hp photosmart
7150

basics guide

hp
i n v e n t
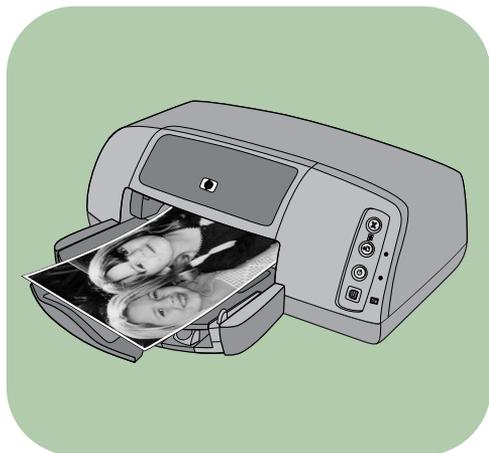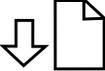
control panel

The following table is a quick reference guide to the buttons that appear on your printer's control panel.

✕	**CANCEL**
⬇📄	**RESUME**
⏻	**POWER**

contents

get started

welcome

Thank you for purchasing an HP Photosmart printer! Your new printer comes with the following documentation to help you get started and get the most out of your printer:

- **Setup Guide** — The *HP Photosmart Setup Guide* is the poster that comes with your printer. It contains quick and easy instructions to help you set up your printer and install the printer software.

- **Basics Guide** —The *HP Photosmart Basics Guide* is the booklet you are reading. It includes a quick reference guide to help you get acquainted with your new printer. It describes how to use the basic features of your printer, and it contains hardware troubleshooting information.

- **Software Setup & Product Support** — The *HP Photosmart Software Setup & Product Support* booklet explains how to install and set up the software that comes with your printer. It contains software troubleshooting information, and it also describes how to get support from **www.hp.com** and how to contact HP Support and Services.

- **HP Photosmart Printer Help** — The HP Photosmart Printer Help is an online guide that describes how to use the more advanced features of your new printer. It also includes information on printer care and maintenance as well as a section on advanced troubleshooting and error messages.

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

view the hp photosmart printer help

- **Windows PC**: From the **Start** menu, choose **Programs**, **Hewlett-Packard**, **Photosmart 130, 230, 7150, 7345, 7350, 7550**, and **HP Photo & Imaging Director**. From the **HP Photo & Imaging Director**, click **Help**.

- **Macintosh**: Insert the HP Photosmart CD. In the **User Docs** folder, select your **language**, then click the **photosmart 7150.html** file.

print the hp photosmart printer help

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

- **Macintosh**: From the **File** menu, select **Print**, or click **Print** in the top navigation bar of the browser.

printer parts

front

Top cover
Open this cover to change the print cartridges

Photo tray
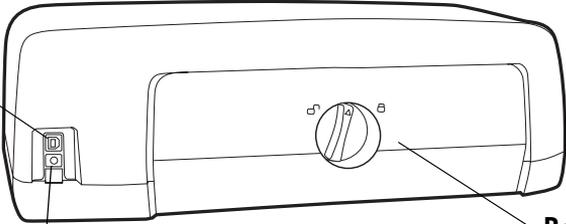Place 4 x 6 inch (10 x 15 cm) photo paper in this tray for printing

OUT tray
This removable tray catches your printed photos or documents

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

OUT tray extension
Gently pull this out when you are printing a large number of pages to prevent paper from falling to the floor

Envelope slot
Place a single envelope in this slot for printing

IN tray
Place paper or envelopes in this tray for printing

Control panel
See **control panel and indicator lights** on page 5

Photo tray cover
Open this cover to access the photo tray

Camera port
Use this port to connect an HP direct-printing digital camera to the printer

Paper length guide
Adjust this guide to fit close to the end of the paper in the IN tray

Photo tray slider
Use this slider to engage or disengage the photo tray

back

USB port
Use this port to connect the printer to the computer

Power cord connection
Connect the power cord included with the printer here

Rear access door
Remove this door to clear a paper jam

control panel and indicator lights

CANCEL
Use this button to cancel the current print job

RESUME
Use this button to resume printing after loading more paper or clearing a paper jam

POWER
Use this button to turn the printer on or off

Camera port
Use this port to connect an HP direct-printing digital camera to the printer

Print cartridge status light
On
One or both of the print cartridges is low on ink
Blinking
One or both of the print cartridges is installed incorrectly or is malfunctioning

Resume light
On
The printer is out of paper
Blinking
The printer requires attention

Print light
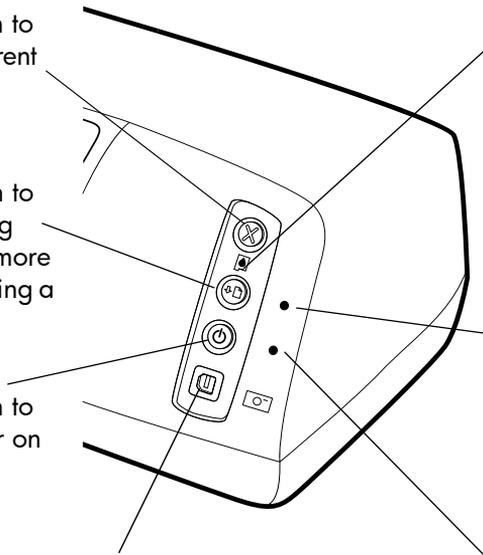**On (Green)**
The power is on
Off
The printer power is off
Blinking (Green)
The printer is busy
Blinking (Amber)
The printer requires attention

paper information

You can load and print on a wide variety of paper types and sizes, from index cards and photo paper to envelopes and transparencies. We recommend using HP-designed inkjet paper for the best results.

