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You can read the recommendations in the user guide, the technical guide or the installation guide for HP PHOTOSMART C4780. You'll find the answers to all your questions on the HP PHOTOSMART C4780 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 C4780
User guide HP PHOTOSMART C4780
Operating instructions HP PHOTOSMART C4780
Instructions for use HP PHOTOSMART C4780
Instruction manual HP PHOTOSMART C4780

HP Photosmart C4700 series



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Manual abstract:

Do one of the following: Use Push Button (PBC) method a. Set up wireless connection. On the Home Screen, press button next to Scan. Press button next to Wireless Menu. Press button next to WPS. Press button next to Push Button. @@ Press OK. b. Install software. NOTE: The product begins a timer for approximately two minutes in which the corresponding button on the networking device needs to be pressed.

Use PIN method a. Set up wireless connection. On the Home Screen, press button next to Scan. Press button next to Wireless Menu. Finish setting up the HP Photosmart 5 Finish setting up the HP Photosmart Chapter 2 Press button next to WPS.

Press button next to PIN. The device displays a PIN. Enter the PIN on WPS-enabled router or other networking device. Press OK. b.

Install software. NOTE: The product begins a timer for approximately two minutes in which the PIN needs to be entered on the networking device. 2. View the animation for this topic. Related topics "Install the software for a network connection" on page 9 Wireless with a router (infrastructure network) The HP Photosmart Software CD and included USB setup cable provide an easy way to connect the HP Photosmart to your wireless network. For optimal performance and security in your wireless network, HP recommends you use a wireless router or access point (802.11) to connect the product and the other network elements. When network elements are connected through a wireless router or access point, this is called an infrastructure network. Finish setting up the HP Photosmart 6 To connect the HP Photosmart to an integrated wireless WLAN 802.11 network, you will need the following: A wireless 802.

11 network that includes a wireless router or access point. @@@@ Broadband Internet access (recommended) such as cable or DSL. If you connect the HP Photosmart on a wireless network that has Internet access, HP recommends that you use a wireless router (access point or base station) that uses Dynamic Host Configuration Protocol (DHCP). Network name (SSID). WEP key or WPA Passphrase (if needed). Finish setting up the HP Photosmart To connect the product 1. Insert the product Software CD in the computer CD-ROM drive. 2. Follow the instructions on the screen. When you are prompted, connect the product to the computer using the USB setup cable included in the box.

The product will attempt to connect to the network. If the connection fails, follow the prompts to correct the problem, and then try again. 3. When the setup is finished, you will be prompted to disconnect the USB cable and test the wireless network connection. Once the product connects successfully to the network, install the software on each computer that will use the product over the network.

Related topics "Install the software for a network connection" on page 9 Wireless without a router (ad hoc connection) Use this section if you want to connect the HP Photosmart to a wireless-capable computer without using a wireless router or access point. There are two methods you may use to connect the HP Photosmart to your computer using an ad hoc wireless network connection. Once connected, you can install the HP Photosmart software. Turn on the wireless radio for the HP Photosmart and the wireless radio on your computer. On your computer, connect to the network name (SSID) hpsetup, which is the default ad hoc network created by the HP Photosmart.

OR Use an ad hoc network profile on your computer to connect to the product. If your computer is not currently configured with an ad hoc network profile, consult the Help file for your computer Operating System for the proper method to create an ad hoc profile on your computer. Once the ad hoc network profile has been created, insert the installation CD that came with the product and install the software. Connect to the ad hoc network profile you created on your computer. NOTE: An ad hoc connection can be used if you do not have a wireless router or access point but do have a wireless radio on your computer.

However, an ad hoc connection may result in a lower level of network security and possibly reduced performance when compared to an infrastructure network connection using a wireless router or access point. Add the HP Photosmart to a network 7 Finish setting up the HP Photosmart Chapter 2 To connect the HP Photosmart to a Windows computer with an ad hoc connection, the computer must have a wireless network adapter and an ad hoc profile. Create a network profile for a Windows Vista or Windows XP computer using the directions below. NOTE: If you have an operating system other than Windows Vista or Windows XP, HP recommends that you use the configuration program that came with your wireless LAN card. To find the configuration program for your wireless LAN card, access your computer's list of programs.

To create a network profile NOTE: The product comes configured with a network profile with hpsetup as the network name (SSID). However, for security and privacy HP recommends you create a new network profile on your computer as described here. 1. In the Control Panel, double-click Network Connections. 2.

On the Network Connections window, right-click the Wireless Network Connection. If you see Enable on the pop-up menu, select it. Otherwise, if you see Disable on the menu, the wireless connection is already enabled. 3. Right-click the Wireless Network Connection icon, and then click Properties.

4. Click the Wireless Networks tab. 5. Select the Use Windows to configure my wireless network settings check box. 6.

Click Add, and then do the following: a. In Network name (SSID) box, type in a unique network name of your choice. NOTE: The network name is case sensitive, so it is important to remember any uppercase (capital) and lowercase (small) letters. b. If there is a Network Authentication list, select Open. Otherwise, go to the next step. c. In the Data encryption list, select WEP. d. Make sure that the check box is not selected next to The key is provided for me automatically. If it is selected, click the check box to clear it. e. In the Network key box, type a WEP key that has exactly 5 or exactly 13 alphanumeric (ASCII) cha, go to your computer and print a self-test report to the product. Set up a USB connection The HP Photosmart supports a rear USB 2.0 High Speed port for connection to a computer.

If you use a USB cable to connect the HP Photosmart to a computer on a network, you can set up printer sharing on your computer. This enables other computers on the network to print to the HP Photosmart, using your computer as the host. The host computer (your computer, connected directly to the HP Photosmart by a USB cable) has full software functionality. Other computers, which are referred to as the clients, have access only to the print features. HP recommends up to 5 computers for the best performance. You must perform other functions from the host computer or from the control panel on the HP Photosmart. To connect the product with the USB cable Refer to the setup instructions that came with your product for information on connecting to a computer with a USB cable.



