 MB (128 MB recommended)	Mac OS 10.1 through 10.3: 128 MB
Free disk space	500 MB	500 MB
Video display	800 x 600, 16-bit or higher	800 x 600, 16-bit or higher
CD-ROM drive	4x	4x
Connectivity	**USB**: Microsoft Windows 98, 2000 Professional, ME, XP Home, and XP Professional **PictBridge**: using front camera port **Bluetooth**: using optional HP Bluetooth Wireless Adapter	**USB:** Front and back ports (Mac OS X 10.1 through 10.3) **PictBridge**: using front camera port
Browser	Microsoft Internet Explorer 5.5 or later	—

Printer specifications

Category	Specifications
Connectivity	USB: Microsoft Windows 98, 2000 Professional, ME, XP Home, and XP Professional; Mac OS X 10.1 through 10.3
Image file formats	JPEG Baseline TIFF 24-bit RGB uncompressed interleaved TIFF 24-bit YCbCr uncompressed interleaved TIFF 24-bit RGB packbits interleaved TIFF 8-bit gray uncompressed/packbits TIFF 8-bit palette color uncompressed/packbits TIFF 1-bit uncompressed/packbits/1D Huffman
Media sizes	Photo paper 4 x 6 inches (10 x 15 cm) Photo paper with tab 4 x 6 inches with 0.5 inch tab (10 x 15 cm with 1.25 cm tab) Index cards 4 x 6 inches (10 x 15 cm) Hagaki cards 3.9 x 5.8 inches (100 x 148 mm) A6 cards 4.1 x 5.8 inches (105 x 148 mm) L-size cards 3.5 x 5 inches (90 x 127 mm) L-size cards with tab 3.5 x 5 inches with 0.5 inch tab (90 x 127 mm with 12.5 mm tab)
Media specifications	Recommended maximum length: 14 inches (356 mm) Recommended maximum thickness: 11.5 mil (292 µm)
Media sizes, standard	**Photo paper** 3 x 3 inches to 8.5 x 14 inches (76 x 76 mm to 216 x 356 mm) **Plain paper** Letter, 8.5 x 11 inches (216 x 280 mm) Legal, 8.5 x 14 inches (216 x 356 mm) Executive, 7.5 x 10 inches (190 x 254 mm) A4, 8.27 x 11.7 inches (210 x 297 mm) A5, 5.8 x 8.3 inches (148 x 210 mm) B5, 6.9 x 9.8 inches (176 x 250 mm) **Cards** Hagaki, 3.94 x 5.83 inches (100 x 148 mm) L-size, 3.5 x 5 inches (90 x 127 mm) L-size with tab, 3.5 x 5 inches with 0.5 inch tab (90 x 127 mm with 12.5 mm tab) Index, 3 x 5 inches, 4 x 6 inches, and 5 x 8 inches (76 x 127 mm, 10 x 15 cm, and 127 x 203 mm)

Category	Specifications
	A6, 4.13 x 5.85 inches (105 x 148.5 mm)
	Envelopes
	No. 9, 3.875 x 8.875 inches (98.4 x 225.4 mm)
	No. 10, 4.125 x 9.5 inches (105 x 240 mm)
	A2 Invitation, 4.375 x 5.75 inches (110 x 146 mm)
	DL, 4.33 x 8.66 inches (110 x 220 mm)
	C6, 4.5 x 6.4 inches (114 x 162 mm)
	Custom
	3 x 5 inches to 8.5 x 14 inches (76 x 127 mm to 216 x 356 mm)
	Transparencies and label sheets
	Letter, 8.5 x 11 inches (216 x 280 mm)
	A4, 8.27 x 11.7 inches (210 x 297 mm)
Media types	Paper (plain, inkjet, photo, and banner)
	Envelopes
	Transparencies
	Labels
	Cards (index, greeting, Hagaki, A6, L-size)
	Iron-on transfers
Memory cards	CompactFlash Type I and II
	Microdrive
	MultiMediaCard
	Secure Digital
	SmartMedia
	Memory Sticks
	xD-Picture Card
Memory card-supported file formats	Printing: See list of Image file formats earlier in this table.
	Saving: All file formats
Paper trays	**Main tray**
	3 x 5 inches to 8.5 x 14 inches (76 x 127 mm to 216 x 356 mm)
	Photo tray
	4 x 6 inch (10 x 15 cm) and Hagaki
	Out tray
	All supported sizes
Paper tray capacity	**Main tray**
	100 sheets of plain paper

(continued)

Category	Specifications
	14 envelopes
	20–40 cards (depending on thickness)
	20 sheets of banner paper
	30 sheets of labels
	25 transparencies, iron-on transfers, or photo paper
	Photo tray
	25 sheets of photo paper
	Out tray
	50 sheets of plain paper
	20 sheets of photo paper, banner paper, or transparencies
	10 cards or envelopes
	25 sheets of labels or iron-on transfers
Power consumption	Printing: 15–45 W
	Idle: 5 W
	Off: 2 W
Print cartridges	HP Gray Photo (C9368A)
	HP Color Photo (C9369W)
	HP Tri-color (C8766W or C9363W)
	HP Black (C8767W)
USB support	Microsoft Windows 98, 2000 Professional, ME, XP Home, and XP Professional
	Mac OS X 10.1 through 10.3
	HP recommends that the USB cable be less than 10 feet (3 meters) in length
Video file formats	Motion JPEG AVI
	Motion-JPEG QuickTime
	MPEG-1
Power adapter	HP Part # 0950-4476
Environmental specifications	Recommended during operation: 15 -30 °C (59 - 86 °F), 20 - 80% relative humidity
	Maximum during operation: 5 - 40 °C (41 - 104 °F), 15 - 80% relative humidity
	Storage temperature ranges: -30 - 65 °C (22 - 149 °F)

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Regulatory notices

Hewlett-Packard Company

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference, and
- This device must accept any interference received, including interference that may cause undesired operation.

Pursuant to Part 15.21 of the FCC Rules, any changes or modifications to this equipment not expressly approved by Hewlett-Packard Company may cause harmful interference, and void your authority to operate this equipment. Use of a shielded data cable is required to comply with the Class B limits of Part 15 of the FCC Rules.

For further information, contact: Hewlett-Packard Company, Manager of Corporate Product Regulations, 3000 Hanover Street, Palo Alto, CA 94304, (650) 857-1501.

Note

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, can cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

LED indicator statement

The display LEDs meet the requirements of EN 60825-1.

사용자 안내문 (B급 기기)

이 기기는 비업무용으로 전자파장해검정을 받은
기기로서, 주거지역에서는 물론 모든 지역에서
사용할 수 있습니다.

この装置は、情報処理装置等電波障害自主規制協議会（ＶＣＣＩ）の基準
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取り扱い説明書に従って正しい取り扱いをして下さい。