



HP Photosmart 470 series

GoGo Photo Printer



User's Guide





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

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Ecuador (Pacific)	1-800-225-528 88 800-711-2884	800 897 1444	السعودية
2 532 5222	مصر	Singapore	6 272 5300
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Ελλάδα (αριθ. Ελλάδα)	801 11 22 55 47	South Africa (RSA)	086 0001030
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09 9 830 4848	UKWA	Yapıno	(380 44) 4903520
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日本 (携帯電話の場合)	0570-000511 03-3335-9800	United States	1-800-474-6836
		Uruguay	0004 054 177
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The embedded software in the printer is based in part on the work of the Independent JPEG Group.

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Regulatory model identification number VCVRA-0507

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is VCVRA-0507. This regulatory number should not be confused with the marketing name (HP Photosmart 470 series printer) or product number (Q7011A).

Safety information

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.

- Read and understand all instructions in the setup instructions that came in the box with the printer.
- Use only a grounded electrical outlet when connecting the unit to a power source. If you do not know whether the outlet is grounded, check with a qualified electrician.
- Observe all warnings and instructions marked on the product.
- Unplug this product from wall outlets before cleaning.
- Do not install or use this product near water or when you are wet.
- Install the product securely on a stable surface.
- Install the product in a protected location where no one can step on or trip over the power cord, and where the power cord will not be damaged.

- If the product does not operate normally, see the troubleshooting information in the onscreen HP Photosmart Printer Help.
- There are no operator serviceable parts inside. Refer servicing to qualified service personnel.
- Use in a well-ventilated area.



Caution Risk of explosion if battery is replaced by an incorrect type. The following batteries are compatible only with HP printers: Q5599A. Dispose of used batteries in accordance with the instructions of the battery.

Environmental statements

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

Protecting the environment

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

Ozone production

This product generates no appreciable ozone gas (O₃).

Paper use

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

Plastics

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

Material safety data sheets

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

Recycling program

HP offers an increasing number of product return and recycling programs in many countries, and partners with some of the largest electronics

recycling centers throughout the world. HP conserves resources by reselling some of its most popular products.

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



Disposal of waste equipment by users in private households in the European Union

This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

For more information regarding return and recycling of HP products generally, please visit: www.hp.com/hpinfo/globalcitizenship/environment/recycle/index.html.

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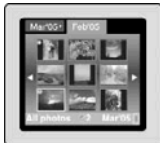
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1 Welcome

Thank you for purchasing an HP printer! With your new printer you can easily print beautiful photos with or without a computer.

This guide explains how to print photos from the printer without connecting it to a computer. To learn how to print from your computer, install the printer software and explore the onscreen Printer Help. See [Installing the software](#) and [Finding more information](#).

Among other things, you'll learn how to:



Print photos saved on the internal printer hard drive. (See [Saving photos from a memory card to the printer hard drive](#).)



Connect the printer to a TV and use the remote control to view photos with friends and relatives. (See [To view a slide show on the TV](#).)



Improve the quality of your photos by removing red-eye, brightening, and improving the contrast, and get creative by adding greetings and clipart, a colorful frame, or a color effect. (See [Improving the quality of your photos](#).)

Finding more information

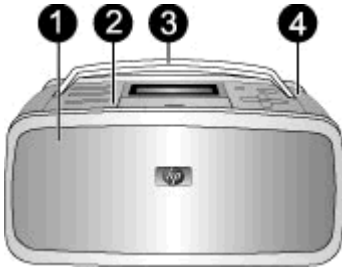
Your new printer comes with the following documentation:

- **Setup Guide:** The *HP Photosmart 470 series Setup Guide* explains how to set up the printer and print your first photo.
- **User's Guide:** The *HP Photosmart 470 series User's Guide* is the book you are reading. This book describes the basic features of the printer, explains how to use the printer without connecting a computer, and contains hardware troubleshooting information.
- **HP Photosmart Printer Help:** The onscreen HP Photosmart Printer Help describes how to use the printer with a computer and contains software troubleshooting information.

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

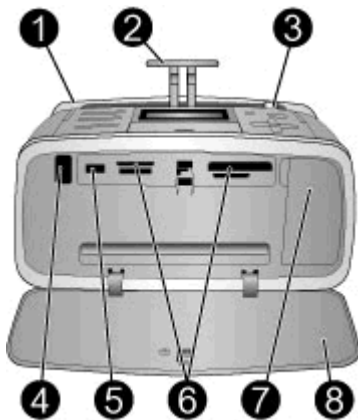
- **Windows PC:** From the **Start** menu, select **Programs** (in Windows XP, select **All Programs**) > **HP** > **HP Photosmart 470 Series** > **Photosmart Help**.
- **Macintosh:** Choose **Help** > **Mac Help** in the Finder, then choose **Library** > **HP Photosmart Printer Help for Macintosh**.

Printer parts



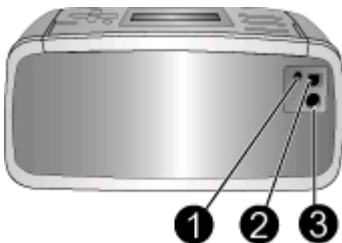
Front of printer

1	Out tray (closed): Open this to print, insert a memory card, connect a compatible digital camera, or connect an HP iPod.
2	Control panel: Control the basic functions of the printer from here.
3	Handle: Extend to carry the printer.
4	Internal printer hard drive: Transfer photos from a memory card or PictBridge-compatible digital camera to the 1.5 GB printer hard drive, or enhance photos and save copies on the printer hard drive. Save more than 1000 photos on the printer hard drive, depending on the size and resolution of the photos.



Inside front of printer

- | | |
|---|--|
| 1 | In tray: Load paper here. |
| 2 | In tray extender: Pull out to support paper. |
| 3 | Paper-width guide: Move to width of current paper to position the paper properly. |
| 4 | Remote control infrared port: This port is used by the remote control to communicate with the printer. Be sure to open the Out tray before using the remote control, so the remote control can communicate with the printer using the infrared remote control port. |
| 5 | Camera port: Connect a PictBridge digital camera, the optional HP Bluetooth wireless printer adapter, an HP iPod, or a USB flash/thumb drive. |
| 6 | Memory card slots: Insert memory cards into these slots. See Inserting memory cards . |
| 7 | Print cartridge door: Open to insert or remove a print cartridge. |
| 8 | Out tray (open): The printer deposits printed photos here. |



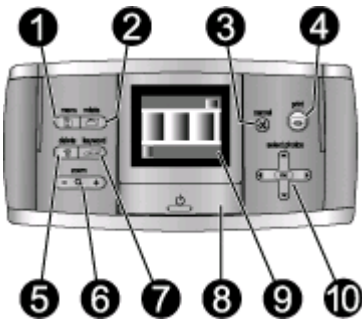
Rear of printer

- | | |
|---|---|
| 1 | TV cable connection: Connect the video cable here. |
| 2 | USB port: Use this port to connect the printer to a computer or to an HP direct-printing digital camera. |
| 3 | Power cord connection: Connect the power cord here. |



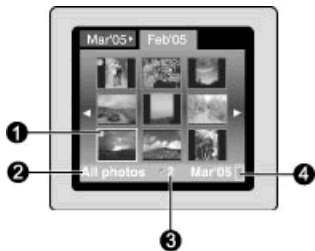
Indicator lights

- | | |
|---|--|
| 1 | Memory Card light: Flashing if the printer is accessing the memory card, or solid if the printer has finished accessing the card and is ready to print. |
| 2 | On light: Green if the printer is on, green and flashing if the printer is busy, or red and flashing if the printer requires attention. |
| 3 | Print light: Green if the printer is ready to print, or green and flashing if the printer is printing or processing information. |



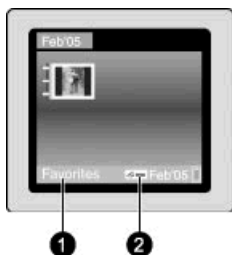
Control panel

- | | |
|----|--|
| 1 | Menu: Access the printer menu. |
| 2 | Rotate: Rotate the currently selected photo. |
| 3 | Cancel: Deselect photos, exit a menu, or stop an action. |
| 4 | Print: Print selected photos from a memory card or the printer hard drive. |
| 5 | Delete: Delete the currently selected photo from a memory card or the printer hard drive. |
| 6 | Zoom: Increase or decrease the zoom level. |
| 7 | Keyword: Access the keyword menu. |
| 8 | On: Turn the printer on or off. |
| 9 | Printer screen: View photos and menus here. |
| 10 | Select Photos arrows: Scroll through photos on a memory card or the printer hard drive, or navigate menus. Press OK to select a photo, menu, or menu option. |



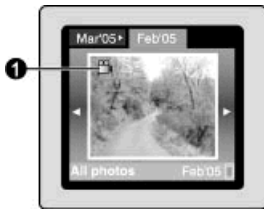
Printer screen

- | | |
|---|---|
| 1 | Selection check mark: Indicates a selected photo or album. |
| 2 | Keyword/All photos/Mode: Indicates the keyword assigned to the currently selected photos, All photos if the selected photos are not assigned a keyword, or the mode, such as Panoramic mode . |
| 3 | Number of photos selected: Displays the number of photos currently selected. |
| 4 | Battery icon: Displays the charge level of the HP Photosmart Internal Battery, if installed.
A solid green Battery icon indicates a fully-charged battery. As the battery is used, the Battery icon indicates the approximate amount of charge by the amount of solid fill.
A lightning bolt symbol shown on top of the Battery icon indicates that a power supply is connected and the battery is charging. An outlet symbol appears when the battery is fully charged, indicating that you can unplug the power cord and run the printer from the battery if desired.
For more information about the battery, refer to the instructions that came with the battery. |



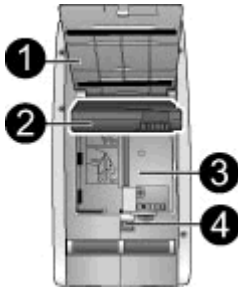
Folder view

- | | |
|---|--|
| 1 | Keyword/All photos/Mode: Indicates the keyword assigned to the currently selected photos, All photos if the selected photos are not assigned a keyword, or the mode, such as Panoramic mode . |
| 2 | Keyword icon: Indicates the current photo or album has a keyword assigned. |



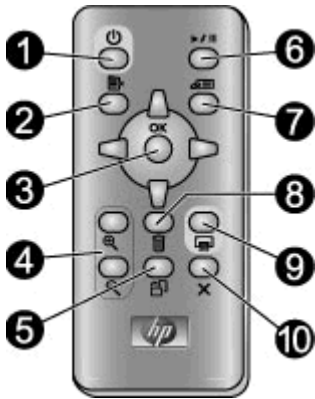
Video clip

- 1 **Video clip:** Displays this icon only when a video clip appears on the printer screen.