> If you are using HP-designed inkjet paper, remember to set the paper type in the printer Properties dialog box (Windows PC) or the Print dialog box (Macintosh).

- Use the IN tray for all supported paper types and sizes
- Use the photo tray when printing on 4 x 6 inch (10 x 15 cm) photo paper
- Use the envelope slot on the OUT tray when you need to print a single envelope

For more information on supported paper types and sizes, see the HP Photosmart Printer Help.

load paper in the IN tray

1 Lift the OUT tray.

OUT tray

Photo tray slider

Paper width guide

IN tray
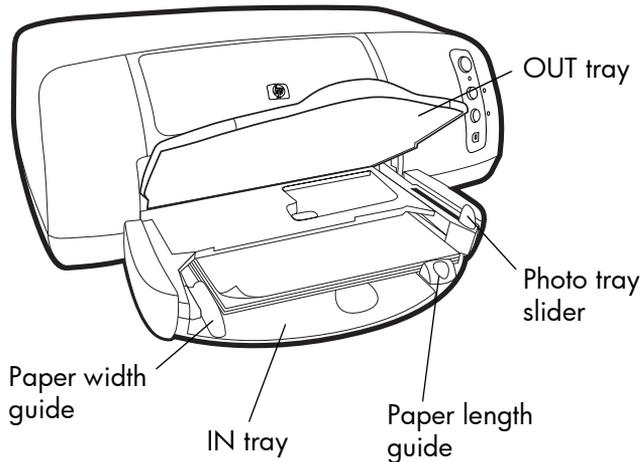
Paper length guide

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

3 Place a stack of paper into the IN tray.

- Load the paper with the **side to be printed facing down**. The printer pulls the paper in, flips it over, and then prints on the paper; the finished document faces up in the OUT tray.

- Always load paper in the portrait direction, with the shortest edge toward you.

- Be careful not to use too much or too little paper. It may be difficult for the printer to pick up a sheet of paper when there are only one or two sheets in the IN tray. Check that the stack of paper contains several sheets but is no higher than the top of the paper length guide. See the **specifications** section of the HP Photosmart Printer Help for more information.

- Use one type and size of paper at a time. Do not mix paper types or sizes in the IN tray.

4 Move the photo tray slider toward you until it stops. This disengages the photo tray.

5 Adjust the paper width guide and paper length guide to fit close to the edges of the paper without bending the paper. This helps the paper feed straight into the printer.

6 Lower the OUT tray.

load photo paper in the photo tray

When you use the photo tray you can leave paper in the IN tray.

 If you run out of photo paper in the photo tray, the printer continues to print using paper from the IN tray.

1 Move the photo tray slider toward you until it stops. This disengages the photo tray.

2 Lift the photo tray cover.

3 Load paper in the photo tray with the **side to be printed facing down**. If you are using tabbed paper, insert the paper so the tab feeds in last. The printer pulls the paper in, flips it over, then prints on the paper; the finished document faces up in the OUT tray.

- You can load up to 20 sheets of paper in the photo tray.

Photo tray cover

Photo tray slider

OUT tray
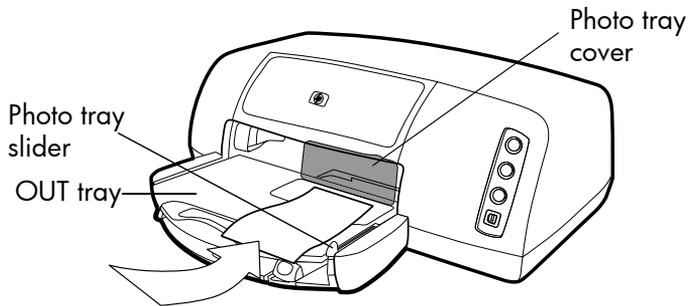
4 Lower the photo tray cover.

5 Move the photo tray slider away from you (toward the inside of the printer) until it stops against the edge of the paper. This engages the photo tray.

> When you are finished using the photo tray, move the photo tray slider toward you until it stops. This disengages the photo tray so the printer uses the paper in the IN tray.

See the HP Photosmart Printer Help for more information on:

- loading a single envelope
- loading a stack of envelopes
- loading index cards and other small media
- loading transparencies

print cartridge information

There are three print cartridges available for your printer.

The two print cartridges that came with your printer are exactly what you need to print beautiful photos:

- **HP #57 (C6657A)** — Tri-color print cartridge
- **HP #58 (C6658A)** — Photo print cartridge

To print regular documents economically, you can purchase a black print cartridge to use in place of the photo print cartirdge:

- **HP #56 (C6656A)** — Black print cartridge

The print cartridge cradle inside the printer has two stalls that hold your print cartridges. The print cartridges you use depend on what you are printing.

| To print...	Use these print cartridges
Documents	Left stall: Tri-color print cartridge (HP #57)
	Right stall: Black print cartridge (HP #56)
Photos on photo paper	Left stall: Tri-color print cartridge (HP #57)
	Right stall: Photo print cartridge (HP #58)

You can leave the black print cartridge in the right stall when printing photos. For the best photo quality, install the photo print cartridge.

use the print cartridge protector

The print cartridge protector is designed to keep your print cartridge fresh when it is not being used. Whenever you remove a print cartridge from the printer, store it in the print cartridge protector that came with your printer.