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NOTE: Do not connect the USB cable to the product until you are prompted to do so. To enable printer sharing on a Windows computer Refer to the user guide that came with your computer or see the Windows onscreen Help. Finish setting up the HP Photosmart 10 Finish setting up the HP Photosmart 3 Get to know the HP Photosmart · · Printer parts Control panel features Printer parts Figure 3-1 Printer parts 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 Color graphics display (also referred to as the display) Control panel On button Photo light Memory card slot for Memory Stick cards Memory card slot for Secure Digital and xD cards Paper tray Paper tray extender (also referred to as the tray extender) Cartridge door Cartridge access area Print carriage Glass Lid Rear door Rear USB port Power connection (Use only with the power adapter supplied by HP).

) Get to know the HP Photosmart 11 Lid-backing Get to know the HP Photosmart Chapter 3 Control panel features Figure 3-2 Control panel features 7 1 2 3 4 5 6 7 Back: Returns to the previous screen. Cancel: Stops the current operation, restores default settings, and clears the current photo selection. OK: Selects a menu setting, value, or photo. Scan: From the Home screen, opens the Scan Menu. When viewing screens other than the Home screen, selects options related to the current display.

Photo: From the Home screen, opens the Photo Menu. When viewing screens other than the Home screen, selects options related to the current display. Copy: From the Home screen, opens the Copy Menu. When viewing screens other than the Home screen, selects options related to the current display. Wireless network indicator light: Indicates that the wireless radio is on.

Get to know the HP Photosmart 12 Get to know the HP Photosmart 4 How do I? This section contains links to commonly performed tasks, such as printing photos, scanning, and making copies. . . . "Print photos from a memory card" on page 24 "Print on specialty media" on page 28 "Save photos" on page 45 "Load media" on page 18 "Replace the cartridges" on page 48 · · "Scan to a computer" on page 33 "Scan to a memory card" on page 34 How do I? How do I? 13 Chapter 4 How do I? 14 How do I? 5 Paper basics You can load many different types and sizes of paper in the HP Photosmart, including letter or A4 paper, photo paper, transparencies, and envelopes. This section contains the following topics: . . . "Recommended papers for photo printing" on page 15 "Recommended papers for printing" on page 16 "Load media" on page 18 "Information on paper" on page 20 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. HP Advanced Photo Paper 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) (with or without tabs), 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.

HP Everyday Photo Paper 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. It is available in semi-gloss finish in several sizes, including A4, 8.5 x 11 inch, and 10 x 15 cm (4 x 6 inch) (with or without tabs). For longer-lasting photos, it is acid-free. HP Photo Value Pack HP Photo Value Packs conveniently package original HP cartridges and HP Advanced Photo Paper to save you time and take the guesswork out of printing affordable professional photos with your HP Photosmart. 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. To order HP papers and other supplies, go to www.hp.com/buy/supplies. If prompted, choose your country/region, follow the prompts to select your product, and then click one of the shopping links on the page.

NOTE: At this time, some portions of the HP Web site are available in English only. Paper basics 15 Paper basics Chapter 5 Recommended papers for 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. HP Advanced Photo Paper 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) (with or without tabs), 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. HP Everyday Photo Paper 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. It is available in semi-gloss finish in several sizes, including A4, 8.5 x 11 inch, and 10 x 15 cm (4 x 6 inch) (with or without tabs). For longer-lasting photos, it is acid-free. HP Brochure Paper or HP Superior Inkjet Paper These papers are glossy-coated or matte-coated on both sides for two-sided use. They are the perfect choice for near-photographic reproductions and business graphics for report covers, special presentations, brochures, mailers, and calendars.

HP Premium Presentation Paper or HP Professional Paper These papers are heavy two-sided matte papers perfect for presentation, proposals, reports, and newsletters. They are heavyweight for an impressive look and feel. HP Iron-On Transfers 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 Inkjet Transparency Film HP Premium Inkjet Transparency Film makes your color presentations vivid and even more impressive. This film is easy to use and handle, and dries quickly without smudging. HP Photo Value Pack HP Photo Value Packs conveniently package original HP cartridges and HP Advanced Photo Paper to save you time and take the guesswork out of printing affordable professional photos with your HP Photosmart.



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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. Paper basics 16 Paper basics ColorLok HP recommends plain papers with the ColorLok logo for printing and copying of everyday documents. All papers with the ColorLok logo are independently tested to meet high standards of reliability and print quality, and produce documents with crisp, vivid color, bolder blacks, and dry faster than ordinary plain papers.

Look for papers with the ColorLok logo in a variety of weights and sizes from major paper manufacturers. NOTE: At this time, some portions of the HP Web site are available in English only. Recommended papers for printing 17 Paper basics To order HP papers and other supplies, go to www.hp.com/buy/supplies.

If prompted, choose your country/region, follow the prompts to select your product, and then click one of the shopping links on the page. Chapter 5 Load media 1. Do one of the following: Load small-size paper a. Lower paper tray. Slide paper-width guide outwards.

Paper basics 18 b. Load paper. Insert stack of photo paper into paper tray with short edge forward and print side down. Paper basics Slide stack of 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 guide inward until it stops at edge of paper. b. Load paper. Insert stack of paper into paper tray with short edge forward and print side down. Load media 19 Paper basics Load full-size paper a.

Lower paper tray. Slide paper-width guide outwards. Chapter 5 Slide stack of paper forward until it stops. Slide paper-width guide inward until it stops at edge of paper. 2. View the animation for this topic. Related topics "Information on paper" on page 20 Paper basics Information on paper The HP Photosmart is designed to work well with most paper types. Test a variety of paper types before buying a large quantity. Find a paper type that works well and is easy to purchase. HP papers are designed for the best quality results.

