

HP Sprocket Plus

Enjoy larger prints with the HP Sprocket Plus!

Parts and Controls

- Supplied Items
- Product Overview
- LED Indicator Lights
- Caring for your HP Sprocket Plus

Getting Started

- Installing Mobile App
- Loading Paper
- Charging Battery and Powering On/Off
- Pairing a Mobile Device and the HP Sprocket Plus

Navigating the App

- Menu Navigation
- Browse Photo Galleries
- Take or Select a Photo
- Set up Social Media Sources
- Enable Sprocket Printing
- Image Preview
- Edit a Photo
- Create Custom Stickers
- Print a Photo
- Share a Photo

Sprocket App Features

Safety Information

Specifications

Troubleshooting



Parts and Controls

Supplied Items

- HP Sprocket Plus
- Setup Instructions
- HP Sprocket Plus Photo Paper (10 sheets)
- USB Charging Cable
- Regulatory and Warranty Information



Product Overview

1. Power Button
2. Micro-USB Charging Port
3. Status Indicator LED Light
4. Charging Indicator LED Light
5. Paper Cover
6. Paper Output Slot
7. Lanyard Notch



LED Indicator Lights: Status LED and Charge LED

LED	Color/Status	HP Sprocket Plus Condition	Description
Charge LED	Red	Charging	Connected to power. LED will turn green upon full charge. Printer can be used while charging.
	Green	Fully charged	Device is fully charged.
Status LED	White, Blinking	Powering on/Receiving print job	LED flashes white when powering on and when receiving a print job.
	Red, Blinking	Printer error	When a print error occurs, the LED will flash red. Wait for the light to turn white to send a print job.
	White	Idle/On	Powered on and waiting for print job. Device defaults to power down after 5 minutes without use. This can be changed in the sprocket menu.

What if my HP Sprocket Plus isn't responding or won't connect to my mobile device?

If you have trouble connecting or other issues, reset the device. Remove the Paper Cover and locate the pin-hole near the Paper Tray. Insert a straight pin into the hole to press the Reset Button until the printer turns off. Restart the device.



Caring for your HP Sprocket Plus

- Remove fingerprints, dust, and dirt from the printer using a dry microfiber cloth.
- Keep the Paper Cover on to prevent dust and debris from entering the paper path.
- Update the printer firmware. Make sure your mobile device is connected to the Internet and then open the HP Sprocket app. If there is a firmware update available, a firmware update screen displays. Follow the on-screen prompts to complete the update. Your printer must be charged to 50% or higher before a firmware update.
- Keep your sprocket app updated. If you don't have your mobile app set to automatically update, go to the appropriate app store and make sure the latest version is installed.

Getting Started

Installing Mobile App

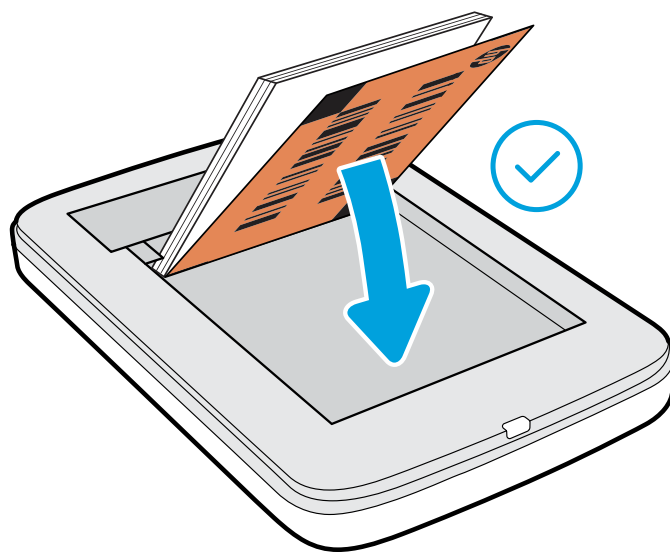
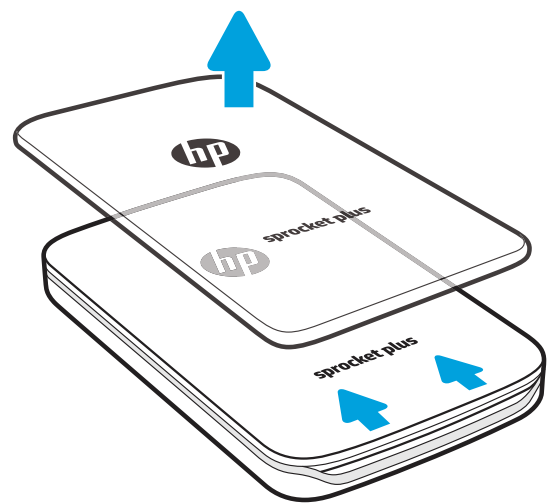
To use your HP Sprocket Plus with your mobile device, you must download the companion HP sprocket app from the App Store® or on Google Play™. To download the sprocket app, visit hpsprocket.com/start. There, you will be directed to the appropriate app store for your device.

- The sprocket app is supported by Android™ devices using OS v4.4 and above and compatible with iPhone 7 Plus, iPhone 7, iPhone SE, iPhone 6s Plus, iPhone 6s, iPhone 6 Plus, iPhone 6, iPhone 5s, iPhone 5c, iPhone 5, iPod touch (6th generation), iPad Pro (10.5-inch), iPad Pro (9.7-inch), iPad Pro (12.9-inch) 2nd generation, iPad Pro (12.9-inch) 1st generation, iPad Air 2, iPad Air, iPad (5th generation), iPad (4th generation), iPad mini 2, iPad mini 3, iPad mini 4.
- You must install the companion sprocket app to operate the HP Sprocket Plus with your mobile device.