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

- To remove the print cartridge from the print cartridge protector, press down and back on the top of the print cartridge protector to release the print cartridge, then slide the print cartridge out of the print cartridge protector.
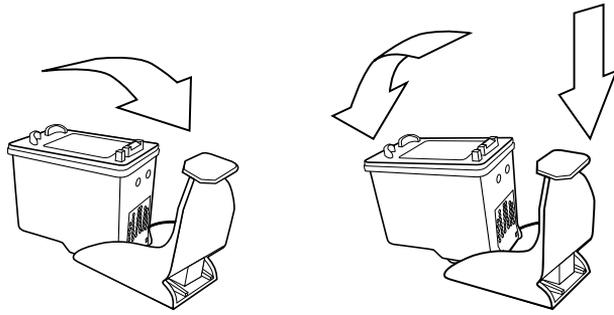
use reserve print mode

Reserve Mode allows you to keep printing even if one of your print cartridges fails, runs out of ink, or is incompatible with your printer. If you receive a print cartridge error message on your computer monitor or camera LCD, or if the print cartridge status light is on or blinking, remove the print cartridge and close the top cover to enter Reserve Mode. You will see a message reminding you that you are in Reserve Mode.

Printing in Reserve Mode slows the printer and affects the print quality.

If you are printing with only...	The result is...
Black print cartridge	Colors print as grayscale
Tri-color print cartridge	Colors print but black prints as gray
Photo print cartridge	Colors print as grayscale

Although Reserve Mode allows you to keep printing, the print quality is reduced. For the highest print quality, be sure to replace the missing print cartridge as soon as possible.

install or replace the print cartridges

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

To get maximum use from your print cartridges, use the **POWER** button to turn off the printer. Do not unplug the printer or turn off the power source (such as a power strip) until the Print light is off. This allows the printer to store the print cartridges in a protected state.

> **Caution!** Check that you are using the correct print cartridges. Do not refill print cartridges yourself. Damage resulting from the modification or refilling of HP print cartridges is specifically excluded from the HP printer warranty coverage.

1 If the printer is off, press the **POWER** button on the printer's control panel to turn the printer on.

2 Open the top cover. The print cartridge cradle moves to the center of the printer.

3 Lift the cradle latch of the print cartridge you want to install or replace by placing your finger under the number on the latch and pulling out. The print cartridge latch will pop open.

4   If you are replacing a print cartridge, slide out the old print cartridge and recycle or discard it.
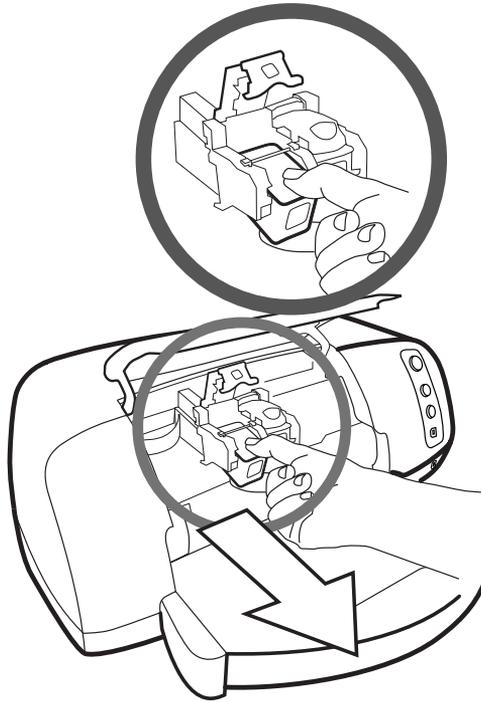

5   Take the new print cartridge out of its package.

6   Grasp the pink tab and gently peel off the plastic tape. Make sure you remove only the clear tape from the nozzles and leave the copper contacts.
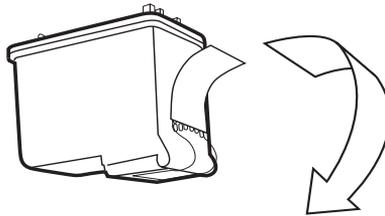
Do NOT touch the ink nozzles or the copper contacts. Touching these parts may cause print cartridge failure.

7 Insert the print cartridge:

- Hold the print cartridge so that the copper contacts will go into the printer first. Line up the ridges on the left and right sides of the top of the print cartridge with the grooves on the inside of the print cartridge cradle. Carefully slide the print cartridge into the cradle, then firmly push the cartridge in until it stops.

- Lower the cradle latch. Place your finger on the top of the latch. Place your thumb under the number on the latch and hold it forward while pushing the latch down. Release the latch to lock the print cartridge into place.
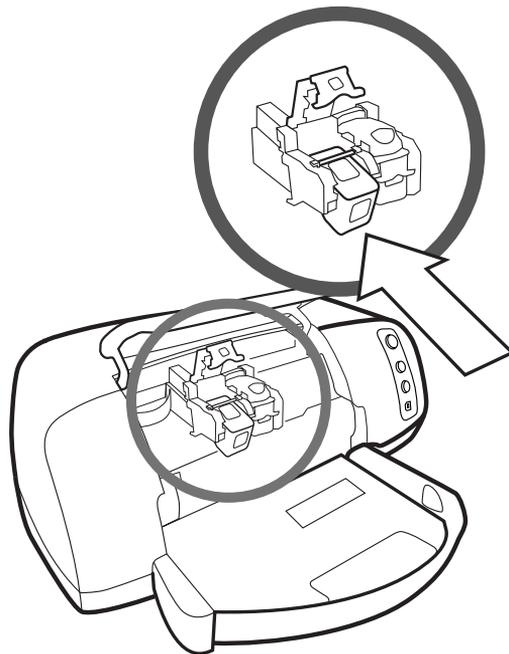
8 Close the top cover.

