

basics guide  
basics guide  
basics guide



hp photosmart  
1215/1115



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# getting started

# 1

Thank you for purchasing an HP PhotoSmart 1215/1115 color printer! Your new printer prints everything from high-quality black and white text documents to color photos. Before you get started, be sure to set up your new printer—use the Setup Guide included in the box.

This guide describes how to use your new printer. It includes a quick reference to get you acquainted with your new printer and plenty of detailed printing and troubleshooting information. If you do not find the information you are looking for in this guide, use the Onscreen User's Guide.

## viewing the onscreen user's guide

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

After you have installed the HP PhotoSmart software on your computer, you can view the Onscreen User's Guide.

### To view the Onscreen User's Guide:

- **Windows PC:** From the **Start** menu, choose **Programs, HP PhotoSmart, Photo Printing, Tools and Information, View printer users guides**.
- **Macintosh:** In the **User Docs** folder, select your **language**, then open the file titled **hp photosmart user guide**.

## information map

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## printer parts

### OUT tray

This tray catches your printed photos or documents

### Top cover

Open this cover to change print cartridges

### Control panel

See details on next page

### Paper width guide

Adjust this guide to fit close to the edge of the paper in the paper tray

### Paper tray

Place paper or envelopes in this tray for printing

### Photo tray

Place 4 x 6 inch (102 x 152 mm) photo paper in this tray for printing

### SmartMedia memory card slot

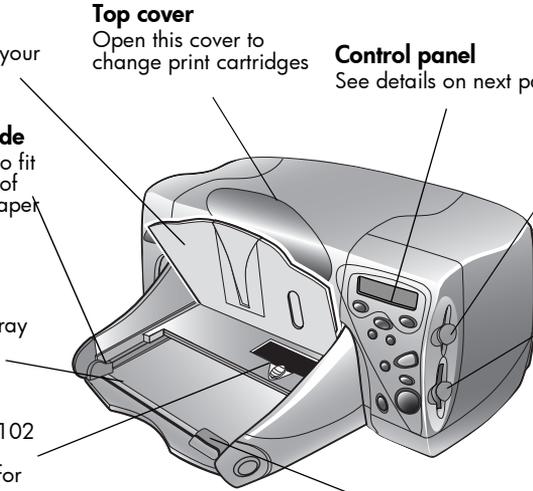
Insert a SmartMedia memory card into the slot to begin printing or saving

### CompactFlash/IBM Microdrive memory card slot

Insert a CompactFlash or IBM Microdrive memory card into the slot to begin printing or saving

### Paper length guide

Adjust this guide to fit close to the edge of the paper in the paper tray



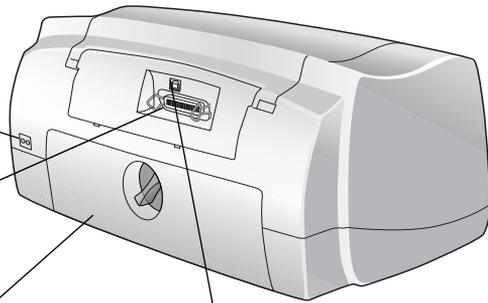
### Power cord connection

Connect the power cord (included in the box) here



### Parallel port

Use this port to connect the printer to the computer if you are using a bi-directional IEEE 1284-compliant parallel cable (Windows PC only)



### Rear access door

Remove this door to clear a paper jam



### USB port

Use this port to connect the printer to the computer if you are using a USB cable

## control panel

### Copies

Use this button to select the number of copies you want to print

### Choose Photos

Use this button to choose which photos you want to print or save from the memory card

### Cancel/No

Press this button to stop printing or saving, cancel a selection, or answer "no" to a question on the LCD

### Save

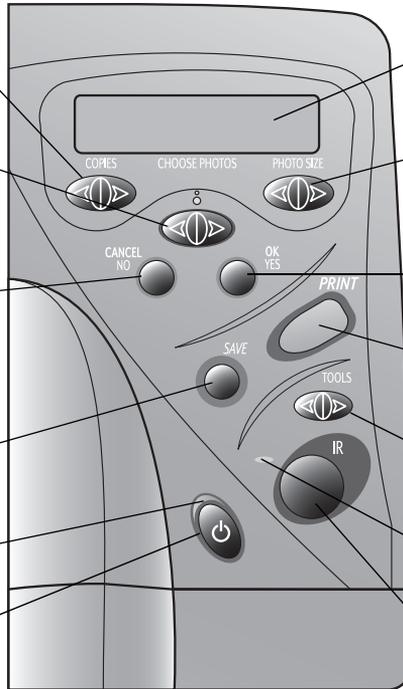
Press this button to start saving selected photos from the memory card to the computer

### Power light

On when the printer is turned on, blinking when the printer is busy

### Power

Press this button to turn the printer on or off



### LCD

Read this window for information about the status of your printer

### Photo Size

Use this button to choose the printed size for all selected photos

### OK/Yes

Press this button to make a selection or answer "yes" to a question on the LCD

### Print

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

### Tools

Use this button to change the printer settings

### Attention light

Blinks when an error message is displayed on the LCD

### Infrared port (1215)

Aim an infrared device here to wirelessly print or save your photo or document

**Tip:** To get maximum use from your print cartridges, do not unplug the printer or turn off the power source (such as a power strip), until the **Power** light is off.

## indicator lights

### Attention light

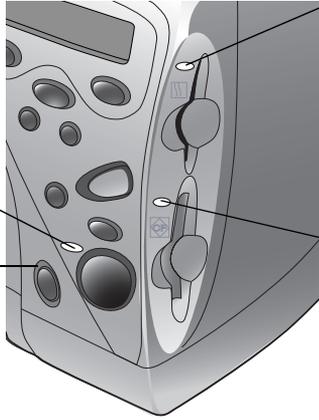
**Blinking** - Read the LCD for instructions

### Power light

**On** - The printer power is on

**Blinking** - The printer is busy (for example, printing or saving)

**Off** - The printer power is off



### SmartMedia memory card slot light

**On** - The memory card is inserted correctly

**Blinking** - The memory card in the card slot is being accessed

**Off** - There is no memory card inserted, the memory card is not inserted correctly, or the other memory card slot is in use