Loading Paper

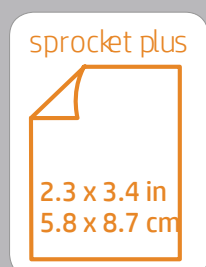
1. Take off the Paper Cover by sliding it slightly forward and away from the Paper Output Slot. This will release the lid and allow you to lift off the Paper Cover to load paper.
2. Unwrap a pack of HP Sprocket Plus Photo Paper (10 sheets). Make sure the included orange Smartsheet® is on the bottom of the stack, barcode and logo facing down. Stack the photo paper on top of the Smartsheet® with the HP logos facing down also.
3. Place both the paper and the Smartsheet® into the Paper Input Tray.
4. Replace the Paper Cover to finish loading paper.



What size paper do I need to buy for my HP Sprocket Plus?

Only use 2.3 x 3.4" (5.8 x 8.7 cm) HP Sprocket Plus Photo Paper with HP Sprocket Plus. You can purchase additional paper in the sprocket app by tapping "Buy Paper" in the Main Menu or from hpsprocket.com/start.

Make sure to use genuine HP Sprocket Plus Photo Paper. You can purchase genuine HP Sprocket Plus Photo Paper from the app or from other retailers.



Note: The Smartsheet® will pass through the HP Sprocket Plus automatically before the first print job. The Smartsheet® cleans and calibrates the printer for the paper pack. Use a Smartsheet® with each pack of newly loaded paper for best print quality. Each Smartsheet® is specially calibrated to prepare that pack of paper for use in your device. Discard the sheet after you have printed all ten sheets in the pack.

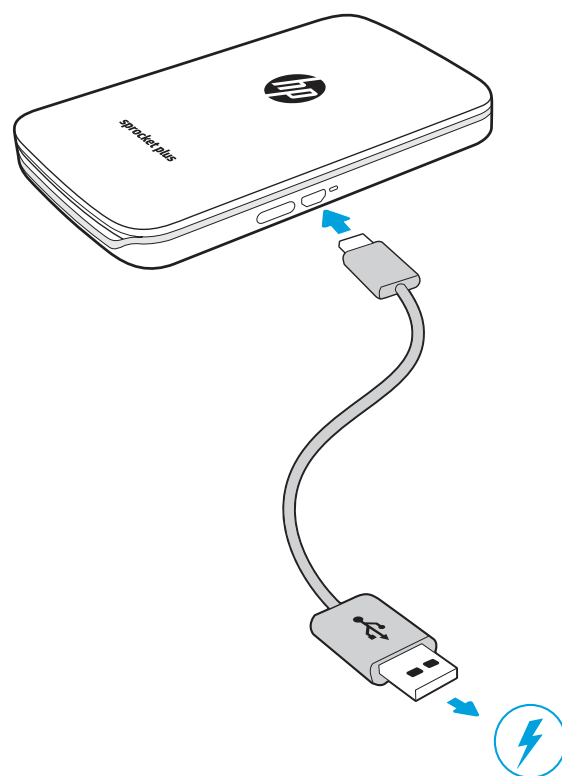


Caution:

- Do not insert more than 1 pack of HP Sprocket Plus Photo Paper (10 sheets plus 1 Smartsheet®) into the device at a time to avoid paper jams or print errors.
- Only use 2.3 x 3.4" (5.8 x 8.7 cm) HP Sprocket Plus Photo Paper with the device to avoid paper jams and malfunctions. You can purchase additional paper within the sprocket app by tapping "Buy Paper" in the Main Menu.
- In the case of a paper jam, do not pull on the paper. Instead, turn the device off and on again to automatically eject the paper.
- Do not pull the paper out of the device during printing.
- If spills or moisture collect on a photo, wipe it away as soon as possible to prevent color damage.
- Keep photo paper clean and free of bends or damage for best print quality.

Charging Battery and Powering On/Off


1. To charge, insert the Micro-USB Charging Cable into the HP Sprocket Plus.
 2. Connect the Micro-USB Cable to a power source.
 3. When connected, the Status Indicator LED Light will turn red to indicate charging.
 4. To charge fully, allow the device to charge until the Charging Indicator LED Light turns green.
 5. Turn on the device by pressing the Power Button until the Status Indicator LED Light illuminates and turns solid white.
 6. Turn off the device by pressing the Power Button until the Status Indicator LED Light goes dark.
- Continued use during charging will slow down the charging speed.
 - Connect the Micro-USB Cable to a power source capable of supplying 5Vdc/1A.



Pairing a Mobile Device and the HP Sprocket Plus

Pair quickly and easily with your HP Sprocket Plus using the in-app Setup Instructions. On first launch of the sprocket app, select "Setup". You can access the Setup Instructions anytime from the Help & How To menu. When successfully connected, a green dot will appear by "sprocket" in the Main Menu.

For Android™

1. Press and hold the Power Button until the Status Indicator LED Light turn white when fully powered on.
2. Be sure Bluetooth is turned on for your mobile device or tablet and then open the sprocket app. Select the Main Menu  in the upper left-hand corner.
3. Tap **sprocket** and then **Printers** to pair your printer with your mobile device or tablet. A pop up message will direct you to Android™ **Settings** to pair your printer. Select the printer from the list of available devices.