Internal battery compartment

- 1 **Cover of the battery compartment:** Open this cover on the bottom of the printer to insert the optional HP Photosmart Internal Battery.
- 2 **HP Photosmart Internal Battery:** A fully-charged battery has sufficient charge to print approximately 75 photos. You must purchase the battery separately.
- 3 **Internal battery compartment:** Insert the optional HP Photosmart Internal Battery here.
- 4 **Battery compartment button:** Slide to release the compartment cover.



Remote control

1	On: Turn the printer on or off.
2	Menu: Access the printer menu.
3	Select Photos arrows: Scroll through photos on a memory card or the printer hard drive, or navigate menus. Press OK to select a photo, menu, or menu option.
4	Zoom: Increase or decrease the zoom level.
5	Rotate: Rotate the currently selected photo.
6	Slide show: Play or pause a slide show.
7	Keyword: Access the keyword menu.
8	Delete: Delete the currently selected photo from a memory card or the printer hard drive.
9	Print: Print selected photos from a memory card or the printer hard drive.
10	Cancel: Deselect photos, exit a menu, or stop an action.

Use the remote control to access the printer functions when you view photos and slide shows on a TV. Be sure to open the Out tray before using the remote control, so the remote control can communicate with the printer using the infrared remote control port. The remote uses a supplied CR2025 battery that you need to install. Purchase replacement batteries from your local electronics store.



Installing the battery for the remote control



1. Remove the battery compartment cover from the back of the remote control.
2. Insert the supplied battery as shown with the + side up.
3. Slide the cover back into place.

Available accessories



There are several accessories available for the printer that enhance its portability for printing anywhere, anytime. The appearance of the accessories may vary from what is shown.

Accessory name	Description
 <p data-bbox="240 1090 602 1121">HP Photosmart Internal Battery</p>	<p data-bbox="703 857 1139 944">The HP Photosmart Internal Battery lets you take the printer with you wherever you go.</p>
 <p data-bbox="240 1263 677 1295">HP Bluetooth wireless printer adapter</p>	<p data-bbox="703 1142 1151 1260">The HP Bluetooth wireless printer adapter goes into the camera port on the front of the printer and lets you use Bluetooth wireless technology for printing.</p>





Printer menu

Press **Menu** on the printer control panel or the remote control to access the printer menu.

To navigate the printer menu:

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

Printer menu structure

- **Slide show**
 - **Play currently selected slide show:** Select to play the current slide show.
 - **Play custom slide show:** Select to play a custom slide show.
 - **Pause current slide show:** Select to pause the current slide show.
 - **Resume current slide show:** Select to resume playing the current slide show.
 - **Exit current slide show:** Select to exit the current slide show.
 - **Save a custom slide show:** Select to save the selected photos as a slide show.
 - **Edit custom slide show:** Select to edit a saved slide show.
 - **Delete custom slide show:** Select to delete a saved slide show.
- **Improve image**
 - **Remove red-eye:** Select this feature to remove red-eye from your photos.
 - **Auto enhance:** Select an enhancement option. Select **Recommended**, **Option 2**, or **Option 3**, to enhance the photo. Select **Original (not enhanced)** to not enhance the photo.
 - **Crop:** Select to crop the image. Press **Zoom –** to adjust the size of the cropped area. Press **Select Photos**  or  to move the cropped area. Press **OK**, then press **OK** again to save a copy of the cropped photo on the printer hard drive.
 - **Photo brightness:** Press **Select Photos**  or  to move the slider and adjust the photo brightness.
- **Get creative**
 - **Frames:** Select to add a frame to the current photo.
 - **Clipart:** Select to add clipart to the current photo.
 - **Greetings:** Select to add a greeting to the current photo.
 - **Panoramic photos:** Select to turn panoramic printing **On** or **Off** (default). Select **On** to print all selected photos with a 3:1 aspect ratio; load 10 x 30 cm (4 x 12 inches) paper before printing. When a photo is selected, a green bounding box shows the area to be printed. Select **Off** to print with a normal 3:2 aspect ratio.
 - **Photo stickers:** Select to turn sticker printing **On** or **Off** (default). Select **On** to print 16 photos per page; load special sticker media if desired. Select **Off** to print using one of the normal layout options.
 - **Passport photos:** Select to turn passport photo mode **On** or **Off** (default). **Select size:** Passport mode tells the printer to print all selected photos in the selected passport photo size. A separate page is printed for each selected photo. Each printed page contains the number of photos of the selected size that will fit on the page.
 - **Add color effect:** Choose from the following color effects: **Black & white**, **Sepia**, **Antique**, or **No effect** (default).

- **Transfer**
 - **Transfer to external:** Select this option to transfer photos from an inserted memory card or the printer hard drive to a device connected to the camera port on the front of the printer.
 - **Transfer to internal:** Select this option to transfer photos from an inserted memory card or from a device connected to the camera port on the front of the printer to the printer hard drive.
 - **Transfer to computer:** Select this option to transfer photos from an inserted memory card or the printer hard drive to a computer attached to the USB port on the back of the printer.
- **Storage**
 - **Delete images:** Select to delete the current photo (choose **Yes** or **No**).
 - **Reformat hard drive:** Select this option to reformat the printer hard drive.
 - **Available space:** Select to view the remaining space on the printer hard drive.
- **Tools**
 - **Change layout:** Select a print layout. Select **1-up** to print a single photo per page. Select **2-up** to print 2 photos per page. Select **4-up** to print 4 photos per page. Select **Index sheet** to print an index page with thumbnails of all the photos on the memory card.
 - **Cartridge status:** Select to review the amount of ink remaining in the print cartridge.
 - **Instant Share:** Select to share photos on an inserted memory card with family and friends (the printer must be connected to a computer and the printer software must be installed on the computer).
 - **Print quality:** **Normal** uses less ink than **Best** (default) and applies only to the current print job. The setting then automatically resets to **Best**.
 - **Print test page:** Select to print a test page containing information about the printer that can help in troubleshooting problems.
 - **Print sample page:** Select to print a sample page useful for checking the print quality of the printer.
 - **Clean cartridge:** Select to clean the print cartridge. After cleaning, you will be asked if you want to continue to second level cleaning (choose **Yes** or **No**), and if you choose **Yes** another cleaning cycle is completed. Next you will be asked if you want to continue to third level cleaning (choose **Yes** or **No**).
 - **Align cartridge:** Select to align the print cartridge.
- **Bluetooth**
 - **Device address:** Some devices with Bluetooth wireless technology require you to enter the address of the device they are trying to locate. This menu option shows the device address.
 - **Device name:** You can select a device name for the printer that appears on other devices with Bluetooth wireless technology when they locate the printer.
 - **Passkey:** You can assign a Bluetooth numerical passkey to the printer that users of devices with Bluetooth wireless technology trying to locate the printer must enter before they can print, if the printer Bluetooth **Security level** is set to **High**. The default passkey is 0000.)
 - **Visibility:** You can set the Bluetooth-equipped printer to be visible or invisible to other devices with Bluetooth wireless technology by changing this

- visibility option. Select **Visible to all** or **Not visible**. When **Not visible** is selected, only devices that know the device address can print to it.
- **Security level:** Select **Low** (default) or **High**. The **Low** setting does not require users of other devices with Bluetooth wireless technology to enter the printer passkey. The **High** setting does require users of other devices with Bluetooth wireless technology to enter the printer passkey.
 - **Reset Bluetooth options:** Select to reset all the Bluetooth settings to the factory defaults.
 - **Help:** Select to read help about using the printer, including printing tips, printing panoramic photos, inserting memory cards, installing the print cartridge, loading paper, connecting to a TV, using keywords, and transferring photos.
 - **Preferences**
 - **Auto red-eye removal:** Select **On** (default) or **Off**.
 - **SmartFocus:** Select **On** (default) or **Off**.
 - **Adaptive lighting:** Select **On** (default) or **Off**. This setting improves lighting and contrast.
 - **Slide show:** Select to set the slide show options. Select **Loop**, **Duration between images**, **Transitions**, or **Random**.
 - **Television:** Select to set the TV options. Select an **Aspect ratio** and **NTSC/PAL**. Select to display on a **TV** or **Printer**.
 - **Date/time:** Select to show a date/time stamp on your printed photos. Select **Date/time**, **Date only**, or **Off** (default).
 - **Colorspace:** Select to choose a colorspace. Select **Adobe RGB**, **sRGB**, or **Auto-select** (default). The **Auto-select** default tells the printer to use the Adobe RGB colorspace, if available. The printer defaults to sRGB if Adobe RGB is not available.
 - **Borderless:** Select to turn borderless printing **On** (default) or **Off**. When borderless printing is turned off, all pages print with a narrow white border around the outside edges of the paper.
 - **After printing:** Select to change whether selected photos are deselected after printing: **Always** (default), **Never**, or **Ask each time**.
 - **Video enhancement:** Select to enhance video prints: **On** or **Off** (default).
 - **Restore defaults:** Select to restore printer defaults: **Yes** or **No** (default). Selecting **Yes** restores the original factory preferences.
 - **Language:** Select to change the language or country/region setting. Choose from **Select language** and **Select country/region**.



Keyword menu

Press **Keyword** on the printer control panel or the remote control to access the keyword menu.



Note You can assign up to 10 keywords to each photo stored on the printer hard drive. The Keyword icon appears to indicate that the photo has an assigned keyword.

To navigate the keyword menu:

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

Keyword menu structure

- **Assign a keyword**
 - **Favorites**
 - **People**
 - **Places**
 - **Events**
 - **Other**
- **View photos by keyword**
 - **All**: Select to view all photos.
 - **Favorites**: Select to view photos assigned the Favorites keyword.
 - **People**: Select to view photos assigned the People keyword.
 - **Places**: Select to view photos assigned the Places keyword.
 - **Events**: Select to view photos assigned the Events keyword.
 - **Other**: Select to view photos assigned Other as the keyword.
 - **Printed**: Select to view all photos that have previously been printed.
 - **Most often viewed**: Select to view the photos that you have previously viewed most often.
 - **All with assigned keywords**: Select to view all photos assigned keywords.
- **Remove assigned keyword**

Select to remove assigned keywords from the selected photo or from all the photos in the selected album.

2 Getting ready to print

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

- Loading paper
- Inserting print cartridges
- Inserting memory cards

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

Loading paper

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

Choosing the right paper

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

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

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

To print	Use this paper
High-quality, long-lasting prints and enlargements	HP Premium Plus Photo Paper
Medium-to-high-resolution images from scanners and digital cameras	HP Premium Photo Paper
Instant dry and fingerprint-resistant glossy photos	HP Advanced Photo Paper
Casual and business photos	HP Photo Paper HP Everyday Photo Paper
Panoramic photos	HP Panoramic Photo Paper
Photo stickers	Avery C6611 and C6612 Photo Sticker Paper



Note HP designs its photo papers to resist fading so your photos remain vibrant for years to come. For more detailed information on this subject, visit the HP website. Go to www.hp.com/support, select your country/region and your language, then type HP Photosmart 470 in the product/name search box. Press ENTER and then select the printer. In the **Question or keywords**

search box enter `lightfastness` or `permanence` and then press `ENTER`.
Click the topic you want to review.