### CompactFlash/IBM Microdrive memory card slot light

**On** - The memory card is inserted correctly

**Blinking** - The memory card in the card slot is being accessed

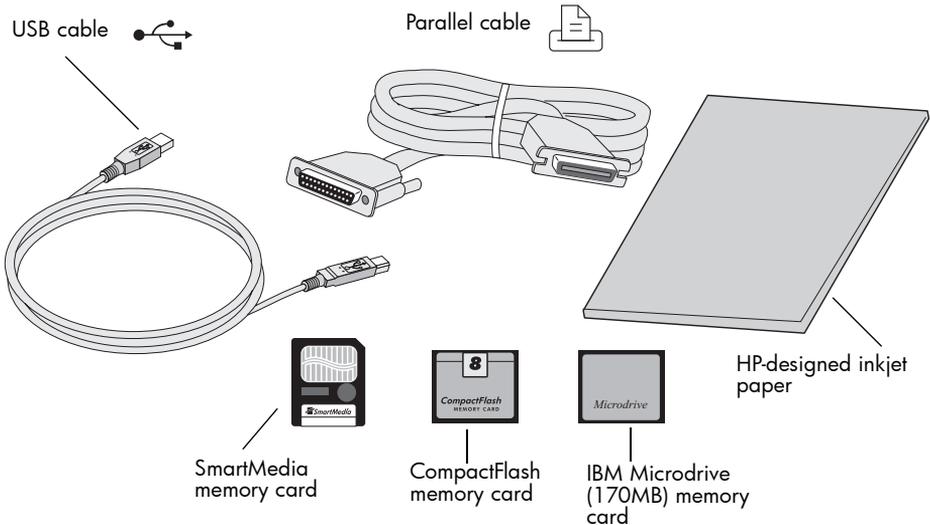
**Off** - There is no memory card inserted, the memory card is not inserted correctly, or the other memory card slot is in use

**Caution:** Do not remove the memory card while the card slot light is blinking. Removing a memory card while it is in use may damage the card or the files saved on the card.

## setting up your printer

### items you will need

Depending on how you are using the printer, you may need the following items:



## cables

To connect the printer to a Windows PC, you need a **bi-directional IEEE 1284-compliant parallel cable** or a **USB compliant interface cable** (USB is preferred). To connect the printer to a Macintosh computer, you need a **USB compliant interface cable**. These cables are available where you purchased your printer or at most computer supply stores, and must be purchased separately.

## memory cards

If you use your digital camera's memory card with the printer, make sure the memory card is a **CompactFlash Type I or II**, **IBM Microdrive** (170 MB), or **SmartMedia** memory card. Memory cards must be less than 528 MB. See "understanding memory cards" on page 22 for more information.

## hp-designed inkjet paper

You can print on many different types and sizes of paper. We recommend using HP designed inkjet paper for the best output quality. For example, if you are printing a photo, be sure to print on HP Premium Plus Photo Paper for photo-quality results.

HP inkjet paper can be found at most computer and office supply stores or on the Web at [www.hpshopping.com](http://www.hpshopping.com).

**Note:** **Model 1215** has automatic paper type and size sensors to help you get great printing results automatically. The printer uses an optical sensor to detect paper type and size, then selects the print mode for great results.

## loading paper

You can print on many different types and sizes of paper. We recommend using HP designed inkjet paper for the best output quality. For example, if you are printing a photo, be sure to print on HP Premium Plus Photo Paper for photo-quality results.

HP papers can be found at most computer and office supply stores or on the Web at [www.hpshopping.com](http://www.hpshopping.com).

You can load a:

- Stack of paper
- Stack of 4 x 6 inch (102 x 152 mm) photo paper in the printer's photo tray or paper tray
- Single envelope
- Stack of envelopes

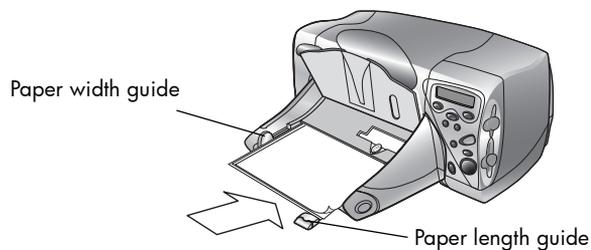
See the Onscreen User's Guide for information about loading envelopes and loading index cards and other small media.

### loading paper in the paper tray

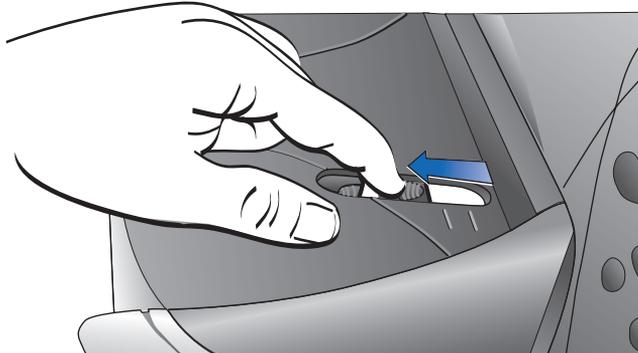
Use the printer's paper tray to print on many different types of paper. You can use everything from plain paper to HP Premium Plus Photo Paper and HP Premium Inkjet Transparency Film.

#### To load paper in the paper tray:

- 1 Pull out the paper length guide on the paper tray and slide the paper width guide as far to the left as it will go.



- 2 Place a stack of paper into the paper tray.
  - Load the paper **print side down** (the side on which your image will appear facing down). The printer prints on the face-down side of the paper in the paper tray; the printed document faces up in the OUT tray.
  - Always load paper in the portrait direction, with the long edge of the paper against the long edge of the paper tray.
  - Be careful not to use too much or too little paper. It may be difficult for the printer to “grab” a sheet of paper when there are only one or two sheets in the paper tray. Check that the stack of paper contains several sheets but is no higher than the top of the paper length guide.
  - Use one kind and size of paper at a time. Do not mix paper types or sizes in the paper tray.
- 3 Adjust the paper width and paper length guides to fit close to the edges of the paper, without bending the paper. This helps the paper feed straight into the printer.
- 4 On the OUT tray, move the slider (visible through the OUT tray) toward you (away from the inside of the printer) until it stops. This disengages the photo tray.

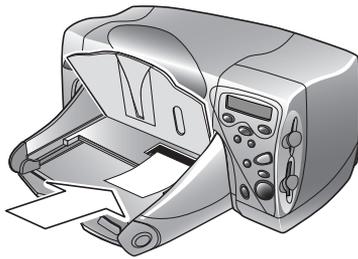


## loading paper in the photo tray

Use the printer's photo tray to print on 4 x 6 inch (102 x 152 mm) photo paper. When you use the photo tray, you can leave your regular paper in the paper tray.

### To load paper in the photo tray:

- 1 On the OUT tray, move the slider (visible through the OUT tray) toward you (away from the inside of the printer) until it stops. This disengages the photo tray.
- 2 Lift the OUT tray.
- 3 Load paper in the photo tray with the **print side down** (the side on which your image will appear faces down). If you are using tabbed paper, feed or place the tabbed paper into the printer so the **tab feeds in last**. Do not put more than 20 sheets of paper in the photo tray.



- 4 Lower the OUT tray to its original position.
- 5 On the OUT tray, move the slider away from you (toward the inside of the printer) until it stops against the edge of the paper. This engages the photo tray.
- 6 When you are finished using the photo tray, pull the slider out to disengage it so the printer will use the paper in the paper tray.

