HP Photosmart Pro B8300 series

hp

HP Photosmart Pro B8300 series

User's Guide

Safety Information

Always follow basic safety precautions when
using this product to reduce risk of injury from
fire or electric shock.

Read and understand all instructions in the
documentation that comes with the printer.

Use only a grounded electrical outlet when
connecting this product to a power source. If
you do not know whether the outlet is
grounded, check with a qualified electrician.

Observe all warnings and instructions
marked on the product.

Unplug this product from wall outlets before
cleaning.

Do not install or use this product near water,
or when you are wet.

Install the product securely on a stable
surface.

Install the product in a protected location
where no one can step on or trip over the line
cord, and the line cord cannot be damaged.

If the product does not operate normally,
see Troubleshooting.

There are no user-serviceable parts inside.
Refer servicing to qualified service
personnel.

Table of contents

1 Welcome

Thank you for buying this HP Photosmart printer.

This section contains the following information:

- [Special features](#)
- [Using this guide](#)
- [Finding other resources for the product](#)

Special features

This printer is equipped with several exciting features.

- **Digital photo printing** – Print high-quality color and black-and-white photographs.

- **Wide-format printing** – Print on sizes up to 330 x 483 mm (13 x 19 inches) or A3+ borderless.

- **Borderless printing** – Use the entire page surface when printing photos and cards by using the borderless printing feature. Prints up to 330 x 483 mm (13 x 19 inches) or A3+ borderless.

- **Ink backup mode** – Continue printing with one print cartridge when the other print cartridge runs out of ink.

- **Color management** – The printer software translates the colors of your photo from their current color space to the selected color space in the printer driver. See printer driver online help for more information.

- **Automatic paper-type sensor** – The printer automatically selects the print settings that are appropriate for the media in the printer, particularly when used with HP media.

- **Cancel button** – Cancel unwanted print jobs at the touch of a button.

- **Power-saving mode** – The printer goes into a low-power, energy-efficient mode after it has been idle for 30 minutes.

- **Toolbox** – Get status and maintenance information about your printer. It also provides access to the myPrintMileage Web site, documentation, and online help tools for solving printer problems.

- **Panoramic printing** – Print high-quality panoramic photographs with or without borders.

- **Print multiple pages on a single sheet of paper** – Use the printer software to print up to 16 pages on a single sheet of paper.

Using this guide

This guide includes the following sections:

- **Getting started** – Describes the printer parts and explains how to connect using a USB cable, how to install the printer software, how to connect to a network, and how to connect to an external print server.

- **Using print cartridges and accessories** – Explains how to use the print cartridges and how to install the optional duplex unit.

- **Printing and loading media** – Describes and illustrates how to load print media and explains how to print on various media types and sizes. Explains six-ink printing, which enhances the print quality of photographs, and how to use the borderless printing feature. Also describes the printer driver features.

- **Using the Toolbox** – Describes the features of the Toolbox (such as ink level information, print cartridge maintenance, and links to troubleshooting instructions), HP Instant Support, and the myPrintMileage Web site (which keeps track of printer usage information). Also explains how to order printing supplies directly through the Toolbox.

- **Troubleshooting** – Helps you solve common printer problems such as paper jams or software installation issues, and printing problems such as borderless or photo printing problems.

- **Printer lights reference** – Describes and illustrates printer light combinations, what they indicate, and what action to take if necessary.

- **HP supplies and accessories** – Lists part numbers of the accessories, media, and print cartridges that can be purchased and used with the printer.

- **Customer support and warranty** – Lists support services to obtain assistance for your printer.

- **Printer specifications and Declaration of Conformity** – Lists information such as print speeds, tray capacity, and system requirements. Also contains a Declaration of Conformity.

- **Regulatory information** – Contains an FCC statement and other regulatory information, such as EMI statements, LEDs classification, energy consumption, and the regulatory model number.

Finding other resources for the product

You can obtain product information and further troubleshooting resources that are not included in this guide from the following resources:

● **Quick Start Guide** – Provides instructions for setting up the printer and information about the warranty and safety issues. Included as a printed guide in the box with the printer.

● **Readme file and release notes** – Provides late-breaking information and troubleshooting tips. Included on the Starter CD.

● **Toolbox** – Provides information about print cartridge ink levels and access to printer maintenance services. See Using the Toolbox for more information. Available if you choose an installation option that includes the Toolbox.

● **Printer-driver onscreen help (Windows)** – Provides an explanation of the features in the printer driver. Available from the printer driver.

● **HP Printer Utility (Macintosh)** – Contains tools to calibrate the printer, clean the print cartridges, print a test page, and find Web site support information. See Using the HP Printer Utility (Macintosh) for more information.

● **HP Instant Support** – Helps you quickly identify, diagnose, and resolve printing problems. See HP Instant Support for more information. Available through any standard Web browser or through the Toolbox (Windows).

● **Starter CD** – Includes printer software, a utility that lets you create customized installation packages, an electronic copy of this user's guide, and ordering information. See Troubleshooting

● **Diagnostics page** – Provides information about the printer hardware, such as the firmware version and model number. See Printing a diagnostics page.

● **HP Web sites** – Provides the latest printer software, product and support information. Go to http://www.hp.com/support/.

● **HP telephone support** – During the warranty period, this support is often free of charge. See HP Telephone Support.

2 Getting started

This section contains the following information:

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Understanding the printer parts and functions

Front view (trays, cover, and print cartridge cradle)
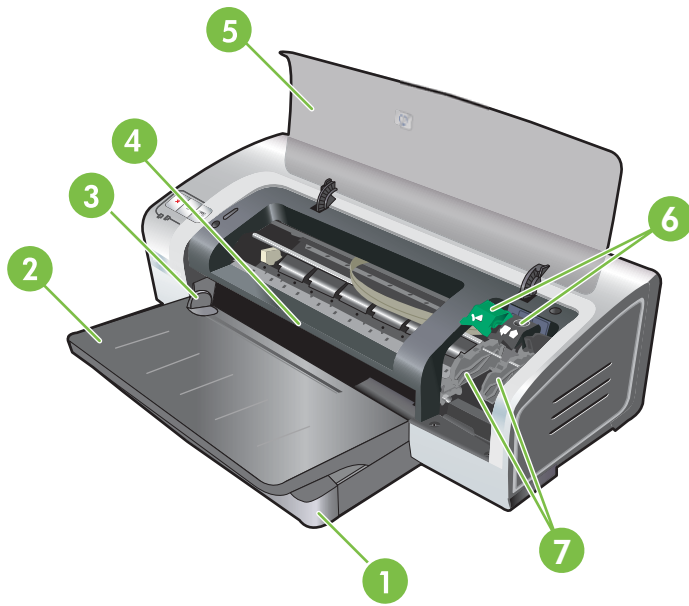
1	Extendable input tray
2	Extendable output tray
3	Front manual feed paper guide
4	Front manual feed slot
5	Top cover
6	Print cartridge latch
7	Print cartridge cradle

Front view (input tray)
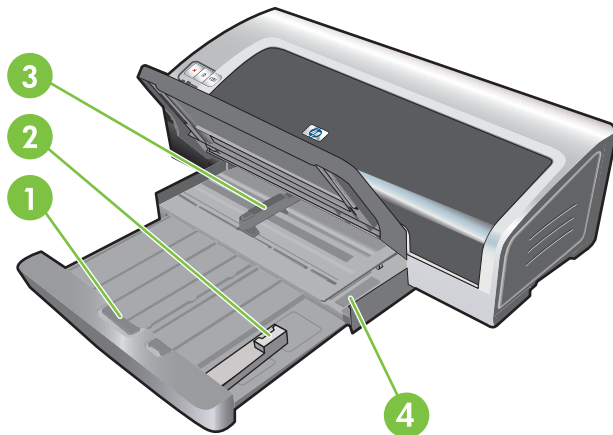
1	Input tray lock
2	Small media guide
3	Paper width guide
4	Small media ejector

Printer lights

The printer lights provide visual cues about the status of the printer. For more information, see Printer lights reference.
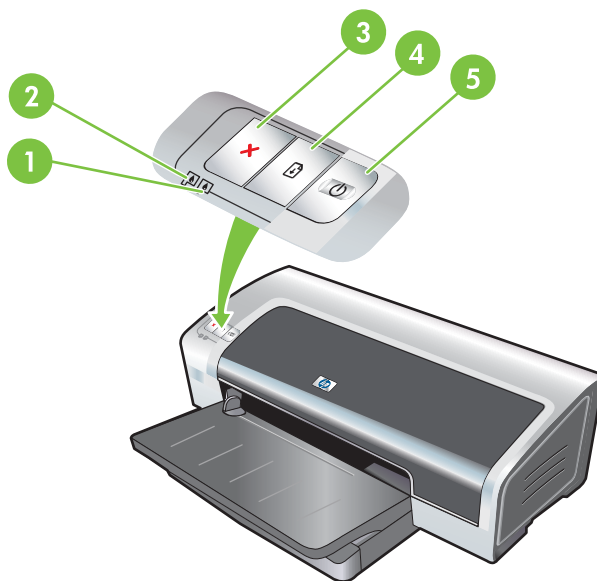
1	Right print cartridge light (black, photo, or gray print cartridge)
2	Left print cartridge light (tri-color print cartridge)
3	Cancel button

4	Resume button and light
5	Power button and light

Back view
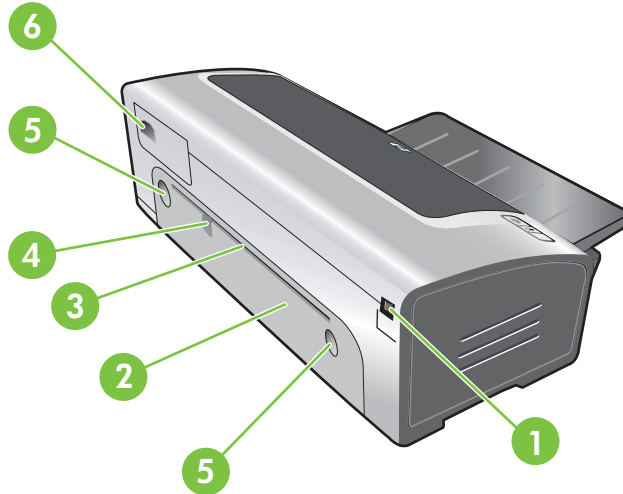
1	Universal serial bus (USB) port
2	Rear access panel
3	Rear manual feed slot
4	Rear manual feed paper guide
5	Rear access panel release buttons
6	Power input

Configuring the printer (Windows)

You can connect the printer directly to a computer, or you can share the printer on a locally shared network.

> **NOTE** You must have administrator privileges to install a printer driver in Windows 2000, Windows Server 2000, or Windows XP.

Direct connection

You can connect the printer directly to your computer with a USB cable.

> **NOTE** If you install the printer software and connect a printer to a computer running Windows, you can connect additional printers to the same computer with USB cables without reinstalling the printing software.

Installing printer software and sharing the printer

When setting up the printer, HP recommends that you connect the printer after you install the software because the installation program is designed to provide you with the easiest setup experience.