To keep your paper in good condition for printing:

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

Loading your paper

Paper loading tips:

- You can print photos on photo paper, index cards, L-size cards, or Hagaki cards.
- Before loading paper, slide out the paper-width guide to make room for the paper.
- Load only one type and size of paper at a time. Do not mix paper types or sizes in the In tray.

Paper type	How to load							
10 x 15 cm (4 x 6 inch) photo paper 13 x 18 cm (5 x 7 inch) photo paper 10 x 30 cm (4 x 12 inches) panorama photo paper 10 x 15 cm (4 x 6 inches) photo sticker paper Index cards L-size cards Hagaki cards	<ol style="list-style-type: none"> 1. Open the In tray and pull out the In tray extender. 2. Load up to 20 sheets of paper with the print side or glossy side facing towards you. When loading, slide the paper to the left side of the In tray and push the paper down firmly until it stops. If you are using tabbed paper, insert it so the tabbed end feeds in last. <p>Note If you are using panorama photo paper, only load up to 10 sheets. If you are using photo sticker paper, only load a single sheet at a time.</p> <ol style="list-style-type: none"> 3. Move the paper-width guide to the left to fit close to the edge of the paper without bending the paper. 	 <p>The diagram shows the printer with three numbered callouts: 1 points to the In tray opening, 2 points to the paper-width guide on the right side, and 3 points to the Out tray at the bottom.</p> <table border="1"> <tr> <td>1</td> <td>In tray</td> </tr> <tr> <td>2</td> <td>Paper-width guide</td> </tr> <tr> <td>3</td> <td>Out tray</td> </tr> </table>	1	In tray	2	Paper-width guide	3	Out tray
1	In tray							
2	Paper-width guide							
3	Out tray							

(continued)

Paper type	How to load	
	4. Open the Out tray to prepare for printing.	

Inserting print cartridges

HP provides different types of print cartridges so you can choose the best cartridge for your project. The cartridge numbers you can use with this printer vary by country/region and appear on the back cover of this printed guide.

HP Vivera Inks deliver true-to-life photo quality and exceptional fade resistance resulting in vivid colors that last. HP Vivera Inks are specially-formulated and scientifically tested for quality, purity and fade resistance.

For optimum printing results, HP recommends using only genuine HP print cartridges. Genuine HP print cartridges are designed and tested with HP printers to help you easily produce great results, time after time.

Use the best print cartridge for the job

To print...	Insert this print cartridge in the cartridge cradle
Full-color photos	HP Tri-color
Black-and-white photos	HP Gray Photo
Sepia or antique photos	HP Tri-color
Text and colored line drawings	HP Tri-color



Caution Check that you are using the correct print cartridge. HP cannot guarantee the quality or reliability of non-HP ink. Printer service or repairs required as a result of printer failure or damage attributable to the use of non-HP ink will not be covered under warranty.

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

Insert or replace the print cartridge



Remove the pink tape

Prepare the printer and cartridge

1. Make sure the power is on and you have removed the cardboard from inside the printer.
2. Open the print cartridge door of the printer.
3. Remove the bright pink tape from the cartridge.

Insert or replace the print cartridge (continued)



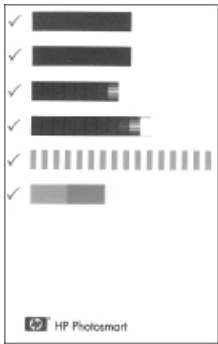
Do not touch here



Insert the cartridge

1. If you are replacing a cartridge, push down and pull outward on the cartridge in the cradle to remove it.
2. Hold the replacement cartridge with the label on top. Slide the cartridge at a slight upward angle into the cradle so the copper-colored contacts go in first. Push the cartridge until it snaps into place.
3. Close the print cartridge door.

Note To see the ink level of the print cartridge, press **Menu**, select **Tools**, press **OK**, then select **Cartridge status**.



Each time you install or replace a print cartridge, a message appears on the printer screen asking you to load plain paper so the printer can align the cartridge. This ensures high-quality prints.

Align the cartridge

1. Load paper in the In tray and press **OK**.
2. Follow the onscreen instructions to align the cartridge.

See [Aligning the print cartridge](#).

When you are not using a print cartridge



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

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

When you are not using a print cartridge (continued)

In some countries/regions the cartridge protector is not included with the printer, but comes with the HP Gray Photo cartridge that can be purchased separately. In other countries/regions, the protector is included with the printer.

Inserting memory cards

After you have taken pictures with a digital camera, you can remove the memory card from the camera and insert it into the printer to view and print your photos. The printer can read the following types of memory cards: CompactFlash™, Microdrive, Memory Sticks, MultiMediaCard™, Secure Digital™, and xD-Picture Card™.



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

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

Supported file formats

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

Inserting a memory card

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

Guidelines:

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




Caution 1 Inserting the memory card any other way may damage the card and the printer.









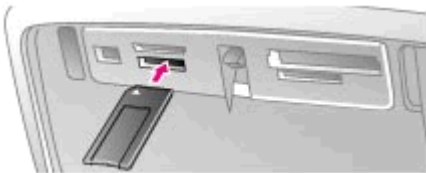
When the memory card is inserted correctly, the Memory Card light flashes and then remains solid green.


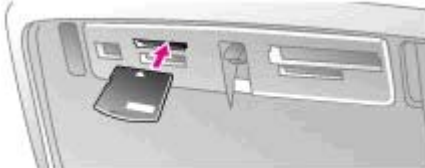
Caution 2 Do not pull out a memory card while the Memory Card light is flashing. For more information, see [Removing a memory card](#).

The printer reads the memory card, prompts you to save any new photos on the internal printer hard drive, and then displays the photos in folders and albums. If you used your digital camera to select photos on the card, the printer asks you if you want to print the camera-selected photos.

Memory card	How to insert the memory card
<p>CompactFlash</p> 	<ul style="list-style-type: none"> • Front label faces up, and if the label has an arrow, the arrow points toward the printer • Edge with metal pinholes goes into the printer first

(continued)

Memory card	How to insert the memory card
Microdrive 	 <ul style="list-style-type: none">• Front label faces up, and if the label has an arrow, the arrow points toward the printer• Edge with metal pinholes goes into the printer first 
MultiMediaCard 	<ul style="list-style-type: none">• Angled corner is on the right• Metal contacts face down 
Secure Digital 	<ul style="list-style-type: none">• Angled corner is on the right• Metal contacts face down 
Memory Stick 	<ul style="list-style-type: none">• Angled corner is on the left• Metal contacts face down• If you are using a Memory Stick Duo™ or Memory Stick PRO Duo™ card, attach the adapter that came with the card before you insert the card into the printer 

Memory card	How to insert the memory card
<p data-bbox="123 170 312 192">xD-Picture Card</p> 	<ul data-bbox="409 170 863 225" style="list-style-type: none">● Curved side of card points toward you● Metal contacts face down 

Removing a memory card

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



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

Saving photos from a memory card to the printer hard drive

When you insert a memory card, if there are new photos on the card that have not previously been saved to the printer hard drive, the printer screen displays a message asking you to transfer the photos to the internal hard drive. Press **OK**.

If you have previously transferred a photo to the hard drive, but then deleted it from the hard drive, you may want to transfer it again. Follow these steps:

1. Insert a memory card and select photos to transfer. For information on viewing and selecting photos, see [Deciding which photos to print](#).
2. Press **Menu**.
3. Select **Transfer**, then press **OK**.
4. Select **Transfer to internal**, then press **OK**.
5. Press **OK** again to confirm.

Checking the number of saved photos and the available space on the printer hard drive

You can check the number of photos that are currently saved and the space remaining on the printer hard drive.

1. Press **Menu**.
2. Select **Storage**, then press **OK**.
3. Select **Available space**, then press **OK**.

3 Printing without a computer

The printer lets you print amazing photos without even going near a computer. After setting up the printer using the instructions in the *HP Photosmart 470 series Setup Guide* refer to these steps for start-to-finish printing.

Getting your photos from camera to printer

Use these steps for start-to-finish printing in minutes!

Step 1

Insert a memory card or view photos on the printer hard drive
See [Inserting memory cards](#).



Step 2

Decide which photos to print
See [Deciding which photos to print](#).



Step 3

Insert a different print cartridge for this print job, if desired
See [Inserting print cartridges](#).

Note Each time you install or replace a print cartridge, a message appears on the printer screen asking you to load plain paper so the printer can align the cartridge. This ensures high-quality prints.



Step 4

Load paper
See [Loading paper](#).



Step 5

Select photos to print
See [Selecting photos to print](#).



(continued)

Use these steps for start-to-finish printing in minutes!

Step 6

Get creative!
See [Getting creative](#).



Step 7

Improve the quality of your photos
See [Improving the quality of your photos](#).



Step 8

Print your photos
See [Printing your photos](#).





Deciding which photos to print




You can view photos on the printer screen or a TV. For information about connecting to a TV, see [Connecting to other devices](#).



Note If you are viewing photos on a TV, use the remote control that came with the printer.

To view photos	Do this
<p>Folder view</p> 	<ol style="list-style-type: none">1. Insert a memory card or view photos on the printer hard drive. The photos are displayed in:<ul style="list-style-type: none">– Folders: by month– Albums: groups of photos within a month2. Use the Select Photos arrows to navigate through the folders and albums.<ul style="list-style-type: none">– To navigate through the albums, press Select Photos ◀ or ▶. When you reach the last album in the folder, the focus automatically moves to the first album in the next folder.– To navigate from one folder to another, press Select Photos ▲. The focus moves to the folder tab. Press Select Photos ◀ or ▶ to move from one tab to another.
<p>Nine at a time</p> 	<ol style="list-style-type: none">1. Insert a memory card or view photos on the printer hard drive.2. Use the Select Photos arrows to navigate through the folders and albums.3. Press Zoom + to view the photos in the selected album, nine at a time.4. Use the Select Photos arrows to scroll through the photos.5. Press Zoom – to change back to the folder view.
<p>One by one</p>	<ol style="list-style-type: none">1. Insert a memory card or view photos on the printer hard drive.2. Use the Select Photos arrows to navigate through the folders and albums.3. Press Zoom + to view the photos in the selected album, nine at a time.

