



# Your PDF Guides

You can read the recommendations in the user guide, the technical guide or the installation guide for HP PHOTOSMART 5525 E-ALL-IN-ONE. You'll find the answers to all your questions on the HP PHOTOSMART 5525 E-ALL-IN-ONE in the user manual (information, specifications, safety advice, size, accessories, etc.). Detailed instructions for use are in the User's Guide.

**User manual HP PHOTOSMART 5525 E-ALL-IN-ONE**  
**User guide HP PHOTOSMART 5525 E-ALL-IN-ONE**  
**Operating instructions HP PHOTOSMART 5525 E-ALL-IN-ONE**  
**Instructions for use HP PHOTOSMART 5525 E-ALL-IN-ONE**  
**Instruction manual HP PHOTOSMART 5525 E-ALL-IN-ONE**



HP Photosmart 5520 series



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### Manual abstract:

On another screen, shows information or animation on the display to assist in the current operation. Directional buttons: Allow you to navigate through two home screens, photos, print previews, apps, and horizontal menu options. Back: Returns to the previous screen. Cancel: Stops the current operation. ePrint icon: Opens the Web Services Summary menu, where you can check ePrint status details, change ePrint settings, or print an Info page. Wireless icon: Opens the Wireless Summary menu, where you can check wireless status and change wireless settings. You can also print a wireless test report, helping diagnose network connection issues. Ink icon: Shows estimated ink levels by cartridge. Displays a warning symbol if the ink level is less than the minimum expected ink level. Settings icon: Opens the Settings menu where you can change preferences and use tools to perform maintenance functions.

Photo: Opens the Photo Menu where you can view and print photos, or reprint a printed photo. Apps: Provides a quick and easy way to access and print information from the web, such as coupons, coloring pages, puzzles, and more. Copy: Opens the Copy menu where you can select a copy type or change the copy settings. Scan: Opens the Scan menu where you can select a destination for your scan. Quick Forms: Using HP Quick Forms, you can print calendars, check lists, games, notebook paper, graph paper, and music paper.

Status lights and buttons • 6 Wireless status light and button Get to know the HP Photosmart 1 Wireless status light • • • Solid blue light indicates that wireless connection has been established and you can print. Slow blinking light indicates that wireless is on, but the printer is not connected to a network.

Make sure your printer is within the range of wireless signal. Fast blinking light indicates wireless error. Refer to the message on the printer display.

2 Wireless button Press the button to display wireless status, IP address, network name, hardware address (MAC), and Wireless Direct status. • ePrint button Press the button to display the printer's email address, ePrint status, and ePrint feature. Status lights and buttons 7 Get to know the HP Photosmart Chapter 2

Get to know the HP Photosmart 8 Get to know the HP Photosmart 3 How do I? This section contains links to commonly performed tasks, such as managing apps, scanning, and making copies. • • • • • Load media on page 12 Wireless Direct print on page 12 forward and print side down. □ Slide photo paper forward until it stops. NOTE: If the photo paper you are using has perforated tabs, load photo paper so that tabs are closest to you. □ Slide paper-width guides inward until they touch the paper. □ Push back in the paper tray, and then open the paper tray extender. Load media 13 Print Chapter 4 Load full-size paper a. Pull out the paper tray, slide the paper-width guides outward, and then remove any previously loaded media.

b. Load paper. □ Insert a stack of paper into paper tray with short edge forward and print side down. □ Slide paper forward until it stops. □ Slide paper-width guides inward until they stop at the edges of paper. Print □ Push back in the paper tray, and then open the paper tray extender. 14 Print Load envelopes a. Pull out the paper tray, slide the paper-width guides outward, and then remove any previously loaded media. b. Load envelopes □ Insert one or more envelopes in center of the input tray.

The side to be printed on should face down. The flap should be on the left side and facing up. □ Slide stack of envelopes down until it stops. □ Slide paper-width guide to the right against stack of envelopes until it stops. □ Push back in the paper tray, and then open the paper tray extender.

Recommended papers for photo printing If you want the best print quality, HP recommends using HP papers that are specifically designed for the type of project you are printing. Depending on your country/region, some of these papers might not be available. Paper HP Premium Plus Photo Paper Description HP's best photo paper is heavyweight for producing professional-quality photos. Features an instant-dry finish for easy handling without smudging. It resists water, smears, fingerprints, and humidity.

It is available in several sizes, including A4, 8.5 x 11 inch, 10 x 15 cm (4 x 6 inch), 13 x 18 cm (5 x 7 inch) and two finishes – high gloss or soft gloss (satin matte). It is acid-free for longer lasting documents. This thick photo paper features an instant-dry finish for easy handling without smudging. It resists water, smears, fingerprints, and humidity. Your prints have a look and feel comparable to a store processed photo. It is available in several sizes, including A4, 8.5 x 11 inch, 10 x 15 cm (4 x 6 inch), 13 x 18 cm (5 x 7 inch) and two finishes – glossy or soft gloss (satin matte). It is acid-free for longer lasting documents. Print colorful, everyday snapshots at a low cost, using paper designed for casual photo printing.