However, if you have connected the cable first, see To connect the printer before installing the software.

To install the software before connecting the printer

It is recommended that you install the Toolbox, which provides status and maintenance information about your printer. It also provides access to documentation and online help tools for solving printer problems. If you do not install the Toolbox you will not see printer error messages on your computer screen and will not have access to the myPrintMileage Web site. See Using the Toolbox.

1. Close any running applications.

2. Insert the Starter CD into the CD drive. The CD menu runs automatically.

   If the CD menu does not start automatically, click **Start**, and then click **Run**. Browse to the CD-ROM drive for the computer, click **Autorun.exe**, and then click **Open**. In the **Run** dialog box, click **OK**.

3. On the CD menu, click **Install Printer Driver**.

4. Follow the instructions on the screen to complete the installation.

5. When prompted, connect the USB cable to the computer and the printer. The **Found New Hardware** wizard appears on the computer screen and the printer icon is created in the Printers folder.

   > **NOTE** You can also share the printer with other computers using a simple form of networking known as locally shared networking. See To share the printer on a locally shared network.

To connect the printer before installing the software

If you connected the printer to the computer before installing the printer software, the **Found New Hardware** wizard appeared on the computer screen.

1. In the **Found New Hardware** dialog box that provides the option for selecting a method to locate the driver, select the **Advanced** option and click **Next**.

2. Select the check box for specifying the driver location, and ensure that the other check boxes are clear.

3. Insert the Starter CD into the CD-ROM drive. If the CD menu appears, close the CD menu.

4. Browse to locate the root directory on the Starter CD (for example, D), and then click **OK**.

5. Click **Next**, and then follow the instructions on the screen.

6. Click **Finish** to close the **Found New Hardware** wizard. The wizard automatically starts the installation program (this might take a short while). For Windows 98 and Windows Me, you must complete the installation program at this point if you want to install a non-English driver.

7. Complete the installation process.

To share the printer on a locally shared network

In a locally shared network, the printer is connected directly to the USB connector on a selected computer (known as the server) and is shared by other computers (clients).

1. From the Windows desktop, click **Start**, point to **Settings**, and then click **Printers** or **Printers and Faxes**.

2. Right-click the printer icon, click **Properties**, and then click the **Sharing** tab.

3. Click the option to share the printer, and give the printer a share name.

4. If you are sharing the printer with client computers that use other versions of Windows, you can click **Additional Drivers** to install their drivers as a convenience to them. This optional step requires you to have the Starter CD in your CD drive.

Configuring the printer (Mac OS)

You can use the printer with a single Macintosh computer using a USB cable, or you can share the printer among other users on a network.

To install the software for a locally shared network or for a direct connection

1. Connect the printer to the computer with the USB cable or to the network with a network cable.

2. Insert the Starter CD into the CD-ROM drive, double-click the CD icon on the desktop, and then double-click the Setup icon.

   -or-

   Locate the installer in the Installer folder of the Starter CD.

3. Click **Install Driver** and follow the instructions on the screen for your connection type.

4. Open the Printer Setup Utility, which is located in the Applications\Utilities folder.

5. To add the printer, click the **Printers** menu, and select **Add**.

6. For a direct connection, select USB from the menu.

   -or-

   For a network connection on an IP network, on the drop-down menu, select **Auto** or **Manual**.

7. If you select **Auto**, select the printer from the printer list.

   If you select **Manual**, type the IP address for the printer and click **Connect**.

8. Click **Add**. A mark appears beside the printer name, indicating that this printer is now the default printer.

9. Close the Print Center or the Printer Setup Utility.

10. If necessary, share the printer with other Macintosh computer users.

    ● **Direct connection**: Share the printer with the other Macintosh computer users. See To share the printer on a locally shared network.

    ● **Network connection**: Individual Macintosh computer users who want to use the network printer must install the printer software on their computers.

To share the printer on a locally shared network

When you connect the printer directly, you can still share the printer with other computers using a simple form of networking known as locally shared networking. Use this configuration only in small groups or when usage is low. The computer that is connected to the printer is slowed down when many users print to the printer.

Basic requirements for sharing in a Macintosh environment include the following items:

- The Macintosh computers must be using TCP/IP to communicate, and the Macintosh computers must have IP addresses. (AppleTalk is not supported.)

- The printer that is being shared must be connected to a built-in USB port on the host Macintosh computer.

- Both the host Macintosh computer and the client Macintosh computers that are using the shared printer must have printer-sharing software installed and the printer driver or PPD for the printer that is installed. (You can run the Installer program to install the printer sharing software and associated Help files.)

- The client Macintosh computers should have the appropriate HP printer drivers installed.

- The client Macintosh computers must be PowerMac computers.

For more information about USB printer sharing, see the support information that is available on the Apple Web site http://www.apple.com or the Mac Help on the computer.

To share with other computers running Mac OS X (V10.3 and V10.4)

Use the following steps to share the printer among Macintosh computers that are running Mac OS X (V10.3 and V10.4):

1. Turn on printer sharing on the computer that is connected to the printer (the host).

2. Open **System Preferences**, click **Sharing**, click **Services**, and then select the **Printer Sharing** check box.

3. To print from the other Macintosh computers (the clients) on the network, preselect the printer in **Sharing**. Then, choose the neighborhood where the printer is shared and select the printer.

Uninstalling the printer software

To uninstall the software for Windows computers

If you are using Windows 2000 or Windows XP, you must have administrator privileges to uninstall the printer software.

1. If the printer is connected directly to the computer using a USB cable, disconnect the printer.

2. Close any running applications.

3. From the **Start** menu, open the Control Panel.

4. Double-click **Add/Remove Programs**.

5. Select the printing software that you wish to remove.

6. Click the button for adding or removing software.

7. Follow the instructions on the screen to complete the removal of the printer software.

    NOTE   If the uninstallation process fails, restart the computer and complete the steps above to uninstall the software.

8. (**To run the scrubber utility**, complete the following steps.) Disconnect the printer from the computer.

9. On the computer, restart Windows.

10. Insert the Starter CD in the CD drive. If the CD menu appears, exit the CD menu.

11. Locate the scrubber utility on the Starter CD and run the utility.

    ●   For Windows 2000 and Windows XP, use the scrub2k.exe file located in the Utils\Scrubber \Win2k_XP folder.

12. Double-click the **scrubber.exe** file.

13. Restart your computer, and re-install the printer driver.

To uninstall the software for Macintosh computers

1. If the printer is connected directly to the computer using a USB cable, disconnect the printer.

2. Restart the computer.

    NOTE   If you do not restart the computer before you uninstall the software, some files are not removed from your computer when you run the Uninstall option.

3. Insert the Starter CD into the CD drive.

4. Double-click the CD icon on the desktop.

5. Double-click the installer icon located in the Installer folder and follow the instructions on the screen.

6. When the **Main Installation** dialog box appears, select **Uninstall** from the drop-down list located in the upper-left part of the dialog box.

7. Follow the instructions on the screen to remove the printer software.

Customizing the printer software setup program

The Starter CD contains a utility that allows system administrators to create customized installation packages that can be launched silently. System administrators can then distribute a customized installation package by sharing it from a local or mapped network drive.

To access the utility, select **Customization Utility** from the CD menu. A software installation package with the selected language and selected printer components will be created.

To run the print driver from a customized installation package, open the folder that contains the package and double-click the **Install.bat** file.

NOTE   The Customization Utility is available only for Windows.

Installing other software

- Use **HP Photosmart Essential** to view and edit photos and image files in Windows. To install this software, insert the HP Photosmart Pro software CD, click the **HP Photosmart Essential** button on the CD browser menu, and select it from the list of software shown (see HP Photosmart Essential software).

- For the **Linux driver**, visit www.linuxprinting.org to download the software. For information about using Linux with HP printers, visit hp.sourceforge.net.

> **NOTE** If you are using Windows 2000 or Windows XP, you must have administrator privileges to install a printer driver.

3 Using print cartridges and accessories

This section contains the following information:

● Using the print cartridges

● Installing the optional automatic two-sided printing accessory (duplex unit)

Using the print cartridges

Supported print cartridges

To print...	Insert this print cartridge in the left stall	Insert this print cartridge in the right stall
Full-color photos	HP Tri-color ▲	HP Photo ■
Black-and-white photos	HP Tri-color ▲	HP Gray Photo ⬠
Text and colored line drawings	HP Tri-color ▲	HP Black ⬠

You can obtain a list of supported print cartridges for your printer in the following locations:

● In the Quick Start Guide

● On the label of the print cartridge that you are replacing

● **In Windows**: On the **Printer Status** tab in the Toolbox, click **Cartridge Information**, and click **Order Information**.

● **In Mac OS**: From the HP Inkjet Toolbox, open the **supplies** panel.

To purchase cartridges and other printer supplies, go to:

● http://www.hpshopping.com (U.S.)

● http://www.hpshopping.ca (Canada)

● http://www.hp.com/eur/hpoptions (Europe)

● http://www.hp.com/paper (Asia/Pacific)

📝 **NOTE** The availability of print cartridges varies by country/region. The print cartridges might come in different sizes.

Inserting the print cartridges

Use only the replacement cartridges that have the same cartridge number as the print cartridge that you are replacing.

To install or replace a print cartridge

1. Turn on the printer, open the top cover, and lift the print latch.

    ⚠ **CAUTION**   The print cartridge carriage may be moving into its correct position. Be sure the print cartridge carriage is parked at the right-hand side of the printer before removing or installing print cartridges.
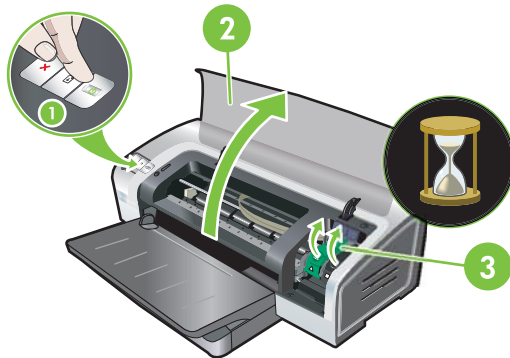
2. **If you are replacing a print cartridge**, grasp the installed print cartridge and slide it out of its cradle. To ensure you are placing the new print cartridge into the correct position, verify the symbols on the latch match the symbols on the new cartridge.

3. **If you are installing a new print cartridge**, remove the print cartridge from its package, and then remove the clear nozzle protective tape by pulling on the pink pull-tab.