(continued)

To view photos	Do this
	<ol style="list-style-type: none"> 4. Use the Select Photos arrows to scroll through the photos and highlight the photo you want to view. 5. Press Zoom + to view the photo. Press Zoom + again to magnify the photo, or Zoom – to decrease the magnification. 6. To change back to the nine at a time view, press Zoom – until nine photos display.
<p>In a continuous slide show</p>	<ol style="list-style-type: none"> 1. Insert a memory card or view photos on the printer hard drive. 2. Select photos to view in the slide show by pressing OK. 3. Press Menu. 4. Select Slide show, then press OK. 5. Select Play currently selected slide show, then press OK. 6. Press OK to pause or resume a slide show. 7. Press Cancel to stop the slide show.
<p>A video clip</p>	<ol style="list-style-type: none"> 1. Insert a memory card that contains a video clip or view video clips on the printer hard drive. 2. Navigate through the folders and photos, and highlight the video clip you want to play. 3. Press Zoom +. 4. Press Select Photos  to play the video clip. 5. Press OK to pause the video clip, select a frame, or start the video clip again. 6. Press Cancel to return to the beginning of the video clip or to deselect any selected frames. 7. Press Select Photos  to stop the video clip.
<p>In groups by keyword</p> <p>Assign keywords to photos stored on the printer hard drive and then view photos by keyword.</p>	<p>To assign keywords</p> <ol style="list-style-type: none"> 1. View photos on the printer hard drive. 2. Press OK to select each photo or album you want to assign a keyword. 3. Press Keyword. 4. Select Assign a keyword, then press OK.



(continued)

To view photos	Do this
	<p>5. Press Select Photos ▲ or ▼ to select a keyword, then press OK.</p> <p>To view photos by keyword</p> <ol style="list-style-type: none">1. View photos on the printer hard drive.2. Press Keyword.3. Select View photos by keyword, then press OK.4. Press Select Photos ▲ or ▼ to select a keyword or one of the other keyword options, then press OK.
<p>On a TV</p> <p>Connect the printer to a TV to view and select photos with friends and relatives. You can view photos in folders, nine at a time, one by one, sorted by keyword, or in a continuous slide show, just as you can on the printer screen. Use the remote control that came with the printer to easily start or stop a slide show, or select photos for printing.</p> <p>Before you connect the printer to a TV using the video cable, select the video output format. The format that you choose (NTSC or PAL) depends on the video format of your TV.</p> <p>Note See the documentation that came with your TV for information about the video format.</p>	<p>To select the video output format on the printer</p> <ol style="list-style-type: none">1. Press Menu.2. Select Preferences, then press OK.3. Select Television, then press OK.4. Select NTSC or PAL, then press OK. <p>To view a slide show on the TV</p> <ol style="list-style-type: none">1. Connect the printer to the TV using the video cable, turn on the TV, then set the video input on the TV. The display changes from the printer screen to the TV screen.2. Press Slide show on the remote control. <p>To return to viewing photos on the printer screen</p> <p>→ Disconnect the video cable from the TV and printer.</p>



Selecting photos to print

If you want to...	Do this
<p>Print one photo</p>	<ol style="list-style-type: none">1. Insert a memory card or view photos on the printer hard drive.2. Use the Select Photos arrows to navigate through the folders and photos, and highlight a photo to print.3. Press Print to print the current photo.
<p>Print more than one copy of a photo</p>	<ol style="list-style-type: none">1. Insert a memory card or view photos on the printer hard drive.

(continued)

If you want to...	Do this
	<ol style="list-style-type: none"> 2. Press OK to select the photo you want to print. 3. Press OK again, then select Select multiple print copies. 4. Press Select Photos  or  to increase or decrease the number of copies, then press OK. 5. Press Print.
Print several photos	<ol style="list-style-type: none"> 1. Insert a memory card or view photos on the printer hard drive. 2. Use the Select Photos arrows to navigate through the folders and photos, and highlight a photo to print. 3. Press OK to select each photo you want to print. 4. Press Print.
Print a range of photos	<ol style="list-style-type: none"> 1. Insert a memory card or view photos on the printer hard drive. 2. Press OK to select each album of photos you want to print. <p>Note If you are viewing photos one by one or nine at a time, press Zoom – until the folder view appears.</p> <ol style="list-style-type: none"> 3. Press Print.
Print one selected frame from a video clip	<ol style="list-style-type: none"> 1. Insert a memory card that has a video clip on it or view video clips on the printer hard drive. 2. Use the Select Photos arrows to navigate to the video clip. The first frame in the clip appears. 3. Press OK to select the video clip. The video loads slowly, frame by frame, to allow you to pick a frame to print. 4. When the frame you want to print appears, press OK, then press Print. <p>Note 1 The image resolution in video clips is typically lower than that of digital photos; therefore, you may notice that the print quality of your video clip frames is lower than the print quality of your photos.</p>

(continued)

If you want to...	Do this
<p>Print photos in panoramic mode</p> <p>Note Panoramic mode is not supported when printing from a digital camera connected to the camera port on the front of the printer with a USB cable. To create panoramic photos on your computer in the HP Image Zone software, you must choose the Full installation option when you install the printer software. If you chose the Express installation option, you must reinstall the printer software and choose the Full option instead.</p>  <p>Stitch several photos together to create one panoramic-size photo...</p>  <p>...or select any photo to print in panoramic mode</p>	<p>Note 2 Not all video file formats are supported by this printer. For a list of supported video file formats, see Printer specifications.</p> <p>There are two ways to create a panoramic photo:</p> <ul style="list-style-type: none">● Stitch photos together: Use image editing software, such as HP Image Zone, to stitch overlapping photos together to form a 10 x 30 cm (4 x 12 inch) photo. (Alternatively, some digital cameras can stitch several shots together into one photo before saving the photo to a memory card.) Then save the photo to a memory card and use the steps below to turn on panoramic mode. Panoramic mode prints the selected photo with a 3:1 aspect ratio.● Select any photo: Select one or more photos on a memory card and use the steps below to turn on panoramic mode. Panoramic mode prints the selected photos with a 3:1 aspect ratio. <ol style="list-style-type: none">1. Insert a memory card that has one or more panoramic photos on it or view panoramic photos on the printer hard drive.2. Press Menu.3. Select Get creative, then press OK.4. Select Panoramic photos, then press OK.5. Select On, then press OK.6. Load 10 x 30 cm (4 x 12 inches) paper.7. Select one or more panoramic photos. A crop box on the printer screen shows the portion of the displayed photo to be printed (3:1 aspect ratio). The higher the original resolution of the displayed photo, the better it will look when printed in panoramic mode.8. Press Print.9. When you are finished printing panoramic photos, turn off

(continued)

If you want to...	Do this
	<p>Panoramic mode to continue printing with a normal 3:2 aspect ratio. To turn off Panoramic mode, repeat steps 2 through 4, and then select Off and press OK.</p>
<p>Print photo stickers</p> <p>Load a single sheet of photo sticker paper at a time.</p> <p>Note The photo stickers feature is not available in all countries/regions.</p>	<ol style="list-style-type: none"> 1. Insert a memory card or view photos on the printer hard drive. 2. Press Menu. 3. Select Get creative, then press OK. 4. Select Photo stickers, then press OK. 5. Select On, then press OK. 6. Load a single sheet of photo sticker paper. 7. Select one or more photos. 8. Press Print. Each printed sheet contains 16 copies of a single photo. 9. When you are finished printing stickers, turn off Photo stickers mode. To turn off Photo stickers mode, repeat steps 2 through 4, select Off, then press OK.
<p>Print passport photos</p>	<ol style="list-style-type: none"> 1. Insert a memory card or view photos on the printer hard drive. 2. Press Menu. 3. Select Get creative, then press OK. 4. Select Passport photos, then press OK. 5. Select On, then press OK. 6. Select a passport photo size, then press OK. 7. Load photo paper. 8. Select one or more photos. 9. Press Print. Each printed sheet contains as many copies of a photo as will fit on the page, depending on the passport photo size selected.
<p>Print a photo index</p> <p>A photo index shows thumbnail views and index numbers for all the photos on a memory card (2000 maximum). You can use the index numbers to print specific photos or a range of photos. Use an index card or plain paper to conserve photo paper.</p>	<ol style="list-style-type: none"> 1. Insert a memory card or view photos on the printer hard drive 2. Press Menu. 3. Select Tools, then press OK. 4. Select Change layout, then press OK. 5. Select Index sheet, then press OK. 6. Press Print.

Improving the quality of your photos

The printer provides a variety of preferences and effects that can improve the quality of your printed photos. The settings do not change your original photo. They only affect printing.

Problem and solution	How to do it
<p>Red-eye in flash photos</p> <p>Red-eye removal</p> <p>Remove the red-eye effect that mars some photos taken with a flash.</p>	<ol style="list-style-type: none">1. Press Menu.2. Select Improve image, then press OK.3. Select Remove red-eye, then press OK.
<p>Blurred photos</p> <p>SmartFocus</p> <p>Sharpen blurred photos. It is turned on by default. Use these instructions to turn it on if it is currently off. This preference affects all printed photos.</p>	<ol style="list-style-type: none">1. Press Menu.2. Select Preferences, then press OK.3. Select SmartFocus, then press OK.4. Select On, then press OK.
<p>Photos with poor lighting and contrast</p> <p>Adaptive lighting</p> <p>Improve the lighting and contrast in prints. This preference affects all printed photos.</p>	<ol style="list-style-type: none">1. Press Menu.2. Select Preferences, then press OK.3. Select Adaptive lighting, then press OK.4. Select On, then press OK.
<p>Photos with poor brightness</p> <p>Photo brightness</p> <p>Improve the brightness level in photos.</p>	<ol style="list-style-type: none">1. Press Menu.2. Select Improve image, then press OK.3. Select Photo brightness, then press OK.4. Use the Select Photos arrows to adjust photo brightness to the desired level, then press OK.
<p>Poor-quality photos</p> <p>Auto enhance</p>	<ol style="list-style-type: none">1. Press Menu.2. Select Improve image, then press OK.3. Select Auto enhance, then press OK.4. Select one of the enhancement options:<ul style="list-style-type: none">– Recommended– Option 2– Option 35. Press OK.
<p>Poor-quality video clips</p> <p>Video enhancement</p>	<ol style="list-style-type: none">1. Press Menu.2. Select Preferences, then press OK.

(continued)

Problem and solution	How to do it
Improve the quality of printed video clips. Print times can be slower when the preference is turned on.	<ol style="list-style-type: none"> 3. Select Video enhancement, then press OK. 4. Select On, then press OK.

Getting creative

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

Things to try	Do this
<p>Crop a photo</p> <p>Press Zoom + or - to increase or decrease the magnification by 0.25x. The maximum level is 5.0x.</p>	<ol style="list-style-type: none"> 1. Highlight the photo you want to change. 2. Press Menu. 3. Select Improve image, then press OK. 4. Press Zoom + to magnify the current photo. 5. Press Zoom + or - to adjust the size of the cropped area. 6. Use the Select Photos arrows to move the crop box. 7. Press OK when the portion of the photo you want to print is in the crop box. 8. Press Print to begin printing. Cropping does not change your original photo. It only affects printing.
<p>Add a decorative frame</p> <p>Choose from a palette of various patterns and colors to make the frame stand out.</p>	<ol style="list-style-type: none"> 1. Highlight the photo you want to change. 2. Press Menu. 3. Select Get creative, then press OK. 4. Select Add frame, then select OK. 5. Use the Select Photos arrows to select a frame pattern, then press OK. 6. Use the Select Photos arrows to select a frame color, then press OK. 7. Press OK, select Yes, then press OK again to save a copy of the photo and frame as a new image.
<p>Add clipart</p>	<ol style="list-style-type: none"> 1. Highlight the photo you want to change. 2. Press Menu. 3. Select Get creative, then press OK. 4. Select Clipart, then press OK.

