hp photosmart 140 series

basics guide

invent

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The embedded software in your printer is based in part on the work of the Independent JPEG Group.

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Regulatory Model Identification Number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SDGOA-0314. This regulatory number should not be confused with the marketing name (hp photosmart 140 series printer) or product number (Q3025A).

safety statements

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

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

Warning! Potential shock hazard.

- Read and understand all instructions in the HP Photosmart Setup Guide.
- 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 HP Photosmart Printer Help.
- No operator serviceable parts inside. Refer servicing to qualified service personnel.
- Use in a well-ventilated area.

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1 get started

welcome

Thank you for purchasing an HP Photosmart 140 Series printer! With your new, compact photo printer, you can print beautiful photos quickly and easily without having to use a computer.

For information about:

- Printing photos stored on your digital camera's memory card, see **print from a memory card** on page 17.
- Printing camera-selected photos stored on your digital camera's memory card, see **print camera-selected photos** on page 32.
- Printing camera-selected photos by connecting your HP direct-printing digital camera to your printer, see **print from an hp direct-printing digital camera** on page 35.
- Printing borderless photos or photos with white borders, see **change the borderless printing option** on page 10.
- Saving photos to your computer, see the HP Photosmart Printer Help. For information about viewing the printer help, see **view the hp photosmart printer help** on page 2.

documentation

Your new printer comes with the following documentation to help you get started and get the most out of your printer:

- **Setup Guide**—The *HP Photosmart Setup Guide* contains quick and easy instructions to help you set up your printer and print your first photo.
- **Basics Guide**—The *HP Photosmart 140 Series Basics Guide* is the booklet you are reading. This booklet helps you get acquainted with your new printer. It describes how to use your printer without a computer and contains hardware troubleshooting information.
- **Setup & Support Reference Guide**—The *HP Photosmart Setup & Support Reference Guide* explains how to install and set up the software that comes with your printer. It contains software troubleshooting information, describes how to get support from **www.hp.com/support**, and explains how to contact HP Support.
- **HP Photosmart Printer Help**—The HP Photosmart Printer Help contains comprehensive information about your printer's features, describes how to use the printer with a computer, and contains advanced troubleshooting information.

  After you have installed the HP Photosmart printer software on your computer, you can view and print the HP Photosmart Printer Help.

  view the hp photosmart printer help

  – **Windows® PC**: From the **Start** menu, select **Programs** or **All Programs**; **Hewlett-Packard**; **Photosmart 140, 240, 7200, 7600, 7700, 7900 Series**; **HP Photo & Imaging Director**. From the **HP Photo & Imaging Director**, click **Help**.

  – **Macintosh®**: Insert the HP Photosmart CD. In the **User Docs** folder, select your **language**, then double-click the **photosmart 140.html** file.

  print the hp photosmart printer help

  – **Windows PC**: Click **Print** in the top navigation bar of the HP Photosmart Printer Help window.

  – **Macintosh**: Click in the frame you want to print. From the **File** menu, select **Print**, or click **Print** in the top navigation bar of the browser.

quick start

Printing photos is as easy as 1-2-3! Here's how you do it.

Caution! You can permanently damage your equipment if you do not correctly install the print cartridge and insert the memory card. For detailed instructions, see **install or replace the print cartridge** on page 14 and **insert a memory card** on page 18.

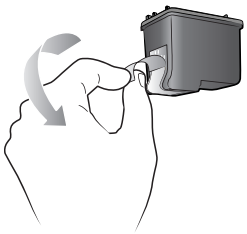
step 1: set up your printer

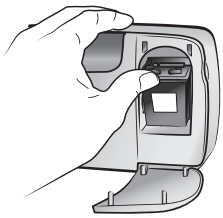
1 Install the print cartridge.

a. Unpack the print cartridge and remove the tape. Do not touch the copper contacts or ink nozzles.

b. Open the print cartridge door to the right of the paper tray.

c. Insert the print cartridge so the copper contacts face in, and snap the cartridge into place.





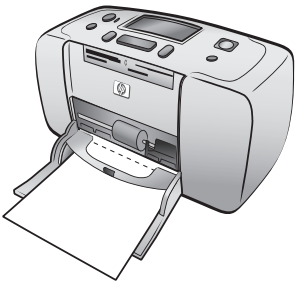
You can permanently damage your printer if you do not correctly install the print cartridge. For complete directions, see **install or replace the print cartridge** on page 14.

2 Load photo paper.

a. Open the paper tray door and push it down as far as it will go.

b. Load several index cards under the output guide. (If you have already printed a photo index and are ready to print photos, load several sheets of photo paper, glossy side up. Load tabbed paper with the tab feeding into the printer first.)

c. Adjust the paper width guide to fit.



step 2: print a photo index

Caution! Inserting the memory card incorrectly or forcing the memory card into the printer too far may damage the memory card and the printer. For more information, see **insert a memory card** on page 18.

1 Insert a memory card that has photos on it.

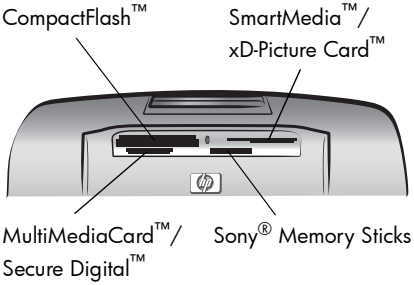
   a. Find the appropriate slot for your memory card.

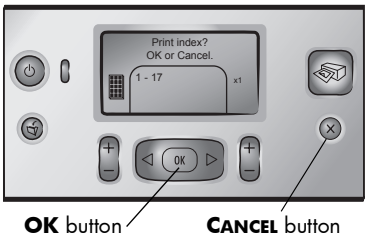
   b. Insert the card with the copper contacts down or the pinholes facing in and with any arrows on the top side of the card.

   c. Gently push the memory card into the printer until it stops. The memory card may not insert all the way into the printer.

2 Press the **OK** button to print a photo index. Each thumbnail has an index number on it.

   See **print a photo index** on page 22.





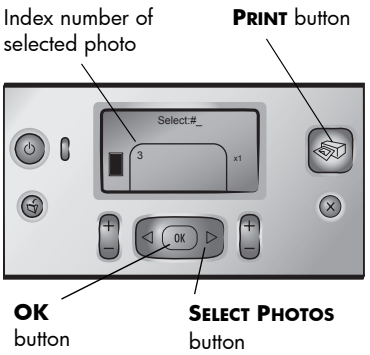
step 3: print a photo

1 Press the **SELECT PHOTOS** ▸ button until you see the index number of the photo you want to print.

   For more information about the many ways you can select photos, see **select photos to print** on page 24.

2 Press the **OK** button to select the photo.

3 Press the **PRINT** button to print the photo.



printer parts

front of the printer

Control panel
For more information, see **control panel** on page 7

Paper tray door
Open this door to load paper or insert a memory card

Print cartridge door
Open this door to change the print cartridge

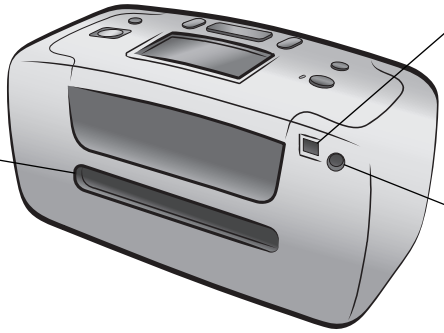
Memory card slots
For more information, see **memory card slots** on page 7

Output guide
Load paper underneath the output guide (printed output will rest on top of this guide)

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

Paper tray
Load paper in this tray for printing

back of the printer



Rear paper slot
During printing, the printer pushes the paper partially through this slot and then pulls it back through to the front of the printer

USB port
Use this port to connect the printer to your computer or to an HP direct-printing digital camera

Power cord connection
Use this port to connect the power cord included with the printer

Note: Place the printer on a flat, stable surface with the back of the printer at least 10 inches (250 mm) away from any obstruction to allow space for the paper to move during printing. Make sure the power cord and USB cable do not block the rear paper path.

indicator lights

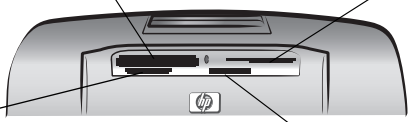
On/Attention light
On (Green)
The power is on
Off
The printer is in power save mode
Blinking (Green)
The printer is busy
Blinking (Red)
The printer requires attention

Memory card light
On
The memory card is inserted correctly
Off
No memory card is inserted
Blinking
Information is being transmitted between the memory card and the printer or computer

memory card slots

CompactFlash memory card slot
You can insert a CompactFlash memory card into this slot

SmartMedia/xD-Picture Card memory card slot
You can insert a SmartMedia memory card into the upper portion of this slot or an xD-Picture Card memory card into the lower-right portion of this slot



MultiMediaCard/Secure Digital memory card slot
You can insert a MultiMediaCard or Secure Digital memory card into this slot

Sony Memory Sticks memory card slot
You can insert a supported Sony Memory Stick memory card into this slot

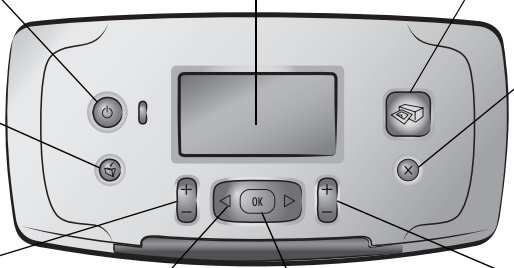
Note: For information about how to insert a memory card into your printer, see **insert a memory card** on page 18.

control panel

ON
Press this button to turn on the printer or put it into power save mode

LCD screen
Use this screen to determine the status of your printer and the current print settings

PRINT
Press this button to print selected photos from a memory card



SAVE
Press this button to save photos from a memory card to your computer

CANCEL
Press this button to clear photos, to exit a menu, or to stop an action you have requested

LAYOUT
Press this button to select the number of photos to print per page

SELECT PHOTOS
Use the arrows to scroll through the photos on a memory card and through the menu options

OK
Press this button to select the current photo, to answer questions on the LCD screen, or to select menu options

COPIES
Press this button to select the number of copies you want to print

Note: The **SAVE** button works only when your printer is connected to a computer. For more information, see the HP Photosmart Printer Help. For information about viewing the printer help, see **view the hp photosmart printer help** on page 2.