    ⚠ **CAUTION**   To prevent clogs, ink failure, and bad electrical connections, do not touch the print cartridge ink nozzles or copper contacts, and do not remove the copper contacts.
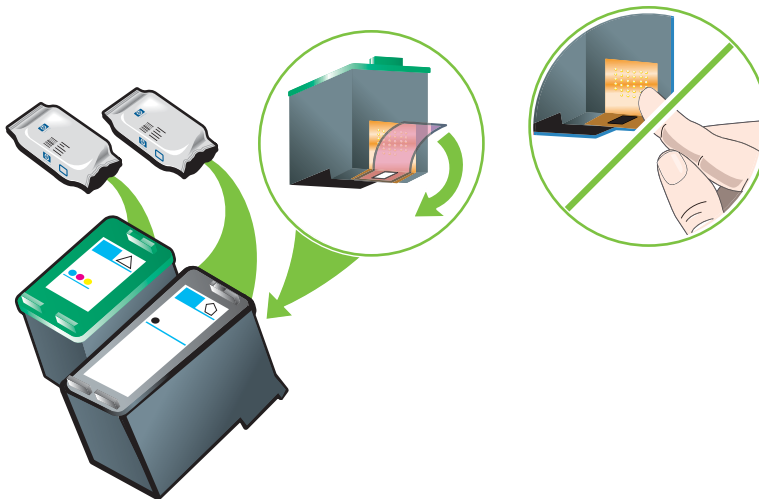
4. Hold the print cartridge with the copper contacts facing the printer, and then slide the print cartridge into the cradle.

> ✎ **NOTE** Depending on the cartridge size, they may not align with each other.
>
> If you have trouble inserting the print cartridge after lifting the carriage latch, verify the printer is on and wait a few seconds for the carriage to disengage before inserting the print cartridge.
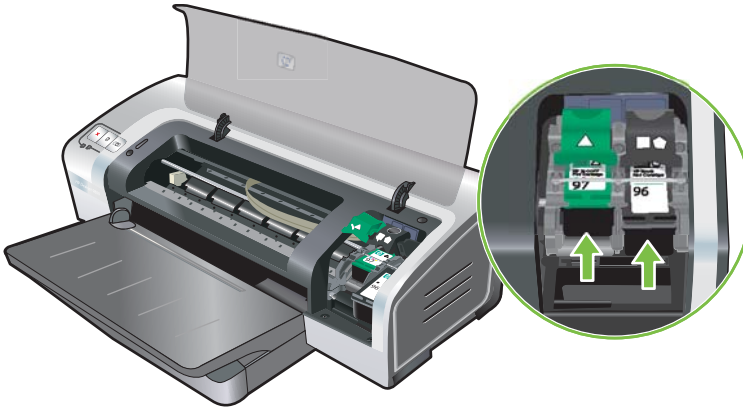
5. Push down on the print cartridge latch until it snaps closed. Make sure the latch does not spring back open.

> ✎ **NOTE** If you are installing a new print cartridge, the printer will automatically align the print cartridges and use one sheet of paper to print an alignment page. If you have higher-quality photo media loaded in the input tray, you may want to load a sheet of plain paper before installing the new print cartridge.

6. Close the top cover.

Aligning the print cartridges

The printer automatically aligns print cartridges whenever a new print cartridge is installed. However, if your printout is grainy, has stray dots, or jagged edges, you can realign the print cartridges.

For Windows

You can align the print cartridges from the Toolbox or the printer driver.

1. Load plain paper into the input tray (see Loading media in the input tray.)

2. Open the Toolbox from the **Printer Properties** settings. See Toolbox overview for more information.

   -or-

   Open the printer driver (see Changing print settings.)

3. Click the **Printer Services** tab (Toolbox) or **Services** tab (printer driver).

4. Click **Align Print Cartridges** and follow the onscreen instructions.

For Macintosh

1. Load plain paper into the input tray (see Loading media in the input tray.)

2. Open the HP Printer Utility. See Using the HP Printer Utility (Macintosh).

3. In the **Configuration Settings** area, select **Align**.

4. Click **Align**.

Cleaning the print cartridges

This section contains a procedure for cleaning the print cartridges automatically. For information about cleaning the cartridges manually, see The printer is rejecting the pen.

To clean the print cartridges automatically

The print cartridges have microscopic nozzles that can clog when exposed to air for too long. In addition, if a print cartridge is not used for long periods of time it can also clog, resulting in a noticeable decrease in print quality. Cleaning the print cartridges unclogs the nozzles.

Clean the print cartridges if the printed characters are incomplete, or if dots or lines are missing from the printed text or graphics.

NOTE Cleaning the print cartridges when it is not necessary wastes ink and reduces the life of the print cartridges.

If print quality has degraded, it could be that the cartridge is out of ink. Check the ink level before proceeding to clean the cartridges. If the cartridge is out of ink, replace it.

For Windows

You can clean the print cartridges from the Toolbox or the printer driver.

1. Load plain paper into the input tray (see Loading media in the input tray).

2. Open the Toolbox from the **Printer Properties** settings. See Toolbox overview for more information.

   -or-

   Open the printer driver (see Changing print settings.)

3. Click the **Printer Services** tab (Toolbox) or **Services** tab (printer driver).

4. Click **Clean Print Cartridges** and follow the onscreen instructions.

5. If you still find a problem in the printout, repeat this cleaning process.

6. If there is still a problem in the printout, either the print cartridge is out of ink and should be replaced or the cartridge has a problem. Replace the cartridge if it is out of warranty or contact HP customer service.

For Macintosh

1. Load plain paper into the input tray (see [Loading media in the input tray](#).)

2. Open the HP Printer Utility.

3. In the **Configuration Settings** area, select **Clean**.

4. Click **Clean**.

5. If you still find a problem in the printout, repeat this cleaning process.

6. If there is still a problem in the printout, either the print cartridge is out of ink and should be replaced or the cartridge has a problem. Replace the cartridge if it is out of warranty or contact HP customer service.

Maintaining the print cartridges

The following tips will help maintain HP print cartridges and ensure consistent print quality:

- Keep all print cartridges in their sealed packages until they are needed. Print cartridges should be stored at room temperatures between 15˚ to 35˚C (59˚ to 95˚F).

- Do not remove the plastic tape covering the ink nozzles until you are ready to install the print cartridge in the printer. If the plastic tape has been removed from the print cartridge, do not attempt to reattach it. Reattaching the tape damages the print cartridge.

> **⚠ CAUTION** Do not drop the print cartridge. Dropping the print cartridge may damage it.

Storing the print cartridges

When a cartridge is removed from the printer, store it in an airtight plastic container or in the Print Cartridge Protector. A Print Cartridge Protector is shipped with the photo print cartridges.

> **📝 NOTE** If you store the print cartridge in an airtight plastic container, make sure that the tri-color, photo, and gray photo ink nozzles face down and that the black print cartridges are stored with the ink nozzles face up.

To store the print cartridge in the Print Cartridge Protector

1. Insert the print cartridge into the protector and snap it securely in place.
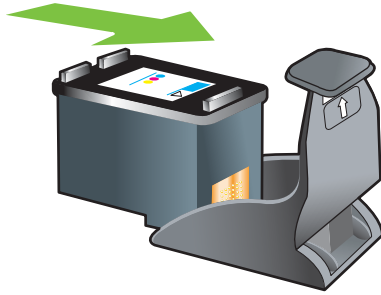
2. To remove the print cartridge from the protector, press down and back on the tab inside the protector to release the print cartridge, and then remove the print cartridge.
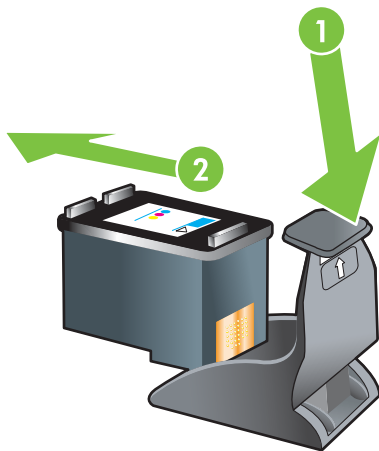
Printing with a single print cartridge

📝 **NOTE** To place the printer in **Ink-backup Printing Mode**, remove the empty cartridge.

If one of the print cartridges runs out of ink before you can replace it, you can still print with a single print cartridge.

Cartridge used	Output
Tri-color	Color and very dark purple (not true black)
Photo	Grayscale for color segments and black for black segments
Black	Grayscale
Gray photo	Grayscale

NOTE Printing from one print cartridge, rather than two, may be slower and the print quality may be affected. It is recommended to print with both print cartridges.

If using only the Photo print cartridge, colors may not print correctly.

For borderless printing, the tri-color print cartridge must be installed.

Calibrating the color

Whenever you replace a print cartridge, the printer automatically calibrates the colors to ensure the best printing quality. If you are not satisfied with the appearance of the colors, you can calibrate colors manually, as described below.

● Toolbox or printer driver (Windows): Click the **Printer Services** or **Services** tab. Then, click **Calibrate Color** and follow the onscreen instructions.

● HP Printer Utility (Macintosh): In the **Configuration Settings** area, select **Color Calibration**. Click **Calibrate Color** and follow the onscreen instructions.

NOTE To calibrate color, both tri-color and photo print cartridges must be installed.

Installing the optional automatic two-sided printing accessory (duplex unit)

The printer can automatically print on both sides of a sheet of paper when a duplex unit is attached to the back of the printer.

NOTE The duplex unit is an optional accessory that is available for the HP Photosmart Pro B8300 series printer. It may be purchased separately in some countries/regions (see HP supplies and accessories.)

To install the duplex unit

1. Remove the rear access panel by pushing the release buttons toward each other.

2. Pull the rear access panel out of the printer.

3. Insert the duplex unit straight into the back of the printer until both sides snap into place.

NOTE Do not press the buttons on either side of the duplex unit when installing it. Use these buttons only for removing the duplex unit from the printer.
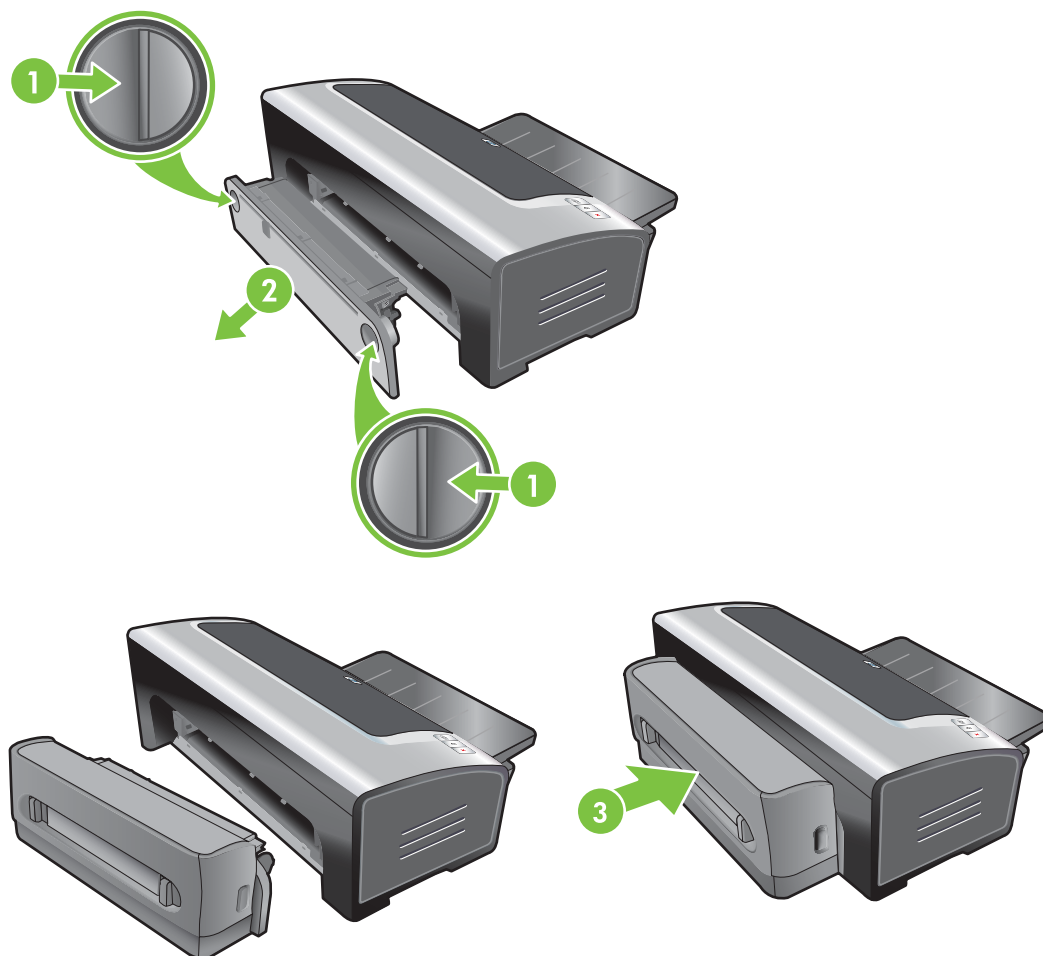
4   Printing and loading media