In addition, follow these tips: · · Do not use paper that is too thin, that has a slick texture, or that stretches easily. It can feed incorrectly through the paper path, causing paper jams. Store photo media in its original packaging inside a resealable plastic bag on a flat surface in a cool, dry place. When you are ready to print, remove only the paper you plan to use immediately. When you have finished printing, return any unused photo paper to the plastic bag.

Do not leave unused photo paper in the paper tray. The paper might start to curl, which might reduce the quality of your printouts. Curled paper can also cause paper jams. Always hold photo paper by the edges. Fingerprints on photo paper can reduce print quality.

Do not use paper that is heavily textured. It can cause graphics or text to print improperly. Do not combine different paper types and paper sizes in the paper tray; the entire stack of paper in the paper tray must be the same size and type. For best results, do not allow printed photos to stack up in the paper tray.

Store printed photos under glass or in a storage book to prevent bleeding over time from high humidity. · · · · · 20 Paper basics 6 Print "Print documents" on page 21 "Print photos" on page 22 "Print envelopes" on page 27 "Print on specialty media" on page 28 "Print a Web page" on page 29 Related topics · "Load media" on page 18 · "Recommended papers for photo printing" on page 15 · "Recommended papers for printing" on page 16 Print documents Most print settings are automatically handled by the software application. You need to change the settings manually only when you change print quality, print on specific types of paper or transparency film, or use special features. To print from a software application 1. Make sure you have paper loaded in the paper tray. 2.

On the File menu in your software application, click Print. 3. Make sure the product is the selected printer. 4. If you need to change settings, click the button that opens the Properties dialog box. Depending on your software application, this button might be called Properties, Options, Printer Setup, Printer, or Preferences. NOTE: When printing a photo, you must select options for the specific photo paper and photo enhancement. Print Print 21 Chapter 6 5. Select the appropriate options for your print job by using the features available in the Advanced, Printing Shortcuts, Features, and Color tabs. TIP: You can easily select the appropriate options for your print job by choosing one of the predefined print tasks on the Printing Shortcuts tab.

Click a type of print task in the Printing Shortcuts list. The default settings for that type of print task are set and summarized on the Printing Shortcuts tab. If necessary, you can adjust the settings here and save your custom settings as a new printing shortcut. To save a custom printing shortcut, select the shortcut and click Save As. To delete a shortcut, select the shortcut and click Delete.

6. Click OK to close the Properties dialog box. 7. Click Print or OK to begin printing. Related topics · "Recommended papers for printing" on page 16 · "Load media" on page 18 · "View the print resolution" on page 30 · "Printing shortcuts" on page 31 · "Set the default print settings" on page 32 · "Stop the current job" on page 103 Print photos · · "Print photos saved on your computer" on page 22 "Print photos from a memory card" on page 24 Print photos saved on your computer To print a photo on photo paper 1.

Remove all paper from the paper tray. 2. Place the photo paper print side down on the right side of the paper tray. Print 3. Slide the paper-width guide inward until it stops at the edge of the paper. 4. On the File menu in your software application, click Print. 5. Make sure the product is the selected printer. 22 Print 6.

Click the button that opens the Properties dialog box. Depending on your software application, this button might be called Properties, Options, Printer Setup, Printer, or Preferences. 7. Click the Features tab. 8. In the Basic Options area, from the Paper Type drop-down list, select More. Then, select the appropriate photo paper type. 9. In the Resizing Options area, from the Size drop-down list, select More. Then, select the appropriate paper size.

If the paper size and paper type are not compatible, the printer software displays an alert and allows you to select a different type or size. 10. (Optional) Select the Borderless printing check box if it is not already checked.



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If the borderless paper size and paper type are not compatible, the product software displays an alert and allows you to select a different type or size. 11. In the Basic Options area, select a high print quality, such as Best, from the Print Quality drop-down list. NOTE: To achieve the highest dpi resolution, you can use the Maximum dpi setting with supported types of photo paper. If Maximum dpi is not listed in the Print quality drop-down list, you can enable it from the Advanced tab. For more information, see "Print using Maximum dpi" on page 30. 12.

In the HP Real Life Technologies area, click the Photo fix drop-down list and select from the following options: · Off: applies no HP Real Life Technologies to the image. · Basic: enhances low-resolution images; moderately adjusts image sharpness. 13. Click OK to return to the Properties dialog box. 14. Click OK, and then click Print or OK in the Print dialog box. NOTE: Do not leave unused photo paper in the paper tray. The paper might start to curl, which could reduce the quality of your printout. For best results, do not allow printed photos to stack up in the paper tray. Related topics · "Recommended papers for photo printing" on page 15 · "Load media" on page 18 · "Print using Maximum dpi" on page 30 · "View the print resolution" on page 30 · "Printing shortcuts" on page 31 · "Set the default print settings" on page 32 · "Stop the current job" on page 103 Print photos 23 Print Chapter 6 Print photos from a memory card 1.

Do one of the following: Print photo on small-size paper a. Load paper. Load up to 10 x 15 cm (4 x 6 inch) photo paper in paper tray. b. Select project type. Press button next to Photo on Home screen. Press button next to Memory Card Print. c. Insert memory device. Print 1 Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Pro Duo (adapter optional), Memory Stick Pro-HG Duo (adapter optional), or Memory Stick Micro (adapter required) MultiMediaCard (MMC), MMC Plus, Secure MultiMedia Card, MMC Mobile (RS-MMC; adapter required), Secure Digital (SD), Secure Digital Mini, Secure Digital High Capacity (SDHC), TransFlash MicroSD Card (adapter required), or xD-Picture card 2 24 Print d. Select photo. Press button next to Select. Press OK. Press button next to Prints to increase number of copies. e. Print photo. Press OK. Print photo on full-size paper a. Load paper. Load full-size photo paper in paper tray.

b. Select project type. Press button next to Photo on Home screen. Press button next to Memory Card Print. c. Insert memory device. 1 Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Pro Duo (adapter optional), Memory Stick Pro-HG Duo (adapter optional), or Memory Stick Micro (adapter required) MultiMediaCard (MMC), MMC Plus, Secure MultiMedia Card, MMC Mobile (RS-MMC; adapter required), Secure Digital (SD), Secure Digital Mini, Secure Digital High Capacity (SDHC), TransFlash MicroSD Card (adapter required), or xD-Picture card 2 Print photos 25 Print Chapter 6 d. Select photo. Press button next to Select. Press OK.