## replacing or installing print cartridges

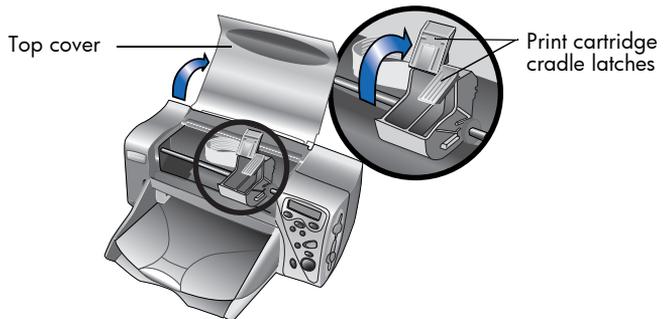
To get the best performance from your printer, we recommend using only genuine HP supplies, including genuine HP factory-filled print cartridges.

**Caution:** Check that you are using the correct print cartridges. Use one 3-color print cartridge (HP #78) and one black print cartridge (HP #45). Other print cartridges will not work with your printer.

**Caution:** Do not refill print cartridges yourself. Damage resulting from the modification or refilling of HP print cartridges is specifically excluded from HP printer warranty coverage.

### To replace or install print cartridges:

- 1 On the Control panel, press the **Power** button to turn the printer on.
- 2 Open the printer's top cover. The print cartridge cradle moves to the center of the printer.
- 3 Lift the cradle latch of the print cartridge you want to replace or install.

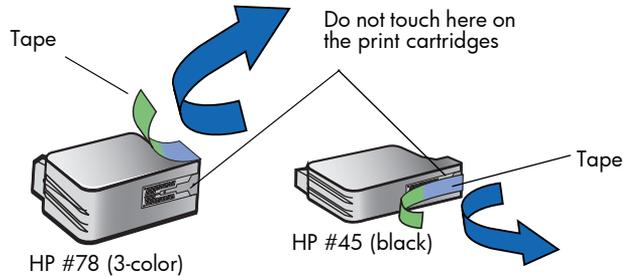


- 4 If you are replacing a print cartridge, lift out the old print cartridge and discard it.

5 **Remove the tape** from the new print cartridge:

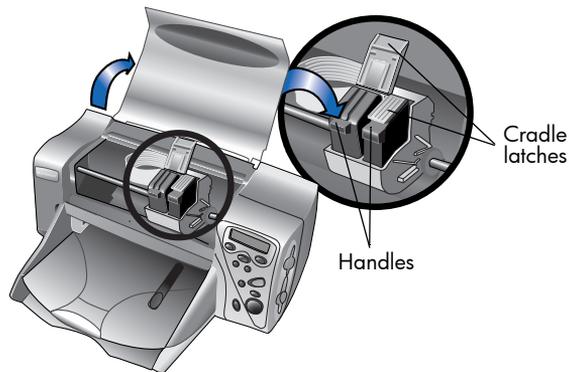
- Take the print cartridge out of its package.
- Grasp the green tab and peel off the blue tape, being careful not to damage the copper contacts on the print cartridge.

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



6 **Insert the print cartridge:**

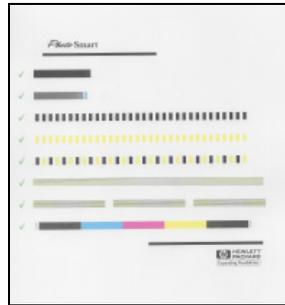
- Insert the print cartridge into the cradle.
- Press down on the print cartridge handle until you feel the print cartridge snap into place.
- Close the cradle latch firmly to lock the print cartridge in place.



7 Close the top cover.

8 When the LCD prompts you, load plain paper in the paper tray. For more information, see "loading paper" on page 8.

- 9 On the Control panel, press **OK/Yes**. The printer begins printing an automatic calibration page to align the print cartridges.



Calibration page

## using your printer with a computer

You can use your HP PhotoSmart 1215/1115 color printer with a Windows PC or a Macintosh. For information about connecting to a computer and installing the software see the Onscreen User's Guide.

You may be able to upgrade your printer's driver software. If you get an updated printer driver from the Web, it will not include the HP Photo Printing Software. The HP Photo Printing Software is used for creating album pages and greeting cards from the computer. It must be installed from a CD.

- If the printer software is already installed on your computer the HP Photo Printing Software will not be overwritten when you install the new printer driver.
- If the printer software is not already installed on your computer (for example, if you just purchased a new computer) and your original CD is not available, you may want to order a new CD so that you get the HP Photo Printing Software along with the printer driver. See the Services and Support booklet for ordering information.

To download the printer driver software visit [www.hp.com/photosmart](http://www.hp.com/photosmart).



# getting to know your printer

# 2

## tools menu

Access the Tools menu from the **Tools** button. The Tools menu options allow you to change the printer settings from the Control panel.

### model 1215

Tools menu option	Choices
Print a test page	
Clean the print cartridges	
Select paper settings	Manually set Auto-detect
Select page layout	Photo album Paper saver
Select photo cropping option	Standard crop Full image (do not crop)
Adjust photo brightness	
Color options for next print	Color Black & white Sepia (brown) Antique
Select default IR type	Automatic Photo Document
Reset all tools settings	

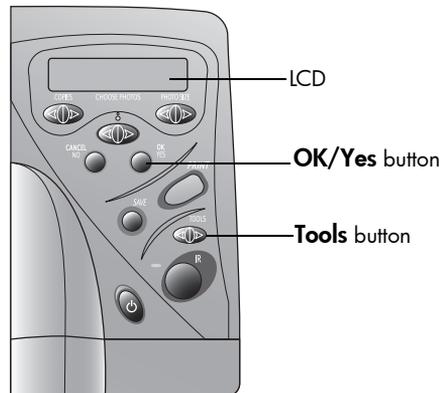
## model 1115

Tools menu option	Choices
Print a test page	
Clean the print cartridges	
Select default paper type	No default Photo paper Plain paper
Select default paper size	No default 8.5 x 11 inches 4 x 6 cm
Select page layout	Photo album Paper saver
Photo cropping	Standard crop Full image (do not crop)
Adjust photo brightness	
Reset all tools settings	

## adjusting the printer settings from the control panel

You can use the **Tools** button on the Control panel to print a test page or adjust the printer's settings.

**Note:** The current setting is marked with an asterisk (\*) on the LCD.



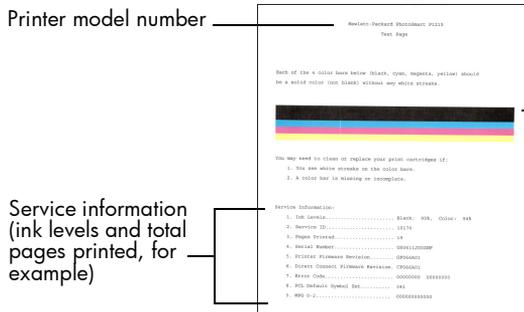
## test page

You can print a test page to check your print cartridges and make sure the paper is loaded correctly.