A calibration page prints. Make sure plain paper is loaded in the IN tray.

use the control panel

use the buttons
Your printer's control panel has three buttons:

- **CANCEL** — Use this button to cancel the current print job.

- **RESUME** — Use this button to resume printing after loading more paper or after clearing a paper jam.

- **POWER** — Use this button to turn the printer on or off.

Always use the **POWER** button to turn off the printer.

use the indicator lights
Your printer's control panel has three indicator lights:

- **Print cartridge status light** — When this light is on, one or both of the print cartridges is low on ink. When this light is blinking, one or both of the print cartridges is installed incorrectly or is malfunctioning.

- **Resume light** — When this light is on, the printer is out of paper. When this light is blinking, the printer requires attention.

- **Print light** — When this light is on, the power is on. When this light is blinking green, the printer is busy. When this light is blinking amber, the printer requires attention.

When the Print cartridge status light and the Resume light are both blinking, there is a paper jam. When all three lights are blinking, the cradle is stuck. See **printing problems** on page 28 for more information.

# use your printer with an hp direct-printing digital camera

2

Your HP Photosmart 7150 printer lets you print beautiful photos from your digital camera without using your computer.

print camera-selected photos

If you have an HP direct-printing digital camera, you can use your printer to print camera-selected photos.

select and print photos

1   Use your camera's Share menu to select the photos you want to print. For more information, see your camera's documentation.

2   Connect the camera to the camera port on the front of your printer using the special USB cable that came with your camera.
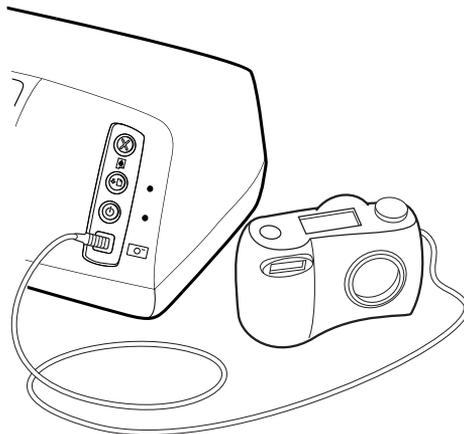
3 When you connect the camera to the printer, the camera's Print Setup menu appears. Use this menu to:

- Change the photos you have selected for printing.

- Select the paper type.

- Select the paper size.

4 When you are ready to print, follow the instructions on your camera's LCD.

> To learn more about using camera-selected photos, see the documentation that came with your camera.

use your printer with a computer

3

Your HP Photosmart 7150 printer can be used with any Windows PC or Macintosh software application that allows printing. You can print all kinds of projects, such as photo album pages, greeting cards, or newsletters.

If you already know how to use a printer with your computer, you are ready to begin printing as usual. If you are new to printing, or if you have questions, use this chapter to learn more.
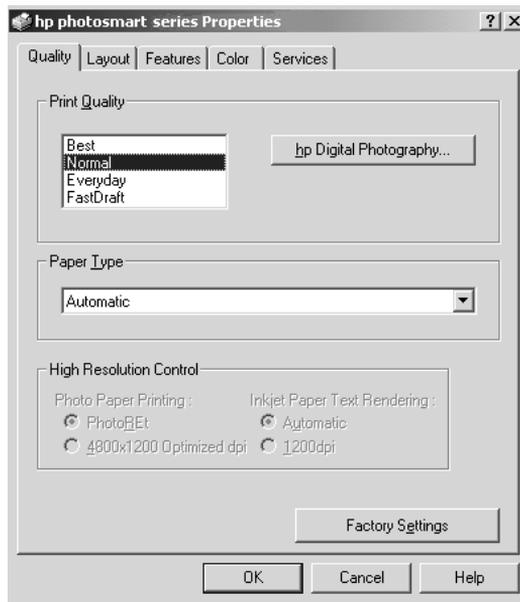
print from a Windows PC

print from a software application

1   From your software application's **File** menu, select **Print**.

2   In the Print dialog box, select the pages and the number of copies you want to print.
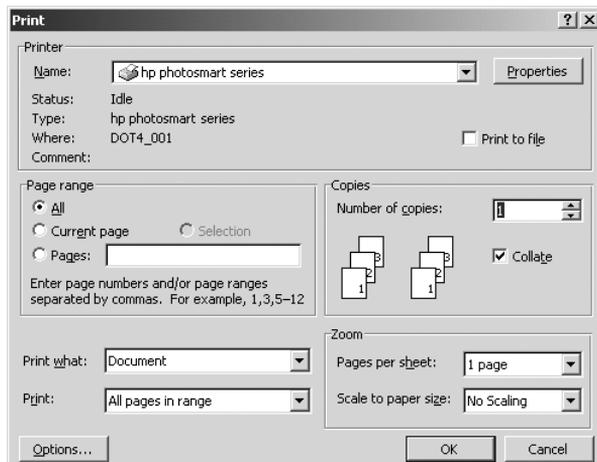
3 To access more advanced settings, click **Properties**. Set the printer properties (such as print quality and paper type) and click **OK**.

To learn more about the available settings, click the **?** in the upper right corner of the printer Properties dialog box, then click the item you want more information about. You can also click **Help**.