LCD screen

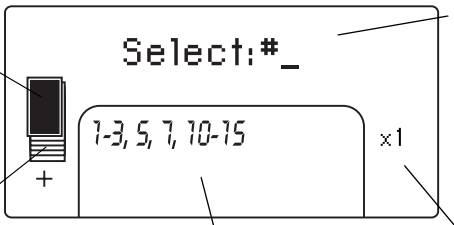


Photo Layout icon
Shows the photo layout that will print:
- index (numbered thumbnail views)
- 1, 2, or 4 photos per page

Text Message
Shows text messages:
- For the printer menu
- To guide you through the printing process
- To provide status information about the printer

Paper Count icon
Shows the number of sheets of paper needed to print the selected photos; a plus sign (+) below the Paper Count icon means that you need more than six sheets

Selected Photos
Shows the index numbers of the photos or range of photos that will print

Copies
Shows the number of times the selected photos will print

photo layout icon

Press the **LAYOUT +** or **–** button to scroll through the photo layouts. The Photo Layout icon on the printer's LCD screen shows the current layout. When you select a photo, the position where that photo will print on the page changes to black in the Photo Layout icon.

If the Photo Layout icon looks like this…	The printer prints…
	One photo per page
	Two photos per page; may change the orientation of the photo
	Four photos per page; may change the orientation of the photos
	A photo index with 28 numbered thumbnails per page, until it has printed all the photos on the memory card (up to 2000)

printer menu

You can view the printer menu on the printer's LCD screen when no memory card is inserted and the printer is turned on. Use the printer menu to:

- Clean the print cartridge
- Print a test page
- Calibrate the print cartridge
- Change the print quality
- Change the borderless printing option
- Change the language used on the printer's LCD screen

To navigate the printer menu:

1. Make sure there are no memory cards in any of the printer's memory card slots. For more information, see **remove a memory card** on page 22.
2. Press the **SELECT PHOTOS** ◀ or ▶ button to scroll through the menu options on the printer's LCD screen.
   - Press the **OK** button to select a displayed menu option
   - Press the **CANCEL** button to exit a menu

   Note: For detailed instructions on how to clean the print cartridge, print a test page, and calibrate the print cartridge, see **maintain and transport your printer** on page 37. For detailed instructions on how to change the print quality, change the borderless printing option, or change the language used on the printer's LCD screen, see **printer settings**.

printer settings

You can change the print quality, change the borderless printing option, and change the language used on the printer's LCD screen using the printer's control panel to access the printer menu.

change the print quality

Your printer has two print quality settings—best and normal. Best quality is the default setting and produces the highest quality prints. Normal quality conserves ink and prints faster.

Note: If you select normal quality, it will be used only once, the next time you print. After printing, the setting will revert to best quality.

To change the print quality:

1. Make sure there are no memory cards in any of the memory card slots. For more information, see **remove a memory card** on page 22.
2. Press the **SELECT PHOTOS** ▶ button to scroll through the printer menu options until the message CHANGE THE PRINT QUALITY? appears on the printer's LCD screen. Press the **OK** button.

The message BEST appears on the printer's LCD screen.

3 Select from the following:

- To print the highest quality photos, press the **OK** button.
- To print normal quality photos, press the **SELECT PHOTOS** ▸ button. When the message NORMAL appears on the printer's LCD screen, press the **OK** button. The message NORMAL QUALITY NEXT PRINT ONLY appears briefly on the printer's LCD screen to remind you that the normal quality setting will be used only once.

change the borderless printing option

Your printer can print photos with or without white borders. Borderless printing is the default setting: photos print all the way to the edges of the paper on three sides, and the fourth side prints with a 0.5 inch (1.25 cm) white border that you can trim off. For truly borderless photos, use photo paper with a 0.5 inch (1.25 cm) tear-off tab, such as HP premium plus photo paper.

Note: HP does not recommend printing borderless photos on plain paper. For more information about recommended paper types, see **recommended paper** on page 51.

Note: If you set the printer to add white borders to your photos, the setting will be used only once, the next time you print. After printing, the setting will revert to borderless.

To change the borderless printing option:

1 Make sure there are no memory cards in any of the printer's memory card slots. For more information, see **remove a memory card** on page 22.

2 Press the **SELECT PHOTOS** ▸ button to scroll through the printer menu options until the message BORDERLESS PRINTING? appears on the printer's LCD screen. Press the **OK** button.

The message ON appears on the printer's LCD screen.

3 Select from the following:

- To print borderless photos, press the **OK** button.
- To add white borders to your photos, press the **SELECT PHOTOS** ▸ button. When the message OFF appears on the printer's LCD screen, press the **OK** button. The message BORDERS NEXT PRINT ONLY appears briefly on the printer's LCD screen to remind you that the bordered setting will be used only once.

Note: HP does not recommend printing borderless photos on plain paper. For more information about recommended paper types, see **recommended paper** on page 51.

change the LCD screen language and country/region

If you purchased your printer in a country other than the U.S. or Canada, you are asked to set the language and country/region for the printer's LCD screen the first time you turn on the printer. You can use the printer's control panel to change the printer's language and country/region settings at any time.

To change the LCD screen language and country/region:

1. Make sure there are no memory cards in any of the printer's memory card slots. For more information, see **remove a memory card** on page 22.
2. Press the **SELECT PHOTOS** ▸ button to scroll through the printer menu options until the message SELECT LANGUAGE? appears on the printer's LCD screen. Press the **OK** button.
3. The first language choice appears on the printer's LCD screen. To select this language, press the **OK** button. To see more languages, press the **SELECT PHOTOS** ▸ button. When you see your desired language, press the **OK** button to select it.
4. A message appears on the printer's LCD screen asking you to confirm your language choice. Press the **OK** button to confirm your choice.

   A message appears briefly on the printer's LCD screen telling you which language you selected.
5. When the message SELECT COUNTRY/REGION? appears on the printer's LCD screen, press the **OK** button.
6. The first country/region choice appears on the printer's LCD screen. To select this country/region, press the **OK** button. To see more choices, press the **SELECT PHOTOS** ▸ button. When you see your desired country/region, press the **OK** button to select it.

   A message appears briefly on the printer's LCD screen telling you which country/region you selected.

   Note: You can press the **CANCEL** button at any time to cancel and exit the menu.

Exif Print

Your printer supports Exif Print (Exchangeable Image File Format 2.2), an international open standard that simplifies digital imaging and enhances printed photos. When you take a photo with a digital camera that supports Exif Print, information such as exposure time, flash setting, and color saturation is added to the image file. If your printer finds Exif Print information in an image file on a memory card, it uses the information to automatically adjust and enhance the printed photo. You don't need to do anything to get the highest quality photos possible!

paper information

You can print photos on photo paper, plain paper, or index cards. Your printer supports the following paper types and sizes:

Type	Size	Purpose
Photo paper	4 x 6 inches (10 x 15 cm)	Printing photos
Photo paper with tab	4 x 6 inches with 0.5 inch tab (10 x 15 cm with 1.25 cm tab)	Printing borderless photos
Index cards	4 x 6 inches (10 x 15 cm)	Printing drafts, calibration pages, and test pages
Hagaki cards	3.94 x 5.83 inches (100 x 148 mm)	Printing photos
A6 cards	4.13 x 5.85 inches (105 x 148.5 mm)	Printing photos
L-size cards	3.5 x 5 inches (90 x 127 mm)	Printing photos
L-size cards with tab	3.5 x 5 inches with 0.5 inch tab (90 x 127 mm with 12.5 mm tab)	Printing borderless photos

To get the best performance from your printer, use genuine HP photo paper. For more information, see **recommended paper** on page 51.