For iPhone®

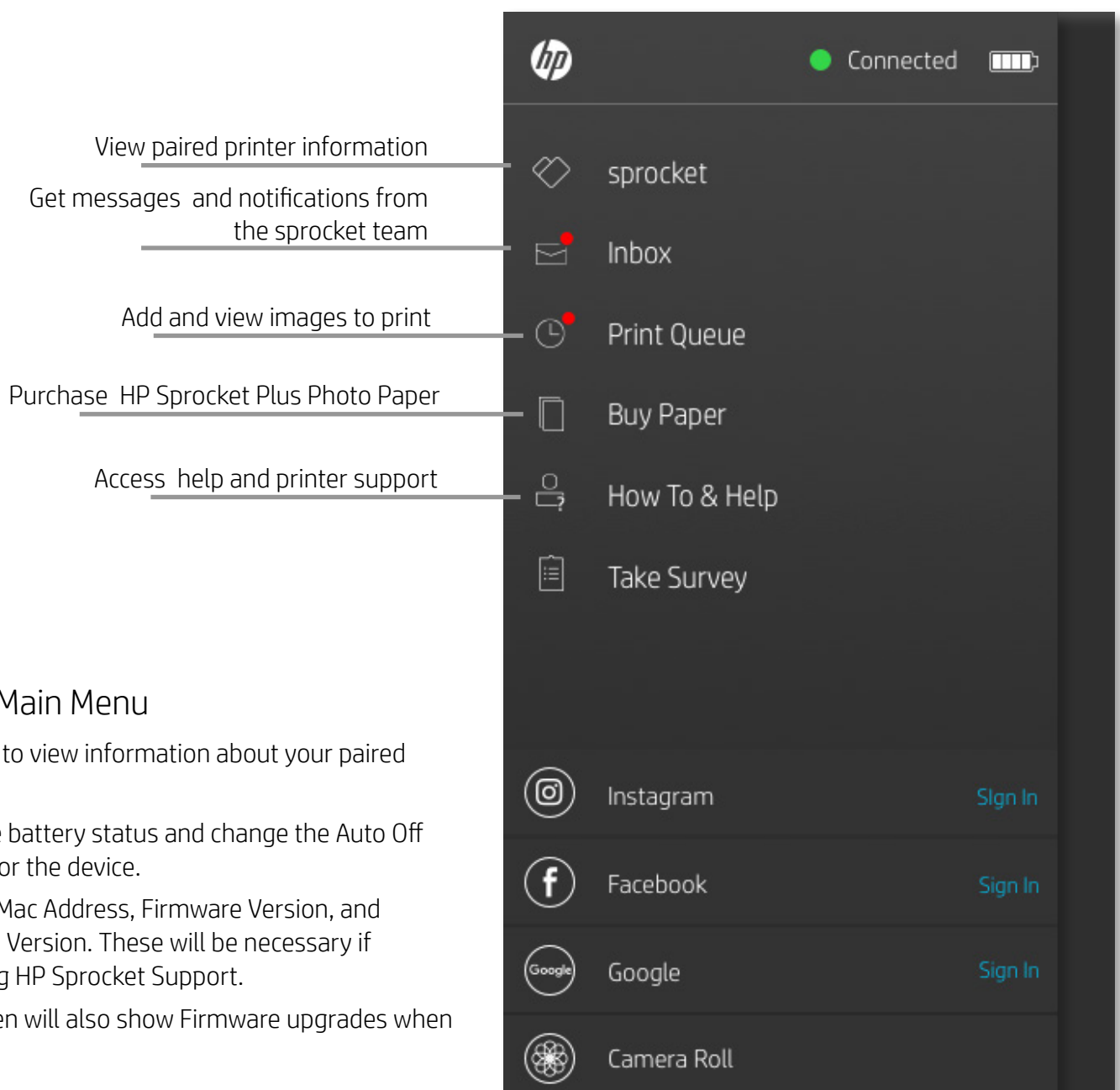
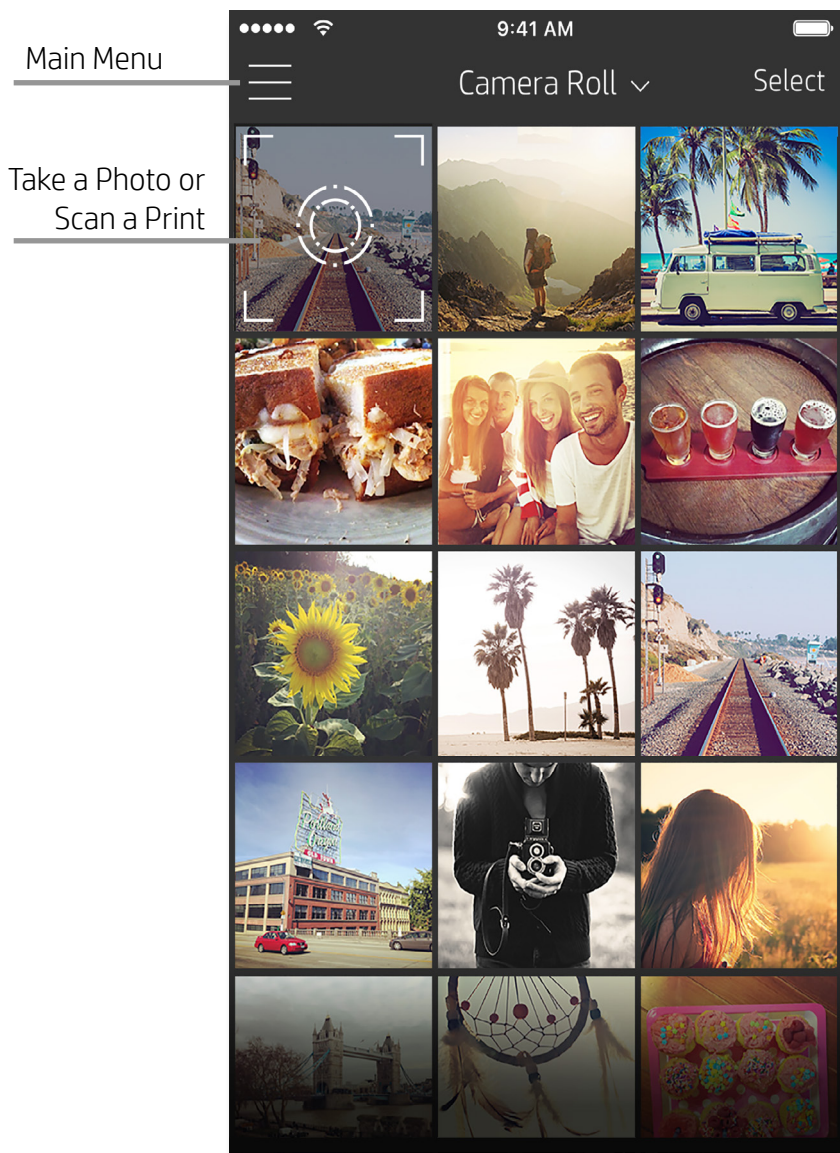
1. Press and hold the Power Button for 3 seconds to turn on the printer. The Status Indicator LED Light will turn white once fully powered on.
2. Open iPhone® **Settings** and select **Bluetooth**. Turn Bluetooth on and then select the printer from the listed devices.
3. Next, launch the sprocket app.
 - A reminder message will appear if you try to print a photo and are not paired with your HP Sprocket Plus.
 - If your mobile device and printer will not pair, try resetting the printer.
 - Only one iOS device can pair with the printer at a time. To share the printer, turn off Bluetooth and allow someone else to pair.