4 Click **OK** to begin printing.

See the HP Photosmart Printer Help for more information on:

*   changing the default print settings
*   using advanced settings
*   adjusting the photo color and brightness

use the Windows PC taskbar icon

After you install the printer software, the HP Photosmart printer icon appears in your Windows taskbar. This icon helps you perform a variety of tasks.
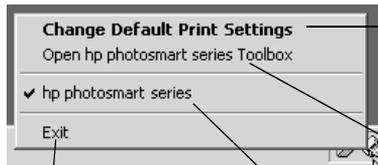
Printer icon

hp photosmart printer icon

Use the printer icon to access the printer Properties dialog box, select a default printer, or access the Toolbox.

• When you click the printer icon, the printer Properties dialog box displays.

• When you right-click the printer icon, the following menu appears. Make your selection from the menu.

Click to open the printer Properties dialog box.

Click to open the HP Photosmart Toolbox.

Click to close the menu and remove the printer icon from the taskbar. To close the menu without removing the printer icon from the taskbar, click anywhere outside the menu.

Select the HP Photosmart printer you want to use from the list of installed printers. A check mark indicates the currently selected printer.

See the HP Photosmart Printer Help for more information on:

• setting the printer properties

• using the Toolbox

• using the HP Photo & Imaging Director

print from a Macintosh

print from a software application (OS X or OS 9.x)

The following steps are specific to OS X. For OS 9.x, the steps may be slightly different. Be sure you have selected your Photosmart printer in the Print Center (OS X) or in the Chooser (OS 9.x) before you begin printing. For more information, see the *Software Setup & Product Support* booklet that came with your printer.

1   From your software application's **File** menu, select **Page Setup**.

2   In the **Format for** pull-down menu, select **Photosmart 7150**, then select the page attributes (such as paper size, orientation, and scaling) for your project. When you have finished selecting the page attributes, click **OK**.

3   From your software application's **File** menu, select **Print**.

4   Select the print settings appropriate for your project. Use the pull-down menu to access the other panels.

5   Click **Print** (OS X) or **OK** (OS 9.x) to begin printing.

To learn more about the available settings, click the **?** in the lower left corner of the dialog box (OS X only).

See the HP Photosmart Printer Help for more information on:

•   changing the print settings

•   using advanced settings

•   adjusting the photo color and brightness

troubleshooting

4

Your HP Photosmart printer is designed to be reliable and easy to use. This section offers tips and advice for addressing frequently asked questions. Before you begin, make sure:

• All the cable connections between your printer and computer are secure.

• You are using the most recent version of the software. Go to **www.hp.com** to check for software updates. See the *Software Setup & Product Support* booklet that came with your printer for contact information.

> The information in this section pertains to both Windows PC and Macintosh operating systems.

USB connection problems

Problem	Possible cause	Solution
Windows PC only My printer is connected with a USB cable through another USB device or a hub and when I try to print I get a message saying THERE WAS AN ERROR WRITING TO <NAME OF USB PORT>.	Your printer may not be getting good data from the other device or hub. OR Two-way communication between the printer and the computer was interrupted by another device attached to the hub.	Try the following: • Connect the printer directly to the USB port on the computer. • Make sure the USB cable is securely attached to both the computer and to the USB port on the **back** of the printer. • Try disconnecting other USB devices from the hub and print your document again.
	The USB cable is too long.	Make sure you are using a USB cable length that is supported by your printer. See the **specifications** section of the HP Printer Help for the supported USB cable length.
Windows PC only I have connected my printer using a USB cable, and when I try to print I get a message saying THERE WAS AN ERROR WRITING TO DOT4.	There is a problem with the USB connection.	Try the following: • Unplug the USB cable from the computer, then plug it in again. • Make sure the cable is securely attached to both the computer and to the USB port on the **back** of the printer. • Restart your computer.

Problem	Possible cause	Solution
When I connect a USB cable between the printer and my computer, I get an error saying YOU HAVE CONNECTED YOUR COMPUTER TO THE PRINTER'S FRONT USB PORT.	You have connected your computer to the camera port on the front of the printer. This port should only be used to connect an HP direct-printing digital camera to the printer.	Try the following: • Connect the USB cable to the USB port on the **back** of the printer. If you were installing the printer software when you received the error message, try the following: **Windows PC** **1** Uninstall the printer software. Insert the printer software CD into your computer, click **Remove HP Photosmart software**, then follow the instructions on your computer screen. **2** When the uninstall is complete, restart your computer. **3** Connect the USB cable to the USB port on the **back** of the printer. **4** Reinstall the printer software. See the *Software Setup & Product Support* booklet for instructions. **Macintosh** **1** Uninstall the printer software. Insert the printer software CD into your computer, select **Uninstall** from the Installer, then follow the instructions on your computer screen. **2** When the uninstall is complete, restart your computer. **3** Connect the USB cable to the USB port on the **back** of the printer. **4** Reinstall the printer software. See the *Software Setup & Product Support* booklet for instructions.