This section contains the following information:

- Selecting print media

- Loading media in the input tray

- Using the automatic paper-type sensor

- Changing print settings

- Understanding smart software features

- Printing digital photographs

- Printing borderless

- Printing in grayscale

- Printing panoramic photos

- Printing a document

- Printing with the front or rear manual feed slot

- Printing on various media types

- Printing on custom-sized paper

- Printing on envelopes

- Printing on cards and smaller-sized media

- Printing multiple pages on a single sheet of paper

- Printing booklets

- Printing posters

- Printing banners

- Printing labels

- Printing iron-on transfers

- Printing on both sides (duplexing)

- Cancelling a print job

Selecting print media

Your printer is designed to print on a variety of media types (such as photo paper, plain paper, envelopes, and transparencies) and sizes. The printer works well with most office paper types, and provides the best results on paper that accepts ink well. Always use media that conforms with the types, sizes, and weights listed in Understanding specifications for supported media.

It is best to test a variety of media types before buying large quantities. Find a media type that works well.

> **NOTE** Use HP media for optimum print quality. These print media types are specifically designed to work well with the printer. For ordering information, see HP supplies and accessories.

Tips for selecting and using print media

- Paper that is too thin, has a slick texture, or stretches easily can feed improperly through the printer's paper path.

- Paper that is heavily textured or does not accept ink well can cause poorly filled graphics or text.

- To ensure that media feeds properly, load only one type of media at a time in the input tray or the manual feed slots.

- Do not use media that is damaged, curled, or wrinkled. It is recommended not to use paper with cutouts or perforations or paper that is heavily textured or embossed.

- Try to use a paper type that has previously worked well with your printer.

- If you are printing more than one page on transparencies, photo paper, or other special paper, the printing pauses and the Resume light blinks after each page is printed. This allows the printed page to dry before printing the next page. You can press the Resume button if you do not want to wait for the printed page to dry before printing the following page; however, it is recommended to allow each page to dry.

See the following sections for more information:

- Understanding specifications for supported media

- Setting minimum margins

Understanding specifications for supported media

This section provides information regarding the sizes, types, and weights of media that the printer supports.

- Understanding supported media sizes

- Understanding supported media types

- Understanding supported media weights and capacities

Understanding supported media sizes

The following table lists the sizes of media you can use with each paper path.

Media size	Input tray	Front manual feed slot	Rear manual feed slot	Automatic two-sided printing accessory (duplex unit)
A3 297 x 420 mm (11.7 x 16.5 inches)	✔	✔	✔	✔
A3+ 330 x 483 mm (13 x 19 inches)	✔	✔	✔	✔
A4 210 x 297 mm (8.27 x 11.69 inches)	✔	✔	✔	✔
A5 148 x 210 mm (5.83 x 8.27 inches)	✔	✔	✔	✔
A6 105 x 148 mm (4.13 x 5.83 inches)	✔			
B4 257 x 364 mm (10.1 x 14.3 inches)	✔	✔	✔	✔
B5 (JIS) 182 x 257 mm (7.17 x 10.2 inches)	✔	✔	✔	✔
Banner A3 297 x 420 mm (11.7 x 16.5 inches)	✔	✔	✔	
Banner A4 210 x 297.4 mm (8.27 x 11.69 inches)	✔	✔	✔	
Banner Letter 215.9 x 279.4 mm (8.5 x 11 inches)	✔	✔	✔	
Banner Tabloid 279 x 432 mm (11 x 17 inches)	✔	✔	✔	
Envelope #10 104.9 x 241.3 mm (4.13 x 9.5 inches)	✔	✔		
Envelope A2	✔			

Media size	Input tray	Front manual feed slot	Rear manual feed slot	Automatic two-sided printing accessory (duplex unit)
111 x 146 mm (4.37 x 5.75 inches)				
Envelope C5 162 x 229 mm (6.38 x 9.02 inches)	✔	✔		
Envelope C6 114 x 162 mm (4.49 x 6.38 inches)	✔			
Envelope DL 110 x 220 mm (4.33 x 8.66 inches)	✔	✔		
Envelope Monarch 98.5 x 190.5 mm (3.88 x 7.5 inches)	✔	✔		
Executive 184.15 x 266.7 mm (7.25 x 10.5 inches)	✔	✔	✔	✔
HP Greeting Card Envelope 111.25 x 152.4 mm (4.38 x 6 inches)	✔			
Index card 76.2 x 127 mm (3 x 5 inches)	✔			
Index card 101.6 x 152.4 mm (4 x 6 inches)	✔			
Index card 127 x 203.2 mm (5 x 8 inches)	✔	✔		
Panorama A4 210 x 594 mm (8.27 x 23.39 inches)	✔	✔	✔	
Panorama 101.6 x 254 mm (4 x 10 inches)	✔	✔		
Panorama 101.6 x 279.4 mm (4 x 11 inches)	✔	✔		

Media size	Input tray	Front manual feed slot	Rear manual feed slot	Automatic two-sided printing accessory (duplex unit)
Panorama 101.6 x 304.8 mm (4 x 12 inches)	✔	✔		
Photo 76.2 x 127 mm (3 x 5 inches)	✔			
Photo 88.9 x 127 mm (3.5 x 5 inches)	✔	✔		
Photo 101.6 x 152.4 mm (4 x 6 inches)	✔			
Photo with tab 101.6 x 152.4 mm (4 x 6 inches)	✔			
Photo 127 x 177.8 mm (5 x 7 inches)	✔	✔		
Photo 203.2 x 254 mm (8 x 10 inches)	✔	✔	✔	
Photo 279.4 x 355.6 mm (11 x 14 inches)	✔	✔	✔	
Photo 304.8 x 304.8 mm (12 x 12 inches)	✔	✔	✔	
Photo 10 x 15 cm 100 x 150 mm (4 x 6 inches)	✔			
Photo 10 x 15 cm with tab 100 x 150 mm (4 x 6 inches)	✔			
Legal 215.9 x 355.6 mm (8.5 x 14 inches)	✔	✔	✔	✔
Letter 215.9 x 279.4 mm (8.5 x 11 inches)	✔	✔	✔	✔

Media size	Input tray	Front manual feed slot	Rear manual feed slot	Automatic two-sided printing accessory (duplex unit)
Statement 129.7 x 215.9 mm (5.5 x 8.5 inches)	✔	✔		
Super B 330 x 483 mm (13 x 19 inches)	✔	✔	✔	✔
Tabloid 279.4 x 431.8 mm (11 x 17 inches)	✔	✔	✔	✔
Borderless Photo Panorama A4 210 x 594 mm (8.27 x 23.39 inches)	✔	✔	✔	
Borderless Photo Panorama 101.6 x 254 mm (4 x 10 inches)	✔	✔		
Borderless Photo Panorama 101.6 x 279.4 mm (4 x 11 inches)	✔	✔		
Borderless Photo Panorama 101.6 x 304.8 mm (4 x 12 inches)	✔	✔		
Borderless Photo 101.6 x 152.4 mm (4 x 6 inches)	✔			
Borderless Photo with tab 101.6 x 152.4 mm (4 x 6 inches)	✔			
Borderless Photo 127 x 177.8 mm (5 x 7 inches)	✔	✔		
Borderless Photo 203.2 x 254 mm (8 x 10 inches)	✔	✔	✔	
Borderless Photo	✔	✔	✔	

Media size	Input tray	Front manual feed slot	Rear manual feed slot	Automatic two-sided printing accessory (duplex unit)
215.9 x 279.4 mm (8.5 x 11 inches) Borderless Photo	✔	✔	✔	
279.4 x 355.6 mm (11 x 14 inches) Borderless Photo	✔	✔	✔	
304.8 x 304.8 mm (12 x 12 inches) Borderless Photo	✔	✔		
88,9 x 127 mm (3.5 x 5 inches) Borderless Photo 10 x 15 cm	✔			
100 x 150 mm (3.93 x 5.9 inches) Borderless Photo 10 x 15 cm with tab	✔			
100 x 150 mm (3.93 x 5.9 inches) Borderless Photo A3	✔	✔	✔	
297 x 420 mm (11.7 x 16.5 inches) Borderless Photo A4	✔	✔	✔	
210 x 297 mm (8.27 x 11.69 inches) Borderless Photo A5	✔	✔	✔	
148 x 210 mm (5.83 x 8.27 inches) Borderless Photo A6	✔	✔		
105 x 148 mm (4.13 x 5.83 inches) Borderless Photo B5	✔	✔	✔	
182 x 257 mm (7.17 x 10.12 inches) Borderless Super B	✔	✔	✔	
330 x 483 mm (13 x 19 inches) Borderless Photo Tabloid	✔	✔	✔	

Media size	Input tray	Front manual feed slot	Rear manual feed slot	Automatic two-sided printing accessory (duplex unit)
279 x 432 mm (11 x 17 inches)				
Custom	✔	✔	✔	

Understanding supported media types

All media support up to 4800 x 1200 optimized dpi for color printing and 1200 input dpi. This setting might temporarily use a large amount of hard disk space (400 MB or more) and will print more slowly.

The following table lists the types of media you can use.