Note: If you are printing from the computer and using HP photo paper, select the paper type when you set the print settings. For more information, see the HP Photosmart Printer Help. For information about viewing the Printer Help, see **view the hp photosmart printer help** on page 2.

load the paper

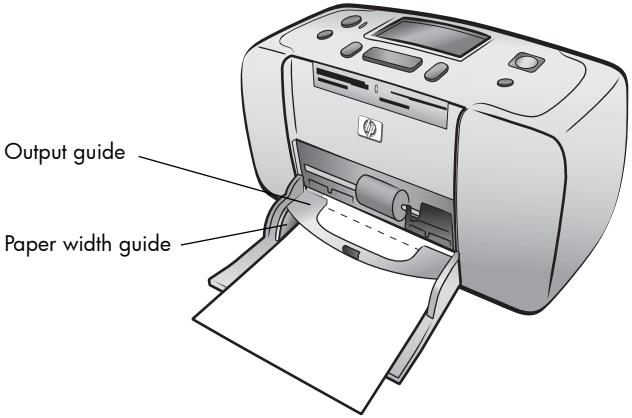
During printing, the printer pushes the paper partially through the rear paper slot on the back of the printer and then pulls it back through to the front of the printer. Make sure the back of the printer is at least 10 inches (250 mm) away from any obstruction and that the power cord and USB cable do not block the rear paper path.

To load the paper:

1. Open the paper tray door and push it down as far as it will go.
2. Place a stack of paper on the paper tray and slide it underneath the output guide.
   - The printer prints on the side of the paper that is facing up. If you are using photo paper, load the paper with the glossy side up. If you are using tabbed paper, load the paper into the paper tray so the tab feeds into the printer first.
   - Load 10 to 20 sheets of paper.
   - Use one type and size of paper at a time. Do not mix paper types or sizes in the paper tray.

Note: For information about storing and handling photo paper, see **maintain the quality of your photo paper** on page 41.

3 Move the paper width guide on the paper tray to fit close to the left edge of the paper without bending the paper. This helps the paper feed straight into the printer.



Tip: With paper other than HP premium plus photo paper, you may experience paper feeding or ejecting problems. Try loading fewer sheets of paper at a time and make sure the edges of the paper stack are lined up.

print cartridge information

Your HP Photosmart 140 Series printer can print color and black and white photos. HP provides two types of print cartridges so you can choose the best print cartridge for your project. For the highest quality photos, follow these guidelines:

To print…	Use…
Color photos	HP #57 (C6657A) tri-color print cartridge
Black and white photos	HP #59 (C9359A) photo gray print cartridge (available Fall 2003)

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

install or replace the print cartridge

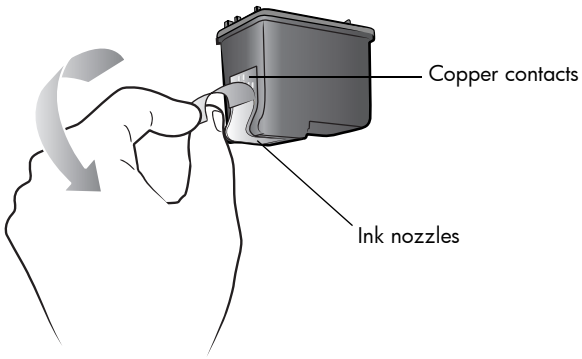
To get the best performance from your printer, use only genuine HP factory-filled print cartridges.

Note: When you install a new print cartridge, the printer calibrates the print cartridge and prints a calibration page.

To install or replace the print cartridge:

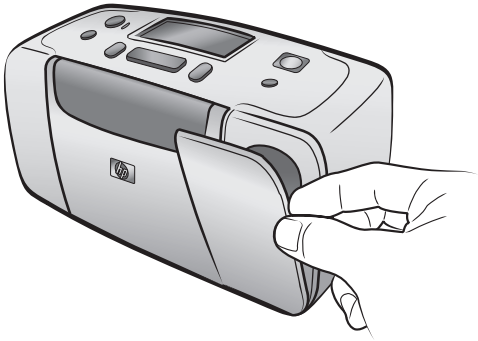
1. If the printer is off, press the **ON** button on the printer's control panel to turn on the printer.
2. Load an index card in the paper tray so the printer can print a calibration page after you install the print cartridge. For information about loading index cards, see **load the paper** on page 12.
3. Take the new print cartridge out of its package and pull the **pink tab** to remove the clear plastic tape. Be sure to install the print cartridge immediately after removing the tape; ink nozzles exposed longer than one minute may dry out and cause printing problems later. Once the tape is removed, do not attempt to replace it.

   Caution! Do not touch the ink nozzles or the copper contacts on the print cartridge. Touching these parts may cause the print cartridge to fail.

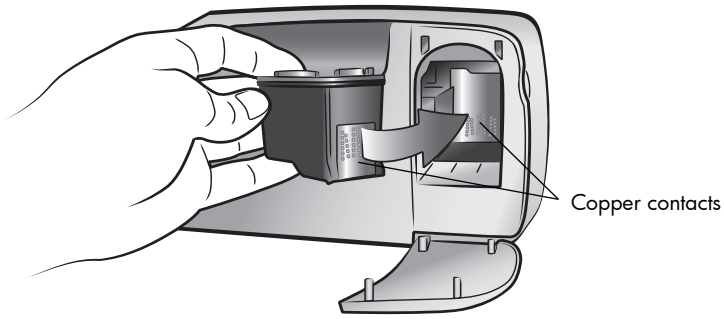


4 Open the print cartridge door. The red On/Attention light flashes when the print cartridge door is open.

Note: For instructions on removing a previously installed print cartridge, see **remove the print cartridge** on page 16.



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



6 Push the print cartridge into the print cartridge cradle until you feel it snap into place.

7 Close the print cartridge door.

After you install a new print cartridge, the message LOAD PLAIN PAPER THEN PRESS OK appears on the printer's LCD screen. When you press the **OK** button, the printer automatically calibrates the new print cartridge and prints a calibration page to confirm that the print cartridge is correctly installed and functioning properly. For more information, see **calibrate the print cartridge** on page 39.

remove the print cartridge

To remove the print cartridge:

1 Open the print cartridge door.

2 Push down and pull outward on the top of the print cartridge to unsnap it from the print cartridge cradle.

3 Remove the print cartridge from the printer.

If there is ink in the print cartridge, place the cartridge in a print cartridge protector for storage. If the print cartridge is empty, discard or recycle the print cartridge. For information about recycling print cartridges, go to **www.hp.com/recycle**.

2 print from a memory card

It's easy to print high-quality photos for yourself, family, and friends. If your digital camera uses a memory card to store photos, you can insert the memory card into the printer to print your photos. Messages on the printer's LCD screen guide you through the process—you don't have to turn on your computer or even have your printer connected to a computer!

> **Note:** You can also print photos using your computer. For more information, see the HP Photosmart Printer Help. For information about viewing the printer help, see **view the hp photosmart printer help** on page 2.

supported memory cards

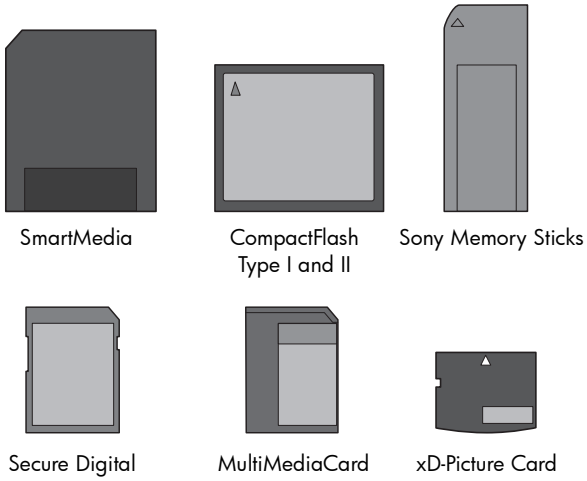
Your HP Photosmart printer can read the following memory cards:

- CompactFlash Association (CFA) Certified Type I and II
- MultiMediaCard
- Secure Digital
- SmartMedia
- Sony Memory Sticks
- xD-Picture Card

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 any other type of memory card may damage the memory card and the printer.

The following illustration shows the top sides of the supported memory cards. This is the side that should face up when you insert the memory card into the printer.



supported file formats

You can print JPEG and uncompressed TIFF files directly from the memory card. If your digital camera supports other file types, such as FlashPix and RAW, save the photos to your computer and print them using a software application. For more information, see the HP Photosmart Printer Help. For information about viewing the printer help, see **view the hp photosmart printer help** on page 2.

insert a memory card

After you have taken pictures with your digital camera, remove the memory card from the camera and insert it into your printer. When the memory card is inserted correctly, the memory card light blinks and then remains solid.

> **Caution!** Do not pull out the memory card while the memory card light is blinking. Removing a memory card while it is being accessed may damage the printer or the memory card, or corrupt the information on the memory card. For more information, see **remove a memory card** on page 22.

To insert a memory card:

1 Remove any memory cards that are already inserted into any of the memory card slots.

Caution! Do not pull out a memory card while the memory card light is blinking. For more information, see **remove a memory card** on page 22.