Problem	Possible cause	Solution
Windows PC only When I connect a USB cable between the printer and my computer, an UNKNOWN DEVICE message appears.	Static electricity has built up in the cable between your computer and printer. OR You may have a defective USB cable. OR Your USB cable may not be connected properly. OR The software could not identify the printer; the printer-USB connection may be defective.	Try the following: 1 Disconnect the USB cable from your printer. 2 Disconnect the power cord from the printer. 3 Wait approximately 10 seconds. 4 Plug the power cord back into the printer. 5 Plug the USB cable back into the USB port on the **back** of the printer. 6 If UNKNOWN DEVICE continues to appear in the New Hardware Wizard dialog box, check **www.hp.com** for updates or contact HP Support and Services. See the *Software Setup & Product Support* booklet that came with your printer for contact information.

printer problems

Problem	Possible cause	Solution
Printing is very slow. *(continued on next page)*	Your computer may have less than the recommended system requirements.	Check the amount of free RAM (memory) and the processor speed of your computer. See the **specifications** section of the HP Photosmart Printer Help for system requirements.
	Too many software programs may be running at the same time.	Close all unnecessary software programs.

Problem	Possible cause	Solution
(continued from previous page) Printing is very slow.	You may be using outdated printer software.	Check **www.hp.com** for the most recent software updates. See the *Software Setup & Product Support* booklet that came with your printer for contact information. **Windows PC** Use HP's Web Update software to check the version of the printer driver you are using. See the **care & maintenance** section of the HP Photosmart Printer Help for more information. **Macintosh** Use the Print dialog box (OS 9.x) or the Print Center (OS X) to check the version of the printer driver you are using. See the **everyday printing** section of the HP Photosmart Printer Help for more information.
	You may be printing a complex document containing graphics or photographs. OR You may be trying to print a high resolution photo.	Try the following: • Free up some space on your hard disk. Having less than 100MB of free space on your computer's hard disk can mean longer processing time. • Be patient. Large, complex documents containing graphics or photographs print slower than text documents.

Problem	Possible cause	Solution
(continued from previous page) Printing is very slow.	You may have chosen **4800x1200 Optimzed dpi**.	**Windows PC** **1** On the **Quality** tab of the printer Properties dialog box, set the Print Quality to **Best** and set the Paper Type to **Photo Pape**r. Under High Resolution Control, select **PhotoREt** instead of **4800x1200 Optimized dpi**. **2** Try printing again. **Macintosh** **1** On the **Paper Type/Quality** panel, deselect **High Resolution Photo**. **2** Try printing again.
	You may be using a USB hub and other USB devices are in use.	Try the following: • Connect the USB cable directly from the computer to the USB port on the **back** of the printer; do not use a hub. • Avoid using other devices attached to a hub while printing.
	The Paper Type option may be set to Automatic.	When the paper type is set to **Automatic**, the printer scans the paper to determine the appropriate paper type. This may take a few extra seconds. To avoid this, select a specific paper type before printing. **Windows PC** • Select the appropriate paper type on the **Quality** tab of printer Properties. **Macintosh** • Select the appropriate paper type on the **Paper Type/Quality** panel of the Print dialog box.

Problem	Possible cause	Solution
(continued from previous page) Printing is very slow.	You may be printing in Reserve Mode. The printer enters Reserve Mode when one of the print cartridges is missing.	Replace the missing print cartridge with a new one.
The printer will not turn on.	The printer may have drawn too much power.	Unplug the printer's power cord and wait approximately 10 seconds. Reconnect the power cord and press the **POWER** button to turn on the printer.
	The printer is plugged into a power strip and the power strip is turned off.	Turn on the power strip.
The Print light is blinking green.	The printer may be processing information.	Be patient. The printer needs some time to finish processing the information.
The Print light is blinking amber.	The printer needs attention.	Try the following: **1** Check the computer monitor or camera LCD for instructions. **2** If this does not work, turn the printer off. Unplug the printer's power cord, wait one minute, then plug it in again. Turn the printer on.
The Print light is blinking red.	A fatal error has occurred.	Try the following: **1** Turn the printer off. Unplug the printer's power cord, wait one minute, then plug it in again. Turn the printer on. **2** If this does not work, check **www.hp.com** or contact HP Support and Services. See the *Software Setup & Product Support* booklet that came with your printer for contact information.

printing problems

Problem	Possible cause	Solution
Photo paper does not feed into the printer correctly	The photo tray is not engaged.	Engage the photo tray by moving the photo tray slider away from you until it stops against the edge of the paper.
	You are in an extremely high or low humidity environment.	Try the following: • Insert the photo paper as far as it will go into the photo tray. • Load one sheet of photo paper at a time.
Paper does not feed into the printer correctly. OR Paper does not come out of the printer correctly.	There may be too much paper loaded in the IN tray.	Remove some paper from the IN tray and try printing again.
	The paper guides may not be adjusted correctly.	Make sure that the paper width guide and the paper length guide fit close to the edges of the paper without bending the paper.
	The paper may be too thin or too thick.	See the **specifications** section of the HP Photosmart Printer Help for supported paper weights.
	The paper may be wrinkled or bent.	Try using different paper.
No page came out of the printer. *(continued on next page)*	The printer needs attention.	Check the computer monitor or camera LCD for instructions.
	Power may be off or there may be a loose connection.	Try the following: • Make sure the power is on. • Make sure the power cord is securely connected.
	You may not have any paper in the paper tray.	Check that paper is loaded correctly in the paper tray. See **paper information** on page 6 for paper loading instructions.
	The printer's top cover may be open.	Close the printer's top cover.