Media type	Input tray and front and rear manual feed slots	Manual duplex	Auto duplex	Borderless printing
Standard paper				
Plain paper	✔	✔	✔	
Thick plain paper	✔	✔		✔
HP Bright White Paper	✔	✔	✔	
HP Premium Paper	✔	✔	✔	
HP Premium Presentation Paper	✔	✔	✔	
Other inkjet papers	✔	✔	✔	✔
Photo papers				
HP Photo Paper	✔			✔
Other photo papers	✔			✔
Transparencies				
HP transparencies	✔			
Other transparency films	✔			
Specialty papers				
HP Banner Paper	✔			
HP iron-on transfers	✔			
HP labels	✔			
HP note cards	✔	✔	✔	
HP holiday photo cards	✔			✔
Other specialty papers	✔	✔		
Greeting cards				

Media type	Input tray and front and rear manual feed slots	Manual duplex	Auto duplex	Borderless printing
HP greeting cards	✔	✔		
HP photo greeting cards	✔	✔		✔
Other greeting cards	✔	✔		
Brochure papers				
HP brochure papers	✔	✔	✔	✔
Other brochure papers	✔	✔	✔	✔

Understanding supported media weights and capacities

The following table provides information about the media weights and capacity that the paper paths can support.

Tray	Type	Weight	Capacity
Input tray	Paper, envelopes, cards	60 to 135 g/m^2 (16 to 36 lb bond)	Up to 19 mm (0.75 inches) or up to 150 sheets plain paper; up to 15 envelopes; up to 60 cards
	Transparencies or labels		Up to 30
Front manual feed slot	Paper, envelopes, cards	65 to 135 g/m^2 (17 to 36 lb bond)	Up to 10 sheets plain paper; up to 5 envelopes or cards
	Transparencies or labels		Up to 8
Rear manual feed slot	Paper, envelopes, cards	Up to 280 g/m^2 (74 lb bond)	One at a time; thick media (up to 0.3 mm)
	Transparencies or labels		One at a time
Automatic two-sided printing accessory (duplex unit)	Paper (Does not support banners, index cards, or envelopes.)	Up to 135 g/m^2 (36 lb bond)	
Output tray			Up to 75 sheets

Setting minimum margins

The document margins must match (or exceed) these minimum margin settings in portrait orientation.

Media	Left and right margins	Top margin	Bottom margin
Photos	3.2 mm (0.13 inch)	3.2 mm (0.13 inch)	3.1 mm (0.12 inch)
Photo with tab 10 x 15 cm (4 x 6 inches)	3.2 mm (0.13 inch)	3.2 mm (0.13 inch)	3.2 mm (0.13 inch)

Media	Left and right margins	Top margin	Bottom margin
Letter, Tabloid, A3, A3+, A4, A5, A6, B4, B5, Super B, Statement, Executive, Legal	3.2 mm (0.13 inch)	1.8 mm (0.07 inch)	14.2 mm (0.56 inch)
Cards	3.2 mm (0.13 inch)	1.8 mm (0.07 inch)	14.2 mm (0.56 inch)
Envelopes	3.2 mm (0.13 inch)	14.2 mm (0.56 inch)	14.2 mm (0.56 inch)
Panorama media	3.2 mm (0.13 inch)	1.8 mm (0.07 inch)	14.2 mm (0.56 inch)
Banner	3.2 mm (0.13 inch)	0 mm (0 inch)	0 mm (0 inch)
Custom-sized media	3.2 mm (0.13 inch)	1.8 mm (0.07 inch)	14.2 mm (0.56 inch)

Loading media in the input tray

This section explains how to load plain paper and standard media sizes and types into the input tray. Following are general guidelines for loading media into trays:

- If you are printing on thick or photo paper, you can use the rear manual feed slot. See Printing with the front or rear manual feed slot.

- If you are printing cards or envelopes, see Printing on cards and smaller-sized media and Printing on envelopes.

- If you are printing one or just a few envelopes or sheets of paper, you can use the front manual feed slot and leave your regular media in the input tray. See Printing with the front or rear manual feed slot.

To load media in the input tray

1. Raise the output tray. If the output tray is extended, close the tray.

2. Press the input tray lock and extend the input tray.

   NOTE If the small media guide is in its open position, close it by moving it 90° counterclockwise.

3. Press the button on top of the paper width guide and slide the guide to the left to its outermost position.
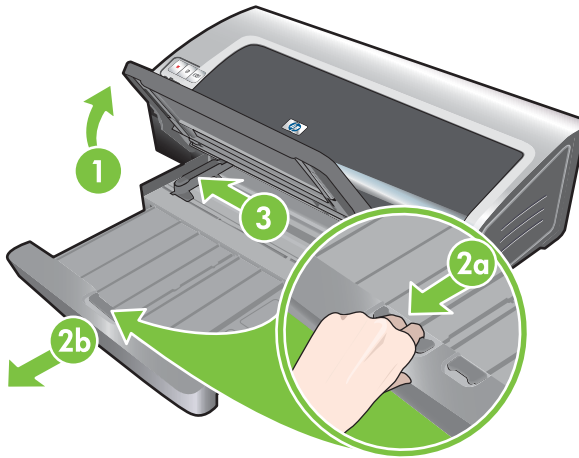
4. Insert up to 150 sheets of paper or a stack of media that does not exceed the height of the paper width guide, print-side down along the right side of the input tray until it stops.

   Transparencies: Insert up to 30 transparencies, rough-side down and the adhesive strip pointing forward, along the right side of the input tray until it stops.

5. Press the button on top of the paper width guide and slide the guide to the right until it stops at the edge of the media.

6. Press the input tray lock and retract the tray until it stops at the edge of the media.

   NOTE When 215.9 x 279.4 mm (8.5 x 11 inch) paper is loaded in the input tray, the tray extension will close to the edge of the paper and leave a slight gap between the extension and the tray. The tray extends further to accommodate larger-sized media.

7. Lower the output tray to its horizontal position.
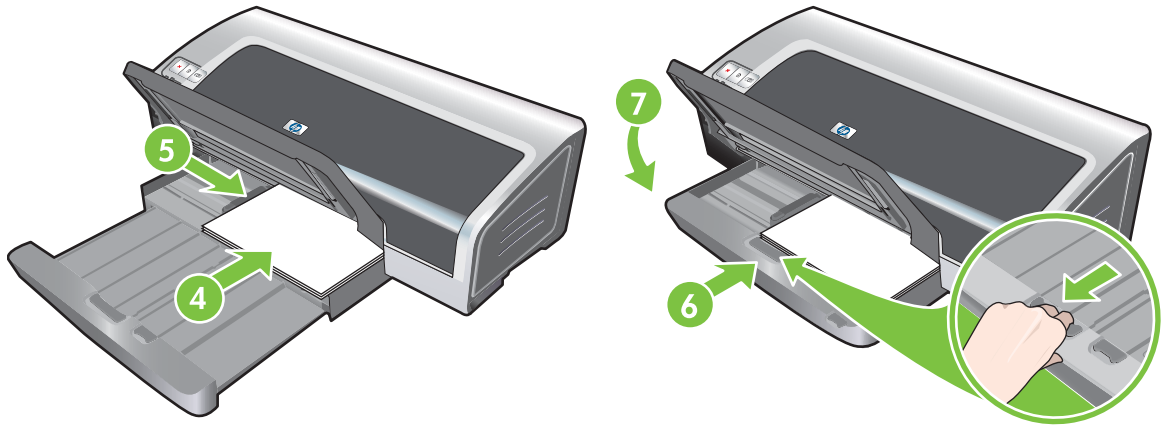
8. Extend the output tray if necessary.

Using the automatic paper-type sensor

The automatic paper-type sensor automatically selects the print settings appropriate for the media in the printer, particularly when used with HP media.

The sensor scans the first page of the loaded media, determines the media type, and selects the most suitable settings for your document, and then prints the document.

NOTE If you know the media type, you can select the media in the **Paper Type** drop-down list.

Following are guidelines for using the automatic paper-type sensor:

● When printing with higher-quality media, it is recommended that you select the specific paper type in the printer driver.

● Do not place the printer in direct sunlight. Direct sunlight can interfere with the automatic paper-type sensor.

● If you want to set the automatic paper-type sensor as your default setting, see Changing print settings.

For Windows

1. Open the printer driver (see Printing a document).

2. Click the **Features** tab.

3. Select **Automatic** from the **Paper Type** drop-down list.

4. Change any other desired print settings and click **OK**.

For Macintosh

1. Click **File**, and then click **Print**.

2. Open the **Paper Type/Quality** panel.

3. Click the **Paper** tab.

4. Select **Automatic** from the **Paper type** drop-down list.

5. Change any other desired print settings and click **Print**.

Changing print settings

You can change print settings (such as media size or type) from an application or the printer driver. Changes made from an application take precedence over changes made from the printer driver. However, after the application is closed, the settings return to the defaults configured in the printer driver.

> **NOTE** To set print settings for all print jobs, make the changes in the printer driver. For more information about printer driver features in Windows, see the printer driver online help. For more information about printing from a specific application, see the documentation for that application.
>
> You can also access this feature from the **Printing Shortcuts** tab. Open the printer driver, select the **Printing Shortcuts** tab, and select the feature from the **What do you want to do?** drop-down list.

To change settings from an application for current jobs (Windows)

1. Open the document you want to print.

2. On the **File** menu, click **Print**, and then click **Setup** or **Properties**.

   Specific options may vary depending on the application you are using.

3. Change any other desired settings and click **OK**, **Print**, or a similar command.

To change default settings for all future jobs (Windows)

1. Click **Start**, point to **Settings**, and then click **Printers** or **Printers and Faxes**.

2. Right-click the printer icon, and then choose **Properties**, **Document Defaults**, or **Printing Preferences**.

3. Change any other desired settings and click **OK**.

To change settings (Macintosh)

1. On the **File** menu, click **Page Setup**.

2. Change any desired settings and click **OK**.

3. On the **File** menu, click **Print**.

4. Change any desired settings and click **Print**.

Understanding smart software features

The printer driver provides the following smart software features. To access the printer driver, see Printing a document.

📝 **NOTE** Some features are only available in Windows. To find more information on a specific feature in the Windows printer driver, right-click the feature and select **What's This?**

You can access some of these features from the **Printing Shortcuts** tab. Open the printer driver, select the **Printing Shortcuts** tab, and select the feature from the **What do you want to do?** drop-down list.

● **Borderless Printing**: Use the entire page surface when printing photos and cards using the borderless printing feature. See Printing borderless.

● **Resizing Options**: Enlarge or reduce the size of your documents with virtually no loss in print quality or resolution. On the **Effects** tab, select the **Print Document On** check box, and then select the desired document size, followed by the **Scale to Fit** check box. You can also select **Center On Page** to center your document on the printed page.

  Alternatively, you can use the **% of Normal Size** scroll bar to adjust the document size. You can zoom from 25 to 400% of the original document size, but page content may get truncated at times.

● **Two-sided printing**: Print on both sides of the paper to create professional looking brochures and catalogs. See Printing on both sides (duplexing).

● **Minimize Margins**: Print closer to the bottom edge of the page. On the **Advanced** tab, select **Minimize Margins**, and then reduce the document margins by adjusting the page setup settings in the application being used.

● **HP Digital Photography**: Improve the quality of your printed photographs. The **Full** setting should be used for high-resolution images (600 dpi or higher) printed on photo-quality paper. On the **Features** tab, select **Full** from the **Photo fix** drop-down list after you have selected a photo media.