This affordable, photo paper dries quickly for easy handling. Get sharp, crisp images when you use this paper with any inkjet printer. Available in glossy finish in 8.5 x 11 HP Advanced Photo Paper HP Everyday Photo Paper Recommended papers for photo printing 15 Print Chapter 4 (continued) Paper Description inch, A4, 4 x 6 inch and 10 x 15 cm. It is acid-free for longer lasting documents. HP Photo Value Packs HP Photo Value Packs conveniently package Original HP ink cartridges and HP Advanced Photo Paper to save you time, and take the guesswork out of printing affordable Lab-quality photos with your HP printer. Original HP inks and HP Advanced Photo Paper have been designed to work together so your photos are long lasting and vivid, print after print. Great for printing out an entire vacation's worth of photos or multiple prints to share. Recommended papers for printing and copying Depending on your country/region, some of these papers might not be available. Paper HP Brochure Paper and HP Professional Paper 180gsm Description These papers are glossy-coated or matte-coated on both sides for two-sided use.

They are the best choice for producing professional-quality marketing materials, such as brochures and mailers, as well as business graphics for report covers and calendars. These papers are heavy two-sided matte papers perfect for presentation, proposals, reports and newsletters. They are a professional weight for an impressive look and feel. HP Bright White Inkjet Paper delivers high-contrast colors and sharp text. It is opaque enough for two-sided color usage with no showthrough, which makes it ideal for newsletters, reports, and flyers.

It features ColorLok Technology for less smearing, bolder blacks, and vivid colors. HP Printing Paper is a high-quality multifunction paper. It produces documents that look and feel more substantial than documents printed on standard multipurpose or copy paper. It features ColorLok Technology for less smearing, bolder blacks and vivid colors.



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*HP Office Paper is a high-quality multifunction paper.*

*It is suitable for copies, drafts, memos and other everyday documents. It features ColorLok Technology for less smearing, bolder blacks and vivid colors. HP Office Recycled Paper is a high-quality multifunction paper made with 30% recycled fiber. It features ColorLok Technology for less smearing, bolder blacks and vivid colors. HP Iron-on Transfers (for color fabrics or for light or white fabrics) are the ideal solution for creating custom T-shirts from your digital photos. HP Premium Presentation 120gsm Paper and HP Professional Paper 120gsm HP Bright White Inkjet Paper HP Printing Paper HP Office Paper HP Office Recycled Paper HP Iron-On Transfers Print Tips for print success Use the following tips to print successfully. Tips for printing from a computer For more information on printing documents, photos, or envelopes from a computer, use the following links to operating-system specific instructions. ••• 16 Print Learn how to print documents from your computer. Click here to go online for more information. Learn how to print photos saved on your computer.*

*Learn how to enable maximum dpi resolution. Click here to go online for more information. Learn how to print envelopes from your computer. Click here to go online for more information. Tips for ink and paper • Use genuine HP cartridges. Genuine HP cartridges are designed for and tested with HP printers to help you produce great results, time after time. • Make sure the cartridges have sufficient ink. To view the estimated ink levels, touch the Ink icon from the Home screen. • If you want to print a black and white document using black ink only, do one of the following according to your operating system. □ On*

*Windows: Open your printer software, click Set Preferences.*

*On the Paper/Quality tab, click Advanced. Select Black Ink Only from the Print in Grayscale drop-down list under Printer Features. □ On Mac: From the Print dialog box, choose the Paper Type/Quality pane, click Color Options, and then choose Grayscale from the Color pop-up menu. If the Print dialog does not show printer options, click the blue disclosure triangle next to the printer name (Mac OS X v10.5 and v10.*

*6) or Show Details (Mac OS X v10.7). Use the pop-up menu toward the bottom of the dialog to choose the Paper Type/Quality pane. • To learn more tips about working with cartridges, see Tips for working with cartridges on page 29 for more information. • Load a stack of paper, not just one page.*

*Use clean and flat paper of the same size. Make sure only one type of paper is loaded at a time. • Adjust the paper-width guides in the paper tray to fit snugly against all paper. Make sure the paper-width guides do not bend the paper in the paper tray. • Set the print quality and paper size settings according to the type and size of paper loaded in the paper tray. • To clear paper jam, see Clear paper jam on page 37 for more information. Tips for print success 17 Print Chapter 4 Print 18 Print 5 Use Web Services Print from anywhere on page 19 Use HP Print Apps on page 20 Related topics • Load media on page 12 Tips for using Web Services on page 20 Print from anywhere HP ePrint is a free service from HP that allows you to print to your HP ePrint-enabled printer anywhere you can send an email. Just send your documents and photos to the email address assigned to your printer when you enable Web Services. No additional drivers or software are needed. ••• Your printer needs to have a wireless network connection to the Internet.*