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App Store is a service mark of Apple Inc. Android and Google Play are trademarks of Google Inc. Google and Google Logo are registered trademarks of Google Inc.

Navigating the Sprocket App

Menu Navigation



Using the Main Menu

Tap **sprocket** to view information about your paired printer.

- Check the battery status and change the Auto Off settings for the device.
- View the Mac Address, Firmware Version, and Hardware Version. These will be necessary if contacting HP Sprocket Support.
- This screen will also show Firmware upgrades when available.

Browse Photo Galleries

1. From the Main Menu, select a social source or the camera photo gallery to view supported photo sources.
2. Once an photo source is selected, swipe left or right on the screen to browse all the galleries.
3. For each social media source, a sign in screen will display until you enter your credentials and allow the sprocket app to access your photos.

• See “Set up Social Media Sources” for information on accessing social media account photos.



Notifications in the sprocket app alert you to updates, tips, and highlights on new features.

Take or Select a Photo

1. Launch the HP sprocket app.
2. On the Home Screen, tap the camera icon to take a photo. You can also select a photo from your device or a social source.
3. If you choose to take a photo, your camera will open. Reverse the camera's view in the upper left-hand corner. Tap Exit to return to the gallery.
4. Once you've taken or selected a photo, you can Edit, Print, or Share your selection.

Set up Social Media Sources

1. In the Main Menu, tap Sign In for each of the social media sources listed to allow the sprocket app to gather photos from your various accounts.
2. You will be redirected to the app login page. Enter your credentials to allow sprocket access to your photo galleries.
3. Select a photo to edit, print, or share! You will be able to browse your social media photos within the sprocket app.

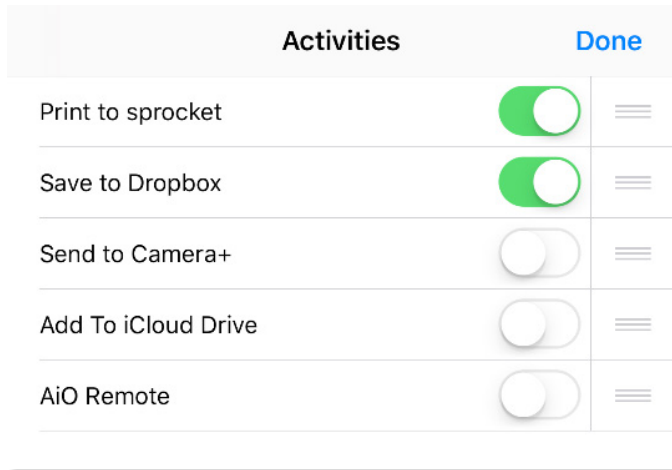
User experience navigating the sprocket app might vary based on your operating system. Stylistic differences provide slight variation in features and experience. Similarly, available social sources might vary based on region.

Enable Sprocket Mobile Printing

You can enable printing to your HP Sprocket Plus from most other photo apps too.

For iPhone® or iPad®:

1. From the Preview Screen, tap the Share icon in the lower left corner.
2. Select the More icon—it has three dots.
3. Turn on “Print to sprocket”. You can also drag “Print to sprocket” to the top of your activity list for easy access.




For Android™:

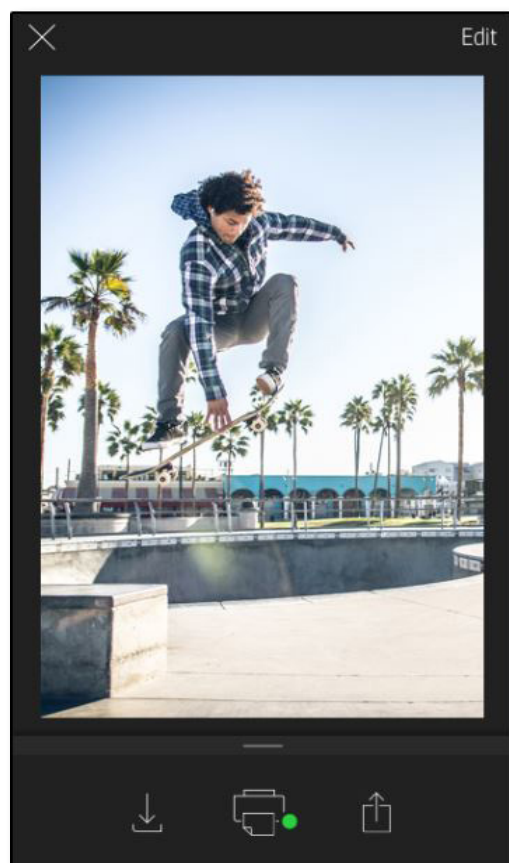
1. From the Preview Screen, tap the Share icon in the lower left corner.
2. Select “sprocket” to enable printing.