Problem	Possible cause	Solution
(continued from previous page) No page came out of the printer.	There may be a paper jam.	Try the following: • Check the computer monitor or camera LCD for instructions. • Remove the paper from the IN tray and the OUT tray. • If you were printing labels, make sure a label did not become unglued from the label sheet while going through the printer. If the paper is still jammed, try the following: 1 Turn off the printer. 2 Unplug the printer. Open the rear access door by turning the knob counter-clockwise. Remove the door. 3 Gently remove the jammed paper from the printer, then replace the rear access door. 4 Plug the printer back in and turn it on. 5 When you have cleared the paper jam, print your document again. If you experience paper jams when printing on photo paper, try the following: • Insert the photo paper as far as it will go into the photo tray. • Load one sheet of photo paper at a time.
	The print cartridge cradle may be stuck.	Check the indicator lights. If all three lights are blinking, the print cartridge cradle is stuck. Remove any paper from the print cartridge cradle's path, then press the **RESUME** button.

Problem	Possible cause	Solution
(continued from previous page) No page came out of the printer.	A problem may exist with the print cartridges.	Try the following: • Check the computer monitor or camera LCD for any error messages. • Check the Print cartridge status light. • Replace the print cartridges.
	The printer may still be processing information.	See **printer problems** on page 24.
Macintosh OS 9.x only No page came out of the printer.	Not enough memory is allocated in the System's PrintMonitor application.	Allocate more memory to the application in the Get Info dialog box.
A blank page came out of the printer. *(continued on next page)*	You may be out of ink.	**Windows PC** • Check the ink levels of the print cartridges from the **Estimated Ink Level** tab of the Toolbox. **Macintosh** • Check the ink level status in the **HP Inkjet Utility**. If you are out of ink, replace the print cartridge.
	You may have previously begun a print job and then cancelled it.	If you cancel a print job before the file has started printing, the printer may have already loaded paper in preparation for printing. When you start the next print job, the printer ejects the blank page before continuing with the current job.
	You may be trying to print a fax.	Try the following: 1 Save the fax in a graphic format, such as TIFF. 2 Place it in a word processing document and print it from there.

Problem	Possible cause	Solution
(continued from previous page) A blank page came out of the printer.	You are printing in Reserve Mode with the black print cartridge installed AND borderless printing is ON.	Replace the missing print cartridge with a new one. OR Turn off borderless printing. See **use reserve print mode** on page 10 for more information.
The document did not print using the selected default print settings.	The printer's default print settings may be different than the application's print settings. Print settings made within an application override the printer's default settings.	**Windows PC** • From the application's **File** menu, select **Print**, then click **Properties** to set the desired print settings. **Macintosh** • From the application's **File** menu, select **Print** and set the desired print settings.
The paper type is set as **Automatic**, but when preparing to print, the printer ejects the paper.	The printer may be placed in direct sunlight, which overwhelms the automatic paper sensor.	Move the printer out of direct sunlight.
Parts of the document are missing or are in the wrong place. *(continued on next page)*	You may have selected the incorrect paper orientation.	**Windows PC** • Make sure you have selected the correct orientation (**Portrait** or **Landscape**) on the **Layout** tab of the printer Properties dialog box and in the application's Page Setup dialog box. **Macintosh** • Make sure you have selected the correct orientation (portrait or landscape) in the Page Setup dialog box.

Problem	Possible cause	Solution
(continued from previous page) Parts of the document are missing or are in the wrong place.	You may have selected an incorrect paper size.	**Windows PC** • Make sure you have selected the correct paper size on the **Layout** tab of the printer Properties dialog box and in the application's Page Setup dialog box. **Macintosh** • Make sure you have selected the correct paper size in the Page Setup dialog box.
	You may have selected incorrect margins in your application.	Make sure the margins are within the printable areas. See the **specifications** section of the HP Photosmart Printer Help for more information.
	You may have accidentally left **Poster Printing** (Windows PC) or **Tiling** (Macintsoh) on.	**Windows PC** • Deselect **Poster Printing** on the **Features** tab of the printer Properties dialog box. **Macintosh** • On the **Layout** panel in the Print dialog box, set the Pages Per Sheet to **1**.
	You may have incorrectly scaled text or graphics, or there may be file format problems within the document.	Make sure the text and graphics are scaled correctly and that the file formats are compatible within your document.

Problem	Possible cause	Solution
The document printed at an angle or is off-center.	Paper may not be loaded correctly.	Try the following: • Make sure the paper is correctly oriented in the IN tray. • Make sure the paper width guide and the paper length guide fit close to the edges of the paper. See **paper information** on page 6 for paper loading instructions.
Print quality is poor. *(continued on next page)*	You may be printing in Reserve Mode. The printer enters Reserve Mode when one of the print cartridges is missing.	Replace the missing print cartridge with a new one.
	You may be running out of ink.	**Windows PC** • Check the ink levels of the print cartridges from the **Estimated Ink Level** tab of the Toolbox. **Macintosh** • Check the ink level status in the **HP Inkjet Utility**. If you are running low on ink, replace the print cartridge.
	You may not be using the best paper type for your output.	Try the following: • Make sure you are using a paper type intended for the printer. Use HP-designed inkjet paper for best results. • Choose paper that is specifically designed for the output (photographs, transparencies, etc.) rather than plain paper.

Problem	Possible cause	Solution
(continued from previous page) Print quality is poor.	You may be printing on the wrong side of the paper.	Make sure the paper is loaded with the **side to be printed facing down.**
	You may not have selected the correct paper type in the printer software.	**Windows PC** • Make sure you have selected the correct paper type on the **Quality** tab of the printer Properties dialog box. **Macintosh** • Make sure you have selected the correct paper type on the **Paper Type/Quality** panel in the print dialog box.
	You may need to clean the print cartridges.	**Windows PC** • From the **Device Services** tab of the **HP PhotoSmart Toolbox**, click **Clean the Print Cartridges**. **Macintosh** • From the **Clean** panel in the **HP Inkjet Utility**, click **Clean**. See the **care and maintenance** section of the HP Photosmart Printer Help for more information.