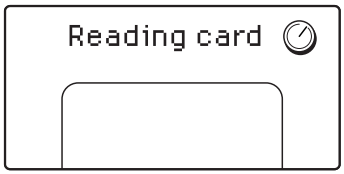
2 Hold the memory card so the correct side faces up. To determine the correct orientation for your memory card, see the table after these steps.

If you are using a Sony Memory Stick Duo™ memory card, attach the adapter that came with the memory card before you insert it into the printer's memory card slot.

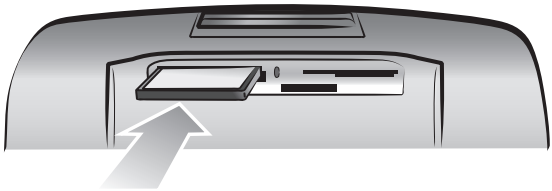
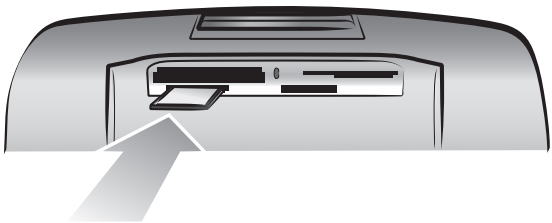
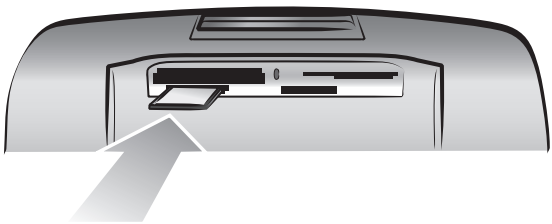
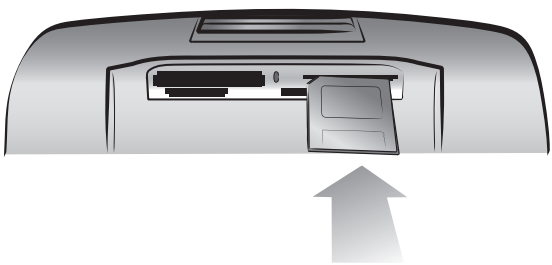
3 Insert the memory card into the appropriate memory card slot. The end with the metal contacts or pinholes must go into the printer first.

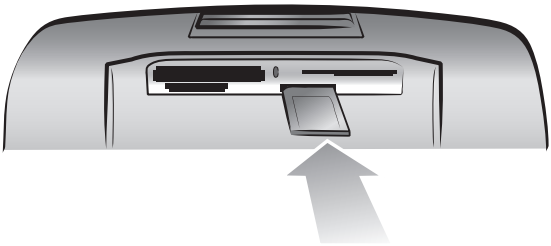
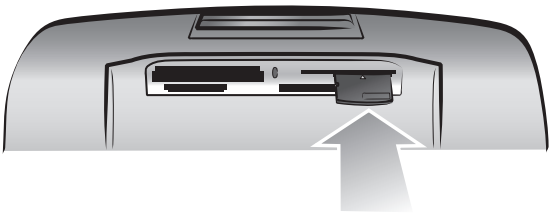
Caution! The memory card may not insert all the way into the printer. Inserting the memory card any other way or forcing the memory card into the printer too far may damage the memory card or the printer.

4 Gently push the memory card into the printer until it stops. The message READING CARD appears on the printer's LCD screen.



Note: If you insert a SmartMedia memory card upside down, the red On/Attention light blinks, and the messages CARD INSERTED INCORRECTLY and GOLD LABEL SHOULD FACE DOWN flash alternately on the printer's LCD screen. Remove the memory card and reinsert it properly.

Memory card	Memory card slot	How to hold and insert the memory card
CompactFlash Type I or II	Top-left slot	• Front label faces up, and if the label has an arrow, the arrow points toward the printer • Pinholes insert into the printer first 
MultiMediaCard	Bottom-left slot	• Label faces up, angled corner is on the right, and arrow points toward the printer • Metal contacts face down 
Secure Digital	Bottom-left slot	• Label faces up, and angled corner is on the right • Metal contacts face down 
SmartMedia	Upper portion of the top-right double slot	• Angled corner is on the left, and if the label has an arrow, the arrow points toward the printer • Label and metal contacts face down 

Memory card	Memory card slot	How to hold and insert the memory card
Sony Memory Sticks	Bottom-right slot	• Angled corner is on the left, and arrow points toward the printer • Metal contacts face down 
xD-Picture Card	Lower-right portion of the top-right double slot	• Label faces up, and arrow points toward the printer • Metal contacts face down 

Note: If you used your digital camera to select photos on the memory card for printing, a message appears on the printer's LCD screen asking if you want to print the camera-selected photos. For more information, see **print camera-selected photos** on page 32.

remove a memory card

Once the memory card light stops blinking, gently pull the memory card to remove it from the printer's memory card slot.

Caution! Do not pull out the memory card while the memory card light is blinking. A blinking light means that the printer is accessing the memory card. Wait until the memory card light remains solid. 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.

decide which photos to print

To print photos from your memory card, you must know their index numbers. Print a photo index to see the photos on your memory card along with their index numbers.

Note: You can print the first 2000 photos on an inserted memory card using the printer's control panel. If your memory card contains more than 2000 photos, save the photos to your computer and access them from there. For more information, see the HP Photosmart Printer Help. For information about viewing the printer help, see **view the hp photosmart printer help** on page 2.

print a photo index

A photo index shows thumbnail views and index numbers for all the photos stored on the memory card, up to 2000 photos. The photos appear in the order in which they are stored on the memory card. A photo index will print up to 28 photos per page.

Note: Depending on the number of photos stored on the memory card, a photo index could be several pages long.

The thumbnail views on a photo index print at low resolution in order to print quickly, so they do not represent the final print quality of the photos.

Index numbers appear in the corner of each thumbnail view. Use the index numbers to identify which photos you want to print. If you use your digital camera or computer to add or delete photos from the memory card, reprint a photo index to see the new index numbers.

> **Note:** The index number on the index may be different from the index number associated with the photo in your digital camera.

To print a photo index:

1. Insert a memory card into the printer's memory card slot. For more information, see **insert a memory card** on page 18.

   The message PRINT INDEX? OK OR CANCEL. appears on the printer's LCD screen, and the number of photos found on the memory card is displayed as a range (for example, 1–25).

   Note: If you used your digital camera to select photos on the memory card, PRINT CAMERA SELECTED PHOTOS? is the first message to appear on the printer's LCD screen. Press the **OK** or **PRINT** button to print all camera-selected photos, or press the **CANCEL** button to ignore the selections and continue. For more information, see **print camera-selected photos** on page 32.

2. Load paper in the paper tray. To conserve photo paper, use plain paper or index cards. For more information, see **load the paper** on page 12.

3 Press the **OK** or **PRINT** button to print a photo index showing all the photos stored on the memory card, up to 2000 photos. A message appears on the printer's LCD screen indicating the number of photo index pages that will print.

Press the **CANCEL** button to continue without printing a photo index.

If you press the **CANCEL** button and then decide you want to print a photo index, follow these steps:

1 Press the **LAYOUT –** button until the message LAYOUT:INDEX PAGE appears on the printer's LCD screen. Press the **OK** button.

2 Press the **SELECT PHOTOS** ◂ button until the message SELECT:ALL appears on the printer's LCD screen. Press the **OK** button.

Note: If you select a single photo or range of photos, the SELECT:ALL option will no longer appear. If you have already selected photos, you must print or clear them before you can use SELECT:ALL. For information about printing the selected photos, see **print photos** on page 31. For information about clearing the selected photos, see **clear photos** on page 30.

3 Press the **PRINT** button to print a photo index of all the photos stored on the memory card, up to 2000 photos.

select photos to print

Once you have decided which photos on the memory card you want to print by printing and viewing a photo index, you can use the printer's control panel to select those photos. For information about printing a photo index, see **print a photo index** on page 22.

select a single photo

1 Insert a memory card into the printer's memory card slot. For more information, see **insert a memory card** on page 18.

The message PRINT INDEX? OK OR CANCEL. appears on the printer's LCD screen.

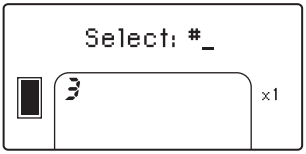
2 If you already printed a photo index, press the **CANCEL** button. To print a photo index, load paper in the paper tray and press the **OK** or **PRINT** button. For more information, see **print a photo index** on page 22.

3 When the message SELECT:# appears on the printer's LCD screen, press the **SELECT PHOTOS** ◂ or ▸ button until the index number of the photo you want to select is displayed. (Refer to the index to determine the index number of the photo.)

Tip: To scroll quickly through the index numbers, press and hold the **SELECT PHOTOS** ◂ or ▸ button.

4 Press the **OK** button to select the photo.

The index number of the selected photo appears in the Selected Photos section at the bottom of the printer's LCD screen.



select multiple photos

1 Insert a memory card into the printer's memory card slot. For more information, see **insert a memory card** on page 18.

The message PRINT INDEX? OK OR CANCEL. appears on the printer's LCD screen.