Press button next to 4 x 6 Photo until size changes to 8.5 x 11 Photo. Press button next to Prints to increase number of copies. e. Print photo. Press OK. Print passport photos a. Load paper. Load full-size photo paper in paper tray. b.

Select project type. Press button next to Photo on Home screen. Press button next to Passport Photo Print. Print 26 Print c. Insert memory device. 1 Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Pro Duo (adapter optional), Memory Stick Pro-HG Duo (adapter optional), or Memory Stick Micro (adapter required) MultiMediaCard (MMC), MMC Plus, Secure MultiMedia Card, MMC Mobile (RS-MMC; adapter required), Secure Digital (SD), Secure Digital Mini, Secure Digital High Capacity (SDHC), TransFlash MicroSD Card (adapter required), or xD-Picture card 2 d. Select photo. Press button next to Select. Press OK. Press button next to Prints to increase number of copies.

e. Print photo. Press OK. 2. View the animation for this topic. Related topics · "Recommended papers for photo printing" on page 15 · "Stop the current job" on page 103 Print Print envelopes 27 Print envelopes With the HP Photosmart, you can print on a single envelope, a group of envelopes, or label sheets designed for inkjet printers. Chapter 6 To print a group of addresses on labels or envelopes 1. Print a test page on plain paper first. 2. Place the test page on top of the label sheet or envelope, and hold both up to the light.

Check the spacing for each block of text. Make adjustments as needed. 3. Load the labels or envelopes into the paper tray. CAUTION: Do not use envelopes with clasps or windows. They can get stuck in the rollers and cause paper jams. 4. Slide the paper-width guide inward against the stack of labels or envelopes until the guide stops. 5. If you are printing on envelopes, do the following: a.

Display the print settings, and click the Features tab. b. In the Resizing Options area, click the appropriate envelope size in the Size list. 6. Click OK, and then click Print or OK in the Print dialog box.

Related topics · "Paper basics" on page 15 · "View the print resolution" on page 30 · "Printing shortcuts" on page 31 · "Set the default print settings" on page 32 · "Stop the current job" on page 103 Print on specialty media To reverse an image for iron-on transfers 1. On the File menu in your software application, click Print. 2. Make sure the product is the selected printer. 3.

Click the button that opens the Properties dialog box. Depending on your software application, this button might be called Properties, Options, Printer Setup, Printer, or Preferences. 4. Click the Features tab. 5. In the Paper Type drop-down list, click More, and then select HP Iron-on Transfer from the list. 6. If the selected size is not what you want, click an appropriate size in the Size list. 7. Click the Advanced tab.

8. In the Features area, select the Mirror Image check box. 9. Click OK, and then click Print or OK in the Print dialog box. NOTE: To prevent jams, manually feed the iron-on transfer sheets into the paper tray one sheet at a time. To print on transparencies 1. Load the transparency into the paper tray. 2. On the File menu in your software application, click Print. 28 Print Print 3.

Make sure you have selected the correct printer. 4. Click the button that opens the Properties dialog box. Depending on your software application, this button might be called Properties, Options, Printer Setup, Printer, or Preferences. 5.

Click the Features tab. 6. In the Basic Options area, click the appropriate transparency type in the Paper Type list.



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TIP: If you want to make notations on the back of the transparencies and erase them later without scratching the original, click the Advanced tab, and select the Mirror Image check box. 7.

In the Resizing Options area, click an appropriate size in the Size list. 8. Click OK, and then click Print or OK in the Print dialog box. NOTE: The product automatically waits for transparencies to dry before releasing them. Ink dries slower on film than on plain paper. Make sure you allow enough time for the ink to dry before handling the transparency. Related topics · "Paper basics" on page 15 · "View the print resolution" on page 30 · "Printing shortcuts" on page 31 · "Set the default print settings" on page 32 · "Stop the current job" on page 103 Print a Web page You can print a Web page from your Web browser on the HP Photosmart. If you use Internet Explorer 6.0 or higher for Web browsing, you can use HP Smart Web Printing to ensure simple, predictable web printing with control over what you want and how you want it printed. You can access HP Smart Web Printing from the toolbar in Internet Explorer.

For more information about HP Smart Web Printing, see the help file provided with it. To print a Web page 1. Make sure you have paper loaded in the paper tray. 2. On the File menu in your Web browser, click Print. The Print dialog box appears. 3. Make sure the product is the selected printer. 4. If your Web browser supports it, select the items on the Web page that you want to include in the printout.

For example, in Internet Explorer, click the Options tab to select options such as As laid out on screen, Only the selected frame, and Print all linked documents. 5. Click Print or OK to print the Web page. Print Print a Web page 29 Chapter 6 TIP: To print Web pages correctly, you might need to set your print orientation to Landscape. Print using Maximum dpi Use maximum dpi mode to print high-quality, sharp images.

To get the most benefit from maximum dpi mode, use it to print high-quality images such as digital photographs. When you select the maximum dpi setting, the printer software displays the optimized dots per inch (dpi) that the HP Photosmart printer will print. Printing in maximum dpi is supported on the following paper-types only: · · · HP Premium Plus Photo Paper HP Premium Photo Paper HP Advanced Photo Paper Photo Hagaki cards Printing in maximum dpi takes longer than printing with other settings and requires a large amount of disk space. To print in Maximum dpi mode 1. Make sure you have paper loaded in the paper tray.

2. On the File menu in your software application, click Print. 3. Make sure the product is the selected printer. 4. Click the button that opens the Properties dialog box. Depending on your software application, this button might be called Properties, Options, Printer Setup, Printer, or Preferences. 5. Click the Advanced tab. 6.