Image Preview

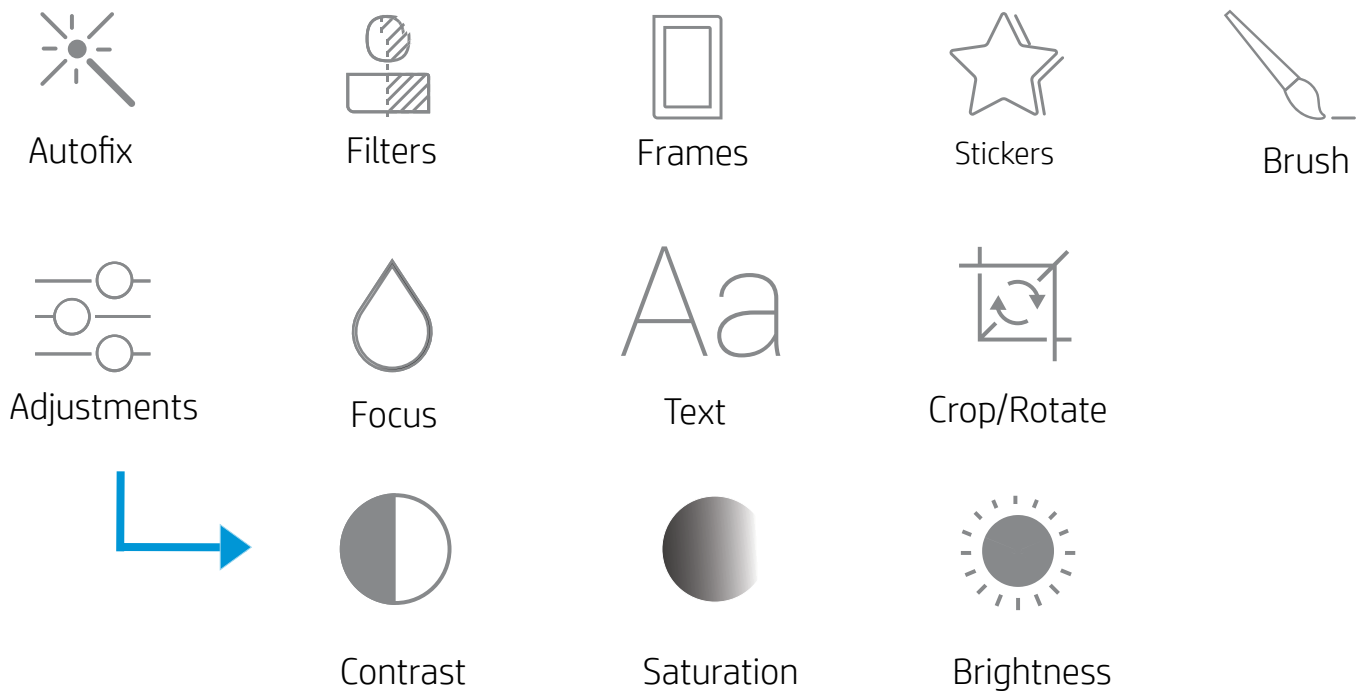
Edit, print, or share your photo from the image Preview Screen.

- Exit Image Preview by tapping ✕ in the upper-left corner.
- Tap **Edit** to personalize your image.
- Tap the printer icon  to print.
- Use a two finger pinching motion on the screen to zoom, rotate, and resize your photo.
- You can also share and save your photo from Image Preview, use Tile Printing, or print multiple copies! To access Print Queue, Tile Printing, and the copies function, swipe up on the light grey bar above the bottom icons to reveal these features.




Edit a Photo


Tap **Edit** to adjust the photo's appearance, add text or stickers, and apply filters. Be sure to save your creation when editing is complete by tapping the checkmark in the upper right corner.

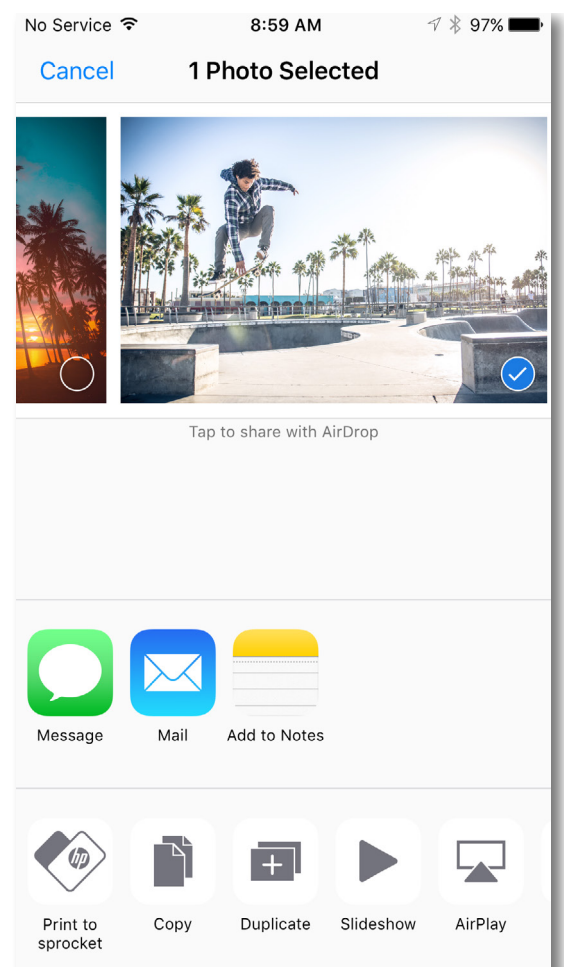


Print a Photo

1. Tap the print icon  to send your photo to your HP Sprocket Plus.
 2. A confirmation message will display, along with a progress bar, to let you know your print job is processing.
 3. The Status Indicator LED Light will flash white, the device will make a light humming noise, and the image will begin printing.
 4. Now that you've printed your photo, use it to decorate as is or remove the back liner from the photo sheet by gently peeling back on a corner. Stick it on a folder, binder, or in a scrapbook!
- If you receive an error message that you are not connected to your printer when you press print, be sure the printer is still powered on and re-pair your mobile device with the printer to try printing again.
 - Before printing, make sure no items are blocking the Paper Output Slot.