### To print a test page:

- 1 Make sure plain paper is loaded in the paper tray. If you need more information, see “loading paper” on page 8.
- 2 On the Control panel, press the **Tools** button until the LCD asks if you want to print a test page, then press **OK/Yes**.

Printer model number



If these lines are not solid, you may need to clean or replace a print cartridge

Service information (ink levels and total pages printed, for example)

## paper type and size

### model 1215

The printer automatically detects the paper size and type by scanning the paper in the paper tray. You can also choose to override the automatic detection by manually setting the paper size and type.

When the paper size is set to manual, the LCD will ask you to select the paper size and paper type (plain paper or photo paper) each time you print.

### To manually adjust the paper size:

- 1 On the Control panel, press the **Tools** button until the LCD asks if you want to select paper settings, then press **OK/Yes**.
- 2 Press the **right side** of the **Tools** button to select **Manually set**.
- 3 Press **OK/Yes**.

When the paper size is set to manual, the LCD will ask you to select the paper size and paper type (plain paper or photo paper) each time you print.

## model 1115

You can set your printer to print on one type and size of paper by changing the paper type and size default settings or you can set your printer to request the paper type and size for each print.

### To select the default paper type and size:

- 1 On the Control panel, press the **Tools** button until the LCD asks if you want to select the default paper type or the default paper size, then press **OK/Yes**.
- 2 Press the **Tools** button until the LCD displays the correct type or size. If you want to select the paper type and size each time you print, select **No Default**.
- 3 Press **OK/Yes**.

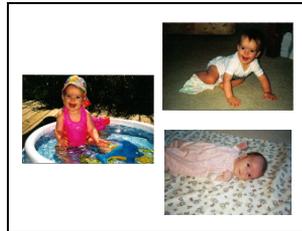
## page layout

The page layout specifies how the printer positions photos on the page. You can choose:

- **Photo Album** – Select this option if you want to print photos using the orientation setting from the digital camera. The printer turns the photos on the page to fit as many as possible on each sheet of paper while maintaining the photo orientation. For example, if all of your selected photos are landscape, the page will print landscape. The printer uses the photo orientation setting from the camera to determine how to place each photo on the page.

**Note:** Some digital cameras do not store photo orientation information. In this case, the printer will not be able to determine how to orient your photo and this setting will have no effect.

- **Paper Saver** – Select this option if you want to print as many photos as possible on each sheet of paper and do not care about the photo orientation. Some photos may be turned sideways to fit on the page—they may not all print right-side up.



**Photo Album**



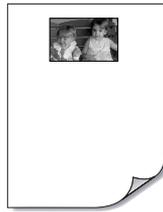
**Paper Saver**

**To select the page layout:**

- 1 On the Control panel, press the **Tools** button until the LCD asks if you want to select the page layout, then press **OK/Yes**.
- 2 Press **Tools** again to select **Photo Album** or **Paper Saver**.
- 3 Press **OK/Yes**.

## photo cropping

The printer automatically crops a photo exactly to the size you select. For example, if you select a 4 x 6 inch (102 x 152 mm) photo size, the printer will crop the photo to that size by measuring from the center of the photo. This is called **Standard Crop**. If you want to print the entire photo, select **Full Image**. Selecting Full Image may result in a print that does not exactly match the standard dimensions in that it may be slightly wider or shorter.



Standard Crop



Full Image

### To select the full image:

- 1 On the Control panel, press the **Tools** button until the LCD asks if you want to select a photo cropping option, then press **OK/Yes**.
- 2 Press the **right side** of the **Tools** button to select **Full Image**.
- 3 Press **OK/Yes**.

An asterisk (\*) will appear on the LCD beside the photo size to indicate that **Full Image** has been selected.

## photo brightness

If you want your photos to print lighter or darker than the originals, adjust the photo brightness.

### To adjust the photo brightness:

- 1 On the Control panel, press the **Tools** button until the LCD asks if you want to adjust the photo brightness, then press **OK/Yes**.
- 2 Press the **right side** of the **Tools** button to lighten your photos or the **left side** of the **Tools** button to darken your photos.
- 3 Press **OK/Yes**.

## photo color (model 1215)

When printing directly from the memory card, you can set the printer to print photos in Color, 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 as Sepia but with some pale colors added to give the appearance that they are hand colored.

**Note:** This setting is only active when printing from a memory card; it is inactive when printing from the computer.

### To change the photo color:

- 1 On the Control panel, press the **Tools** button until the LCD asks if you want to adjust the color options for the next print, then press **OK/Yes**.
- 2 Press the **right side** of the **Tools** button again to select **Color, Black & White, Sepia, or Antique**.
- 3 Press **OK/Yes**.

**Note:** After you finish printing the photo, the photo color setting returns to the default setting, **Color**. If you want to continue printing in Black & White, Sepia or Antique, you need to change the photo color setting before each print job.

## factory default settings

If you made adjustments to the print settings, you can reset the printer to the original factory settings.

### To use the factory settings:

- 1 On the Control panel, press the **Tools** button until the LCD asks if you want to reset all the tools settings.
- 2 Press **OK/Yes**.

## understanding memory cards

If your digital camera uses a memory card to store photos, you can insert the memory card into the printer to print or save your photos. The printer LCD guides you through the process.

For more information on how to print files from a memory card, see “printing photos from a memory card” on page 26. For more information on how to save files from a memory card to your computer, see the Onscreen User’s Guide.

### types of memory cards

The printer can read **CompactFlash Association (CFA) certified Type I or II**, **IBM Microdrive** (170 MB), and **SmartMedia** memory cards. Memory cards must be less than 528 MB. These cards are manufactured by several vendors and are available in a variety of storage capacities. You can purchase memory cards where you purchased your digital camera or at most computer supply stores.

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



**CompactFlash**  
Type I or II



**IBM Microdrive**  
(170 MB)



**SmartMedia**

**Note:** Some compact memory cards may not meet CFA specifications and will not be recognized by the printer. Check with your card manufacturer for details or try another brand of memory card.

If your digital camera supports multiple file types, it may also be able to save photos in several different file formats such as JPEG, uncompressed TIFF, FlashPix, and RAW. You can print JPEG and uncompressed TIFF files directly from the printer, or you can print and save any file type from your computer.

## inserting a memory card

Once you have taken photos with your digital camera, you can print them immediately or save them directly to your computer using the printer. Before you insert a memory card, be sure the printer is turned **on**.

**Note:** The printer can only access one memory card slot at a time.

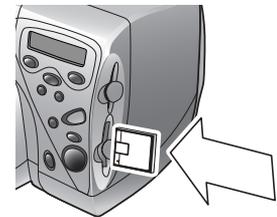
When the memory card is inserted correctly, the card slot light illuminates. The LCD screen says **Reading** for a moment, shows the number of photos found on the memory card, then shows the current print job setup.

**Caution:** **Do not pull out the memory card while the LCD screen says "Reading" or while the card slot light is blinking. This may damage the printer or the memory card, or corrupt the information on the memory card.**

### To insert a CompactFlash or IBM Microdrive memory card:

- Insert the memory card into the **bottom** card slot so the front of the card faces away from you and the edge with pin-holes is placed into the printer first.