(continued)


Things to try	Do this
	<ol style="list-style-type: none">5. Press the Select Photos ◀ or ▶ to select a piece of clipart, then press OK.6. Press Zoom + or - to change the size of the clipart, use the Select Photos arrows to move the clipart, then press OK.7. Press OK, select Yes, then press OK again to save a copy of the photo and clipart as a new image.
Add greetings	<ol style="list-style-type: none">1. Highlight the photo you want to change.2. Press Menu.3. Select Get creative, then press OK.4. Select Greetings, then press OK.5. Press Select Photos ◀ or ▶ to select a greeting, then press OK.6. Press Zoom + or - to change the size of the greeting, use the Select Photos arrows to move the greeting, then press OK.7. Press OK, select Yes, then press OK again to save a copy of the photo and greeting as a new image.
Add a color effect Set the printer to change the color effect of your prints to Black and White , Sepia , Antique , or None (default).	<ol style="list-style-type: none">1. Highlight the photo you want to change.2. Press Menu.3. Select Get creative, then press OK.4. Select Add color effect, then press OK.5. Press Select Photos ◀ or ▶ to select a color effect, then press OK.6. Press OK, select Yes, then press OK again to save a copy of the photo with the color effect as a new image.
Add the date and time to your prints You can print a stamp on the front of your photos that shows when the photo was taken. This preference affects all prints.	<ol style="list-style-type: none">1. Press Menu.2. Select Preferences, then press OK.3. Select Date/time, then press OK.4. Select a date/time stamp option:<ul style="list-style-type: none">- Date/time- Date only- Off5. Press OK.

Printing your photos

Printing your photos involves three steps: selecting a layout, setting print quality, and selecting a print method.

Selecting a layout

You can select from several print layouts.

Layout options	Do this
	<ol style="list-style-type: none"> 1. Press Menu. 2. Select Tools, then press OK. 3. Select Change layout, then press OK. 4. Use the Select photos arrows to select a layout: <ul style="list-style-type: none"> – 1-up – 2-up – 4-up – Index sheet <p>The printer may rotate your photos to fit the layout.</p> <p>Note When borderless printing is turned off, all pages print with a narrow white border around the outside edges of the paper. To turn on borderless printing, see Printer menu.</p>

Setting print quality

Best quality is the default and produces the highest quality photos. Normal quality conserves ink and prints faster.

To change the print quality to Normal

1. Press **Menu**.
2. Select **Tools**, then press **OK**.
3. Select **Print quality**, then press **OK**.
4. Select **Normal**, then press **OK**.

Print quality reverts to Best after the next print job.

Selecting a print method

The printer lets you print from a memory card, from a digital camera or HP iPod, or directly from the printer hard drive.

To print from a...	Do this
<p>Memory card</p> <p>Print digital photos that are stored on a memory card. The photos can be unmarked or camera-selected (Digital Print Order Format, or DPOF). Printing from a memory card requires no computer and does not drain the batteries in your digital camera. See Inserting memory cards.</p>	<p>To print unmarked photos</p> <ol style="list-style-type: none">1. Insert a memory card.2. Select one or more photos. See Selecting photos to print.3. Press Print. <p>To print camera-selected photos</p> <ol style="list-style-type: none">1. Insert a memory card that contains camera-selected (DPOF) photos.2. Select Yes when the printer asks you whether you want to print the camera-selected photos, then press OK.
<p>Digital camera</p> <p>Print beautiful photos from a PictBridge or HP direct-printing digital camera without using a computer. See Getting connected.</p> <p>When you print directly from a digital camera, the printer uses the settings that you selected on the camera. For more information on using camera-selected photos, see the documentation that came with the camera.</p>	<p>To print from a PictBridge camera</p> <ol style="list-style-type: none">1. Turn on the PictBridge digital camera and select the photos you want to print.2. Make sure the camera is in PictBridge mode, then connect it to the camera port on the front of the printer using the USB cable that came with the camera. Once the printer recognizes the PictBridge camera, the selected photos print. <p>To print from an HP direct-printing camera</p> <ol style="list-style-type: none">1. Turn on the HP direct-printing digital camera and select the photos you want to print.2. Connect the camera to the USB port on the back of the printer using the USB cable that came with the camera.3. Follow the instructions on the camera screen.
<p>HP iPod</p> <p>Print photos that are stored in an HP iPod. See Connecting to other devices.</p>	<p>Before using the steps below to import and print photos to your HP iPod, make</p>

To print from a...	Do this
	<p>sure your images and your HP iPod meet the following requirements:</p> <ul style="list-style-type: none"> • The images you copy to the HP iPod must be in JPEG format. • Make sure the HP iPod is formatted in Windows (FAT 32 file structure). The HP iPod defaults to the Windows file structure. To check if your HP iPod was formatted for Windows, go to Settings > About on your HP iPod. If it was formatted in Windows, it will display Format Windows at the bottom of the screen. If it was not formatted in Windows, you must connect the HP iPod to a Windows PC using the USB cable that came with the HP iPod and follow the onscreen instructions. <p>Note HP iPods that have only been connected to a Macintosh are not compatible with the printer; however, after connecting to a Windows PC, Macintosh users can still fully synchronize their HP iPods back to Macintosh and Mac iTunes and maintain printer support.</p> <p>To import photos to an HP iPod</p> <ol style="list-style-type: none"> 1. Copy photos from a memory card to your HP iPod using the Belkin Media Reader for iPod. 2. Verify that photos are on your HP iPod by selecting Photo Import on the HP iPod menu. Photos appear as Rolls. <p>To print photos from an HP iPod</p> <ol style="list-style-type: none"> 1. Connect the HP iPod to the camera port on the front of the printer using the USB cable that came with the HP iPod. The printer screen displays Reading Device for up to several minutes while the photos

(continued)



To print from a...	Do this
	<p>are read. Then the photos appear on the printer screen.</p> <ol style="list-style-type: none">2. Select the photos you want to print and press Print. For more information on selecting and printing photos, see Selecting photos to print. <p>If you are unable to print to the HP Photosmart printer using your HP iPod, please contact HP Customer Care. See HP Customer Care.</p>
<p>Printer hard drive</p> <p>Print photos that are stored on the printer hard drive.</p> <p>When you insert a memory card, if there are new photos on the card that have not previously been saved to the printer hard drive, the printer screen displays a message asking you to download the photos. Press OK.</p>	<p>To save photos from a memory card to the printer hard drive</p> <ol style="list-style-type: none">1. Insert a memory card and select photos to transfer.2. Press Menu.3. Select Transfer, then press OK.4. Select Transfer to internal, then press OK. <p>To print photos from the printer hard drive</p> <ol style="list-style-type: none">1. If there is a memory card in the printer, remove the card.2. Select the photos you want to print and press Print. For more information on selecting and printing photos, see Selecting photos to print.

4 Getting connected


Use the printer to stay connected to other devices and to family and friends.

Connecting to other devices

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

Connection type and what you need	What this lets you do
<p>USB</p> <ul style="list-style-type: none">• A Universal Serial Bus (USB) 2.0 full speed compliant cable 3 meters (10 feet) or less in length. For instructions about connecting the printer with a USB cable, see the onscreen <i>Printer Help</i>.• A computer with Internet access (to use HP Instant Share).	<ul style="list-style-type: none">• Print from your computer to the printer.• Save photos from a memory card inserted in the printer or from the printer hard drive to a computer where you can enhance or organize them in the HP Image Zone software.• Share photos through HP Instant Share.• Print directly from an HP direct-printing digital camera to the printer. For more information, see To print from an HP direct-printing camera and the camera documentation.
<p>PictBridge</p> <p>A PictBridge-compatible digital camera and a USB cable.</p> <p>Connect the camera to the camera port on the front of the printer.</p> 	<ul style="list-style-type: none">• Print directly from a PictBridge-compatible digital camera to the printer. For more information, see To print from a PictBridge camera and the camera documentation.• Save photos from a PictBridge-compatible digital camera to the printer hard drive.
<p>Bluetooth</p>  <p>The optional HP Bluetooth wireless printer adapter.</p>	<ul style="list-style-type: none">• Print from any device with Bluetooth wireless technology to the printer.• Save photos from a device with Bluetooth wireless technology to the printer hard drive.• Save photos from a memory card inserted in the printer or the printer hard drive to a device with Bluetooth wireless technology. <p>If you connect the optional HP Bluetooth wireless printer adapter to the printer through the camera port, be sure to set</p>

(continued)

Connection type and what you need	What this lets you do
<p>If the printer came with this accessory or you have purchased it separately, see the accompanying documentation. For more information on Bluetooth wireless technology and HP, go to www.hp.com/go/bluetooth.</p>	<p>the Bluetooth printer menu options as needed. See Printer menu.</p> <p>The adapter is not compatible with the Macintosh OS.</p>
<p>HP iPod</p> <p>An HP iPod and the USB cable that came with it.</p> <p>Connect the HP iPod to the camera port on the front of the printer.</p>	<ul style="list-style-type: none"> • Print directly from an HP iPod (with photos stored in it) to the printer. For more information, see To print photos from an HP iPod. • Save photos from an HP iPod to the printer hard drive. • Save photos from a memory card inserted in the printer or the printer hard drive to an HP iPod.
<p>Television</p>  <ul style="list-style-type: none"> • The video cable and a television. • The remote control. <p>Connect the TV to the printer by connecting the video cable to the TV cable connection on the back of the printer and to the video input connection on the TV.</p>	<p>View photos on a memory card inserted in the printer or on the internal printer hard drive. The photos appear on the TV just as they would on the printer screen, but larger.</p> <p>Before you connect the printer to a TV using the video cable, be sure to set the Television printer menu options. See Printer menu.</p>

Connecting through HP Instant Share

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

To use HP Instant Share

1. Insert a memory card and select some photos.
2. Press **Menu**, select **Tools**, then press **OK**.
3. Select **HP Instant Share**, then press **OK**.
4. Follow the instructions on your computer to share the selected photos with others.

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

5 Maintaining and transporting the printer

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

Backing up data on the printer hard drive

Periodically you should back up the data on the printer hard drive as a precaution against possible failure, loss, or alteration.

1. Press **Menu**.
2. Select **Transfer**, then press **OK**.
3. Select one of the following transfer options:
 - **Transfer to external**: Back up your data to a USB storage device connected to the camera port on the **front** of the printer.
 - **Transfer to computer**: Back up your data to a computer connected to the USB port on the **back** of the printer.