Share a Photo

1. Tap the share icon  to post your photo to social media and send to other apps.
2. After tapping the icon, you can send your photo via SMS message, email, cloud storage, or to a social media source. When you select your desired sharing source, it will load in the appropriate application for that media outlet.



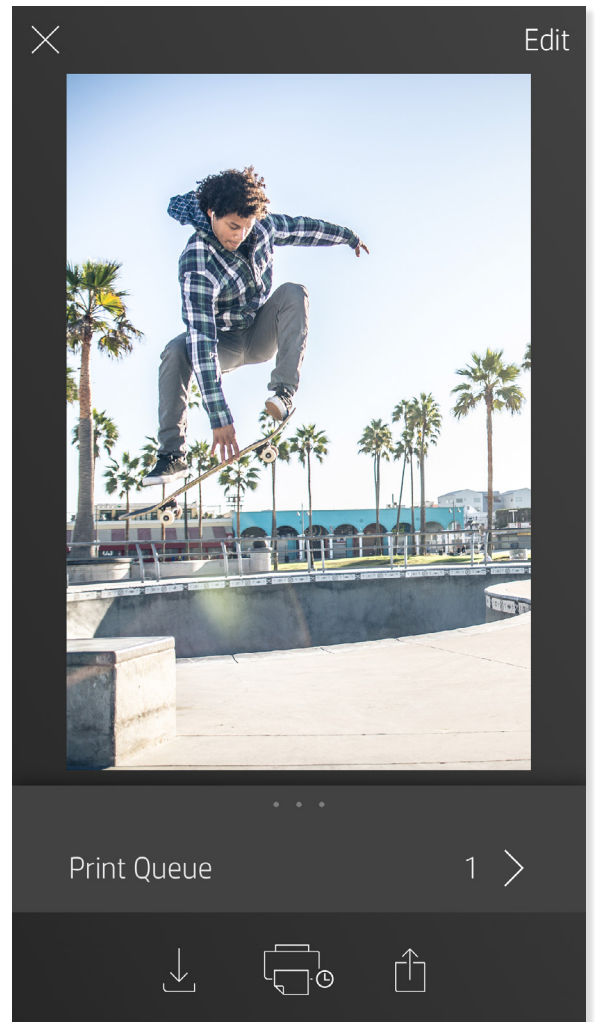
Note: The available Share options will vary based on the operating system and the applications installed on the mobile device.

Sprocket App Features


Using the Print Queue

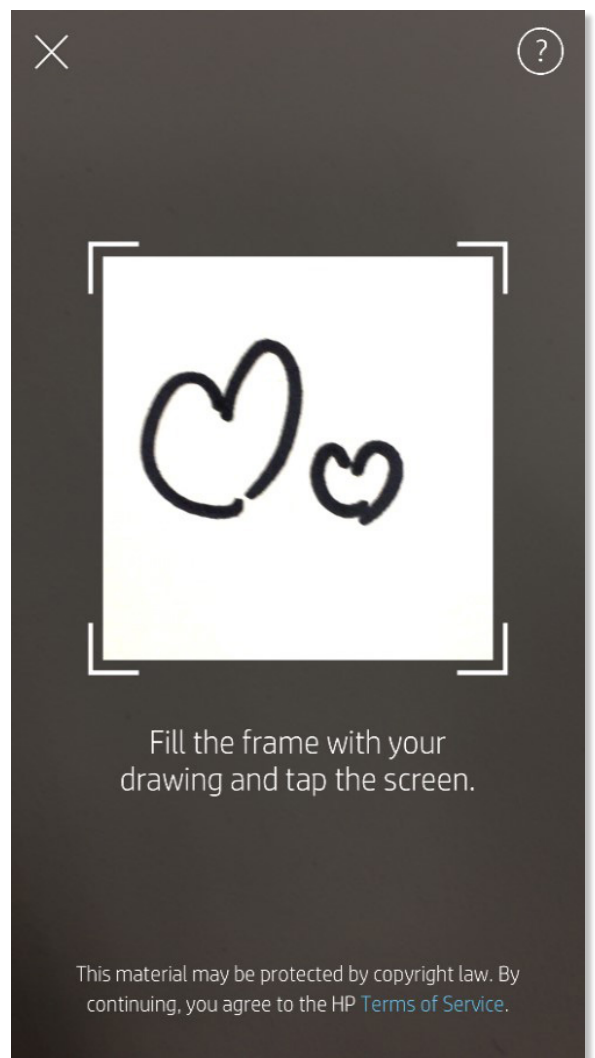
Print Queue allows you to save photos to print later and send consecutive prints to your device.

- Queue photos offline for future printing! Send prints to your HP Sprocket Plus while on the go. When you're ready to print, access the Print Queue from the Main Menu in the sprocket app and begin printing. The prints in the queue will not automatically print when a connection is re-established.
- Send multiple and consecutive prints to the printer. The prints will appear in the queue in the order they were sent. If the printer is out of paper, images will be added to the queue and will print when paper is loaded.
- Manage the Print Queue from the Main Menu of the sprocket app.
- Access the Print Queue from the Preview Screen. Tap on the light grey bar under your photo to view prints in the queue. Add a print by tapping the print icon.