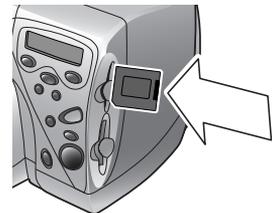
**Caution:** **If you do not insert the edge with pin-holes into the printer first, you can damage the memory card, the printer, or both.**



**CompactFlash  
or  
IBM Microdrive  
(170 MB)**

### To insert a SmartMedia memory card:

- Insert the memory card into the **top** card slot so the front of the card (the black side) faces toward you and the top of the card (the edge with the notch) is placed into the printer first.



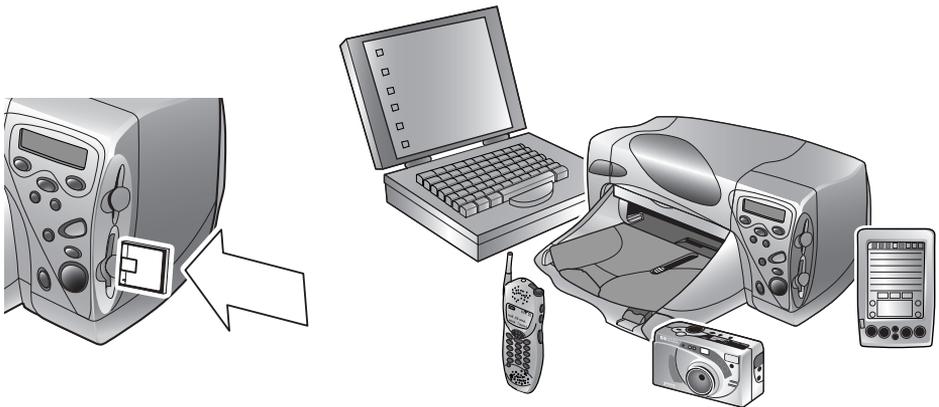
**SmartMedia**



## printing without a computer

# 3

Your HP PhotoSmart 1215/1115 color printer allows you to print directly from a memory card or use infrared without being connected to a computer. You can use the Control panel to choose photos on a memory card or send a file or photos from an infrared (IR) device. This chapter describes printing from a memory card. For information about printing via infrared, see the Onscreen User's Guide.



### paper type and size settings

If you want to print photos on 4 x 6 inch (102 x 152 mm) photo paper from the photo tray, check that the photo tray is engaged. See "loading paper in the photo tray" on page 10 if you need more information.

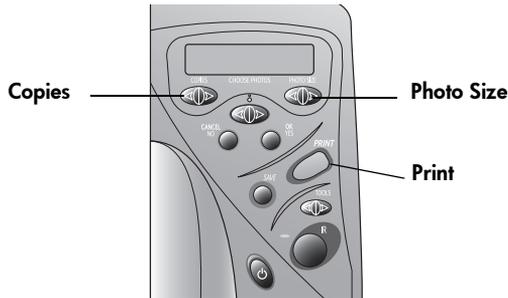
**Model 1215** has automatic paper type and size sensors to help you get great printing results automatically. The printer uses an optical sensor to detect paper type and size, then selects the print mode for great results.

**Model 1115** gives you the option to set the default paper type and size. Use this if you usually print on one type and size of paper, so that you do not have to select these options each time you print. Note that you will still have the option to change the paper type and size for a specific print job. For more information, see “paper type and size” on page 17.

## printing photos from a memory card

Use the Control panel to print photos from a memory card. The layout of your photos (how they are placed on the page) depends on several factors:

- Photo size.
- Orientation selected on your digital camera, if it has this option.
- Order in which you choose the photos.
- Photo Album vs. Paper Saver setting. See “page layout” on page 18 if you need more information.



### To print photos from a memory card:

**Note:** If you want to print your photos on photo paper, check that the photo tray contains photo paper and that the tray is engaged, or that the paper tray contains photo paper. See “loading paper” on page 8 if you need more information.

- 1 Choose the photos you want to print. See “choosing photos using the control panel” on page 28 if you need more information.
- 2 Press **Photo Size** until the LCD displays the photo size you want.
- 3 Press **Copies** until the LCD displays the number of copies you want to print.
- 4 Press **Print**.

## deciding which photos to print

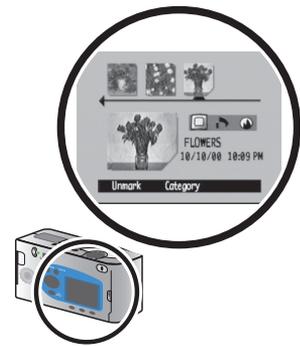
When you are deciding which photos to print, you can use:

- A printed index page to see all the photos stored on the memory card (recommended).
- Your digital camera LCD to view photo thumbnails.

**Note:** The index number shown with the thumbnail on your digital camera may be different than the printer reference number on the printed index page. If you add or delete photos from your memory card, reprint the index page.



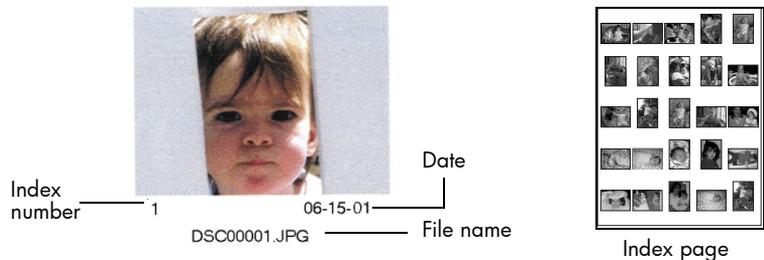
Index page



Camera LCD

## printing an index page

An index page, which may be several pages long, shows thumbnail views of all the photos stored on the memory card. The file name, date and index number appear under each thumbnail.



Use the index numbers to select photos to print. The printer's index number for your photo may be different from the number associated with the photo on your digital camera. If you add photos or delete photos from your memory card, reprint the index page to see the new index numbers.

**To print an index page:**

- 1 Insert the memory card into the printer. See “inserting a memory card” on page 23 if you need more information.
- 2 Check that the printer’s LCD indicates:



If this is not the setting shown on the LCD, press **Cancel/No** to get to this setting.

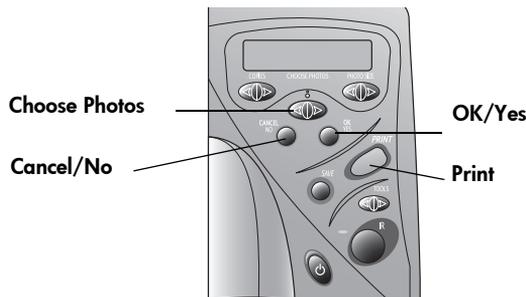
- 3 Press **Print**.