Cleaning and maintaining the printer

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

Cleaning the outside of the printer

1. Turn off the printer, then disconnect the power cord from the back of the printer.
2. If you installed the optional HP Photosmart Internal Battery in the printer, remove it, then replace the battery compartment cover.
3. Wipe the outside of the printer with a soft cloth that has been lightly moistened with water.



Caution 1 Do not use any type of cleaning solution. Household cleaners and detergents may damage the printer finish.

Caution 2 Do not clean the interior of the printer. Keep all fluids away from the interior.

Automatically cleaning the print cartridge

If you notice white lines or single-color streaks on the photos you print, the print cartridge may need to be cleaned. Do not clean the cartridge more often than necessary, since cleaning uses up ink.

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

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

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



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

Printing a test page

Print a test page before contacting HP Customer Care. The test page contains diagnostic information you can use when working with HP Customer Care to solve printing problems. Look at the ink nozzle pattern on the test page to check the ink level and condition of the print cartridge. If any line or color is missing from the pattern, try cleaning the print cartridge. For more information, see [Automatically cleaning the print cartridge](#).

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



Aligning the print cartridge

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

1. Press **Menu**.
2. Select **Tools**, then press **OK**.
3. Select **Align cartridge**, then press **OK**.
4. Following the directions on the printer screen, load paper so the printer can print an alignment page. Use plain paper or index cards to conserve photo paper.
5. Press **OK** to begin aligning the print cartridge.
When the printer finishes aligning the cartridge, it prints an alignment page to confirm that the alignment was successful.



- The check marks verify that the print cartridge is installed correctly and functioning properly.
- If an “x” appears to the left of any of the bars, align the print cartridge again. If the “x” still appears, replace the print cartridge.

Storing the printer and print cartridges

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

Storing the printer

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

- Close the In and Out tray doors and push the printer screen down into the flat position when the printer is not in use.
- Store the printer indoors out of direct sunlight in a place without temperature extremes.
- If the printer and print cartridge have not been used for one month or more, clean the print cartridge before printing. For more information, see [Automatically cleaning the print cartridge](#).

Storing the print cartridge

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



Caution Make sure the printer completes its power-down cycle before you unplug the power cord or remove the internal battery. This allows the printer to store the print cartridge properly.

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

- When you remove a print cartridge from the printer, store it in a print cartridge protector to prevent the ink from drying out.

In some countries/regions the cartridge protector is not included with the printer, but comes with the HP Gray Photo cartridge that can be purchased separately. In other countries/regions, the protector might be included with the printer.

- Keep all unused print cartridges in their original sealed packages until they are needed. Store print cartridges at room temperature (15–35° C or 59–95° F).
- Do not remove the plastic tape covering the ink nozzles until you are ready to install the print cartridge in the printer. If the plastic tape has been removed from the print cartridge, do not attempt to reattach it. Reattaching the tape damages the print cartridge.

Maintaining the quality of photo paper

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

Storing photo paper

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

Handling photo paper

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

Transporting the printer

It is easy to transport and set up the printer almost anywhere. Take it with you on vacations and to family gatherings and social events to instantly print and share photos with family and friends.

To make it even easier to print on the go, you can purchase these accessories:

HP Photosmart Internal Battery: Power the printer with a rechargeable battery so you can print anywhere

To transport the printer

1. Turn off the printer.
2. Remove the memory card from the memory card slot.
3. Remove all paper from the In and Out trays, then close the In and Out tray doors.
4. Push the printer screen down into the flat position.



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.

5. Unplug the power cord.
6. If the printer is connected to a computer, disconnect the USB cable from the computer.
7. Always carry the printer upright.



Note Do not remove the print cartridge when transporting the printer.



Tip The printer has a convenient built-in handle to make it easy to carry. Do not shake or swing the printer while carrying it by the handle.

Make sure to bring the following items with you:

- HP Photo Paper
- Power cord
- Digital camera or a memory card containing photos
- Extra print cartridges (if you plan to print a lot of photos)
- Optional printer accessories you plan to use, such as the battery or HP Bluetooth wireless printer adapter
- The USB cable and HP Photosmart printer software CD, if you are going to connect the printer to a computer
- Printer User's Guide (the book you are reading)



Note If you do not take the printer user guide with you, be sure to write down the correct print cartridge numbers for the country/region you plan to visit or purchase enough print cartridges before you go.

6 Troubleshooting

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

- [Printer hardware problems](#)
- [Printing problems](#)
- [Bluetooth printing problems](#)
- [Error messages](#)

For troubleshooting information about using the printer software and printing from a computer, see the onscreen HP Photosmart Printer Help. For information about viewing the onscreen Printer Help, see [Finding more information](#).

Printer hardware problems

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



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

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

Solution

- If the printer is turned on, it is busy processing information. Wait for it to finish.
- If the printer is turned off, and the optional HP Photosmart Internal Battery is installed, the battery is charging.

The On light is flashing red.

Cause The printer requires attention. Try the following solutions.

Solution

- Check the printer screen for instructions. If you have a digital camera connected to the printer, check the camera screen for instructions. If the printer is connected to a computer, check the computer monitor for instructions.
- Turn off the printer.
If the optional HP Photosmart Internal Battery is **not** installed in the printer, unplug the printer power cord. Wait about 10 seconds, then plug the power cord back in. Turn on the printer.
If the optional HP Photosmart Internal Battery is installed in the printer, unplug the printer power cord if it is plugged in. Open the battery compartment cover and remove the battery. Wait about 10 seconds, then reinstall the battery. If desired, plug in the power cord. Turn on the printer.

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

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

The On light is flashing amber.

Cause A printer error has occurred. Try the following solutions.

Solution

- Check the printer screen for instructions. If you have a digital camera connected to the printer, check the camera screen for instructions. If the printer is connected to a computer, check the computer monitor for instructions.
 - Turn off the printer.
If the optional HP Photosmart Internal Battery is **not** installed in the printer, unplug the printer power cord. Wait about 10 seconds, then plug the power cord back in. Turn on the printer.
If the optional HP Photosmart Internal Battery is installed in the printer, unplug the printer power cord if it is plugged in. Open the battery compartment cover and remove the battery. Wait about 10 seconds, then reinstall the battery. If desired, plug in the power cord. Turn on the printer.
 - If the On light continues to flash amber, go to www.hp.com/support or contact HP Customer Care.
-

The buttons on the control panel do not respond.

Cause A printer error has occurred. Wait for about a minute to see if the printer resets. If it does not, try the following solutions.

Solution

- Turn off the printer.
If the optional HP Photosmart Internal Battery is **not** installed in the printer, unplug the printer power cord. Wait about 10 seconds, then plug the power cord back in. Turn on the printer.
If the optional HP Photosmart Internal Battery is installed in the printer, unplug the printer power cord if it is plugged in. Open the battery compartment cover and remove the battery. Wait about 10 seconds, then reinstall the battery. If desired, plug in the power cord. Turn on the printer.
 - If the printer does not reset and the control panel buttons still do not respond, go to www.hp.com/support or contact HP Customer Care.
-

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

Solution

- Turn off the printer.

If the optional HP Photosmart Internal Battery is **not** installed in the printer, unplug the printer power cord. Wait about 10 seconds, then plug the power cord back in. Turn on the printer.

If the optional HP Photosmart Internal Battery is installed in the printer, unplug the printer power cord if it is plugged in. Open the battery compartment cover and remove the battery. Wait about 10 seconds, then reinstall the battery. If desired, plug in the power cord. Turn on the printer.

- The memory card may contain file types the printer cannot read directly from the memory card.
 - Save the photos to a computer, then print them from the computer. For more information, see [To save photos from a memory card to the printer hard drive](#) or the onscreen HP Photosmart Printer Help.
 - The next time you take photos, set the digital camera to save them in a file format the printer can read directly from the memory card. For a list of supported file formats, see [Specifications](#). For instructions on setting the digital camera to save photos in specific file formats, see the documentation that came with the camera.
-

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

Solution

- The printer may have drawn too much power.

If the optional HP Photosmart Internal Battery is **not** installed in the printer, unplug the printer power cord. Wait about 10 seconds, then plug the power cord back in. Turn on the printer.

If the optional HP Photosmart Internal Battery is installed in the printer, unplug the printer power cord if it is plugged in. Open the battery compartment cover and remove the battery. Wait about 10 seconds, then reinstall the battery. If desired, plug in the power cord. Turn on the printer.
 - The printer may be plugged into a power strip that is turned off. Turn on the power strip, then turn on the printer.
-

The optional HP Photosmart Internal Battery is installed in the printer, but the printer will not turn on using battery power.

Solution

- The battery may need to be charged. Plug in the printer power cord to charge the battery. The On light flashes green to indicate that the battery is charging.
 - If the battery is charged, try removing and reinstalling the battery.
-

The optional HP Photosmart Internal Battery is installed in the printer, but it will not charge.

Solution

- Open the battery compartment cover. Remove the battery and reinstall it. For more information on how to install the battery, see the documentation that came with the battery.
 - Check that the printer power cord is securely connected to both the printer and the power source. When the printer is turned off, the On light flashes green to indicate that the battery is charging.
 - Turn on the printer. The Battery Charging icon, a lightning bolt, flashes above the Battery icon on the printer screen to indicate that the battery is charging.
 - An empty battery should fully charge in approximately four hours when the printer is not in use. If the battery still does not charge, replace it.
-

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

Solution The printer may make noises after long periods of inactivity (approximately 2 weeks), or when its power supply has been interrupted and then restored. This is normal operation—the printer is performing an automatic maintenance procedure to ensure that it produces the best quality output.

Printing problems

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

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

Cause The borderless printing option may be turned off.

Solution To turn on borderless printing, follow these steps:

1. Press **Menu** to display the printer menu.
 2. Select **Preferences**, then press **OK**.
 3. Select **Borderless**, then press **OK**.
 4. Select **On**, then press **OK**.
-

Paper does not feed into the printer correctly.

Solution

- Make sure that the paper-width guide fits close to the edge of the paper without bending the paper.
- There may be too much paper loaded in the In tray. Remove some paper and try printing again.
- If sheets of photo paper stick together, try loading one sheet at a time.

- If you are using the printer in an extremely high or low humidity environment, insert the paper as far as it will go into the In tray, and load one sheet of photo paper at a time.
 - If you are using photo paper that is curled, place the paper in a plastic bag and gently bend it in the opposite direction of the curl until the paper lies flat. If the problem persists, use paper that is not curled. For information about proper storage and handling of photo paper, see [Maintaining the quality of photo paper](#).
 - The paper may be too thin or too thick. Try using HP-designed photo paper. For more information, see [Choosing the right paper](#).
-

The photo printed at an angle or is off-center.

Solution

- The paper may not be loaded correctly. Reload the paper, making sure that the paper is correctly oriented in the In tray and that the paper-width guide fits close to the edge of the paper. For paper-loading instructions, see [Loading paper](#).
 - The print cartridge may need to be aligned. For more information, see [Aligning the print cartridge](#).
-

No page came out of the printer.