Create Custom Stickers

1. Create your own drawing or doodle to add to a sprocket print.
2. In the Edit menu, select  to enter the Sticker Gallery.
3. In the bottom-left corner, select the plus sign icon.
4. Fill the frame with your drawing and tap the screen.
 - Your custom stickers will save to the Custom Sticker Gallery, located next to the plus icon in the Sticker Gallery.
 - Long-tap on a sticker to delete it from the Custom Sticker Gallery.
 - Long-tap on the Custom Sticker Gallery to delete the entire folder.



Inbox Messages and Notifications

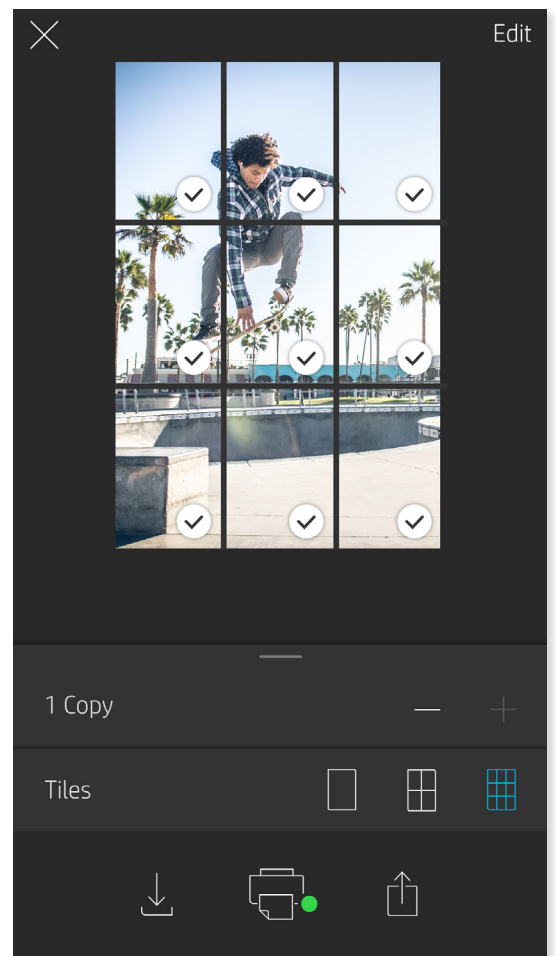
The sprocket app is continuously adding fun features! Keep up to date on sprocket experiences by reading our sprocket app inbox messages and app notifications. Enable notifications in the sprocket app for updates, tips, and highlights on new features.

Tile Printing

1. From the Preview Screen, tap the light grey bar under the photo to display a hidden menu.
2. In the Tiles section, select your desired pattern. Tiled photos can print out in 2 x 2 or 3 x 3 prints.
3. Assemble your printed photos to create a large tiled mosaic print!
 - From this same collapsed menu you can also add photos to the Print Queue and print multiple copies.

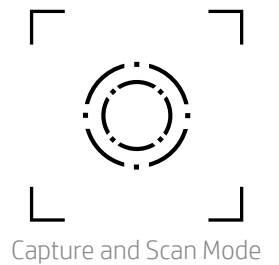
Photobooth Mode

1. Open the sprocket app camera.
2. In the bottom-left corner of the camera screen, tap the rectangle icon.
3. Select Photobooth Mode. When you tap the shutter icon, the camera will then take four photos in a row, with a delay between each. Watch the spinner icon to know how long to hold your pose.
4. Your four captured images will appear tiled in the Preview Screen, on the same print.
 - Press the shutter icon again to stop the timed photos while the pictures are being taken.



Relive Memories with Scan Mode

Make your sprocket app prints come to life! Scan Mode allows you to use the app camera to scan printed sprocket photos to relive memories through more images and videos from that day or location, augmented reality experiences, and online content.



Scan Mode is only available for photos printed from the mobile sprocket app (not from the Instant Camera). These prints will be automatically tagged to work with Scan Mode.

Scan prints and relive your stories—scanned prints can pull up experiences from a specific location, day, or reveal videos and third party information sources, like websites. Scan Mode also transforms your printed shots into augmented reality experiences.

To Scan:

1. From the sprocket app Photo Gallery, tap on the Camera/Scan icon in the gallery.
2. Center your sprocket print and press and hold the center of the screen to scan and reveal the magic behind the print.
 - Make sure the photo is well-lit to avoid a scanning error.

Videos and Scan Mode

Print out a video-frame using the sprocket app and rewatch the video when it's scanned! All videos from any social source or gallery, as well as Apple Live Photos™ will work. Open the video in Image Preview, tap the video-frame selection icon to choose a frame to print, and then tap the print icon.

Magic Frames and Scan Mode

Add a Magic Frame to a photo and watch it reveal hidden treasures when scanned. Select a Magic Frame from the Frame section of the photo Editor. Choose from everyday frames, as well as seasonal and thematic options.



Shared Print Queue

With Shared Print Queue, multiple people can send images to one HP Sprocket Plus printer using the Shared Print Queue.

1. In the **Main Menu**, select **Print Queue**.
2. Use the buttons at the top of the screen to select **Host Shared Print Queue** or **Join Shared Print Queue**.
 - Hosting the Shared Print Queue means your guests will send images to your print queue. Joining as a guest lets you send images to the host's queue for printing.
 - To use Shared Print Queue, both the host and guests must enable the appropriate button in the print queue.

When connected, enjoy your printing party!

Safety Information

For regulatory and safety notices, refer to the included sheet in your product packaging.



Battery Safety


- Do not disassemble the product or battery or short the battery terminals.
- Avoid contact with a leaking or damaged battery.
- Adult supervision is recommended when the product is being used by young children.
- Do not disassemble, strike, press, or put in a fire.
- Do not use the printer if the product battery is swelling and causing product expansion.
- Keep the device clear of high temperatures and moisture.