2 If you already printed a photo index, press the **CANCEL** button. To print a photo index, load paper in the paper tray and press the **OK** or **PRINT** button. For more information, see **print a photo index** on page 22.

3 When the message SELECT:# appears on the printer's LCD screen, press the **SELECT PHOTOS** ◂ or ▸ button until the index number of a photo you want to select is displayed. (Refer to the index to determine the index numbers of the photos.)

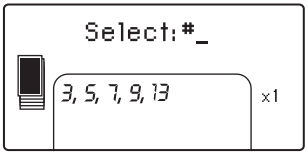
Tip: To scroll quickly through the index numbers, press and hold the **SELECT PHOTOS** ◂ or ▸ button.

4 Press the **OK** button to select the photo.

The index number of the selected photo appears in the Selected Photos section at the bottom of the printer's LCD screen.

5 Press the **SELECT PHOTOS** ◂ or ▸ button until the index number of the next photo you want to select appears in the Text Message section at the top of the printer's LCD screen. Press the **OK** button to select the photo.

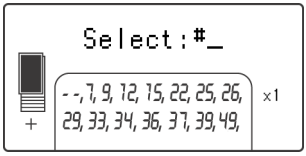
The index number of the selected photo appears at the end of the list of index numbers in the Selected Photos section at the bottom of the printer's LCD screen.



6 To select additional photos, repeat Step 5.

Note: The Selected Photos section of the printer's LCD screen can only display two rows of index numbers at a time. If you select more index numbers than will fit on the printer's LCD screen, the numbers at the

beginning of the list move off the LCD screen. To indicate that there are additional index numbers that are currently hidden from view, two hyphens appear at the beginning of the list.



select a continuous range of photos

There are two ways to select a continuous range of photos, depending on whether any other photos are currently selected.

To select a range of photos when no photos have been selected:

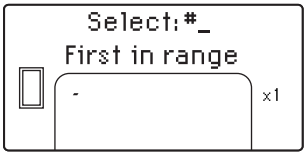
1. Insert a memory card into the printer's memory card slot. For more information, see **insert a memory card** on page 18.

   The message PRINT INDEX? OK OR CANCEL. appears on the printer's LCD screen.

2. If you already printed a photo index, press the **CANCEL** button. To print a photo index, load paper in the paper tray and press the **OK** or **PRINT** button. For more information, see **print a photo index** on page 22.

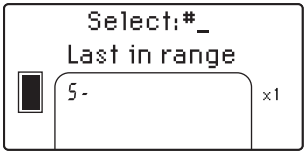
3. When the message SELECT:# appears on the printer's LCD screen, press the **SELECT PHOTOS** ◂ button until SELECT:RANGE appears on the printer's LCD screen. Press the **OK** button.

   The message SELECT:#__ FIRST IN RANGE appears on the printer's LCD screen.



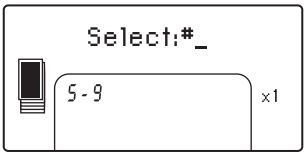
4. Press the **SELECT PHOTOS** ◂ or ▸ button until the index number of the first photo in the range appears on the printer's LCD screen. Press the **OK** button.

   The message SELECT:#__ LAST IN RANGE appears on the printer's LCD screen.



5 Press the **SELECT PHOTOS** ◀ or ▶ button until the index number of the last photo in the range appears on the printer's LCD screen. Press the **OK** button.

The selected range of photos appears in the Selected Photos section at the bottom of the printer's LCD screen. The message SELECT:#__ appears in the Text Message section at the top of the printer's LCD screen.



6 If you like, you can select additional photos or ranges of photos for printing.

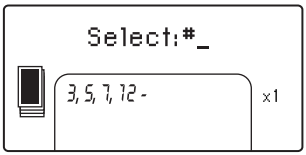
Note: Once you select a single photo or range of photos, the SELECT:RANGE option will no longer appear.

To select a range of photos if one or more photos have already been selected:

1 Press the **SELECT PHOTOS** ◀ or ▶ button until the index number of the first photo in the range appears in the Text Message section at the top of the printer's LCD screen. For example, if you want photo number 12 to be the first in the range, scroll through the index numbers until the message SELECT:#12 is displayed.

2 Press and hold the **OK** button for two seconds.

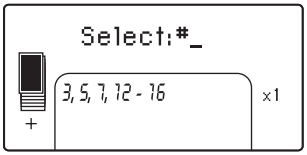
The selected index number appears in the Selected Photos section at the bottom of the printer's LCD screen with a hyphen after it.



3 Press the **SELECT PHOTOS** ▶ button until the index number of the last photo in the range appears in the Text Message section at the top of the printer's LCD screen. For example, if you want photo number 16 to be the last in the range, scroll through the index numbers until the message SELECT:#16 appears on the printer's LCD screen.

4 Press the **OK** button.

The selected range of photos appears in the Selected Photos section of the printer's LCD screen. For example, the range 12–16 appears on the LCD screen following the index numbers of the photos that were previously selected.



If you print multiple copies of a range, they print as sets: 1-2-3, 1-2-3.

To clear a range setting:

- Press the **CANCEL** button until the range hyphen is deleted.

select all photos

1 Insert a memory card into the printer's memory card slot. For more information, see **insert a memory card** on page 18.

The message PRINT INDEX? OK OR CANCEL. appears on the printer's LCD screen.

2 If you already printed a photo index, press the **CANCEL** button. To print a photo index, load paper in the paper tray and press the **OK** or **PRINT** button. For more information, see **print a photo index** on page 22.

3 When the message SELECT:# appears on the printer's LCD screen, press the **SELECT PHOTOS** ◂ button until SELECT:ALL appears on the printer's LCD screen. Press the **OK** button.

The index numbers of all photos found on the memory card appear as a range in the Selected Photos section at the bottom of the printer's LCD screen.

Once you select a single photo or range of photos, the SELECT:ALL option will no longer appear. If you have already selected photos, you must print or clear them before you can use SELECT:ALL to select all photos on the memory card. For information about printing the selected photos, see **print photos** on page 31. For information about clearing the selected photos, see **clear photos** on page 30.

select new photos

You can select all the "new" photos on your memory card. "New" photos are photos that haven't previously been printed from the printer's control panel.

Each time you insert a memory card into the printer's memory card slot and print photos using the printer's control panel, the printer tags the photos so that the next time you insert the same memory card, the printer will "remember" that the photos have already been printed. If you take new photos and store them on that same memory card, when you insert the memory card into the printer's memory card slot you will have the option to select the new photos you have taken since you last inserted the memory card.

Note: If you print or modify your photos using a computer, the tags placed by the printer might be removed, causing previously printed photos to be selected as new photos.

To select new photos:

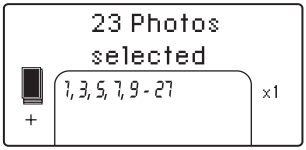
1. Insert a memory card into the printer's memory card slot. For more information, see **insert a memory card** on page 18.

   The message PRINT INDEX? OK OR CANCEL. appears on the printer's LCD screen.

2. If you already printed a photo index, press the **CANCEL** button. To print a photo index, load paper in the paper tray and press the **OK** or **PRINT** button. For more information, see **print a photo index** on page 22.

3. When the message SELECT:# appears on the printer's LCD screen, press the **SELECT PHOTOS** ◂ button until SELECT:NEW appears on the printer's LCD screen. Press the **OK** button.

   The index numbers of all new photos found on the memory card appear in the Selected Photos section at the bottom of the printer's LCD screen.



Note: Once you select a single photo or range of photos, the SELECT:NEW option will no longer appear. If you have already selected photos, you must print or clear them before you can use SELECT:NEW to select the new photos on the memory card. For information about printing the selected photos, see **print photos** on page 31. For information about clearing the selected photos, see **clear photos** on page 30.

clear photos

You can clear photos one at a time, starting from the last photo selected, or you can clear all selected photos at once.

Note: Clearing photos from the printer's LCD display does not delete them from the memory card.

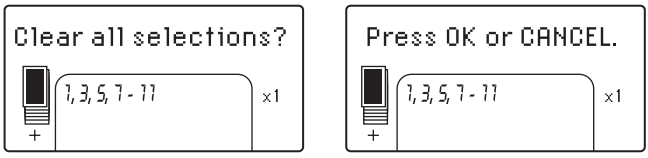
To clear photos one at a time:

- To clear the last photo in the list of selected photos displayed on the printer's LCD screen, press the **CANCEL** button.

To clear all photos:

1. Press and hold the **CANCEL** button for two seconds.

   The messages CLEAR ALL SELECTIONS? and then PRESS OK OR CANCEL. flash alternately on the printer's LCD screen.



2. Press the **OK** button to clear all selected photos, or press the **CANCEL** button to leave the list of selected photos as it was.

   Note: When you press the **OK** button to clear all selected photos, any print settings you have entered for the selected photos will also be cleared.

print photos

Your printer can print digital photos that are stored on a memory card. Digital photos may be unmarked or camera-selected. For a list of supported digital photo file types, see **printer specifications** on page 52.

print unmarked digital photos

Unmarked digital photos are standard digital photos that you stored on the memory card but have not marked for printing.