● **Booklet Layout**: Produce booklets without worrying about pagination. All you need to do is fold the pages and bind them into a booklet. You can choose to bind the booklet on the left or right side by selecting left or right edge binding. See Printing booklets.

● **Pages per Sheet**: Arrange up to 16 pages on a single sheet of paper to reduce printing costs. You can arrange the order of the layout. See Printing multiple pages on a single sheet of paper.

● **Tiling or poster printing**: Take a one-page document and enlarge it up to five times (5 x 5) for documents up to A3+ (13 x 19 inch) size. The enlarged document can be printed on several sheets and assembled to form a large billboard. See Printing posters.

● **Mirror Image**: Flip a page horizontally. This lets you write on the underside of a transparency film, leaving the top side available for annotations with marker pens. The **Mirror Image** option is located on the **Advanced** tab.

● **Banner printing**: Print large images and bold, oversized fonts on continuous feeds of paper. See Printing banners.

- **Print in Sepia**: Print images in a brownish tone to give them an antique look. On the **Color** tab, select the **Print in Sepia** check box.

- **Print in Grayscale**: Both black-and-white and color documents can be converted to grayscale. For Windows, on the **Color** tab, select the **Print in Grayscale** check box. For Macintosh, on the **Paper** tab and under the **Color** drop-down list, select **Grayscale**.

Printing digital photographs

Enhanced color printing

Your printer uses six ink colors to enhance the quality of printed photographs. To obtain a list of supported print cartridges for your printer, see Supported print cartridges.

📝 **NOTE** You can print high-quality black-and-white photographs using a gray photo print cartridge, combined with the tri-color print cartridge.

NOTE After you install a new print cartridge, the printer will automatically align the print cartridges and use one sheet of paper to print an alignment page. If you have higher-quality photo media loaded in the input tray, you may want to load a sheet of plain paper before installing the new print cartridge.

Guidelines for printing photographs

- For the best results when printing photographs and images, choose **Best** mode and select an HP photo paper in the printer driver. Best mode uses HP's unique PhotoREt IV color-layering technology and ColorSmart III color optimization technology to create realistic photo images, vivid color output, and extremely sharp text. With PhotoREt IV, a greater range of colors, lighter tones, and smoother gradations between tones can be achieved, ensuring the best photo and image print quality.

  Alternatively, select **Maximum dpi**, which provides up to 4800 x 1200 optimized dpi* for optimum print quality. See 4800 x 1200 optimized dpi.

  *Up to 4800 x 1200 optimized dpi for color printing and 1200 input dpi. This setting might temporarily use a large amount of hard disk space (400 MB or more) and will print slower. Photo cartridge, if present, further enhances the print quality.

- To print borderless photographs, see Printing borderless.

- It is recommended to remove each sheet of paper as it prints and set it aside to dry.

- If the printed colors visibly shift towards yellow, cyan or magenta, or there is a tinge of color in the gray shades, you need to calibrate the color. See Calibrating the color.

- Align the photo print cartridges for the best possible print quality. You do not need to align the print cartridges every time you install a photo print cartridge, only when necessary. See Aligning the print cartridges.

- To store a print cartridge, see Storing the print cartridges.

- Always hold photo paper by the edges. Fingerprints on photo paper reduce print quality.

- Photo paper should be flat before printing. If the corners of the photo paper curl more than 10 mm or (3/8 inch), flatten the paper by putting it in the resealable storage bag, then rolling the bag on a table edge until the paper is flat.

To print digital photographs

1. Load the photo paper:

   - If you are loading a stack of photo paper, see Loading media in the input tray.

   - If you are printing one or just a few sheets, you can use the front manual feed slot. If you are printing on thick paper and desire a straight paper path, you can use the rear manual feed slot. If you are using either manual feed slot, load paper in a later step.

   - If you are printing 4 x 6 inch photos, you can use the input tray or rear manual feed slot.

2. Print your photographs. See Printing a document.

   Also see Guidelines for printing photographs.

3. If you are using the front or rear manual feed slot, see Printing with the front or rear manual feed slot for media loading instructions.

Understanding digital photography technologies

In addition to six-ink color printing, the printer software offers several features for printing digital photographs.

> **NOTE** You can also access this feature from the **Printing Shortcuts** tab. Open the printer driver, click the **Printing Shortcuts** tab, and select the feature from the **What do you want to do?** drop-down list.

- PhotoREt printing

- 4800 x 1200 optimized dpi

- Printing Exif Print-enhanced photographs

PhotoREt printing

PhotoREt offers the best combination of print speed and quality for your image.

To print with PhotoREt technology, select **Best** as the print quality on the **Features** tab in the printer driver. See Printing a document for instructions on changing settings in the printer driver.

4800 x 1200 optimized dpi

4800 x 1200 optimized dpi* is the highest-quality resolution for this printer. When **Maximum dpi** is selected as the print quality, the tri-color print cartridge prints in the 4800 x 1200 optimized dpi mode.

To print with 4800 x 1200 optimized dpi, select **Maximum dpi** as the print quality on the **Features** tab in the printer driver. See Printing a document for instructions on changing settings in the printer driver.

*Up to 4800 x 1200 optimized dpi for color printing and 1200 input dpi. This setting might temporarily use a large amount of hard disk space (400 MB or more) and will print slower. Photo cartridge, if present, further enhances the print quality.

Printing Exif Print-enhanced photographs

Exif (Exchangeable Image File Format 2.2) Print is an international digital imaging standard that simplifies digital photography and enhances printed photographs. When a photograph is taken with an Exif Print-enabled digital camera, Exif Print captures information such as exposure time, type of flash,

and color saturation, and stores it in the image's file. The printer software then uses this information to automatically perform image-specific enhancements, resulting in outstanding photographs.

Printing Exif Print-enhanced photos requires:

- A digital camera that supports Exif Print

- Exif Print-enabled photo software

To print Exif Print-enhanced photographs:

1. Open the file you wish to print using Exif Print-enabled photo software.

2. See Enhanced color printing for printing instructions.

HP Photosmart Essential software

HP Photosmart Essential is a Windows software application that provides a fast and easy way to make prints of your photos or to purchase prints online. It also provides access to other basic HP Photosmart software features, such as saving, viewing, and sharing your photos.

To open HP Photosmart Essential: On the taskbar, click **Start**, point to **Programs** or **All Programs**, point to **HP**, and then click **HP Photosmart Express**.

Printing borderless

Borderless printing lets you print to the edges of certain paper types and a range of standard paper sizes from 101.6 x 152.4 mm (4 x 6 inches) to 330 x 482.6 mm (13 x 19 inches), or A6 to A3+.

> **NOTE** Open the file in a software application and assign the image size. Make sure the size corresponds to the paper size on which you are printing the image.
>
> You can also access this feature from the **Printing Shortcuts** tab. Open the printer driver, select the **Printing Shortcuts** tab, and select the **Photo Printing-Borderless** option.

For Windows

1. Load the appropriate paper:

    ●   If you are printing one or just a few sheets, you can use the front or rear manual feed slot. If so, continue with the steps below and load the paper in a later step.

    ●   If you are using the input tray, see Loading media in the input tray.

2. Open the file you wish to print.

3. Open the printer driver (see Printing a document).

4. Click the **Features** tab.

5. Select the paper size from the **Size** drop-down list.

6. Select the **Borderless** check box.

7. Select the paper source from the **Paper Source** drop-down list. If you are printing on thick or photo paper, select the **Photo Tray** option.

8. Select the paper type from the **Paper Type** drop-down list. Do not select **Automatic**.

9. Select the **Scale to paper size** check box to automatically resize the image to print without a border.

10. If you are printing photos, select **Best** from the **Print Quality** drop-down list. Alternatively, select **Maximum dpi**, which provides up to 4800 x 1200 optimized dpi* for optimum print quality.

    *Up to 4800 x 1200 optimized dpi for color printing and 1200 input dpi. This setting might temporarily use a large amount of hard disk space (400 MB or more) and will print slower. Photo cartridge, if present, further enhances the print quality.

11. Change any other desired print settings and click **OK**.

12. Print your document.

13. If you are using the front or rear manual feed slot, see Printing with the front or rear manual feed slot.

14. If you printed on photo paper with a tear-off tab, remove the tab to make the document completely borderless.

For Macintosh

1. Load the appropriate paper:

   ● If you are printing one or just a few sheets, you can use the front or rear manual feed slot. If so, continue with the steps below and load the paper in a later step.

   ● If you are using the input tray, see Loading media in the input tray.

2. Open the file you wish to print.

3. Click **File**, and then click **Page Setup**.

4. Select the borderless paper size and click **OK**.

5. Click **File**, and then click **Print**.

6. Open the **Paper Type/Quality** panel.

7. Click the **Paper** tab and select the media type from the **Paper type** drop-down list.

8. If you are printing photos, under the **Quality** drop-down list, select **Best**. Alternatively, select **Maximum dpi**, which provides up to 4800 x 1200 optimized dpi*.

   *Up to 4800 x 1200 optimized dpi for color printing and 1200 input dpi. This setting might temporarily use a large amount of hard disk space (400 MB or more) and will print slower. Photo cartridge, if present, further enhances the print quality.

9. Select the paper source. If you are printing on thick or photo paper, select the manual feed option.

10. Change any other desired print settings and click **Print**.

11. If you are printing on thick or photo paper, insert paper into the rear manual feed slot at the back of the printer. (For instructions on feeding paper manually, see Printing with the front or rear manual feed slot.)

12. If you printed on photo paper with a tear-off tab, remove the tab to make the document completely borderless.

Printing in grayscale

The grayscale printing feature allows you to print high-quality, black-and-white photographs in shades of gray using a gray photo print cartridge.

For Windows

1. Load the print media (see Loading media in the input tray).

2. Open the **Printer Properties** dialog box.

3. Click **Color**.

4. In the **Print in grayscale** drop-down list, click one of the following:

   - **High quality**: Use this option for high-quality printouts.

   - **Black ink only**: Use this option for fast, economical printing.

5. Select any other print settings that you want, such as **Print Quality**, and then click **OK**.

For Macintosh

1. Click **File** and then click **Print**.

2. Open the **Paper Type/Quality** panel.

3. Click the **Paper** tab and under the **Color** drop-down list, select **Grayscale**.

4. Change any other desired print settings and click **Print**.

Printing panoramic photos

This section contains information about printing panoramic photos that contain borders and photos that are borderless. Following are guidelines for printing panoramic photos:

- For high-quality results, use a photo print cartridge in combination with the tri-color print cartridge.

- For maximum fade resistance, use HP Premium Plus Photo Paper and photo print cartridges in the printer.

- To learn how to use the photo printing features, see Printing digital photographs.

- Use HP Everyday Photo Paper, Semi-gloss to save money and ink when printing photos.

- Verify that the photo paper that you are using is flat. If the photo paper is not flat, put the paper in the resealable storage bag, and roll the bag on a table edge until the paper is flat.

- Do not exceed the input tray capacity: up to 25 sheets.