**choosing photos using the control panel**

Once you have decided which photos to print, choose the corresponding index numbers on the Control panel. You can choose:

- All the photos on the memory card.
- Individual photos.
- Multiple copies of photos.
- A continuous range of photos, such as photos 1–10.
- A Digital Print Order Format (DPOF) file.

**Note:** DPOF files are files you create using your digital camera. They are stored on the memory card and contain information such as which photos are selected and how many of each photo is to be printed. The printer can read a DPOF file from the memory card so you do not have to re-select the photos to print or save. Check your digital camera documentation to see if your camera supports DPOF files.

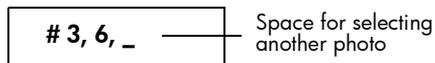


**To choose all photos on the memory card:**

- 1 Insert the memory card into the printer. See “inserting a memory card” on page 23 if you need more information.
- 2 Press **Choose Photos** until the printer’s LCD displays **ALL**.
- 3 Press **OK/Yes**.

**To choose individual photos:**

- 1 Press **Choose Photos** until the printer’s LCD displays the index number of a photo you want to choose.
- 2 Press **OK/Yes**.



The LCD displays a space where you can choose another photo.

- 3 To choose additional photos, press **Choose Photos** again until the LCD displays the index number of another photo you want to choose, then press **OK/Yes**. Repeat this step to continue selecting additional photos. You can choose a maximum of 1000 photos.
- 4 When you have finished selecting photos, press **OK/Yes**.

**To choose more than one copy of a selected photo:**

- Choose the same number more than once.  
For example, if you choose **3, 3, 6, 6, 9** the printer will print two copies of photo number **3**, two copies of photo number **6**, and one copy of photo number **9**.

**To select a continuous range of photos:**

- Press and hold down **OK/Yes** for about three seconds.

For example, if you want to choose photos **10, 11, 12, 13, 14, and 15**:

- 1 Press **Choose Photos** until the LCD displays the photo number **10**.
- 2 Press and hold down the **OK/Yes** button until a dash (-) appears on the LCD.

The diagram shows a rectangular box representing the LCD display. Inside the box, the text "# 10-15" is displayed.

- 3 Press **Choose Photos** until the photo number **15** appears on the LCD after the dash.
- 4 Press **OK/Yes**.

**To select a DPOF file:**

- 1 Select the photos you want to use by creating a DPOF file on your digital camera. The settings you can specify (such as number of copies) are specific to your camera. See your digital camera documentation for details on how to create a DPOF file.
- 2 Insert the memory card into the printer.  
The printer automatically recognizes the DPOF file on the memory card and asks if you want to use the file. The printer supports DPOF1.0.
- 3 Press **OK/Yes**.

**cancelling a photo**

If you are choosing photos to print using the Control panel, you can cancel the last selected photo from your list without cancelling all of the photos you have selected.

**To cancel the last selected photo:**

- Press **Cancel/No**.

# troubleshooting

# 4

The printer is designed to be reliable and easy to use. The following pages offer tips and advice for addressing frequently asked questions. See the Onscreen User's Guide for additional troubleshooting tips.

Before you begin, make sure:

- All the cable connections between your printer and computer are secure.
- You are using the correct cable for your operating system. For more information, see "cables" on page 7.

Find answers to your questions quickly on the following pages:

- Windows is displaying a "connection lost" message.  
**See "important Windows PC information" on page 31.**
- The printer software will not install.  
**See "software problems" on page 33.**
- The printer is very slow.  
**See "hardware problems" on page 34.**
- My photos are not printing correctly.  
**See "printing problems" on page 37.**
- There is an error message on the printer's LCD.  
**See "error messages" on page 39.**

## important Windows PC information

If you are using your HP PhotoSmart printer with a Windows PC, the printer requires a continuous connection to the computer. The computer uses this communication link to access and read the status of memory cards in the printer, as well as print cartridge ink levels, and other feedback from the printer.

If the connection between your Windows PC and your HP PhotoSmart printer has been lost, a warning message appears on your computer screen.



- The computer might not be plugged into the printer or the power source. Try checking the printer's power and computer cables.
- Using hubs or docking stations that can have multiple devices connected to them can temporarily break the connection to the printer while the other devices are being accessed. Wait until the other device is no longer being accessed, or try connecting the printer directly to the computer.



Your Windows Taskbar will display the Yellow Caution icon whenever a connection is broken.

- Click the icon and select **Connect** to try to re-establish a connection.



**Note:** If you want the connection to remain broken, click **Cancel**. When you are ready to re-connect, click the Taskbar icon and select **Connect**.

Additional messages will appear while the computer tries to establish the connection to the printer. When this is finished, one of the following messages will appear:

- Found hp photosmart printer - Printing and card access are now available.
- Can not find the hp photosmart printer - Printing may be available but card access is NOT available.

## software problems

See the Onscreen User's Guide for additional troubleshooting tips.

Problem	Possible cause	Solution
I inserted the printer software CD, but the computer could not read it.	The CD was not properly installed. The CD-ROM drive may be damaged. The CD may be damaged.	<ol style="list-style-type: none"> <li>1 Reinsert the CD and try again.</li> <li>2 Try inserting a CD that you know works. If that CD does not work, you may need to service your CD-ROM drive.</li> <li>3 If other CDs work but the printer software CD does not, you may have a damaged CD. You can download the printer software from the HP Web site or call the software distribution center. See the Services and Support booklet for contact information.</li> </ol>
The software did not install correctly. OR You need to uninstall the printer software for any reason.	There may be a conflict with your virus protection program. There may be a conflict with another software program. There may be a conflict with another device already connected to the computer.	<p><b>Windows PC</b></p> <ol style="list-style-type: none"> <li>1 Uninstall the printer software. Insert the printer software CD into your computer, click <b>Remove HP PhotoSmart software</b>, then follow the onscreen instructions.</li> <li>2 When the uninstall is completed, shut down Windows, turn the computer <b>OFF</b> and then turn it back <b>ON</b>.</li> <li>3 Close any active virus protection programs.</li> <li>4 Reinstall the printer software.</li> </ol> <p><b>Macintosh</b></p> <ol style="list-style-type: none"> <li>1 Uninstall your printer software. Insert the printer software CD into your computer, select <b>Uninstall</b> from the Installer, then follow the onscreen instructions.</li> <li>2 Close any active virus protection programs.</li> <li>3 Exit all software programs.</li> <li>4 Reinstall the printer software.</li> </ol>

## hardware problems

See the Onscreen User's Guide for additional troubleshooting tips.