In the Features area, select the Enable maximum dpi setting check box. 7. Click the Features tab. 8. In the Paper Type drop-down list, click More, and then select the appropriate paper type. 9. In the Print Quality drop-down list, click Maximum dpi. NOTE: To find out what dpi the product will print based on the paper type and print quality settings you selected, click Resolution. 10. Select any other print settings that you want, and then click OK.

Related topics "View the print resolution" on page 30 Print 30 View the print resolution The printer software displays the print resolution in dots per inch (dpi). The dpi varies according to the paper type and print quality that you select in the printer software. Print To view the print resolution 1. On the File menu in your software application, click Print. 2.

Make sure the product is the selected printer. 3. Click the button that opens the Properties dialog box. Depending on your software application, this button might be called Properties, Options, Printer Setup, Printer, or Preferences. 4.

Click the Features tab. 5. In the Paper Type drop-down list, select the type of paper that you have loaded. 6. In the Print Quality drop-down list, select the appropriate print quality setting for your project. 7. Click the Resolution button to view the print resolution dpi for the paper type and print quality combination you selected. Printing shortcuts Use printing shortcuts to print with print settings that you use often. The printer software has several specially designed printing shortcuts that are available in the Printing Shortcuts list. NOTE: When you select a printing shortcut the appropriate printing options are automatically displayed.

You can leave them as is, change them, or create your own shortcuts for commonly used tasks. Use the Printing Shortcuts tab for the following print tasks: · · · · · General Everyday Printing: Print documents quickly. Photo PrintingBorderless: Print to the top, bottom, and side edges of 10 x 15 cm (4 x 6 inch) and 13 x 18 cm (5 x 7 inch) HP Photo Papers. Paper-saving Printing: Print two-sided documents with multiple pages on same sheet to reduce paper usage. Photo PrintingWith White Borders: Print a photo with a white border around the edges. Fast/Economical Printing: Produce draft-quality printouts quickly. Two-sided (Duplex) Printing: Print two-sided pages with the HP Photosmart manually. Photo PrintingPlain Paper: Print a photo on a plain paper. Postcard Printing or Hagaki Printing: Print your photos on postcards or Hagaki cards. To create a printing shortcut 1.

On the File menu in your software application, click Print. 2. Make sure the product is the selected printer. 3. Click the button that opens the Properties dialog box.

Depending on your software application, this button might be called Properties, Options, Printer Setup, Printer, or Preferences. 4. Click the Printing Shortcuts tab. Printing shortcuts 31 Print Chapter 6 5. In the Printing Shortcuts list, click a printing shortcut.

The print settings for the selected printing shortcut are displayed. 6. Change the print settings to those you want in the new printing shortcut. 7. Click Save as and type a name for the new printing shortcut, and then click Save. The printing shortcut is added to the list. To delete a printing shortcut 1. On the File menu in your software application, click Print. 2. Make sure the product is the selected printer.

3. Click the button that opens the Properties dialog box. Depending on your software application, this button might be called Properties, Options, Printer Setup, Printer, or Preferences. 4. Click the Printing Shortcuts tab. 5. In the Printing Shortcuts list, click the printing shortcut that you want to delete. 6. Click Delete. The printing shortcut is removed from the list.

NOTE: Only the shortcuts that you have created can be deleted. The original HP shortcuts cannot be deleted. Set the default print settings If there are settings that you frequently use for printing, you might want to make them the default print settings so they are already set when you open the Print dialog box from within your software application.



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To change the default print settings 1. In the HP Solution Center, click Settings, point to Print Settings, and then click Printer Settings.

2. Make changes to the print settings, and click OK. Print 32 Print 7 Scan · · · "Scan to a computer" on page 33 "Scan to a memory card" on page 34 "Scan and reprint photos" on page 43 Scan to a computer To scan to a computer 1. Load original. a.

Lift lid on product. b. Load original print side down on right front corner of glass. Scan 33 Scan Chapter 7 c. Close lid. 2. Start scan. a. Press button next to Scan on Home screen. b.

Press button next to Scan to PC. If product is network-connected, a list of available computers appears. Select computer to which you want to transfer to start the scan. 3. View the animation for this topic. Related topics "Stop the current job" on page 103 Scan to a memory card To save a scan to a memory card 1.

Load original. a. Lift lid on product. b.

Load original print side down on right front corner of glass. Scan 34 Scan c. Close lid. 2. Select Scan.

a. Press button next to Scan on Home screen. b. Press button next to Scan to Memory Card. 3.

Insert memory device. 1 Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Pro Duo (adapter optional), Memory Stick Pro-HG Duo (adapter optional), or Memory Stick Micro (adapter required) MultiMediaCard (MMC), MMC Plus, Secure MultiMedia Card, MMC Mobile (RS-MMC; adapter required), Secure Digital (SD), Secure Digital Mini, Secure Digital High Capacity (SDHC), TransFlash MicroSD Card (adapter required), or xD-Picture card 2 4. Start scan. Press button next to Scan to Memory Card. 5. View the animation for this topic. Related topics "Stop the current job" on page 103 Scan to a memory card 35 Scan Chapter 7 Scan 36 Scan 8 Copy · · · "Copy text or mixed documents" on page 38 "Copy photos (reprint)" on page 43 Copy 37 Copy Chapter 8 Copy text or mixed documents Copy text or mixed documents 1. Do one of the following: Make a black and white copy a. Load paper. Load full-size paper in paper tray.

Copy b. Load original. Lift lid on product. TIP: To make copies of thick originals, such as books, you can remove the lid. Load original print side down on right front corner of glass. 38 Copy Close lid. c. Select Copy. Press button next to Copy. Press button next to Black Copy.

Press button next to Actual Size. Press button next to Copies to increase number of copies. d. Start copy. Press OK.