To set up the printer

1. Verify that the printer is turned on.

2. Raise the output tray, and then remove all of the paper from the input tray.

3. Slide the paper-width guide all the way to the left, and then either push the tray in or use the small media guide.

4. Verify that the photo paper is flat.

5. Place the photo paper in the input tray with the side to be printed on facing down.

6. Slide the paper guides firmly against the paper.

> **NOTE** Some panoramic paper sizes may extend beyond the edge of the tray. When printing on such papers, be sure to slide the paper width-guide firmly against the edge of the paper.

7. Lower the output tray.

To set up the software

> **NOTE** If your software program includes a photo printing feature, follow the instructions that are provided with the software program. Otherwise, follow these instructions.

1. Open the **Printer Properties** dialog box.

2. On the **Printing Shortcuts** tab, click **Photo printing-with white borders** as the type of document, and then select the following options:

   - **Print quality**: Normal, Best, or Max dpi

   - **Paper size**: The appropriate photo paper size

   - **Paper type**: The appropriate photo paper type

   - **Orientation**: Portrait or Landscape

3. Set the following options as appropriate on the **Features** and **Color** tabs:

   ● Photo fix options

   ● Advanced color options

   ● Color management

   ● Grayscale quality

4. Select any other desired print settings, and then click **OK**.

Printing a document

The steps to print a document vary depending on the software program. In general, follow this procedure to print a document.

> **NOTE** You can also access this feature from the **Printing Shortcuts** tab. Open the printer driver, select the **Printing Shortcuts** tab, and select the feature from the **What do you want to do?** drop-down list.

1. Open the file you wish to print.

2. Click **File**, and then click **Print**.

3. To print with the printer's default print settings, click **OK** or **Print**.

    -or-

    To change the print settings for the document, open the printer driver:

    For Windows: Click **Properties** or **Setup**.

    For Macintosh: Click **Print** or **Page Setup**.

    The path to the printer driver will vary depending on the software program.

4. Change any desired print settings and click **OK** or **Print**.

To find more specific printing instructions, see other sections in this section. Following are two additional references for printing documents:

●   For descriptions of the printer driver features, see Understanding smart software features.

●   To make print settings apply to all documents printed by the printer, see Changing print settings.

Printing with the front or rear manual feed slot

If you are printing one or just a few photos, envelopes, or sheets of paper, you can use the front manual feed slot and leave your regular media in the input tray.

The rear manual feed slot uses a straight paper path and is designed for printing single sheets on thick paper (up to 280 g/m^2) like cardstock and photo paper.

For information on media types and sizes supported by the manual feed slots, see Understanding specifications for supported media.

Printing from the manual feed slots is performed in two stages: 1) changing the software settings, and 2) loading the media. The following sections contain procedures for performing each stage.

> **NOTE**   If the duplex unit accessory is installed and you want to print using the rear manual feed slot, replace the duplex unit with the rear access panel.

Changing the software settings

For Windows:

1. Open the printer driver (see Printing a document).

2. Click the **Features** tab.

3. Select the manual feed option from the **Paper Source** drop-down list.

4. Change any other desired print settings and click **OK**.

5. Print your document.

For Macintosh:

1. Click **File**, and then click **Page Setup**.

2. Select the media size and click **OK**.

3. Click **File**, and then click **Print**.

4. Open the **Paper Type/Quality** panel.

5. Click the **Paper** tab and select the media type and source.

6. Change any other desired print settings and click **Print**.

Loading the front manual feed slot

NOTE If there are any printouts on the output tray, remove them before using the front manual feed slot.

1. Extend the output tray.
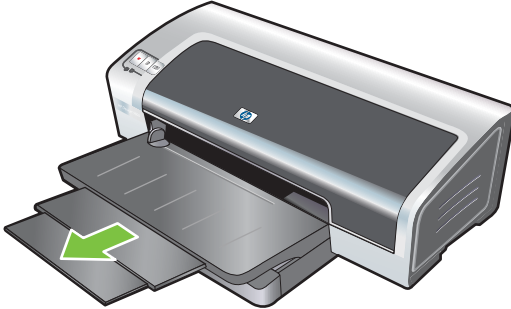
2. Slide the paper guide to the left to its outermost position.

3. Lift the clear plastic flap and insert the media into the narrow opening between the output tray and the plastic flap. Insert up to 10 sheets of paper or 5 cards or envelopes, *print-side down* into the right side of the slot until the media stops. Insert envelopes with the flaps facing up and to the right.

4. Slide the paper guide to the right until it stops at the edge of the paper.
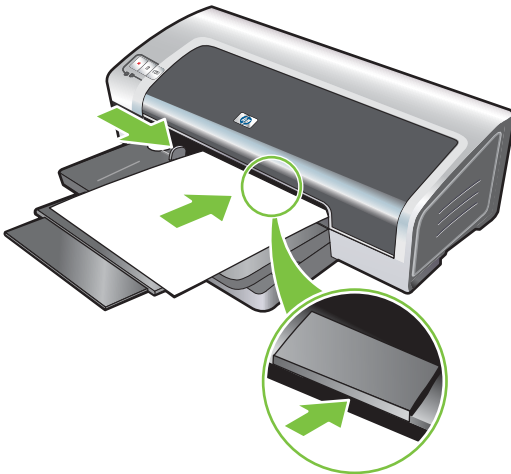
5. Press the Resume button to proceed with printing.

   To resume printing from the input tray, remove the paper from the front manual feed slot.

Loading the rear manual feed slot

1. Before you load the paper, adjust the paper guide to the size of paper you are printing by aligning it with the appropriate icon below the rear manual feed slot.

2. Insert a single sheet of paper **print-side up** into the left side of the rear manual feed slot. The printer grips the paper.
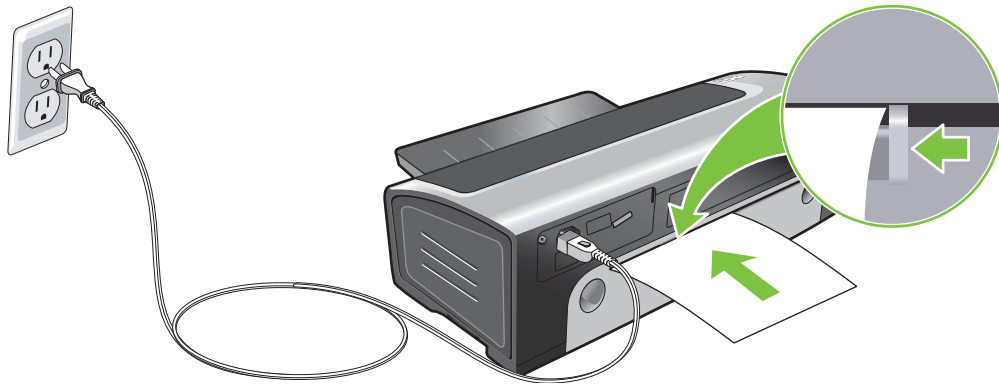
3. Press the Resume button to proceed with printing. If you are printing more than one page, press the Resume button after inserting each sheet of paper.

Printing on various media types

NOTE Use HP media for optimum print quality. These media types are specifically designed to work with your printer. See HP supplies and accessories for ordering information.

If you are printing transparencies, HP recommends removing each transparency as it prints and setting it aside to dry.

For Windows

1. Load the print media (see Loading media in the input tray).

2. Open the printer driver (see Printing a document).

3. Click the **Features** tab.

4. Select the media type from the **Paper Type** drop-down list.

5. Select the media size from the **Size** drop-down list.

6. Select the paper source from the **Paper Source** drop-down list.

7. Change any other desired print settings and click **OK**.

8. Print your document.

For Macintosh

1. Load the print media (see Loading media in the input tray).

2. Click **File**, and then click **Page Setup**.

3. Select the media size and click **OK**.

4. Click **File**, and then click **Print**.

5. Open the **Paper Type/Quality** panel.

6. Click the **Paper** tab and select the media type and source.

7. Change any other desired print settings and click **Print**.

Printing on custom-sized paper

NOTE The paper width must be between 76.2 and 330.2 mm (3 and 13 inches); the paper length must be between 127 and 1,270 mm (5 and 50 inches)

For Windows

1. Load the print media (see Loading media in the input tray).

2. Open the printer driver (see Printing a document).

3. Click the **Features** tab.

4. Select **Custom** in the **Size** drop-down list.

    If you are using Windows XP or Windows 2000, type a name and click **Save**.

5. In the custom paper size dialog box, type values for the width and length.

6. Choose any of the predefined names from the **Name** drop-down list and click **Save** to save the custom settings.

7. Click **OK**.

8. From the **Size** drop-down list, select the name of the custom paper size that you created .

9. Select the paper source from the **Paper Source** drop-down list.

10. Change any other desired print settings and click **OK**.

11. Print your document.

For Macintosh

1. Load the print media (see Loading media in the input tray).

2. Click **File**, and then click **Page Setup**.

3. From the **Paper Size** drop-down list, select **Custom Page Sizes**.

4. Click **+**, and then type values for the width, height, and margins.

5. Click **OK** and click **Save**.

6. Click **File**, and then click **Page Setup**.

7. Select the custom paper size just created and click **OK**.

8. Click **File** and click **Print**.

9. Change any other desired print settings and click **Print**.

Printing on envelopes

NOTE If you are printing one or just a few envelopes, you can use the front manual feed slot. See Printing with the front or rear manual feed slot.

Avoid using envelopes that have clasps or windows; have thick, irregular, or curled edges; are shiny or embossed; or are wrinkled, torn, or otherwise damaged.

1. Raise the output tray and remove any media from the input tray.

2. Insert up to 15 envelopes along the right side of the input tray, with the flaps facing up and to the right, until they stop.

3. Press the button on top of the paper width guide and slide the guide to the right until it stops at the edge of the envelopes.
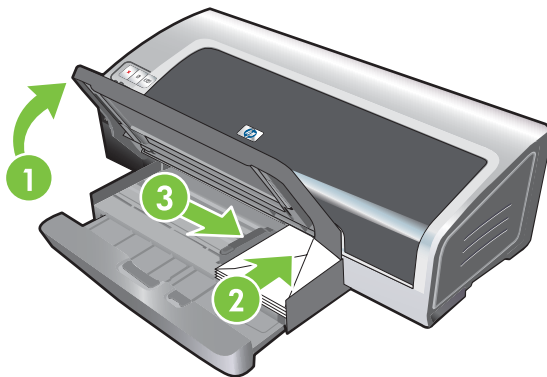
4. Press the input tray lock and retract the tray until it stops at the edge of the envelopes.

5. Lower the output tray.

6. **For Windows:**

   a. Open the printer driver (see Printing a document).

   b. Click the **Features** tab.

   c. Select the envelope size from the **Size** drop-down list.

   d. Change any other desired print settings and click **OK**.

   e. Print your file.

   For Macintosh:

   a. Click **File**, and then click **Page Setup**.

   b. Select the envelope size and click **OK**.

      c. Click **File** and then click **Print**.

      d. Change any other desired print settings and click **Print**.

7. **When you have finished printing, remove the remaining media:**

      a. Raise the output tray. Press the input tray lock and extend the tray.

      b. Remove the media and reload the desired media into the input tray (see Loading media in the input tray).