Problem	Possible cause	Solution
My printer is connected with a USB cable through another USB device or a hub and when I try to print I get a message saying "There was an error writing to <name of USB port>."	Your printer may not be getting good data from the other device or hub. Two-way communication between the printer and the computer was interrupted by another device attached to the hub.	<ul style="list-style-type: none"> <li>• Connect the printer directly to the USB port on the computer.</li> <li>• Try disconnecting other USB devices from the hub and print your document again.</li> </ul>
I've connected my printer using a USB cable, and when I try to print I get a message saying "There was an error writing to Dot4." (Windows PC only)	You may not have plugged your USB cable in before installing the software.	<ol style="list-style-type: none"> <li>1 Disconnect the USB cable from your printer and your computer.</li> <li>2 Remove the printer software and then reinstall it. <ul style="list-style-type: none"> <li>• Insert the printer software CD into the computer.</li> <li>• Click <b>Remove HP PhotoSmart software</b>.</li> <li>• Follow the onscreen instructions to uninstall the software.</li> </ul> </li> <li>3 Reconnect the USB cable to your printer and your computer. The USB installation dialog should appear on your computer screen.</li> <li>4 Reinstall the printer software.</li> </ol>
When I connect a USB cable between the printer and my computer, the "New Hardware Wizard" message does not appear. (Windows PC only) (continued on next page)	You may be using an unsupported operating system.	Make sure your computer's operating system is Windows 98, 2000, Me, or XP.

Problem	Possible cause	Solution
When I connect a USB cable between the printer and my computer, the "New Hardware Wizard" message does not appear. (Windows PC only) (continued from previous page)	Your USB cable may not be working or may not be connected properly.	<ol style="list-style-type: none"> <li>1 Disconnect and then reconnect the USB cable from your printer.</li> <li>2 Make sure the cable is securely attached both to the computer and to the printer.</li> <li>3 If you are still having problems, try using another USB cable.</li> </ol>
	You may not have USB enabled.	<ol style="list-style-type: none"> <li>1 In Windows 98, 2000, Me, or XP, click <b>Start, Settings, Control Panel</b>.</li> <li>2 Double-click the <b>System</b> icon.</li> <li>3 Click the <b>Device Manager</b> tab.</li> <li>4 Click the (+) icon next to the Universal Serial Bus Controller option. If you see a USB host controller and a USB root hub listed, USB is probably enabled. If you do not see these devices listed, refer to your computer's documentation or contact the manufacturer for more information on enabling and setting up USB.</li> </ol> <p>If you cannot enable USB, you can use a parallel cable to connect your printer to your computer.</p>
	Your printer may not be turned on.	Make sure the USB cable is connected securely and the printer is connected to a working power source. Turn the printer on.

Problem	Possible cause	Solution
<p>When I connected a USB cable between the printer and my computer, the "New Hardware Wizard" message appeared once, but the printer did not install. Now the "New Hardware Wizard" will not appear again. (Windows PC only)</p>	<p>Installation was not completed, it was cancelled, or there was an error.</p>	<ol style="list-style-type: none"> <li>1 Unplug the USB cable, then plug it back in.</li> <li>2 Remove the printer software and then reinstall it. <ul style="list-style-type: none"> <li>• Insert the printer software CD into the computer.</li> <li>• Click <b>Remove HP PhotoSmart software</b>.</li> <li>• Follow the onscreen instructions to uninstall the software.</li> <li>• When the uninstall is completed, turn the computer <b>OFF</b> and then <b>ON</b> again.</li> <li>• Close any active virus protection software.</li> <li>• Reinstall the software.</li> </ul> </li> </ol>
<p>When I connect a USB cable between the printer and my computer, an "Unknown device" message appears. (Windows PC only)</p>	<p>Static electricity has built up in the cable between your computer and printer. You may have a defective USB cable. The software could not identify the new printer; the printer-USB connection may be defective.</p>	<ol style="list-style-type: none"> <li>1 Disconnect the USB cable from your printer.</li> <li>2 Disconnect the power cord from the printer.</li> <li>3 Wait approximately 30 seconds.</li> <li>4 Plug the power cord back into the printer.</li> <li>5 Plug the USB cable back into the printer.</li> <li>6 If "Unknown device" continues to appear in the "New hardware found" dialog, check the Web for updates or contact HP Services and Support. See the Services and Support booklet for contact information.</li> </ol>
<p>The power light is blinking.</p>	<p>The printer may be processing information.</p>	<p>Be patient. The printer needs some time to finish processing the information.</p>
<p>The attention light is blinking.</p>	<p>The printer needs attention.</p>	<p>Read the printer LCD for instructions.</p>

## printing problems

See the Onscreen User's Guide for additional troubleshooting tips.

Problem	Possible cause	Solution
No page came out of the printer. (continued on next page)	The printer needs attention.	Read the printer LCD for instructions.
	Power may be off or there may be a loose connection.	<ol style="list-style-type: none"> <li>1 Make sure the power is on.</li> <li>2 Make sure that all cable connections are secure.</li> </ol>
	You may not have any paper in the paper tray.	Check that paper is placed in the paper tray correctly.
	The printer's top cover may be open.	Close the printer's top cover.
	A problem may exist with one of the print cartridges.	Replace the print cartridge.
	There may be a paper jam.	<ol style="list-style-type: none"> <li>1 Check the printer's LCD for any instructions.</li> <li>2 Pull the paper out of either the paper tray or the OUT tray. If you were printing labels, make sure a label did not become unglued from the label sheet while going through the printer.</li> <li>3 If the paper jam has cleared, print your document again. If the paper jam has not cleared, try removing the rear access door.               <ol style="list-style-type: none"> <li>1 Unplug the printer, open the rear access door by turning the knob counter-clockwise, and remove the door.</li> <li>2 Gently pull the jammed paper out of the printer, then replace the rear access door.</li> <li>3 Plug the printer back in and turn it on.</li> <li>4 When you have cleared the paper jam, print your document again.</li> </ol> </li> </ol>

Problem	Possible cause	Solution
No page came out of the printer. (continued from previous page)	There is a paper jam in the back of the printer and the Automatic Two-Sided Printing Module is attached.	<ol style="list-style-type: none"> <li>1 Turn your printer off.</li> <li>2 Simultaneously press the release buttons, located on each side of the Automatic Two-Sided Printing Module, to remove the Module.</li> <li>3 Gently pull the jammed paper out of the printer, then replace the Module.</li> <li>4 Turn your printer back on.</li> <li>5 Print your document again.</li> </ol>
	The rear access door or the Automatic Two-Sided Printing Module may be missing.	<ol style="list-style-type: none"> <li>1 Attach either the rear access door or the Automatic Two-Sided Printing Module to the back of the printer.</li> <li>2 Print your document again.</li> </ol>
A blank page came out of the printer.	You may be out of ink.	Replace the print cartridge.
	You may have forgotten to remove the vinyl tape from the print cartridge.	Make sure you have removed the protective piece of vinyl tape on each of the print cartridges.
	You may be trying to print a fax.	<ol style="list-style-type: none"> <li>1 Save the fax in a graphic format, such as TIFF.</li> <li>2 Place it in a word processing document and print it from there.</li> </ol>
	You may have previously begun a print job and then cancelled it.	If you cancel a print job before the file has printed, the printer may have already loaded paper in preparation for printing. When you start the next print job, the printer ejects the blank page before continuing with the current job.