Solution

- The printer may need attention. Read the printer screen for instructions.
 - The power may be off or there may be a loose connection. Make sure that the power is on and the power cord is securely connected. If you are using battery power, make sure the battery is correctly installed.
 - You may not have any paper in the In tray. Check that paper is loaded correctly in the In tray. For paper-loading instructions, see [Loading paper](#).
 - The paper may have jammed while printing. See the following section for instructions on clearing a paper jam.
-

The paper jammed while printing.

Solution Check the printer screen for instructions. To clear a paper jam, try the following solutions.

- If the paper came part way through the front of the printer, gently pull the paper towards you to remove it.
- If the paper did not come part way through the front of the printer, try removing it from the back of the printer:
 - Remove the paper from the In tray, then pull down on the In tray to open it fully to a horizontal position.
 - Gently pull the jammed paper to remove it from the back of the printer.
 - Lift the In tray up until it snaps back into paper-loading position.

- If you cannot grasp the edge of the jammed paper to remove it, try the following:
 - Turn off the printer.
 - If the optional HP Photosmart Internal Battery is **not** installed in the printer, unplug the printer power cord. Wait about 10 seconds, then plug the power cord back in.
 - If the optional HP Photosmart Internal Battery is installed in the printer, unplug the printer power cord, if it is plugged in. Open the battery compartment cover and remove the battery. Wait about 10 seconds, then reinstall the battery. If desired, plug in the power cord.
 - Turn on the printer. The printer checks for paper in the paper path and will automatically eject the jammed paper.
- Press **OK** to continue.



Tip If you experience paper jams while printing, try loading one sheet of photo paper at a time. Insert the paper as far as it will go into the In tray.

A blank page came out of the printer.

Solution

- Check the ink level from the printer menu. Press **Menu**, select **Tools**, press **OK**, then select **Cartridge status**. If the print cartridge is out of ink, replace it. See [Inserting print cartridges](#). Print a test page to check the print cartridge. See [Printing a test page](#).
- You may have begun printing and then cancelled the process. If you cancelled the process before the photo 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 starting the new printing project.

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

Solution You may have changed the print settings for the selected photo. Print settings you apply to an individual photo override the printer's default print settings. Discard all print settings that have been applied to an individual photo by deselecting the photo. For more information, see [Selecting photos to print](#).

The printer ejects the paper when preparing to print.

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

Print quality is poor.

Solution

- The print cartridge may be running out of ink. Check the ink level from the printer menu. Press **Menu**, select **Tools**, press **OK**, then select **Cartridge status**. Replace the cartridge if necessary. For more information, see [Inserting print cartridges](#).
 - If you used the **Zoom** button on the printer control panel to magnify the photo, you may have magnified it too much. Press **Zoom**.
 - You may have selected a low-resolution setting on the digital camera when you took the photo. For better results in the future, set the digital camera to a higher resolution.
 - Make sure you are using the right type of photo paper for the project. Use HP-designed photo paper for best results. For more information, see [Choosing the right paper](#).
 - You may be printing on the wrong side of the paper. Make sure the paper is loaded with the side to be printed facing up.
 - The print cartridge may need to be cleaned. For more information, see [Automatically cleaning the print cartridge](#)
 - The print cartridge may need to be aligned. For more information, see [Aligning the print cartridge](#)
-

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

Solution Some digital cameras let you mark photos for printing both in the camera's internal memory and on the memory card. If you mark photos in the internal memory, and then move photos from the camera's internal memory to the memory card, the marks do not transfer. Mark photos for printing after you transfer them from the digital camera's internal memory to the memory card.

Bluetooth printing problems

Before contacting HP Customer Care, read this section for troubleshooting tips, or go to the online support services at www.hp.com/support. Be sure to also read the documentation that came with your HP Bluetooth wireless printer adapter and your device with Bluetooth wireless technology.

My Bluetooth device cannot find the printer.

Solution

- Make sure the HP Bluetooth wireless printer adapter is plugged into the camera port on the front of the printer. The light on the adapter flashes when the adapter is ready to receive data.
- Bluetooth **Visibility** may be set to **Not visible**. Change this setting to **Visible to all** as follows:
 - Press **Menu** to display the printer menu.
 - Select **Bluetooth**, then press **OK**.

- Select **Visibility**, then press **OK**.
 - Select **Visible to all**, then press **OK**.
 - Bluetooth **Security level** may be set to **High**. Change this setting to **Low** as follows:
 - Press **Menu** to display the printer menu.
 - Select **Bluetooth**, then press **OK**.
 - Select **Security level**, then press **OK**.
 - Select **Low**, then press **OK**.
 - The Passkey (PIN) that the device with Bluetooth wireless technology is using for the printer may be incorrect. Make sure the correct Passkey for the printer is entered in the device with Bluetooth wireless technology.
 - You may be too far from the printer. Move the device with Bluetooth wireless technology closer to the printer. The maximum recommended distance between the device with Bluetooth wireless technology and the printer is 10 meters (30 feet).
-

No page came out of the printer.

Solution The printer may not recognize the type of file sent by the device with Bluetooth wireless technology. For a list of the file formats that the printer supports, see [Specifications](#).

Print quality is poor.

Solution The photo you printed may be low resolution. For better results in the future, set the digital camera to a higher resolution. Be aware that photos taken with VGA-resolution cameras, such as those found in wireless phones, may not have high enough resolution to produce a high-quality print.

The photo printed with borders.

Solution The printing application installed on your device with Bluetooth wireless technology may not support borderless printing. Contact the vendor of the device, or go to their support website to obtain the latest updates for the printing application.

My computer cannot set the device name using the Bluetooth wireless connection.

Solution Use a USB cable to connect your computer to the printer in order to set the printer Bluetooth device name using the printer Toolbox. The printer software must already be installed on the computer. See [Installing the software](#) and the onscreen Printer Help.

Error messages

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

The following error messages may appear on the printer screen. Follow the instructions to resolve the problem.

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

Solution To clear a paper jam, try the following:

- If the paper came part way through the front of the printer, gently pull the paper towards you to remove it.
 - If the paper did not come part way through the front of the printer, try removing it from the back of the printer:
 - Remove the paper from the In tray, then pull down on the In tray to open it fully to a horizontal position.
 - Gently pull the jammed paper to remove it from the back of the printer.
 - Lift the In tray up until it snaps back into paper-loading position.
 - If you cannot grasp the edge of the jammed paper to remove it, try the following:
 - Turn off the printer.
 - If the optional HP Photosmart Internal Battery is **not** installed in the printer, unplug the printer power cord. Wait about 10 seconds, then plug the power cord back in.
 - Turn on the printer. The printer checks for paper in the paper path and will automatically eject the jammed paper.
 - Press **OK** to continue.
-

Error message: Automatic paper sensor failed.

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

Error message: Cartridge is not compatible. Use appropriate HP cartridge.

Solution Replace the print cartridge with one that is compatible with the printer. For more information, see [Inserting print cartridges](#).

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

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

1. Open the print cartridge door.
 2. Clear any obstruction in the cradle path.
 3. Close the print cartridge door, then press **OK** to continue.
-

Error message: Cartridge service station is stuck.

Solution The print cartridge service station is the component located beneath the print cartridge cradle that wipes and caps the print cartridge for storage. Follow these steps to clear the obstruction blocking the print cartridge service station:

1. Open the print cartridge door.
 2. Gently push the print cartridge and print cartridge cradle to the left to access the print cartridge service station.
 3. Remove any obstruction.
 4. Close the print cartridge door, then press **OK** to continue.
-

Error message: Photo is corrupted

Cause While the printer was printing from a memory card, either another memory card was inserted or a USB device was connected to the front camera port.

Solution Insert only one memory card at a time. Do not insert a USB device while the printer is printing from a memory card. Your photo is not corrupted.

Cause The indicated photo is corrupted on the inserted memory card.

Solution Select and print a different photo, or insert a different memory card.

Error message: Card access error. See user manual.

Cause A card access error may indicate that an xD-Picture Card memory card is in a write-protected condition. xD-Picture Card memory cards have a special protection feature to ensure that your pictures are kept safe.



Note During this condition, you can still use the printer for printing and saving photos from the xD-Picture Card to a secure location, such as the computer hard drive.

Solution

- Reinsert the xD-Picture Card memory card into your camera and turn on the camera. In most cases, the camera automatically makes the necessary changes.
 - Reformat the xD-Picture Card memory card. See the documentation that came with your camera for instructions on reformatting the memory card. Note that this process erases the pictures currently saved to your memory card. To save these pictures, transfer them to the computer before reformatting the memory card. Once you reformat the memory card, transfer those photos back to the memory card using the computer.
-

7 Specifications

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

System requirements

Component	Windows PC minimum	Macintosh minimum
Operating system	Microsoft® Windows 98, 2000 Professional, Me, XP Home, and XP Professional	Mac® OS X 10.2.3, 10.3.x and later
Processor	Intel® Pentium® II (or equivalent) or higher (Pentium III is required for using HP Image Zone)	G3 or greater
RAM	64 MB (128 MB recommended)	128 MB
Free disk space	500 MB	150 MB
Video display	800 x 600, 16-bit or higher	800 x 600, 16-bit or higher
CD-ROM drive	4x	4x
Connectivity	USB 2.0 full-speed: Microsoft Windows 98, 2000 Professional, Me, XP Home, and XP Professional PictBridge: using front camera port Bluetooth: using optional HP Bluetooth wireless printer adapter	USB 2.0 full-speed: Mac OS X 10.2.3, 10.3.x and later PictBridge: using front camera port
Browser	Microsoft Internet Explorer 5.5 or later	—

Printer specifications

Category	Specifications
Connectivity	<p>USB 2.0 full-speed: Microsoft Windows 98, 2000 Professional, Me, XP Home, and XP Professional; Mac OS X 10.2.3, 10.3.x and later</p> <p>PictBridge: Microsoft Windows 98, 2000 Professional, Me, XP Home, and XP Professional; Mac OS X 10.2.3, 10.3.x and later</p> <p>Bluetooth: Microsoft Windows 98, 2000 Professional, Me, XP Home, and XP Professional</p>
Display	6.4 cm (2.5 in) liquid-crystal color display
Environmental specifications	<p>Maximum during operation: 5–40° C (41–104° F) @ 5–90% RH</p> <p>Recommended during operation: 15–30° C (59–86° F) @ 20–80% RH</p>
Image file formats	<p>JPEG Baseline</p> <p>TIFF 24-bit RGB uncompressed interleaved</p> <p>TIFF 24-bit YCbCr uncompressed interleaved</p> <p>TIFF 24-bit RGB packbits interleaved</p> <p>TIFF 8-bit gray uncompressed/packbits</p> <p>TIFF 8-bit palette color uncompressed/packbits</p> <p>TIFF 1-bit uncompressed/packbits/1D Huffman</p>
Internal hard drive	1.5 GB
Margins	<p>Borderless printing: Top/Bottom/Left/Right 0.0 mm (0.0 inch)</p> <p>Bordered printing: Top/Bottom/Left/Right 3 mm (0.12 inch)</p>
Media sizes	<p>Photo paper 13 x 18 cm (5 x 7 inches)</p> <p>Photo paper 10 x 15 cm (4 x 6 inches)</p> <p>Photo paper with tab 10 x 15 cm with 1.25 cm tab (4 x 6 inches with 0.5 inch tab)</p> <p>HP Premium Photo Cards 10 x 20 cm (4 x 8 inches)</p> <p>Avery C6611 and C6612 photo sticker paper 10 x 15 cm (4 x 6 inches), 16 rectangular or oval stickers per page</p> <p>Panorama photo paper (for pre-stitched images) 10 x 30 cm (4 x 12 inches)</p> <p>Index cards 10 x 15 cm (4 x 6 inches)</p> <p>Hagaki cards 100 x 148 mm (3.9 x 5.8 inches)</p>