*You won't be able to use HP ePrint via a USB connection to a computer. Attachments might differ from the way they appear in the software program that created them, depending on the original fonts and layout options used. Free product updates are provided with HP ePrint. Some updates might be required to enable certain functionality. Related topics • Your printer is protected on page 19 How to get started with HP ePrint on page 19 Use the HP ePrintCenter website on page 20 Your printer is protected To help prevent unauthorized email, HP assigns a random email address to your printer and never publicizes this address. HP ePrint also provides industry-standard spam filtering and transforms email and attachments to a print-only format to reduce the threat of virus or other harmful content. However, the HP ePrint service does not filter emails based on content, so it cannot prevent objectionable or copyrighted material from being printed. Go to the HP ePrintCenter website for more information and specific terms and conditions: [www.hp.com/go/ePrintCenter](http://www.hp.com/go/ePrintCenter).*

*How to get started with HP ePrint To use HP ePrint, connect your printer to an active wireless network with Internet access, set up an account on HP ePrintCenter, and add your printer to the account. To get started with HP ePrint 1. Enable Web services. a. Touch the ePrint button on the control panel. b. Accept the terms of use, and then follow the onscreen instructions to enable Web Services. The HP ePrint information sheet prints, containing a printer code. Use Web Services 19 Use Web Services Chapter 5 c. Go to [www.hp.com/go/ePrintCenter](http://www.hp.com/go/ePrintCenter), click the Sign In button, and then click the Sign Up link at the top of the window that appears. d. When prompted, enter the printer code to add your printer. 2. Touch ePrint on the control panel. From the Web Services Summary screen, get your printer's email address. 3. Compose and send email to your printer's email address from your computer or mobile device, anywhere and anytime. Both the email message and recognized attachments will print.*

*Use Web Services Use HP Print Apps Print pages from the web, without using a computer, by setting up Apps, a free service from HP. You can print coloring pages, calendars, puzzles, recipes, maps, and more, depending on the apps available in your country/region. Touch the Get More icon on the Apps screen to connect to the Internet and add more apps. You need to have Web Services enabled in order to use apps. Go to the HP ePrintCenter website for more information and specific terms and conditions: [www.hp.com/go/ePrintCenter](http://www.hp.com/go/ePrintCenter). Use the HP ePrintCenter website Use HP's free HP ePrintCenter website to set up increased security for HP ePrint, and specify the email addresses that are allowed to send email to your printer. You can also get product updates, more apps, and other free services. Go to the HP ePrintCenter website for more information and specific terms and conditions: [www.hp.com/go/ePrintCenter](http://www.hp.com/go/ePrintCenter). Tips for using Web Services Use the following tips to print apps and use HP ePrint. Tips for printing apps and using HP ePrint • Learn how to share your photos online and order prints. Click here to go online for more information. • Learn about apps for printing recipes, coupons, and other content from the web, simply and easily. Click here to go online for more information. • Learn how to print from anywhere by sending an email and attachments to your printer.*



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[Click here to go online for more information.](#) • If you have enabled Auto Power-Off, you should disable Auto Power-Off to use ePrint.

See Auto Power-Off on page 53 for more information. 20 Use Web Services 6 Copy and scan ••• Copy text or mixed documents Scan to a computer or memory card Tips for copy and scan success Copy text or mixed documents □ Do one of the following: Make a 1-sided copy a. Load paper. □ Load full-size paper in the paper tray. Copy and scan Copy and scan 21 □ Make sure the paper tray is pushed back in and the paper tray extender is open. b. Load original. □ Lift the lid on the product. TIP: To make copies of thick originals, such as books, you can remove the lid. □ Load the original print side down on the right front corner of the glass.

Chapter 6 □ Close the lid. c. Specify number of copies and settings. □ From the Home screen, touch Copy.Touch arrow buttons to change the number of copies. □ If the 2-Sided option is selected, touch it to clear the selection. □ Touch Settings to specify paper size, paper type, quality, or other settings. d. Start copy. □ Touch Black or Color.

Make a 2-sided copy a. Load paper. □ Load full-size paper in the paper tray. Copy and scan □ Make sure the paper tray is pushed back in and the paper tray extender is open. b.

Load original. □ Lift the lid on the product. TIP: To make copies of thick originals, such as books, you can remove the lid. □ Load the original print side down on the right front corner of the glass. □ Close the lid.