Copy Copy text or mixed documents 39 Chapter 8 Make a color copy a. Load paper. Load full-size paper in paper tray. Copy 40 Copy b. Load original.

Lift lid on product. TIP: To make copies of thick originals, such as books, you can remove the lid. Load original print side down on right front corner of glass. Close lid. c. Select Copy. Press button next to Copy. Press button next to Color Copy. Press button next to Actual Size. Press button next to Copies to increase number of copies.

d. Start copy. Press OK. 2. View the animation for this topic. Related topics · "Change the copy settings" on page 41 · "Stop the current job" on page 103 Copy Change the copy settings 41 Change the copy settings To set the paper size from the control panel 1. Press the button next to Copy. 2. Select the copy type. 3.

Press the button next to 8.5 x 11 Plain. To set the copy size from the control panel 1. Press the button next to Copy. 2.

Select the copy type. 3. Press the button next to Actual Size. To set the number of copies from the control panel 1. Press the button next to Copy.

2. Select the copy type. 3. Press the button next to Copies to increase the number of copies. Chapter 8 Copy 42 Copy 9 Reprint photos To reprint an original photo 1. Load paper. Load up to 13 x 18 cm (5 x 7 inch) photo paper in paper tray. Reprint photos 43 Reprint photos 2. Select project type. a.

Press button next to Photo on Home screen. b. Press button next to Photo Original Reprint. 3. Load original. a. Lift lid on product. Chapter 9 b. Load original print side down on right front corner of glass. c.

Close lid. d. Press OK. 4. Reprint photo.

a. Press OK. b. Press button next to Prints to increase number of copies. c.

Press OK. 5. View the animation for this topic. Related topics "Stop the current job" on page 103 Reprint photos 44 Reprint photos 10 Save photos You can use the HP Photosmart Software installed on your computer to transfer photos from a memory card to your computer's hard drive for advanced photo editing, sharing photos online, and printing from your computer. Before transferring photos to your computer, you need to remove the memory card from your digital camera and insert it in the appropriate memory card slot on the HP Photosmart. NOTE: The HP Photosmart must be connected to a computer that has the HP Photosmart Software installed on it. To save photos 1. Insert your memory card into the appropriate slot on the product. The software opens on your computer. 2.

Follow the onscreen prompts on your computer to save the photos to your computer. NOTE: Only images that were not previously saved are copied to your computer. Save photos 45 Save photos Chapter 10 Save photos 46 Save photos 11 Work with cartridges · · · · Check the estimated ink levels Replace the cartridges Order ink supplies Cartridge warranty information Check the estimated ink levels You can easily check the ink supply level to determine how soon you might need to replace a cartridge. The ink supply level shows an estimate of the amount of ink remaining in the cartridges. NOTE: 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. NOTE: 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: 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. To check the ink levels from the HP Photosmart Software 1. In the HP Solution Center, click Settings, point to Print Settings, and then click Printer Toolbox.

NOTE: You can also open the Printer Toolbox from the Print Properties dialog box. In the Print Properties dialog box, click the Features tab, and then click the Printer Services button.



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The Printer Toolbox appears. 2. Click the Estimated Ink Level tab.

The estimated ink levels for the print cartridges appear. Related topics "Order ink supplies" on page 50 Work with cartridges Work with cartridges 47 Chapter 11 Replace the cartridges To replace the cartridges 1. Check that power is on. 2. Remove cartridge. a. Open cartridge access door. Wait for print carriage to move to center of the product. b. Lightly press down on the cartridge to release it, then remove it from slot.

1 2 Cartridge slot for tri-color cartridge Cartridge slot for black cartridge Work with cartridges 48 Work with cartridges 3. Insert new cartridge. a. Remove cartridge from packaging. b. Remove plastic tape by using the pink pull tab. c. Line up colored shaped icons, then slide cartridge into slot until it clicks into place. d. Close cartridge door.

Replace the cartridges 49 Work with cartridges 4. Align cartridges. a. When prompted, press OK to print a cartridge alignment page. b. Load page print side down on right front corner of glass, and then press OK to scan page. c. Remove alignment page and recycle or discard it. 5. View the animation for this topic.

Chapter 11 Related topics · "Order ink supplies" on page 50 · "Ink-backup mode" on page 50 Order ink supplies To learn which HP supplies work with your product, order supplies online, or create a printable shopping list, open HP Solution Center, and select the online shopping feature. Cartridge information and links to online shopping also appear on ink alert messages. In addition, you can find cartridge information and order online by visiting www.hp.com/buy/supplies. NOTE: Ordering cartridges online is not supported in all countries/regions. If it is not supported in your country/region, contact a local HP reseller for information about purchasing cartridges. Ink-backup mode Use the ink-backup mode to operate the HP Photosmart with only one print cartridge. The ink-backup mode is initiated when a print cartridge is removed from the print cartridge carriage. During ink-backup mode, the product can only print jobs from the computer.

NOTE: When the HP Photosmart operates in ink-backup mode, a message is displayed on screen. If the message is displayed and two print cartridges are installed in the product, verify that the protective piece of plastic tape has been removed from each print cartridge. When plastic tape covers the print cartridge contacts, the product cannot detect that the print cartridge is installed. For more information about ink-backup mode, see the following topics: · "Ink-backup mode output" on page 50 "Exit ink-backup mode" on page 50 Ink-backup mode output Printing in ink-backup mode slows the printer and affects the quality of printouts. Installed print cartridge Black print cartridge Tri-color print cartridge Result Colors print as grayscale. Colors print but black is grayed and is not a true black. Exit ink-backup mode Install two print cartridges in the HP Photosmart to exit ink-backup mode. Related topics "Replace the cartridges" on page 48 Work with cartridges 50 Work with cartridges Cartridge warranty information The HP cartridge warranty is applicable when the product is used in its designated HP printing device. This warranty does not cover HP ink products that have been refilled, remanufactured, refurbished, misused, or tampered with. During the warranty period the product is covered as long as the HP ink is not depleted and the end of warranty date has not been reached.