Problem	Possible cause	Solution
(continued from previous page) Print quality is poor.	If black prints still show white streaks after cleaning the print cartridges, and you have determined that the print cartridges are not low on ink, you may have dropped one of the print cartridges.	**Windows PC** **1** Click **Best**, instead of **Everyday** or **FastDraft**, on the **Quality** tab of the printer Properties dialog box. See the HP Photosmart Printer Help for more information. **2** Print using the higher quality for one day. **3** After one day, switch back to the desired print quality. **Macintosh** **1** Click **Best**, instead of **Everyday** or **FastDraft**, on the **Paper Type/Quality** panel in the Print dialog box. See the HP Photosmart Printer Help for more information. **2** Print using the higher quality for one day. **3** After one day, switch back to the desired print quality.
	Your print cartridges may be out of alignment.	**Windows PC** • If the color and black ink are not lining up on the printed page, go to the **Device Services** tab of the **HP PhotoSmart Toolbox** and click **Calibrate the Printer.** **Macintosh** • If the color and black ink are not lining up on the printed page, go to the **Calibrate** panel in the **HP Inkjet Utility** and click **Align**.

Problem	Possible cause	Solution
(continued from previous page) Print quality is poor.	If the printing appears faded or dull, you may be using **Everyday** or **FastDraft** mode.	**Windows PC** • Click **Normal** or **Best**, instead of **Everyday** or **FastDraft**, on the **Quality** tab of the printer Properties dialog box. **Macintosh** • Click **Normal** or **Best**, instead of **Everyday** or **FastDraft**, on the **Paper Type/Quality** panel in the Print dialog box.
	If the print is smeared, the selected print quality may be using too much ink for the type of paper you are using.	**Windows PC** • Click **Everyday** or **FastDraft**, instead of **Best** or **Normal**, on the **Quality** tab of the printer Properties dialog box. OR • Reduce the amount of ink by clicking **Advanced Features** from the **Features** tab of the printer Properties dialog box and using the **Ink Volume** slider. **Macintosh** • Click **Everyday** or **FastDraft**, instead of **Best** or **Normal**, on the **Paper Type/Quality** panel in the Print dialog box. OR • Reduce the amount of ink. On the **Paper Type/Quality** panel in the Print dialog box, select the **Ink** tab. Use the sliders to adjust the ink density.

Problem	Possible cause	Solution
Photos are not printing correctly. *(continued on next page)*	You may not have loaded the photo paper correctly.	Load the photo paper with the **side to be printed facing down.** If you are using tabbed paper, load the paper so the tab feeds in last.
	The photo paper may not have fed into the printer correctly.	Check for a paper jam, then try the following: • Insert the photo paper as far as it will go into the photo tray. • Load one sheet of photo paper at a time.
	You may not have selected the appropriate paper type or paper size.	**Windows PC** 1 Select the appropriate HP photo paper as the paper type on the **Quality** tab of the printer Properties dialog box. 2 Select the size of the photo paper as the **Paper Size**. **Macintosh** 1 In the Page Setup dialog box, select the size of the photo. 2 On the **Paper Type/Quality** panel of the Print dialog box, select **Photo Paper** as the paper type, then select the specific photo paper. 3 Click **OK** to print your document.

Problem	Possible cause	Solution
(continued from previous page) Photos are not printing correctly.	You may have used your application's Page Setup dialog box to select the paper size or type.	**Windows PC** • From the application's **File** menu, select **Print**, then click **Properties** to set the correct paper size and type. **Macintosh** • From the application's **File** menu, select **Page Setup** to set the correct paper size. • From the application's **File** menu, select **Print** to set the correct paper type.
	You may not have selected **Best** print quality.	**Windows PC** • Click **Best** on the **Quality** tab of the printer Properties dialog box. **Macintosh** • Click **Best** on the **Paper Type/ Quality** panel in the Print dialog box.
	You are printing in Reserve Mode with the black print cartridge installed AND borderless printing is Off.	Replace the missing print cartridge with a new one. See **use reserve print mode** on page 10 for more information.
The print quality is different if the paper type is set to **Automatic** rather than the specific paper type.	When the paper type is set to **Automatic**, the print quality is automatically set to **Normal**. When the paper type is set to a specific paper type, the default print quality may be different.	**Windows PC** • Select the appropriate paper type on the **Quality** tab of the printer Properties dialog box, then choose the desired print quality. **Macintosh** • Select the appropriate paper type on the **Paper Type/Quality** panel of the Print dialog box, then choose the desired print quality.

Problem	Possible cause	Solution
The paper type is set as **Automatic**, but the printer does not use the best print mode for the paper.	The paper may be marked, scratched, or wrinkled. OR The paper may be dark in color or contain metallic fibers.	If the paper is damaged, dark in color, or contains metallic fibers, the sensor may not detect paper type and size accurately. Make sure the paper is clear and free of scratches or wrinkles and that is is light colored and does not contain metallic fibers. **Windows PC** • Select the appropriate paper type on the **Quality** tab of the printer Properties dialog box. **Macintosh** • Select the appropriate paper type on the **Paper Type/Quality** panel of the Print dialog box.
	The paper may be letterhead or stationery with a preprinted pattern at the top edge.	Set the paper type manually instead of selecting **Automatic**.

See the HP Photosmart Printer Help for more information on:

•   software problems

•   error messages

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Q1604-90194