22 Copy and scan c. Select Copy. □ From the Home screen, touch Copy.Touch arrow buttons to change the number of copies. □ If the 2-Sided option is not selected, touch to select the option. □ Touch Settings to specify paper size, paper type, quality, or other settings. d. Start copy. □ Touch Black or Color.

Related topics • Tips for copy and scan success on page 24 Scan to a computer or memory card Before you can scan to a computer from the printer display, make sure the printer is connected to your computer either on a wireless network or through a USB cable.

To scan to a computer or memory card from the printer display 1. Load the original. a. Lift the lid on the product. Copy and scan You can scan to a computer either from the printer display or from the printer software on your computer. Scanning from the printer display is quick. Scanning from the software gives you more options. b. Load the original print side down on the right front corner of the glass. Scan to a computer or memory card 23 Chapter 6 c.

Close the lid. 2. To scan to a memory card, insert a memory card in the memory card slot. If you want to scan to a computer, make sure the printer is connected to your computer on a wireless network or through a USB cable. 3.

Start scan. a. From the Home screen, touch the right directional button, and then touch Scan. b. Select the destination by touching either Computer or Memory Card.

Touch Touch here to preview the scan. Touch Settings to select a scan type or change resolution. c. Touch Scan. Related topics • Tips for copy and scan success on page 24 Copy and scan Tips for copy and scan success Use the following tips to copy and scan successfully: •••••••• Learn how to scan to email from the printer display. [Click here to go online for more information.](#) Keep the glass and the back of the lid clean. The scanner interprets anything it detects on the glass as part of the image. Load your original, print side down, on the right front corner of the glass. To copy or scan a book or other thick originals, remove the lid.

To make a large copy of a small original, scan the original into the computer, resize the image in the scanning software, and then print a copy of the enlarged image. If you want to adjust scan size, output type, scan resolution, or file type, and so on, start scan from the printer software. To avoid incorrect or missing scanned text, make sure the brightness is set appropriately in the software. 24 Copy and scan 7 Work with cartridges •••••••• Check the estimated ink levels Clean printhead automatically Clean ink smear Replace the cartridges Align printer Order ink supplies Cartridge warranty information Tips for working with cartridges Check the estimated ink levels From the Home screen, touch the Ink icon to display the estimated ink levels. NOTE: 1 If you have installed a refilled or remanufactured cartridge, or a cartridge that has been used in another printer, the ink level indicator might be inaccurate or unavailable. Work with cartridges NOTE: 2 Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not have to replace the cartridges until the print quality is unacceptable. NOTE: 3 Ink from the cartridges is used in the printing process in a number of different ways, including in the initialization process, which prepares the product and cartridges for printing, and in printhead servicing, which keeps print nozzles clear and ink flowing smoothly. In addition, some residual ink is left in the cartridge after it is used.

For more information, see [www.hp.com/go/inkusage](http://www.hp.com/go/inkusage). Related topics • Order ink supplies on page 28 Tips for working with cartridges on page 29 Clean printhead automatically If print quality is unacceptable, and the problem is not low ink levels or non-HP ink, try cleaning the printhead from the printer display. Full-size paper needs to be loaded and an information page will print.

To clean printhead from the printer display 1. From the Home screen, touch the Settings icon, and then touch Tools. 2. On the Tools menu, touch the down arrow to scroll through the options, and then touch Clean Printhead. Related topics • Order ink supplies on page 28 Tips for working with cartridges on page 29 Clean ink smear If printouts show smears of ink, try cleaning ink smear from the printer display.

This process takes several minutes to complete. Full-size plain paper needs to be loaded and will be moved back and forth during the cleaning. Mechanical noises are normal at this time. To clean ink smear from the printer display 1. From the Home screen, touch the Settings icon, and then touch Tools. 2. On the Tools menu, touch the down arrow to scroll through the options, and then touch Clean Ink Smear. Work with cartridges 25 Chapter 7 Related topics • Order ink supplies on page 28 Tips for working with cartridges on page 29 Replace the cartridges To replace the cartridges 1. Check that power is on. 2.

Remove cartridge. a. Open the cartridge access door. Work with cartridges 26 Wait for the print carriage to move to the ink label part of the product. b. Press the tab on the cartridge, then remove it from the slot. 3. Insert new cartridge. a. Remove the cartridge from the packaging. Work with cartridges b.



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If you want to connect another new printer of the same model to your computer, you don't need to install the printer software once again. □ Do one of the following according to your operating system.

On Windows: a. From the Start menu on your computer, click All Programs, and then click HP. b. Click HP Photosmart 5520 series, click Printer Setup & Software, and then click Connect a new printer c. Follow the instructions on the screen. On Mac: a. @@b. Follow the instructions on the screen to connect the printer. c. Use HP Setup Assistant in Applications/Hewlett-Packard/Device Utilities to change the software connection to this printer to wireless.