## error messages

LCD Message	Problem	Solution
Some photos are corrupted. Some files are corrupted.	The printer detects that one or more files specified in the job are corrupted and cannot be accessed.	<ul style="list-style-type: none"> <li>Press <b>OK/Yes</b>. The printer may not print the file or it may not print the file correctly.</li> </ul> OR <ul style="list-style-type: none"> <li>Press <b>Cancel/No</b> to cancel the print job.</li> </ul>
Photo is too large. File is too large.	The file received from the camera via infrared is too large to be processed.	OR <ul style="list-style-type: none"> <li>If you are printing from a memory card, try saving the file from the memory card to your computer, and then print the file from your computer software. See the Onscreen User's Guide for information about saving photos from your memory card.</li> </ul> OR <ul style="list-style-type: none"> <li>If a photo is missing, check that you have not accidentally deleted the photo from the memory card.</li> </ul>
Some photos are missing.	One or more photos specified for the job are missing from the card.	
Photo type is not supported. File type is not supported.	The file specified for the job is not of a supported file type.	
Some photos are not on the card. Job was cancelled. Press OK. Some photos are not on the card. Check the DPOF file. Press OK.	At the beginning of the print job or during the print job, the printer checks the photo selection and detects that some of the specified photos are missing or have been deleted.	
Cannot print photos. Cannot print files.	Some files specified for the print job have errors or are corrupted. If there are more than 10 errors the printer will cancel the print job.	Select another file and restart the print job.
File directory structure is corrupted.	The inserted memory card is corrupted and cannot be accessed.	<ul style="list-style-type: none"> <li>Use another memory card.</li> </ul> OR <ul style="list-style-type: none"> <li>Reformat the memory card using your digital camera.</li> </ul> OR <ul style="list-style-type: none"> <li>Copy the files to your computer using your digital camera.</li> </ul>
Card access error.	The printer cannot access the files on the memory card.	
Card may be damaged.	The printer cannot access the memory card.	

LCD Message	Problem	Solution
Printer memory is full. Job was cancelled. Press OK.	The printer is out of memory and the job has to be cancelled.	<ol style="list-style-type: none"> <li>1 Press <b>OK/Yes</b>.</li> <li>2 Print files one at a time.</li> </ol>
Paper is too long. See PC screen. Paper is too short. See PC screen.	The paper size is too long or too short to be used in the Automatic Two-Sided Printing Module.	<ol style="list-style-type: none"> <li>1 Read the computer screen for instructions.</li> <li>2 Press <b>Cancel/No</b>.</li> <li>3 Remove the Automatic Two-Sided Printing Module.</li> <li>4 Reinstall the rear access door.</li> <li>5 Change the software settings from <b>Automatic</b> to <b>Manual</b>.</li> <li>6 Manually feed the paper into the printer for two-sided printing.</li> </ol>
Paper size mismatch. Load correct paper size. Press OK to continue or press CANCEL to cancel the job.	The paper size has changed in the middle of the job.	Load the correct sized paper, and then press <b>OK/Yes</b> .
Media scan failed. Press OK to retry or press CANCEL to cancel the job.	The printer cannot detect the size of the paper in the paper tray.	In the printer settings, override <b>Automatic</b> paper size by selecting the appropriate paper size.
Wrong paper size. Cropping may occur. Press OK to continue. Or you can CANCEL the job.	The size of paper to be printed does not match the specified size.	<ul style="list-style-type: none"> <li>• Load appropriate sized paper, then press <b>OK/Yes</b> to continue.</li> </ul> OR <ul style="list-style-type: none"> <li>• Press <b>Cancel/No</b> to quit the print job.</li> </ul>
Transfer was interrupted. Photo transfer was interrupted. (1210/1000)	The infrared transmission of files from the infrared device has been interrupted.	<ol style="list-style-type: none"> <li>1 Press <b>OK/Yes</b>.</li> <li>2 Re-send the file.</li> </ol>
PC data was not received. Check PC connection. Press OK to continue.	The printer has not received data sent from the computer.	Check that the connection cable is securely attached to the printer and to the computer.

# specifications

# 5

<b>Paper Trays</b>	2 paper trays: one letter size, one 4 x 6 inch (102 x 152 mm) photo
<b>Input Capacity</b>	100 sheets letter, 20 sheets 4 x 6 inch (102 x 152 mm) photo, 15 envelopes, 20 banners, 30 cards, 30 transparencies, 20 sheets of labels
<b>Output Capacity</b>	50 sheets (for Normal and Best print quality), 35 sheets (for Draft print quality)
<b>Duplex Printing</b>	Automatic Two-Sided Printing Module (C6463A) can be purchased separately
<b>Media Types</b>	Paper (plain, inkjet, photo, and banner), envelopes, transparencies, labels, cards (index, greeting), iron-on transfers
<b>Media Sizes, Standard</b>	Letter, legal, executive (3 x 3 inch to 8.5 x 14 inch, 4 x 6 inch photo) (76 x 76 mm to 216 x 356 mm, 102 x 152 mm photo)
<b>Memory</b>	Models 1215 and 1115: 16 MB
<b>Memory Card Compatibility</b>	CompactFlash Type I or II, IBM Microdrive (170 MB only), SmartMedia
<b>Memory Card Supported File Formats</b>	Printing directly from the printer: JPEG (baseline data), uncompressed TIFF (RGB and Ycbcr), and DCF files created by a digital camera.  Printing and saving from the computer: all file types.
<b>Connectivity, Standard</b>	IEEE 1284-compliant bi-directional parallel, USB, infrared (IR) with the 1215 only
<b>Connectivity, Optional (Model 1215)</b>	HP JetDirect external print servers 1215 printer 70x (Windows PC)

<b>Print Quality, Black</b>	600 dpi with REt (Resolution Enhancement Technology)
<b>Print Quality, Color</b>	HP PhotoREt III (up to 2400 x 1200 dpi)
<b>Technology, Black Print Resolution</b>	REt (Resolution Enhancement Technology)
<b>Print Technology</b>	Drop on-demand thermal inkjet printing
<b>Print Cartridges</b>	1 black (HP#45), 1 color (HP#78)
<b>Technology, Color</b>	HP PhotoREt III, HP ColorSmart III, HP SmartFocus, Automatic Contrast Enhancement
<b>Print language</b>	HP PCL 3 enhanced
<b>Minimum System Requirements</b>	Windows PC (Windows 98, Me, 2000, XP): Pentium 233 MHz Processor, 64 MB RAM, 250 MB free disk space, 800 x 600 16-bit color display, 4x CD-ROM drive  Macintosh: Mac OS 8.6 or higher, G3 or G4-based system with built-in USB, 64 MB RAM, 200 MB free disk space, 800 x 600 16-bit color video display, 4x CD-ROM drive
<b>Dimensions</b>	17 x 8 x 15 inches (440 x 204 x 375 mm)
<b>Weight</b>	14 lb (6.5 kg)





Printed on recycled paper  
Printed in U.S., 8/01

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