The end of warranty date, in YYYY/MM/DD format, may be found on the product as indicated: For a copy of the HP Limited Warranty Statement, see the printed documentation that came with the product. Cartridge warranty information 51 Work with cartridges Chapter 11 Work with cartridges 52 Work with cartridges 12 Solve a problem This section contains the following topics: · · · · · HP support Setup troubleshooting Print troubleshooting Print quality troubleshooting Memory card troubleshooting Copy troubleshooting Scan troubleshooting Errors Solve a problem Solve a problem 53 HP support · · HP support by phone Additional warranty options 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.

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 C4700 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? Chapter 12 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.

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. Contact your HP dealer or call the support phone number for your country/region to learn more about support options. Solve a problem 54 Additional warranty options Extended service plans are available for the HP Photosmart 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. Setup troubleshooting This section contains setup troubleshooting information for the product. Many issues are caused when the product is connected to the computer using a USB cable before the product software is installed on the computer. If you connected the product to your computer before the software installation screen prompted you to do so, you must follow these steps: Troubleshooting common setup issues 1. Disconnect the USB cable from the computer.

2. Uninstall the software (if you have already installed it). For more information, see "Uninstall and reinstall the software" on page 59. 3. Restart your computer.

4. Turn off the product, wait one minute, then restart it. 5. Reinstall the HP Photosmart software. CAUTION: Do not connect the USB cable to the computer until prompted by the software installation screen.



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This section contains the following topics: The product will not turn on After setting up the product, it does not print The wrong measurements are showing in menus on the display The registration screen does not appear Uninstall and reinstall the software Solve a problem The product will not turn on Try the following solutions if there are no light indications, no noise, and no movement from the product when you turn it on. Solution 1: Check the power cord Solution 2: Reset the product Solution 3: Press the On button more slowly Solution 4: Contact HP to replace the power supply Solution 5: Contact HP support for service Solution 1: Check the power cord Solution: · Make sure you are using the power cord that came with the product. · Make sure the power cord is firmly connected to both the product and the power adapter. Plug the power cord into a power outlet, surge protector, or power strip. 1 2 3 Power connection Power cord and adapter Power outlet . . . If you are using a power strip, make sure the power strip is turned on. Or, try plugging the product directly into a power outlet. Test the power outlet to make sure it is working. Plug in an appliance that you know works, and see if the appliance has power. If not, then there might be a problem with the power outlet. If you plugged the product into a switched outlet, make sure the outlet is switched on. If it is switched on but still does not work, then there might be a problem with the power outlet. Cause: There was a problem with the power cord or the power supply. If this did not solve the issue, try the next solution. Setup troubleshooting 55 Solve a problem Chapter 12 Solution 2: Reset the product Solution: Turn off the product, and then unplug the power cord. Plug the power cord back in, and then press the On button to turn on the product.

Cause: The product experienced an error. If this did not solve the issue, try the next solution. Solve a problem 56 Solution 3: Press the On button more slowly Solution: The product might not respond if you press the On button too quickly. Press the On button once. It might take a few minutes for the product to turn on. If you press the On button again during this time, you might turn the product off. CAUTION: If the product still does not turn on, it might have a mechanical failure. Unplug the product from the power outlet. Contact HP support for service. Go to: www.hp.com/support. @@Cause: You pressed the On button too quickly. If this did not solve the issue, try the next solution. Solution 4: Contact HP to replace the power supply Solution: Contact HP support to request a power supply for the product. Go to: www.hp.com/support. @@Cause: The power supply was not intended for use with this product. If this did not solve the issue, try the next solution. Solution 5: Contact HP support for service Solution: If you have completed all of the steps provided in the previous solutions and are still having a problem, contact HP support for service. Go to: www.hp.com/support. If prompted, choose your country/region, and then click Contact HP for technical support. Cause: You might need assistance to enable the product or software to function properly. Solve a problem After setting up the product, it does not print Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved. . . . Solution 1: Press the On button to turn on the product Solution 2: Set your product as the default printer Solution 3: Check the connection between the product and computer Solution 1: Press the On button to turn on the product Solution: Look at the display on the product.

If the display is blank and the On button is not lit, the product is turned off. Make sure the power cord is firmly connected to the product and plugged into a power outlet. Press the On button to turn on the product. Cause: The product might not have been turned on. If this did not solve the issue, try the next solution. Solution 2: Set your product as the default printer Solution: Check your computer documentation to change your product to be the default printer. Cause: You sent the print job to the default printer, but this product was not the default printer. If this did not solve the issue, try the next solution. Solution 3: Check the connection between the product and computer Solution: Check the connection from the product to your computer. Verify that the USB cable is securely plugged into the USB port on the back of the product. Make sure the other end of the USB cable is plugged into a USB port on your computer. After the cable is connected properly, turn off the product and then on again. If the Setup troubleshooting 57 Solve a problem Chapter 12 product is connected to the computer through a wireless connection, make sure that the connection is active and the product is turned on. Solve a problem For more information on setting up the product and connecting it to your computer, see the setup instructions that came with the product. Cause: The product and computer were not communicating with each other. The wrong measurements are showing in menus on the display Solution: Change the language setting. To set your language and country/region 1. Press the button next to Copy on the Home screen. The Copy Menu appears. 2. Press the top-right, middle-left, and bottom-left buttons in sequence. The Basic Settings menu appears. 3. Press the button next to Set Language. 4. Press the buttons next to the up arrow or down arrow icons on the display to scroll through the languages. When the language you want to use is highlighted, press OK. 5. When prompted, press the button next to Yes for confirmation. The Basic Settings menu reappears. 6. Press the button next to Set Region. 7. Press the buttons next to the up arrow or down arrow icons on the display to scroll through the countries/regions. When the country/region you want to use is highlighted, press OK. 8. When prompted, press the button next to Yes for confirmation. Cause: You might have selected the incorrect country/region when setting up the product. The country/region you select determines the paper sizes shown on the display. 58 Solve a problem The registration screen does not appear Solution: You can access the registration (Sign up now) screen from the Windows taskbar by clicking Start, pointing to Programs or All Programs, HP, Photosmart C4700 series, and then clicking Product Registration. Cause: The registration screen did not launch automatically. Solve a problem Uninstall and reinstall the software If your installation is incomplete, or if you connected the USB cable to the computer before prompted by the software installation screen, you might need to uninstall and then reinstall the software.