Change network settings If you want to change the wireless settings that you previously configured to a network, you need to run the Wireless Setup Wizard from the printer display. To run Wireless Setup Wizard to change network settings 1. @@2. Touch Wireless Setup Wizard. 3. Follow the instructions on the screen to change the network settings. Connectivity Tips for setting up and using a networked printer Use the following tips to set up and use a networked printer: ••••••••When setting up the wireless networked printer, make sure your wireless router is powered on. The printer searches for wireless routers, then lists the detected network names on the display. To verify the wireless connection, touch the Wireless button on the control panel. If it shows Wireless Off, touch Turn On.

If your computer is connected to a Virtual Private Network (VPN), you need to disconnect from the VPN before you can access any other device on your network, including the printer. Learn more about configuring your network and the printer for wireless printing. Click here to go online for more information. Learn how to find your network security settings. Click here to go online for more information.

Learn about the Network Diagnostic Utility (Windows only) and other troubleshooting tips. Click here to go online for more information. Learn how to change from a USB to wireless connection. Click here to go online for more information. Learn how to work with your firewall and anti-virus programs during printer setup.

Click here to go online for more information. 34 Connectivity Advanced printer management tools (for networked printers) When the printer is connected to a network, you can use the embedded Web server to view status information, change settings, and manage the printer from your computer. NOTE: To view or change some settings, you might need a password. You can open and use the embedded Web server without being connected to the Internet. However, some features are not available. ••Open the embedded Web server About cookies Open the embedded Web server NOTE: The printer must be on a network and must have an IP address. The IP address for the printer can be found by touching the Wireless button on the control panel or by printing a network configuration page. In a supported Web browser on your computer, type the IP address or hostname that has been assigned to the printer. For example, if the IP address is 192.168.

0.12, type the following address into a Web browser such as Internet Explorer: http://192.168.0.12. About cookies The embedded Web server (EWS) places very small text files (cookies) on your hard drive when you are browsing. These files let the EWS recognize your computer the next time you visit. For example, if you have configured the EWS language, a cookie helps remember which language you have selected so that the next time you access the EWS, the pages are displayed in that language. Though some cookies are cleared at the end of each session (such as the cookie that stores the selected language), others (such as the cookie that stores customer-specific preferences) are stored on the computer until you clear them manually. You can configure your browser to accept all cookies, or you can configure it to alert you every time a cookie is offered, which allows you to decide which cookies to accept or refuse.

You can also use your browser to remove unwanted cookies. NOTE: Depending on your printer, if you disable cookies, you also disable one or more of the following features: •••Starting where you left the application (especially useful when using setup wizards). Remembering the EWS browser language setting. Personalizing the EWS Home page. For information about how to change your privacy and cookie settings and how to view or delete cookies, see the documentation available with your Web browser.

Advanced printer management tools (for networked printers) 35 Connectivity Chapter 8 Connectivity 36 Connectivity 9 Solve a problem ••••••••Get more help Register your printer Clear paper jam Solve print problem Solve copy and scan problem Solve networking problem HP support by phone Get more help You can find more information and help about your HP Photosmart by entering a keyword in the Search field in the top left of the help viewer. Titles of related topics -- for both local and online topics -- will be listed. Click here to go online for more information. Register your printer By taking just a few minutes to register your printer, you can enjoy quicker service, more efficient support, and product support alerts. If you did not register your printer while installing the software, you can register now at <http://www>.

[register.hp.com](http://www.register.hp.com). Clear paper jam Clear a paper jam from the paper tray. To clear a paper jam from the paper tray 1. Open the cartridge access door. 2. Open the paper path cover. Solve a problem 37 Solve a problem Chapter 9 3. Remove the jammed paper from the rear roller.

4. Close the paper path cover. 5. Close the cartridge access door. 6. Try printing again. Clear a paper jam from the duplexer. Solve a problem 38 To clear a paper jam from the duplexer 1. Open the cartridge access door. 2.

Open the paper path cover. Solve a problem 3. Press on the hole of the duplexer path cover to lift it up. Remove the jammed paper. 4. Close the paper path cover. 5. Close the cartridge access door. 6. Try printing again.

If the above solutions do not resolve the problem, click here for more online troubleshooting. Clear carriage jam Remove any objects, such as paper, that are blocking the print carriage. NOTE: Do not use any tools or other devices to remove jammed paper. Always use caution when removing jammed paper from inside the printer. Clear carriage jam 39 Solve a problem Chapter 9 To get help from the print display, touch Help from the Home screen. Touch the directional button to navigate through help topics, touch Troubleshoot and Support, and then touch Clear Carriage Jam. Click here to go online for more information. Solve print problem Make sure that the printer is turned on and that there is paper in the paper tray. If you are still unable to print, HP provides a Print Diagnostic Utility (Windows only) that can help solve many common "Unable to Print" issues.