Note: Not all digital cameras allow you to mark your photos for printing.

To print unmarked digital photos from a memory card:

1. Insert a memory card into the printer's memory card slot. For more information, see **insert a memory card** on page 18.

   The message PRINT INDEX? OK OR CANCEL. appears on the printer's LCD screen.

2. If you already printed a photo index, press the **CANCEL** button. To print a photo index, load paper in the paper tray and press the **OK** or **PRINT** button. For more information, see **print a photo index** on page 22.

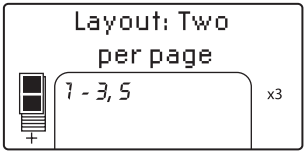
3. Select the photos you want to print using the **SELECT PHOTOS** button. For more information, see **select photos to print** on page 24.

4. Select the photo layout. You can choose to print one, two, or four photos per page, or a photo index of numbered thumbnail views (28 photos per page):

   a. Press the **LAYOUT +** or **–** button until the photo layout you want to print appears in the Text Message section at the top of the printer's LCD screen.

   b. Press the **OK** button to select the displayed photo layout, or wait a few seconds and the printer will select the displayed photo layout for you.

   The Photo Layout icon for the photo layout you have selected appears in the bottom-left section of the printer's LCD screen. For more information, see **photo layout icon** on page 8.

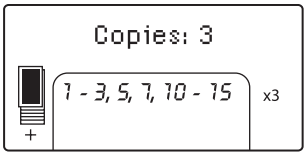


5. Select the number of copies to print. You can choose to print up to 99 copies of the selected photos:

   a. Press the **COPIES +** or **–** button until the number of copies you want to print appears in the bottom right section of the printer's LCD screen. For example, if X3 is displayed in the bottom right section of the printer's LCD screen, three copies of all selected photos will be printed.

Tip: Press and hold the **COPIES +** or **–** button to change the number of copies rapidly.

b. Press the **OK** button to select the displayed number of copies, or wait a few seconds and the printer will select the displayed number of copies for you.



6 Load photo paper in the paper tray. For more information, see **load the paper** on page 12.

7 Press the **PRINT** button.

Tip: To stop the printer while it is printing, press the **CANCEL** button. The partially printed page will be ejected from the printer, the rest of the selected photos will not print, and the message PRINTING CANCELLED will appear on the printer's LCD screen.

print camera-selected photos

Camera-selected photos are photos you marked for printing using your digital camera. When you select photos using your camera, the camera creates a Digital Print Order Format (DPOF) file that identifies which photos have been selected for printing.

Your printer can read the DPOF file from the memory card so you do not have to reselect the photos to print. Review the documentation that came with your digital camera to see if it supports camera-selected photos. Your printer supports DPOF file format 1.1.

Note: Not all digital cameras allow you to mark your photos for printing.

When you print camera-selected photos, the printer's control panel settings do not apply; the settings in the DPOF file for photo layout and number of copies override the printer's control panel.

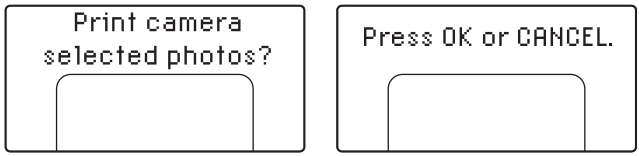
Your printer prints all camera-selected photos as 4 x 6 inch (10 x 15 cm) prints or as thumbnails on a photo index page. If you select any other size using your camera, it will print at 4 x 6 inches (10 x 15 cm).

To print camera-selected photos from a memory card:

1 Use your digital camera to select the photos you want to print. For more information, see the documentation that came with your camera.

2 Insert the memory card into the printer's memory card slot. For more information, see **insert a memory card** on page 18.

The printer automatically recognizes the DPOF file on the memory card, and the messages PRINT CAMERA SELECTED PHOTOS? and then PRESS OK OR CANCEL. flash alternately on the printer's LCD screen.



3 Load photo paper in the paper tray. For more information, see **load the paper** on page 12.

4 Press the **OK** or **PRINT** button to print the camera-selected photos. To ignore the selections made with the digital camera, press the **CANCEL** button.

Note: The printer unmarks camera-selected photos after printing.

When the printer finishes printing the camera-selected photos, or immediately after you press the **CANCEL** button, the message PRINT INDEX? OK OR CANCEL. appears on the printer's LCD screen. You can print a photo index of all photos on the memory card, select photos for printing using the printer's control panel, and print as described in **print unmarked digital photos** on page 31.

If you have an HP direct-printing digital camera, you can also print camera-selected photos by connecting the camera directly to the printer. For more information, see **print from an hp direct-printing digital camera** on page 35.

If your printer is connected to a computer and the computer is turned on, you can save all the photos and the DPOF file on the memory card to the computer. You can then print the camera-selected photos from your computer. For more information, see the HP Photosmart Printer Help. For information about viewing the printer help, see **view the hp photosmart printer help** on page 2.

3 print from an hp direct-printing digital camera

Your printer allows you to print beautiful photos from an HP direct-printing digital camera without using your computer.

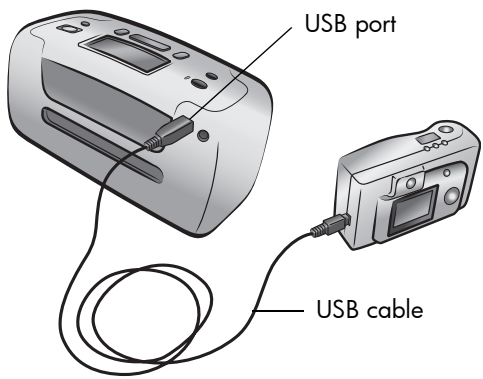
To see a list of the HP direct-printing digital cameras that work with your printer, go to **www.hp.com/support**, select your country or region, then type **direct-printing digital cameras** in the search window.

> **Note:** If your direct-printing digital camera has a docking station, you can connect the docking station to the printer's USB port. For more information, see the documentation that came with the docking station.

connect your hp direct-printing digital camera to the printer

1. Use the Share menu on your HP direct-printing digital camera to select the photos you want to print. For more information, see the documentation that came with your camera.
2. Connect the digital camera to your printer's USB port using the USB cable that came with the camera. If the printer is off, it turns itself back on.

   Note: If the printer is connected to a computer, disconnect the computer's USB cable before connecting the digital camera's USB cable.
3. When you connect the digital camera to the printer, a Print Setup menu appears on the camera's LCD screen. Use this menu to:
   - Change the photos you have selected for printing
   - Select the paper type
4. When you are ready to print, follow the instructions on your digital camera's LCD screen.



Note: For more information about using camera-selected photos, see the documentation that came with your digital camera.

You can also print photos you marked for printing using your digital camera by inserting the memory card into the printer. For more information, see **print camera-selected photos** on page 32.

4 maintain and transport your printer

Your printer requires very little maintenance. For best results, keep your printer and supplies clean and store them properly.

Because it is compact and light, your printer is easy to transport and set up almost anywhere. Take it with you on vacations and bring it to family gatherings and social events to instantly print and share photos with family and friends.

clean and maintain your printer

You can extend the life span of your printer and print cartridge by keeping them clean and properly maintained.

clean the printer

To clean the outside of the printer:

1. Turn off the printer and disconnect the power cord from the back of the printer.
2. Close the paper tray door.
3. 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, as solutions may damage the printer's finish.

   Caution! Do not clean the inside of the printer. Be careful to keep all fluids away from the inside of the printer.

clean the print cartridge

If you notice white lines or single-color streaks on your photos, the print cartridge may need to be cleaned.

You can clean the cartridge up to three times. Each successive cleaning is more thorough and uses more ink. For more information about the print cartridge, see the documentation that came with the print cartridge.

To clean the print cartridge:

1. Make sure there are no memory cards in any of the printer's memory card slots. For more information, see **remove a memory card** on page 22.
2. Press the **SELECT PHOTOS** ▸ button to scroll through the printer menu options until the message CLEAN PRINT CARTRIDGE? appears on the printer's LCD screen.

   Press the **OK** button. The message LOAD PLAIN PAPER THEN PRESS OK. appears on the printer's LCD screen.

3 Load paper in the paper tray and press the **OK** button. To conserve photo paper, use plain paper or index cards. For more information, see **load the paper** on page 12.

The printer begins cleaning the print cartridge. When the print cartridge cleaning is finished, a test page prints, and the message CLEAN CARTRIDGE MORE? appears on the printer's LCD screen.

When the test page has finished printing, the On/Attention light flashes red indicating the printer is waiting for a response to the CLEAN CARTRIDGE MORE? message. Once you press the **CANCEL** or **OK** button, the red blinking light will turn green.

4 If the test page has streaks or is missing colors, press the **OK** button to clean the print cartridge again. If the print quality of the test page looks good, press the **CANCEL** button.

Note: When your printer is connected to a computer, you can also clean the print cartridge from the computer using the HP Photosmart Series Toolbox (Windows PC) or the HP Inkjet Utility (Macintosh). For more information, see the HP Photosmart Printer Help. For information about viewing the printer help, see **view the hp photosmart printer help** on page 2.

print a test page

You can print a test page to check the condition of the print cartridge and to obtain diagnostic information that is useful to HP support.