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Do not simply delete the HP Photosmart application files from your computer. Make sure to remove them properly using the uninstall utility provided when you installed the software that came with the HP Photosmart. To uninstall and reinstall the software 1.

Disconnect the product from your computer. 2. On the Windows taskbar, click Start, Settings, Control Panel (or just Control Panel). 3. Double-click Add/Remove Programs (or click Uninstall a program).

4. Select HP Photosmart All-In-One Driver Software, and then click Change/ Remove. Follow the onscreen instructions. 5. Restart your computer. NOTE: It is important that you disconnect the product before restarting your computer. Do not connect the product to your computer until after you have reinstalled the software. 6. @NOTE: If the Setup program does not appear, locate the setup.exe file on the CD-ROM drive and double-click it.

NOTE: If you no longer have the installation CD, you can download the software from www.hp.com/support. 7. Follow the onscreen instructions and the setup instructions that came with the product. Setup troubleshooting 59 Chapter 12 When the software installation is complete, the HP Digital Imaging Monitor icon appears in the Windows system tray. Solve a problem To verify that the software is properly installed, double-click the HP Solution Center icon on the desktop. If the HP Solution Center shows the essential icons (Scan Picture and Scan Document), the software has been properly installed. Print troubleshooting Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first.

If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved. Check cartridges Check paper Check product Check the print settings Reset the product Contact HP support for service Check cartridges Follow these steps. . . Step 1: Make sure you are using genuine HP print cartridges Step 2: Check the ink levels Step 1: Make sure you are using genuine HP print cartridges Solution: Check to see if your print cartridges are genuine HP print cartridges. HP recommends that you use 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.

60 Solve a problem NOTE: HP cannot guarantee the quality or reliability of non-HP supplies. Printer service or repairs required as a result of using a non-HP supply will not be covered under warranty. If you believe you purchased genuine HP print cartridges, go to: www.hp.com/go/anticounterfeit Cause: Non-HP print cartridges were being used.

Solve a problem 61 Step 2: Check the ink levels Solution: Check the estimated ink levels in the cartridges. NOTE: 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 need to replace the cartridges until print quality becomes unacceptable. For more information, see: "Check the estimated ink levels" on page 47 Cause: The print cartridges might have insufficient ink. Check paper Follow these steps. . . Step 1: Use the correct paper type Step 2: Load the stack of paper correctly Step 1: Use the correct paper type Solution: HP recommends that you use HP papers or any other paper type that is appropriate for the product. Make sure only one type of paper is loaded at a time. Always make sure the paper you are printing on is flat. For best results when printing images, use HP Advanced Photo Paper.

Cause: The paper type was incorrect or more than one type of paper was loaded. Step 2: Load the stack of paper correctly Solution: Remove the stack of paper from the paper tray, reload the paper, and then slide the paper-width guide inward until it stops at the edge of the paper. NOTE: Do not leave unused photo paper in the paper tray. The paper might start to curl, which could reduce the quality of your printout. For best results, do not allow printed photos to stack up in the paper tray. For more information, see: "Load media" on page 18 Print troubleshooting Chapter 12 Cause: The paper was loaded incorrectly. Check product Follow these steps. . . Step 1: Align the print cartridges Step 2: Clean the print cartridges Solve a problem 62 Step 1: Align the print cartridges Solution: Aligning the print cartridges can help ensure high-quality output. To align the print cartridges from the HP Photosmart Software 1. Load letter or A4 unused plain white paper into the paper tray.

2. In the HP Solution Center, click Settings. 3. In the Print Settings area, click Printer Toolbox. NOTE: You can also open the Printer Toolbox from the Print Properties dialog box.

In the Print Properties dialog box, click the Features tab, and then click Printer Services. The Printer Toolbox appears. 4. Click the Device Services tab. 5. Click Align the Print Cartridges. 6. When prompted, ensure plain white letter or A4 paper is loaded in the paper tray, then press OK. NOTE: If you have colored paper loaded in the paper tray when you align the print cartridges, the alignment will fail. Load unused plain white paper into the paper tray, and then try the alignment again. The product prints a print cartridge alignment sheet. 7. Load the page print side down on the right front corner of the glass, and then press OK to scan the page. When the On button stops flashing, the alignment is complete and the page can be removed. Recycle or discard the page.

Cause: The print cartridges needed to be aligned. Step 2: Clean the print cartridges Solution: If there is ink remaining in the print cartridges, but you are still noticing a problem, print a self-test report to determine if there is a problem with the print cartridges. If the self-test report shows a problem, clean the print cartridges. If the problem persists, you might need to replace the print cartridges. To clean the print cartridges from the HP Photosmart Software 1. Load letter, A4, or legal unused plain white paper into the paper tray. 2. In the HP Solution Center, click Settings. Solve a problem 3. In the Print Settings area, click Printer Toolbox.

NOTE: You can also open the Printer Toolbox from the Print Properties dialog box. In the Print Properties dialog box, click the Features tab, and then click Printer Services. The Printer Toolbox appears. 4. Click the Device Services tab.

5. Click Clean the Print Cartridges. 6. Follow the prompts until you are satisfied with the quality of the output, and then click Done. 7.

Follow the prompts until you are satisfied with the quality of the output, and then click Done. There are three stages of cleaning. Each stage lasts from one to two minutes, uses one sheet of paper, and uses an increasing amount of ink. After each stage, review the quality of the printed page.



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