(continued)

Category	Specifications
	A6 cards 105 x 148 mm (4.1 x 5.8 inches) L-size cards 90 x 127 mm (3.5 x 5 inches) L-size cards with tab 90 x 127 mm with 12.5 mm tab (3.5 x 5 inches with 0.5 inch tab) 2L-size cards 127 x 178 mm (5 x 7 inches)
Media types	Photo paper Cards: index, Hagaki, A6, L-size, 2L-size Avery C6611 and C6612 photo sticker paper
Memory cards	CompactFlash Type I and II Memory Sticks Microdrive MultiMediaCard Secure Digital xD-Picture Card
Memory card-supported file formats	Printing: All supported image and video file formats Saving: All file formats
Paper tray	One 13 x 18 cm (5 x 7 inches) photo paper tray
Paper tray capacity	20 sheets, maximum thickness 305 µm (12 mil) per sheet
Power adapter	HP Part # 0957–2121 (North America), 100–240 V AC (±10%) 50/60 Hz (±3 Hz) HP Part # 0957–2120 (Rest of world), 100–240 V AC (±10%) 50/60 Hz (±3 Hz)
Power consumption	U.S. Printing: 14.46 W Idle: 7.36 W Off: 6.94 W International Printing: 15.33 W Idle: 7.79 W Off: 6.72 W
Print cartridge	HP Tri-color (7 ml) HP Tri-color (14 ml) HP Gray Photo

(continued)

Category	Specifications
	Note See the back cover of this book for the print cartridge numbers, or open the printer Toolbox.
USB 2.0 full-speed support	Microsoft Windows 98, 2000 Professional, Me, XP Home, and XP Professional Mac OS X 10.2.3, 10.3.x and later HP recommends that the USB cable be less than 3 meters (10 feet) in length
Video file formats	Motion JPEG AVI Motion-JPEG QuickTime MPEG-1

8 HP Customer Care



Note The name of HP's support services may vary by country/region.

If you have a problem, follow these steps:

1. Check the documentation that came with the printer.
 - **Setup Guide:** The *HP Photosmart 470 series Setup Guide* explains how to set up the printer and print your first photo.
 - **User's Guide:** The *HP Photosmart 470 series User's Guide* is the book you are reading. This book describes the basic features of the printer, explains how to use the printer without connecting a computer, and contains hardware troubleshooting information.
 - **HP Photosmart Printer Help:** The onscreen HP Photosmart Printer Help describes how to use the printer with a computer and contains software troubleshooting information.
2. If you are unable to solve the problem using the information in the documentation, visit www.hp.com/support to do the following:
 - Access online support pages
 - Send HP an e-mail message for answers to your questions
 - Connect with an HP technician by using online chat
 - Check for software updates

Support options and availability vary by product, country/region, and language.

3. Contact your local point of purchase. If the printer has a hardware failure, you will be asked to bring the printer to where you purchased it. Service is free during the printer limited warranty period. After the warranty period, you will be quoted a service charge.



Note Before returning the printer for service, be sure to back up and remove your data from the printer hard drive, and remove any memory cards. HP is not responsible for damage to or loss of any photos, data, or removable storage media.

4. If you are unable to solve the problem using the onscreen Printer Help or HP websites, call HP Customer Care using the number for your country/region. For a list of country/region phone numbers, see inside the front cover of this guide.

HP Customer Care by phone

While the printer is under warranty, you can obtain free phone support. For more information, see [HP Warranty](#), or go to www.hp.com/support to check the duration of your free support.

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

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

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

Western Europe: Customers in Austria, Belgium, Denmark, Finland, France, Germany, Ireland, Italy, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland, and the United Kingdom should go to www.hp.com/support to access phone support numbers in their country/region.

Other countries/regions: See the list of support telephone numbers inside the front cover of this guide.

Placing a call

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

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

Return to HP repair service (North America only)

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



Note Before returning the printer for service, be sure to back up and remove your data from the printer hard drive, and remove any memory cards. HP is not responsible for damage to or loss of any photos, data, or removable storage media.

Additional warranty options

Extended service plans are available for the printer at additional costs. Go to www.hp.com/support, select your country/region and language, then explore the services and warranty area for information about the extended service plans.

A Installing the software

The printer comes with optional software you can install on a computer.

After using the *Setup Guide* instructions to set up the printer hardware, use the instructions in this section to install the software.

Windows users	Macintosh users
<p>Important: Do not connect the USB cable until you are prompted.</p> <p>Note During software installation, you are asked to choose from different installation options. Refer to the table below this one to learn what software and features are provided with each different option.</p> <ol style="list-style-type: none">1. Insert the HP Photosmart CD into the computer CD-ROM drive. If the Install Wizard does not appear, locate the Setup.exe file on the CD-ROM drive and double-click it. Wait several minutes while the files load.2. Click Next and follow the onscreen instructions.3. When prompted, connect one end of the USB cable to the USB port on the back of the printer, and connect the other end to the USB port on your computer.4. Follow the onscreen instructions until the installation is finished and your computer restarts.	<p>Important: Do not connect the USB cable until you are prompted.</p> <ol style="list-style-type: none">1. Insert the HP Photosmart CD into the computer CD-ROM drive.2. Double-click the HP Photosmart CD icon.3. Double-click the HP Photosmart Install icon. Follow the onscreen instructions to install the printer software.4. When prompted, connect one end of the USB cable to the USB port on the back of the printer, and connect the other end to the USB port on your computer.5. Select the printer in the Print dialog box. If the printer does not appear in the list, click Edit Printer List to add the printer.

Windows users: Choose one of these installation options

Choose this option...	To use these features...
Full	<p>This option is grayed out if your computer does not meet minimum system requirements. It installs software to operate your printer, HP Solution Center, and HP Image Zone, an easy-to-use software program that gives you everything you need to have fun with your photos:</p> <ul style="list-style-type: none">• View: View photos in multiple sizes and ways. Easily organize and manage your photos.• Edit: Crop your photos and fix photos with red-eye. Automatically adjust and enhance your photos in different sizes and in multiple layouts.• Print: Print your photos in different sizes and in multiple layouts.

Windows users: Choose one of these installation options (continued)

	<ul style="list-style-type: none"> ● Create: Easily create album pages, cards, calendars, panoramic photos, CD labels, and more. ● Share: Send photos to family and friends without the bulky attachments with HP Instant Share, a better way to send e-mail. ● Back-up: Make back-up copies of your photos to store and save.
Express	<p>This option installs software to operate your printer, HP Solution Center, and HP Image Zone Express, an easy-to-use software program that gives you basic photo editing and printing capabilities:</p> <ul style="list-style-type: none"> ● View: View photos in multiple sizes and ways. Easily organize and manage your photos. ● Edit: Crop your photos and fix photos with red-eye. Automatically adjust and enhance your photos to make them perfect. ● Print: Print your photos in different sizes and in multiple layouts. ● Share: Send photos to family and friends without the bulky attachments with HP Instant Share, a better way to send e-mail.

HP printer limited warranty statement

HP product	Duration of limited warranty
Software	90 days
Print cartridges	Until the HP ink is depleted or the "end of warranty" date printed on the cartridge has been reached, whichever occurs first. This warranty does not cover HP ink products that have been refilled, remanufactured, refurbished, misused, or tampered with.
Accessories	1 year
Printer peripheral hardware (see the following for details)	1 year

A. Extent of limited warranty

- Hewlett-Packard (HP) warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer.
- For software products, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be uninterrupted or error free.
- HP's limited warranty covers only those defects that arise as a result of normal use of the product, and does not cover any other problems, including those that arise as a result of:
 - Improper maintenance or modification;
 - Software, media, parts, or supplies not provided or supported by HP;
 - Operation outside the product's specifications;
 - Unauthorized modification or misuse.
- For HP printer products, the use of a non-HP ink cartridge or a refilled ink cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.
- If HP receives, during the applicable warranty period, notice of a defect in any product which is covered by HP's warranty, HP shall either repair or replace the product, at HP's option.
- If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.
- HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
- Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the product being replaced.
- HP products may contain remanufactured parts, components, or materials equivalent to new in performance.
- HP's Limited Warranty Statement is valid in any country where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, may be available from any authorized HP service facility in countries where the product is distributed by HP or by an authorized importer.

B. Limitations of warranty

TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

C. Limitations of liability

- To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.
- TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

D. Local law

- This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.
- To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
 - Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., the United Kingdom);
 - Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
 - Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or allow limitations on the duration of implied warranties.
- THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THE HP PRODUCTS TO SUCH CUSTOMERS.

HP Limited Warranty

Dear Customer,

You will find below the name and address of the HP entity responsible for the performance of the HP Limited Warranty in your country.

You may have additional statutory rights against the seller based on your purchase agreement. Those rights are not in any way affected by this HP Limited Warranty.

Ireland: Hewlett-Packard Ireland Ltd, 30 Herbert Street IRL-Dublin 2

United Kingdom: Hewlett-Packard Ltd, Cain Road, Bracknell, GB-Berks RG12 1HN

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Regulatory notices

Hewlett-Packard Company

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

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

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

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

Note

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

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

LED indicator statement

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

사용자 안내문 (한국 기기)

이 기기는 비업무용으로 전자파장애경감을 받은 기기로서, 주거지역에서는 물론 모든 지역에서 사용될 수 있습니다.

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると受信障害を引き起こすことがあります。
取り扱い説明書に従って正しい取り扱いをして下さい。

製品には、同梱された電源コードをお使い下さい。
同梱された電源コードは、他の製品では使用出来ません。



Print cartridge selection numbers

Tri-color	North America, Latin America, Asia Pacific	#95 or #97
Tri-color	Western Europe	#343 or #344
Tri-color	Eastern Europe, Russia, Middle East, Africa, Japan	#135 or #134
Tri-color	China, India	#855 or #857
Gray	Worldwide	#100



PictBridge



Bluetooth®



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www.hp.com/support



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