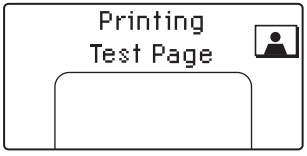
To print a test page:

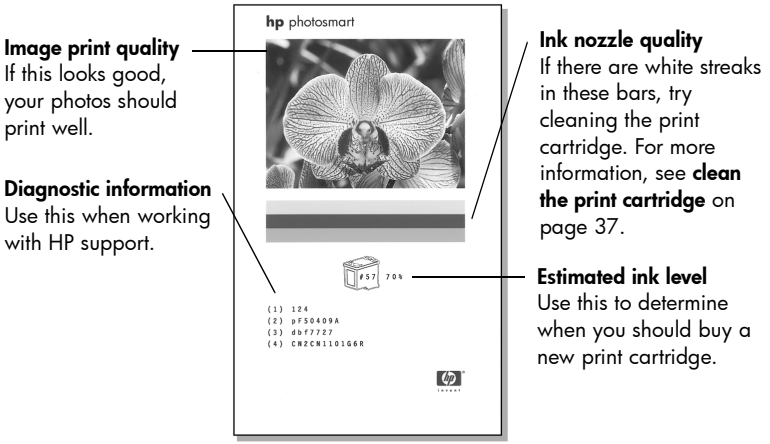
1 Make sure there are no memory cards in any of the printer's memory card slots. For more information, see **remove a memory card** on page 22.

2 Load paper in the paper tray. To conserve photo paper, use plain paper or index cards. For more information, see **load the paper** on page 12.

3 Press the **SELECT PHOTOS** ▸ button to scroll through the printer menu options until the message PRINT A TEST PAGE? appears on the printer's LCD screen. Press the **OK** button.

The message PRINTING TEST PAGE appears on the printer's LCD screen, and the On/Attention light blinks while the test page prints.





Note: When your printer is connected to a computer, you can also print a test page from the computer using the HP Photosmart Series Toolbox (Windows PC) or the HP Inkjet Utility (Macintosh). For more information, see the HP Photosmart Printer Help. For information about viewing the printer help, see **view the hp photosmart printer help** on page 2.

calibrate the print cartridge

You can calibrate the print cartridge using your printer's control panel. Try calibrating the print cartridge if colors in your photos are misaligned or if the calibration page did not print correctly when you installed a new print cartridge.

Note: The first time you install a print cartridge in your printer, the printer automatically calibrates the print cartridge. For more information see **install or replace the print cartridge** on page 14.

To calibrate the print cartridge:

1. Make sure there are no memory cards in any of the printer's memory card slots. For more information, see **remove a memory card** on page 22.
2. Load paper in the paper tray. To conserve photo paper, use plain paper or index cards. For more information, see **load the paper** on page 12.
3. Press the **SELECT PHOTOS** ▸ button to scroll through the printer menu options until the message CALIBRATE PRINTER? appears on the printer's LCD screen. Press the **OK** button.
4. When the message PRINTER CALIBRATION. LOAD PLAIN PAPER THEN PRESS OK. appears on the printer's LCD screen, press the **OK** button.

   The On/Attention light blinks while the printer calibrates the print cartridge and then prints a calibration page to confirm that the calibration was successful.

Calibration page

- 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, calibrate the print cartridge again. If the "x" still appears, replace the print cartridge. For more information, go to **www.hp.com/support** or contact HP support.

store your printer

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

store the printer

Your printer is built to withstand long or short periods of inactivity. Close the paper tray door when the printer is not in use. Store the printer indoors out of direct sunlight in a place without temperature extremes.

store the print cartridge

Always transport and store the active print cartridge inside the printer. The printer stores the print cartridge in a protective cap.

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.

If the printer and print cartridge have been unused for one month or more, clean the print cartridge before using it. For more information, see **clean the print cartridge** on page 37.

maintain the quality of your photo paper

To ensure high-quality prints, it is important to maintain the quality of your photo paper by storing and handling it properly.

store the photo paper

Keep unused photo paper in its original packaging inside a resealable plastic bag. Store the packaged photo paper on a flat surface in a cool, dry place.

When you are ready to print, remove only the paper you plan to use immediately. When you are finished printing, return any unused photo paper to the plastic bag.

> **Note:** Do not leave unused paper in the printer's paper tray. The paper may start to curl, which may reduce the quality of your photographs. Photo paper should be flat before printing. For information about flattening curled paper, see the next section.

handle photo paper

Always hold photo paper by the edges. Fingerprints on photo paper can reduce print quality.

If the corners of the photo paper curl, place the paper in a resealable plastic bag and gently bend it in the opposite direction of the curl until the paper lies flat.

transport your printer

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

To transport your printer:

1. If there is a memory card in a memory card slot, remove it.
2. Turn off the printer.
3. Remove any memory cards from the printer's memory card slot. For more information, see **remove a memory card** on page 22.
4. Remove all paper from the paper tray.
5. Close the paper tray door.

   Note: 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.
6. Unplug the power cord.
7. If your printer was connected to your computer, disconnect the USB cable from the computer.

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

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

- Paper
- Power cord
- Digital camera or a memory card containing photos
- Extra print cartridges (if you plan to print a lot of photos)

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

5 troubleshooting

Your HP Photosmart printer is designed to be reliable and easy to use. This chapter answers frequently asked questions and contains information about the following topics:

- **hardware problems** on page 43
- **printing problems** on page 44
- **error messages** on page 48

For troubleshooting information about software installation, see the reference guide that came with your printer. For advanced troubleshooting information, see the HP Photosmart Printer Help. For information about viewing the printer help, see **view the hp photosmart printer help** on page 2.

Note: In the presence of high electromagnetic fields, printed documents and photos may be slightly distorted.

Note: HP recommends using a USB cable less than 10 feet (3 meters) in length to minimize injected noise due to potential high electromagnetic fields.

hardware problems

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

Problem	Possible cause	Solution
The On/Attention light is blinking green but the printer is not printing.	The printer is processing information.	Wait a moment for the printer to finish processing the information.
The On/Attention light is blinking red.	The printer requires attention.	Try the following: 1 Check the printer's LCD screen and the computer monitor for instructions. 2 If this does not work and you have a digital camera connected to the printer, check the camera's LCD for instructions. 3 If this does not work, turn off the printer. Unplug the printer's power cord, wait about 10 seconds, then plug it in again. Turn on the printer.

Problem	Possible cause	Solution
The On/Attention light is blinking amber.	An unrecoverable error has occurred.	Try the following: • Turn off the printer. Unplug the printer's power cord, wait about 10 seconds, then plug it in again. Turn on the printer. • If this does not work, go to **www.hp.com/support** or contact HP support. For contact information, see the reference guide that came with your printer.

printing problems

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

Problem	Possible cause	Solution
Paper does not feed into the printer correctly. OR Paper does not come out of the printer correctly.	There may be too much paper loaded in the paper tray.	Remove some of the paper from the paper tray and try printing again. For paper-loading instructions, see **load the paper** on page 12.
	The paper width guide may not be adjusted correctly.	Make sure that the paper width guide fits close to the edge of the paper without bending the paper. For paper-loading instructions, see **load the paper** on page 12.
	Two or more pieces of paper may be stuck together.	1 Remove the paper from the paper tray and leaf through the stack so the sheets of paper do not stick together. 2 Reload the paper into the paper tray and try printing again. For paper-loading instructions, see **load the paper** on page 12.
	The paper may be wrinkled or bent.	Try using paper that is not wrinkled or bent.
	The paper may be too thin or too thick.	Try using recommended paper. For more information, see **recommended paper** on page 51.

Problem	Possible cause	Solution
Photo paper does not feed into the printer correctly.	Your printer may be in an extremely high or low humidity environment.	Try the following: • Insert the photo paper as far as it will go into the paper tray. • Load one sheet of photo paper at a time.
	The photo paper may be curled.	Place the paper in a resealable plastic bag and gently bend it in the opposite direction of the curl until the paper lies flat. If the problem persists, use different photo paper that is not curled.
The printer does not print new photos on the memory card.	There are no new photos on the memory card, or the photos have already been printed from the printer's control panel.	Print a photo index displaying all the photos on the card, then select and print the desired photos. For more information, see **select photos to print** on page 24 and **print photos** on page 31. For more information about the SELECT:NEW option, see **select new photos** on page 29.
I chose the SELECT:NEW option to print the new photos on my memory card, and the printer printed many more photos than I expected.	To the printer, a "new" photo is one that you have not printed from the printer's control panel. If you printed photos from your computer, they are still new as far as the printer is concerned.	Print a photo index, then select the exact photo or photos you want to print. For more information, see **print a photo index** on page 22 and **select photos to print** on page 24.
I selected photos to print using the numbers on the digital camera's LCD, but they did not print. Different photos printed instead.	Your digital camera may assign numbers to your photos that do not match the numbers that the printer assigns to them.	Print a photo index, then select photos to print using the index numbers shown on the index. For more information, see **print a photo index** on page 22 and **select photos to print** on page 24.