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*From the Start menu on your computer, click All Programs, and then click HP.*

*Under HP Photosmart 5520 series, click HP Photosmart 5520 series, click the Help button, and then double-click HP Print Diagnostic Utility. Click here to go online for more information. If print quality is not acceptable, try the following to improve print quality: • Use the printer status and print quality reports to diagnose printer and print quality issues. From the Home screen, touch the Settings icon, and then touch Tools. Touch Printer Status Report or Print Quality Report. Click here to go online for more information If printouts show misaligned colors or lines, try aligning the printer. See Align printer on page 27 for more information. If there are ink smears on the printouts, try clearing the ink smears. See Clean ink smear on page 25 for more information. •• Solve copy and scan problem HP provides a Scan Diagnostic Utility (Windows only) that can help solve many common “Unable to scan” issues.*

*From the Start menu on your computer, click All Programs, and then click HP. Under HP Photosmart 5520 series, click HP Photosmart 5520 series, click the Help button, and then double-click HP Scan Diagnostic Utility. Learn more about how to solve scan issues. Click here to go online for more information. Learn how to solve copy issues.*

*Click here to go online for more information. Solve networking problem Check the network configuration or print the wireless test report to assist in diagnosing network connection issues. To check network configuration or print wireless test report 1. @2. Touch the down arrow to scroll through options. Touch Display Network Configuration or Print Wireless Test Report. Click the links below to find more online information to solve networking issues. ••• Learn more about wireless printing. Click here to go online for more information. Learn how to find your network security settings. Click here to go online for more information. Learn about the Network Diagnostic Utility (Windows only) and other troubleshooting tips. Click here to go online for more information. Learn how to work with your firewall and anti-virus programs during printer setup. Click here to go online for more information.*

*Solve a problem 40 Solve a problem HP support by phone Phone support options and availability vary by product, country/region, and language. This section contains the following topics: ••• Phone support period Placing a call After the phone support period Phone support period One year of phone support is available in North America, Asia Pacific, and Latin America (including Mexico). To determine the duration of phone support in Europe, the Middle East, and Africa, go to [www.hp.com/support](http://www.hp.com/support). Standard phone company charges apply. Placing a call Call HP support while you are in front of the computer and the product. Be prepared to provide the following information: •••• Product name (HP Photosmart 5520 series) Serial number (located on the back or bottom of the product) Messages that appear when the situation occurs Answers to these questions:  Has this situation happened before?  Can you re-create it?  Did you add any new hardware or software to your computer at about the time that this situation began?  Did anything else occur prior to this situation (such as a thunderstorm, product was moved, etc.)? For the list of support phone numbers, visit [www.hp.com/support](http://www.hp.com/support). After the phone support period After the phone support period, help is available from HP at an additional cost. Help may also be available at the HP online support Web site: [www.hp.com/support](http://www.hp.com/support).*

*Contact your HP dealer or call the support phone number for your country/region to learn more about support options. Additional warranty options Extended service plans are available for the HP Photosmart at additional costs. Go to [www.hp.com/support](http://www.hp.com/support), select your country/region and language, then explore the services and warranty area for information about the extended service plans.*

*Solve a problem 41 Cartridge supply upgrade If the supply upgrade is not successful, try getting your printer to recognize the supply upgrade cartridge. To get the printer to recognize the supply upgrade cartridge: 1. Remove the supply upgrade cartridge. 2. Insert the original cartridge in the carriage. 3. Close the cartridge access door, then wait until the carriage stops moving. 4. Remove the original cartridge, then replace with the supply upgrade cartridge. 5.*

*Close the cartridge access door, then wait until the carriage stops moving. If you still receive a supply upgrade problem error message, contact HP support for help. Cartridge supply upgrade Chapter 9 Click here to go online for more information. Prepare printer If you are not satisfied with the print quality, try cleaning the cartridges from the control panel. See Clean printhead automatically on page 25 for more information. To maintain the cartridges, use the printer's Auto Power-Off feature to manage the printer's power use. See Auto Power-Off on page 53 for more information. Check cartridge access door The cartridge access door should be closed for printing. Click here to go online for more information. Printhead failure The printhead in this product has failed. Contact HP support for help. Click here to go online for more information. Solve a problem Printer failure If you have already turned the printer off and then on, and this does not solve your problem, contact HP support for help. Click here to go online for more information. 42 Solve a problem Ink cartridge problem To solve ink cartridge problem 1.*

*Try removing and reinserting the cartridges. Make sure the cartridges are in the correct slots. 2. If reinserting the cartridges does not work, try cleaning cartridge contacts. To clean cartridge contacts CAUTION: The cleaning procedure should take only a few minutes.*