Specifications

Specification	Description
Product numbers	2FR85A (white); 2FR86A (black); 2FR87A (red)
Dimensions and weight	<ul style="list-style-type: none">• Dimensions: 5.59 in x 3.50 in x .71 in (141.9 mm x 89 mm x 18 mm)• Weight: .45 lb (.205 kg)
Connectivity	Bluetooth 4.0
Printer management	HP sprocket app
Power supply	Internal rechargeable battery 900mAh Li-ion polymer battery
Charge time	120 minutes
Power consumption	0.73 W (standby) Average 17.6 W (based on first print) Maximum 21.5 W at 25° C (77° F)
Print technology	Thermal printing with a ZINK™ Zero Ink® printer <ul style="list-style-type: none">• Note: The HP Sprocket Plus does not use ink cartridges to print.
Supported paper	HP Sprocket Plus Photo Paper—2.3 x 3.4" (5.8 x 8.7 cm)
Borderless printing	Yes
Supported file types	.jpeg, .tiff (iOS only), .gif, .bmp, and .png <ul style="list-style-type: none">• Note: If you send a non-supported file type, the print job does not print.
Paper tray capacity	Up to 10 pages with the Smartsheet®
Memory	up to 512 MB
Print quality	330 x 600 dots per inch (dpi)
Mobile connectivity	<ul style="list-style-type: none">• Supported by Android™ devices using OS v4.4 and above• Compatible with iPhone 7 Plus, iPhone 7, iPhone SE, iPhone 6s Plus, iPhone 6s, iPhone 6 Plus, iPhone 6, iPhone 5s, iPhone 5c, iPhone 5, iPod touch (6th generation), iPad Pro (10.5-inch), iPad Pro (9.7-inch), iPad Pro (12.9-inch) 2nd generation, iPad Pro (12.9-inch) 1st generation, iPad Air 2, iPad Air, iPad (5th generation), iPad (4th generation), iPad mini 2, iPad mini 3, iPad mini 4.
Control panel	Power Button; Reset Button; Charge and Status Indicator LED Lights
Environmental parameters	<ul style="list-style-type: none">• Operating humidity: 5% to 70% RH (recommended)• Non-operating humidity: 5% to 90% RH• Operating temperature: 5° to 40° C (41° to 104° F)• Recommended operating temperature: 15° to 32° C (59° to 90° F)• Storage temperature: -30° to 70° C (-22° to 158° F)
Warranty	One-year limited hardware warranty Visit hpsprocket.com/start for more information.
Regulatory Model Number	For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is VCVRA-1713. <ul style="list-style-type: none">• Note: This regulatory number should not be confused with the marketing name (HP Sprocket Plus Printer) or product numbers (2FR85A, 2FR86A, 2FR87A, etc.).

Troubleshooting and FAQs

What if the device will not print?

- **Turn on the printer.** By default, the device is set to turn off after 5 minutes. To change when the device automatically turns off, open the HP sprocket app on your mobile device. Tap , tap **sprocket**, and then tap **Auto Off**. Select your desired timing.
- **Charge the printer.**
- **Confirm Bluetooth is turned on and paired with your printer.** If the printer is already paired to your mobile device, turning Bluetooth off and then on might resolve the issue.
- **Make sure the device has photo paper in the input tray.** Load up to 10 sheets of HP Sprocket Plus Photo Paper with the orange HP ZINK™ Smartsheet.
- **Move the printer and your mobile device closer together.** Bluetooth signals can be weaker at greater distances.
- **Update the printer firmware.** Make sure your mobile device is connected to the Internet and then open the HP sprocket app. If there is a firmware update available, a firmware update screen displays. Follow the on-screen prompts to complete the update. Your printer must be charged to 50% or higher before a firmware update.
- **Reset the printer.** On the printer, locate the pin-hole under the Paper Cover, insert a straight pin into the hole to press the reset button until the printer turns off. Restart the printer.

What can I do to improve print quality?

Use these recommendations and the sprocket app editing capabilities to improve print quality.

- **Use genuine HP Sprocket Plus Photo Paper.** ZINK™ makes custom photo paper for a variety of printers, such as Polaroid, LG, and HP. HP recommends using HP Sprocket Plus Photo Paper for best results. To purchase genuine HP Sprocket Plus Photo Paper, go to hpsprocket.com/start. You can also purchase genuine HP Sprocket Plus Photo Paper from other retailers.
- **Always load the orange HP ZINK™ Smartsheet from the same pack of photo paper currently in the printer.** Load the orange HP ZINK™ Smartsheet into the paper tray with the barcode facing down and the photo paper with the HP logos facing down.
- **Allow the printer a few minutes to cool down between print jobs.**
- **Store the photo paper in a cool, dry place and avoid contact with water.** If water spills on a photo, wipe it away as soon as possible to prevent damaging the photo.
- **Update the printer firmware.**

How do I clear a paper jam?

If the device stops feeding pages, it might be jammed. Clear paper jam and restart the device by sliding and holding the Power Switch.

1. In the sprocket app, press OK to clear the error message.
2. Turn off the printer.
3. Remove the Paper Cover by sliding it away from the Output Slot. Remove any loose photo paper from the input tray.
4. Gently remove the jammed paper from the input tray.
5. Reload the remaining photo paper with the print side facing up.
6. Align the Paper Cover with the tracks on the outside of the printer, and then slide the Paper Cover toward the Output Slot until it is firmly seated.
8. Turn on the printer.

See page 3 for paper loading illustrations.

How do I attach a lanyard to my printer?

Attach a lanyard to your printer (not included) to secure the printer to your wrist, carabiner, etc.

1. Turn off the printer and remove the top cover by sliding it away from the output slot.
2. Remove any loose photo paper from the input tray and locate the lanyard attachment point at the back of the printer.
3. With the lanyard in one hand, thread the smaller lanyard loop through the hole in the printer until approximately half of the lanyard is through the hole. Thread one end through the opposite end of the lanyard.
4. Tighten the lanyard by pulling the opposite end.