Problem	Possible cause	Solution
No page came out of the printer.	The printer may need attention.	Check the printer's LCD screen for instructions.
	The printer's print cartridge door may be open.	Close the printer's print cartridge door.
	The paper jammed while printing.	To clear the paper jam, try the following: 1 Turn off the printer. 2 Unplug the printer's power cord. 3 Gently remove the jammed paper from the printer. 4 Plug the printer back in and turn it on. 5 When you have cleared the paper jam, try printing again. If you experience paper jams when printing on photo paper, try the following: • Insert the photo paper as far as it will go into the paper tray. • Load one sheet of photo paper at a time.
A blank page came out of the printer.	The print cartridge may be out of ink.	Print a test page to determine the ink level of the print cartridge, and replace the print cartridge if necessary. For more information about printing a test page, see **print a test page** on page 38.
	You may have begun printing and then cancelled the process.	If you cancelled the process before the file started printing, the printer may have already loaded paper in preparation for printing. The next time you print, the printer will eject the blank page before continuing with the new project.

Problem	Possible cause	Solution
The photo printed at an angle or is off center.	The paper may not be loaded correctly.	Try the following: • Make sure the paper is correctly oriented in the paper tray. • Make sure the paper width guide fits close to the edge of the paper. For paper-loading instructions, see **load the paper** on page 12.
	The print cartridge may not be properly calibrated.	Calibrate the print cartridge using the instructions in **calibrate the print cartridge** on page 39.
Print quality is poor.	The print cartridge may be running out of ink.	Print a test page to determine the ink level of the print cartridge. For more information, see **print a test page** on page 38. If the print cartridge is running low on ink, replace it. For more information, see **print cartridge information** on page 14.
	You may not be using the best paper type.	Make sure you are using a paper type intended for the printer. Use HP-designed paper for best results. For more information, see **recommended paper** on page 51.
	You may be printing on the wrong side of the paper.	Make sure the paper is loaded with the glossy side up.
	You may need to clean the print cartridge.	Clean the print cartridge from the printer's control panel. For more information, see **clean the print cartridge** on page 37.

Problem	Possible cause	Solution
Photos are not printing correctly.	You may have loaded the photo paper incorrectly.	Load the photo paper with the glossy side up. If you are using tabbed paper, load the paper so the tab feeds in first. For more information, see **load the paper** on page 12.
	The photo paper may have fed into the printer incorrectly.	Check for a paper jam, then try the following: • If you have a paper jam, see the instructions for clearing a paper jam on page 46. • Insert the photo paper as far as it will go into the paper tray. • Load one sheet of photo paper at a time.

error messages

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

Message	Possible cause	Solution
PAPER JAM. CLEAR JAM THEN PRESS OK.	The paper jammed while printing.	Clear the paper jam. For more information, see the troubleshooting instructions for clearing a paper jam on page 46.
AUTOMATIC PAPER SENSOR FAILED.	The automatic paper sensor is obstructed or damaged. OR The printer may be in direct sunlight, which affects the operation of the automatic paper sensor.	Move the printer out of direct sunlight, then press the **OK** button and try printing again. If this does not work, go to **www.hp.com/support** or contact HP support. For contact information, see the reference guide that came with your printer.
CARTRIDGE IS NOT COMPATIBLE. USE APPROPRIATE HP CARTRIDGE.	You have inserted a print cartridge that does not work with your printer.	Replace the print cartridge with one that is compatible with your printer. For more information, see **print cartridge information** on page 14.

Message	Possible cause	Solution
CARTRIDGE SERVICE STATION IS STUCK.	There is an obstruction blocking the path of the cartridge service station, located beneath the print cartridge cradle.	Move the print cartridge cradle to the left to access the cartridge service station. Clear any obstruction and press the **OK** button to continue.
PRINT CARTRIDGE CRADLE IS STUCK. CLEAR JAM THEN PRESS OK.	The print cartridge cradle is stuck.	Clear any obstruction in the path of the print cartridge cradle, then press the **OK** button to continue. The current page will eject and the print job will continue on the next available sheet of paper.
CARD INSERTED INCORRECTLY. GOLD LABEL SHOULD FACE DOWN.	Your SmartMedia memory card is inserted upside down.	Gently pull the memory card out and reinsert it properly. For more information, see **remove a memory card** on page 22 and **insert a memory card** on page 18.

6 specifications

This chapter lists recommended papers for your printer and provides selected printer specifications.

> **Note:** For a complete list of printer specifications and system requirements, see the HP Photosmart Printer Help. For information about viewing the printer help, see **view the hp photosmart printer help** on page 2.

recommended paper

For a list of available HP-designed inkjet papers, or to purchase supplies, go to:

- **www.hpshopping.com** (U.S.)
- **www.hp-go-supplies.com** (Europe)
- **www.hp.com/paper** (Asia/Pacific)
- **www.jpn.hp.com/supply/inkjet** (Japan)

> **Note:** You can also purchase HP-designed inkjet paper at most computer and office supply stores.

HP photo papers	Best for	Size
HP premium plus photo paper	• Borderless printing • High-value prints • Important photos • High-resolution images from scanners or digital cameras • Photo enlargements or reprints to frame or give as gifts	4 x 6 inches with 0.5 inch tab (10 x 15 cm with 1.25 cm tab)
HP premium photo paper	• Borderless printing • Making and sharing photos with friends and family • Medium- to high-resolution images from scanners and digital cameras • Medium-value prints from parties, team events, or celebrations	4 x 6 inches with 0.5 inch tab (10 x 15 cm with 1.25 cm tab)
HP photo paper	• Borderless printing • Casual photos or high-volume photos • School or business reports, photo projects • Business applications: real estate proposals, sales and marketing materials	4 x 6 inches with 0.5 inch tab (10 x 15 cm with 1.25 cm tab)

printer specifications

Connectivity	USB: Microsoft® Windows 98, 2000 Professional, ME, XP Home, and XP Professional; Mac® OS 9 v9.1 or later, OS X v10.1 through v10.2
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
Margins	Borderless printing: • Top 0.0 inch (0.0 mm) • Bottom 0.50 inch (12.5 mm) • Left/right 0.0 inch (0.0 mm) Bordered printing: • Top 0.16 inch (4 mm) • Bottom 0.50 to 0.66 inch (12.5 to 16.8 mm) • Left/right 0.16 inch (4 mm)
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 (3.94 x 5.83 inches, 100 x 148 mm) A6 cards (4.13 x 5.85 inches, 105 x 148.5 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 types	Paper (plain, photo) Cards (index, Hagaki, A6, L-size)
Memory cards	CompactFlash Type I and II MultiMediaCard Secure Digital SmartMedia Sony Memory Sticks xD-Picture Card
Memory card-supported file formats	Printing: Supported image file formats Saving: All file formats
Operating temperature	32–113°F (0–45°C) Optimum 59– 95°F (15–35°C)
Paper tray	One 4 x 6 inch (10 x 15 cm) photo paper tray

Paper tray capacity	20 sheets, maximum thickness 11.5 mil (292 µm) per sheet
Power consumption	Printing: 8.1 W Idle: 2.1 W Off: 2.0 W
Print cartridge	1 tri-color HP #57 (C6657A) 1 photo gray HP #59 (C9359A) (available Fall 2003)
USB support	Microsoft Windows 98, 2000 Professional, ME, XP Home, and XP Professional; Mac OS 9 v9.1 or later, OS X v10.1 through v10.2 HP recommends that the USB cable be less than 10 feet (3 meters) in length

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DECLARATION OF CONFORMITY

according to ISO/IEC Guide 22 and EN 45014

Manufacturer's Name:	Hewlett-Packard Company
Manufacturer's Address:	16399 West Bernardo Drive San Diego CA 92127, USA

Regulatory Model Number (RMN): SDGOA-0314

declares, that the product

Product Name:	Photosmart 145 Series (**Q3025A), (Q3026A - China only)**
Model Number(s):	Photosmart 145 and 148 (Q3026A - China only)
Power Adapter(s):	HP Part # Q3025-60177

conforms to the following Product Specifications:

Safety:	IEC 60950: 3rd Edition:1999
	EN 60950:2000
	UL1950/CSA22.2 No.950, 3rd Edition:1995
	NOM 019-SFCI-1993
	GB4943:2001
EMC:	CISPR 22:1997 / EN 55022:1998+A1:2000 Class B
	CISPR 24:1997 / EN 55024:1998+A1:2001
	IEC 61000-3-2:1995 / EN 61000-3-2:1995 A1+A2:1998
	IEC 61000-3-3:1994 / EN 61000-3-3:1995
	EN 61000-6-3:2001
	FCC Part15-Class B / CNS13438
	AS/NZS3548 / ICES-003, Issue 2
	GB9254-1998

Supplementary Information:

The Product herewith complies with the requirements of the Low Voltage Directive 73/23/EEC and the EMC Directive 89/336/EEC and carries the CE marking accordingly.

1) The product was tested in a typical configuration.

12 March 2003
Date

Steve Smith, Hardware Test & Regs MGR.

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