*Make sure that the ink cartridges are reinstalled in the product as soon as possible. It is not recommended to leave the ink cartridges outside of the product longer than 30 minutes. This could result in damage to both the printhead and the ink cartridges. a. Check that power is on. b. Open the cartridge access door. Wait for the print carriage to move to the ink label part of the product. c. Press tab on the cartridge indicated in the error message, then remove it from slot.*

*d. Hold the ink cartridge by its sides with the bottom pointing up and locate the electrical contacts on the ink cartridge. The electrical contacts are four small rectangles of copper or gold-colored metal on the bottom of the ink cartridge. Ink cartridge problem 43 Solve a problem Chapter 9 1 Electrical contacts e.*

*Wipe only the contacts with a damp lint-free cloth. CAUTION: Be careful to touch only the contacts, and do not smear any of the ink or other debris elsewhere on the cartridge. f. On the inside of the product, locate the contacts in the printhead. The contacts look like a set of four copper or gold-colored pins positioned to meet the contacts on the ink cartridge.*



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Use a dry swab or lint-free cloth to wipe the contacts. h. Reinstall the ink cartridge. i. Close the access door, and check if the error message has gone away. j. If you still receive the error message, turn the product off, and then on again. 3. If your problem is still not resolved, try replacing cartridges. See Replace the cartridges on page 26 for more information.

Click here to go online for more information. **SETUP cartridges** When you first set up the printer, you must install the cartridges that shipped in the box with the printer. These cartridges are labeled **SETUP**, and they calibrate your printer before the first print job. Failure to install the **SETUP** cartridges during the initial product setup causes an error. If you installed a set of regular cartridges, remove them and install the **SETUP** cartridges to complete printer setup. After printer setup is complete, the printer can use regular cartridges. **WARNING!** Don't open or uncap cartridges until you are ready to install them. Leaving caps on the cartridges reduces ink evaporation. You can use the orange caps from the **SETUP** cartridges if necessary. Solve a problem 44 Solve a problem If you still receive the error message, contact HP support for help.

Click here to go online for more information. **Older generation cartridges** You will need to use a newer version of this cartridge. In most cases you can identify a newer version of the cartridge by looking at the exterior of the cartridge package and finding the **Warranty Ends** date. If it says 'v1' several spaces to the right of the date, then the cartridge is the updated newer version. If it is an older generation cartridge, contact HP support for help or replacement. Click here to go online for more information. **Older generation cartridges** 45 Solve a problem Chapter 9 Solve a problem 46 Solve a problem 10 **Technical information** The technical specifications and international regulatory information for the HP Photosmart are provided in this section. For additional specifications, see the printed documentation that came with the HP Photosmart. This section contains the following topics: ••••• **Notice Cartridge chip information** Specifications Environmental product stewardship program Regulatory notices Regulatory wireless statements Technical information 47 **Notice Cartridge chip information** The HP cartridges used with this product contain a memory chip that assists in the operation of the product. In addition, this memory chip collects a limited set of information about the usage of the product, which might include the following: the date when the cartridge was first installed, the date when the cartridge was last used, the number of pages printed using the cartridge, the page coverage, the printing modes used, any printing errors that might have occurred, and the product model.

This information helps HP design future products to meet our customers printing needs. The data collected from the cartridge memory chip does not contain information that can be used to identify a customer or user of the cartridge or their product. HP collects a sampling of the memory chips from cartridges returned to HP's free return and recycling program (HP Planet Partners: [www.hp.com/hpinfo/globalcitizenship/environment/recycle/](http://www.hp.com/hpinfo/globalcitizenship/environment/recycle/)).

The memory chips from this sampling are read and studied in order to improve future HP products. HP partners who assist in recycling this cartridge might have access to this data, as well. Any third party possessing the cartridge might have access to the anonymous information on the memory chip. If you prefer to not allow access to this information, you can render the chip inoperable. However, after you render the memory chip inoperable, the cartridge cannot be used in an HP product.

If you are concerned about providing this anonymous information, you can make this information inaccessible by turning off the memory chip's ability to collect the product's usage information. **Technical information** Chapter 10 To disable the usage information function 1. From the Home screen, touch the Settings icon. **Technical information** 48 2. Touch Preferences. 3. Use the down arrow button to scroll through the options. Touch Cartridge Chip Info, and then touch Off. **NOTE:** 1 To re-enable the usage information function, restore the factory defaults. **NOTE:** 2 You can continue to use the cartridge in the HP product if you turn off the memory chip's ability to collect the product's usage information.

**Specifications** Technical specifications for the HP Photosmart are provided in this section. For more product specifications, see the Product Data Sheet at [www.hp.com/support](http://www.hp.com/support). System requirements Software and system requirements are located in the Readme file. For information about future operating system releases and support, visit the HP online support Web site at [www.hp.com/support](http://www.hp.com/support). **Environmental specifications** ••••• **Recommended operating temperature range:** 15°C to 32°C (59°F to 90°F) **Allowable operating temperature range:** 5°C to 40°C (41°F to 104°F) **Humidity:** 20% to 80% RH non-condensing (recommended); 25°C maximum dewpoint **Non-operating (Storage) temperature range:** -40°C to 60°C (-40°F to 140°F) In the presence of high electromagnetic fields, it is possible the output from the HP Photosmart may be slightly distorted. HP recommends using a USB cable less than or equal to 3 m (10 feet) in length to minimize injected noise due to potential high electromagnetic fields.

**Print specifications** ••••• **Print speeds** vary according to the complexity of the document. **Method:** drop-on-demand thermal inkjet **Language:** PCL3 GUI Scan specifications •••••••• **Optical Resolution:** up to 1200 dpi **Hardware Resolution:** up to 1200 x 2400 dpi **Enhanced Resolution:** up to 2400 x 2400 dpi **Bitdepth:** 24-bit color, 8-bit grayscale (256 levels of gray) **Maximum scan size from glass:** 21.6 x 29.7 cm (8.5 x 11.7 inches)

**Supported File Types:** BMP, JPEG, PNG, TIFF, PDF **Twain Version:** 1.9 **Copy specifications** ••• **Digital image processing** **Maximum number of copies** varies by model. **Copy speeds** vary according to the complexity of the document and model. **Cartridge yield** Visit [www.hp.com/go/learnaboutesupplies](http://www.hp.com/go/learnaboutesupplies) for more information on estimated cartridge yields. **Print resolution** **Technical information** **Print resolution (continued)** **Print resolution** **Draft mode** **Normal mode** ••••••••

**Color Input/Black Render:** 600x600dpi **Output (Black/Color):** Automatic **Color Input/Black Render:** 600x600dpi **Output (Black/Color):** Automatic **Color Input/Black Render:** 600x600dpi **Output (Black/Color):** Automatic **Color Input/Black Render:** 1200x1200dpi **Output:** Automatic (Black), 4800x1200 optimized dpi (Color) **Plain-Best mode** **Photo-Best mode** **Max DPI mode** **Environmental product stewardship program** Hewlett-Packard is committed to providing quality products in an environmentally sound manner.



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*hp.com/go/certificates (type the product number in the search field). The compliance is indicated by one of the following conformity markings placed on the product: For non-telecommunications products and for EU harmonized telecommunications products, such as Bluetooth® within power class below 10mW. For EU non-harmonized telecommunications products (If applicable, a 4-digit notified body number is inserted between CE and !).*

*Please refer to the regulatory label provided on the product. The telecommunications functionality of this product may be used in the following EU and EFTA countries: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Technical information Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, and United Kingdom. Technical information The telephone connector (not available for all products) is intended for connection to analogue telephone networks. Products with wireless LAN devices • Some countries may have specific obligations or special requirements about the operation of Wireless LAN networks such as indoor use only or restrictions of the channels available. Please make sure that the country settings of the wireless network are correct. France • For 2.4-GHz Wireless LAN operation of this product, certain restrictions apply: This product may be used indoors for the entire 2400-MHz to 2483.5-MHz frequency band (channels 1 to 13). For outdoor use, only the 2400-MHz to 2454-MHz frequency band (channels 1 to 7) may be used. For the latest requirements, see www.*

*arcep.fr. The point of contact for regulatory matters is: Hewlett-Packard GmbH, Dept./MS: HQ-TRE, Herrenberger Strasse 140, 71034 Boeblingen, GERMANY Regulatory wireless statements This section contains the following regulatory information pertaining to wireless products: ••••Exposure to radio frequency radiation Notice to users in Brazil Notice to users in Canada Notice to users in Taiwan Exposure to radio frequency radiation Notice to users in Brazil Regulatory wireless statements 57 Chapter 10 Notice to users in Canada Technical information Notice to users in Taiwan 58 Technical information Index A after the support period 41 W warranty 41 B buttons, control panel 6 C control panel buttons 6 features 6 copy specifications 48 customer support warranty 41 E environment Environmental product stewardship program 49 environmental specifications 48 I interface card 31, 32 N network interface card 31, 32 P phone support 41 phone support period period for support 41 print specifications 48 R recycle ink cartridges 50 regulatory notices regulatory model identification number 54 wireless statements 57 S scan scan specifications 48 system requirements 48 T technical information copy specifications 48 environmental specifications print specifications 48 scan specifications 48 system requirements 48 48 59 Index Index 60 .*



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