Printing on cards and smaller-sized media

> 📝 **NOTE** If you are printing on thick paper (such as cardstock), you can use the rear manual feed slot. See Printing with the front or rear manual feed slot.
>
> If you wish to print to the edge of the cards, see Printing borderless.

1. Raise the output tray and remove any media from the input tray.

2. Insert up to 60 cards, or a stack of media that does not exceed the height of the paper width guide, print-side down along the right side of the input tray until it stops.
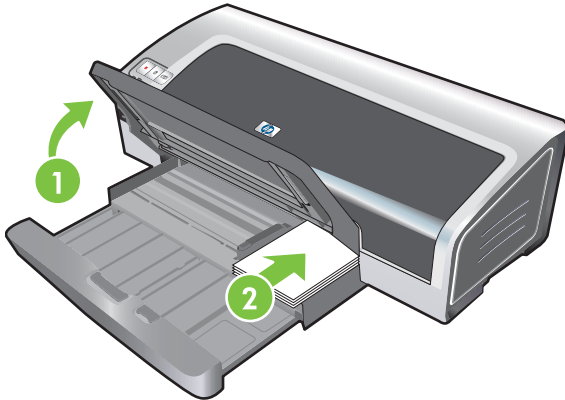
3. Open the small media guide by moving it 90° clockwise from the start position to the end position.

4. Press the button on top of the paper width guide and slide the guide to the right until it stops at the edge of the cards.
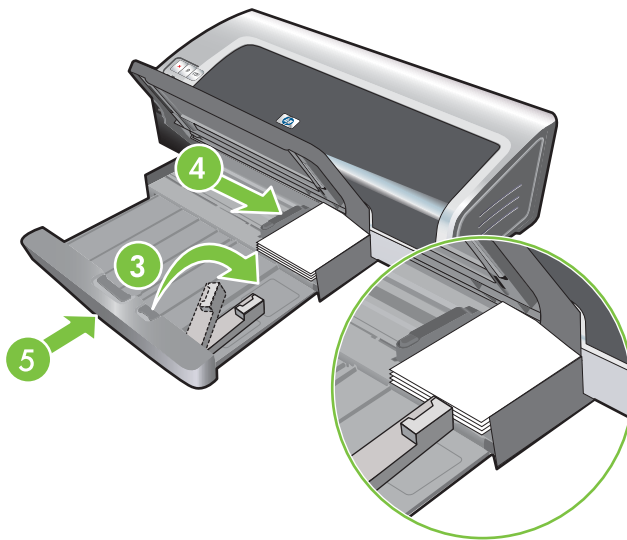
5. Press the input tray lock and retract the tray until the small media guide stops at the edge of the cards. As you retract the tray, the small media guide extends until it touches the edge of the media.

6. Lower the output tray.
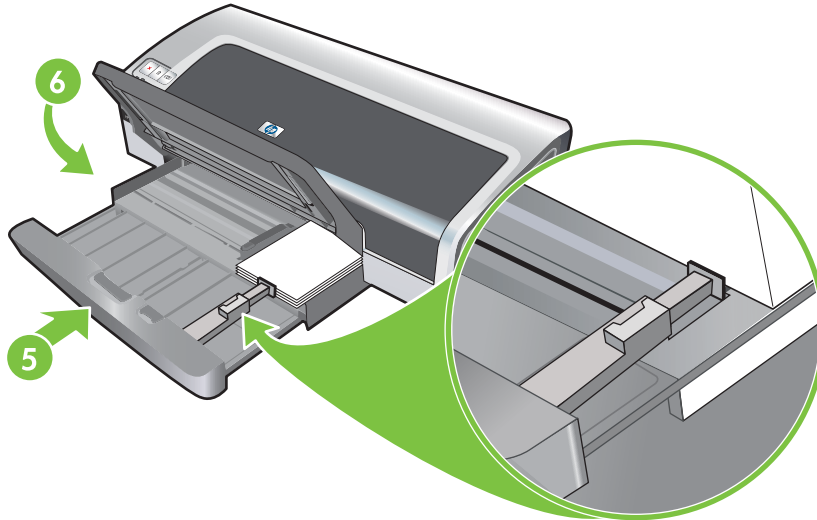
7. For Windows:

  a. Open the printer driver (see Printing a document).

  b. Click the **Features** tab.

  c. Select the size of the cards from the **Size** drop-down list.

  For instructions on printing custom-sized cards, see Printing on custom-sized paper.

  d. Select the paper type from the **Paper Type** drop-down list.

  e. Change any other desired print settings and click **OK**.

  f. Print your file.

For Macintosh:

  a. Click **File**, and then click **Page Setup**.

  b. Select the size of the cards and click **OK**.

  For instructions on printing custom-sized cards, see Printing on custom-sized paper.

  c. Click **File**, and then click **Print**.

  d. Open the **Paper Type/Quality** panel.

  e. Click the **Paper** tab and select the media type from the **Paper type** drop-down list.

  f. Change any other desired print settings and click **Print**.

8. When you have finished printing, remove the remaining media:

  a. Raise the output tray.

b. Press the input tray lock and extend the tray.
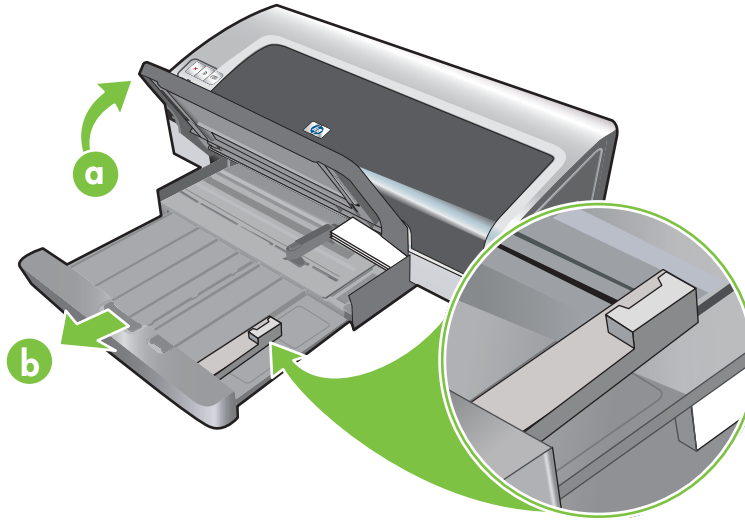
c. Close the small media guide by moving it 90° counterclockwise.

d. Eject the media by pulling out the small media ejector.

e. After removing the media, push the small media ejector back to the original position.
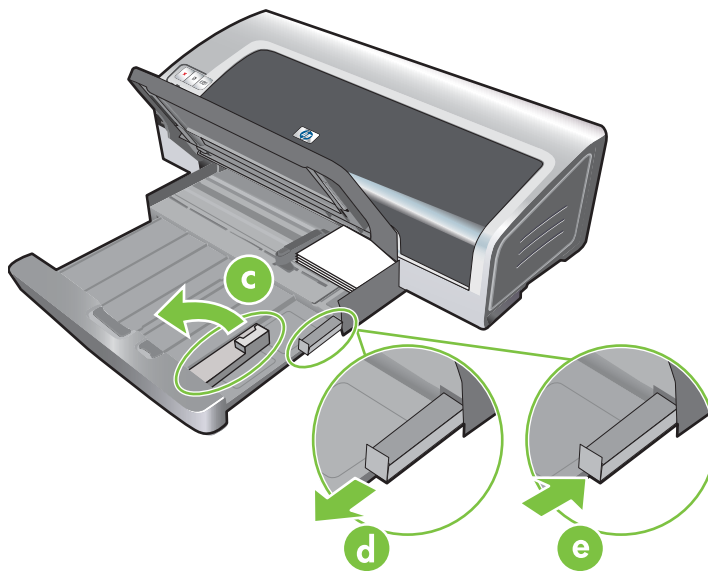
f. Reload the desired media into the output tray (see Loading media in the input tray).

Printing multiple pages on a single sheet of paper

You can print multiple pages of a document on a single sheet of paper. The printer software automatically resizes the document text and images to fit on the printed page.

For Windows

1. Load the appropriate paper (see Loading media in the input tray).

2. Open the printer driver (see Printing a document).

3. Click the **Features** tab.

4. Select the number of pages you want to appear on each sheet of paper from the **Pages Per Sheet** drop-down list.

5. If you want a border to appear around each page image printed on the sheet of paper, select the **Print Page Borders** check box.

6. Select a layout for each sheet of paper from the **Page Order** drop-down list.

7. Change any other desired print settings and click **OK**.

8. Print your document.

For Macintosh

1. Load the appropriate paper (see Loading media in the input tray).

2. Click **File**, and then click **Print**.

3. Open the **Layout** panel.

4. Select the number of pages you wish to appear on each sheet of paper from the **Pages per Sheet** drop-down list.

5. If you want a border to appear around each page image printed on the sheet of paper, select the required border from the **Border** drop-down list.

6. Change any other desired print settings and click **Print**.

Printing booklets

Booklet printing automatically arranges and resizes the pages of a document so when the document is folded into a booklet, the page order is correct.

Performing manual booklet printing

For Windows

1. Load the appropriate paper (see Loading media in the input tray).

2. Open the printer driver (see Printing a document).

3. Click the **Features** tab.

4. On the **Two-sided printing** drop-down list, select **Manual**.

5. Select **Flip Pages Up** to change the page orientation, if desired.

6. Select a booklet layout from the **Booklet Layout** drop-down list.

7. See Performing manual duplexing, steps 7 through 10.

Performing automatic booklet printing

You can print booklets automatically if a duplex unit is installed on the printer (see Installing the optional automatic two-sided printing accessory (duplex unit)).

> **NOTE** The duplex unit is an optional accessory that is available for the HP Photosmart Pro B8300 series printer. It can be purchased separately in some countries/regions (see HP supplies and accessories).
>
> For Windows 2000 and Windows XP, verify that the duplex unit is installed and that the auto-duplex feature is enabled. Open the print driver, select **Properties** and select **Device Settings**. Make sure that **Allow Manual Duplexing** is disabled.
>
> You can also access this feature from the **Printing Shortcuts** tab. Open the printer driver, select the **Printing Shortcuts** tab, and select the feature from the **What do you want to do?** drop-down list.

For Windows

1. Load the appropriate paper (see Loading media in the input tray).

2. Open the printer driver (see Printing a document).

3. Click the **Features** tab.

4. On the **Two-sided printing** drop-down list, select **Use Auto-Duplex Unit**.

5. Select **Preserve Layout**.

6. Select a binding option on the **Booklet Layout** drop-down list.

7. Change any other desired print settings and click **OK**.

8. Print your document.

For Macintosh

1. Load the appropriate paper (see Loading media in the input tray).

2. Click **File**, and then click **Print**.

3. Open the **Two-Sided Printing** panel.

4. Select **Print Both Sides**.

5. Select the desired binding orientation by clicking the appropriate icon.

6. Change any other desired print settings and click **Print**.

Printing posters

You can enlarge your document from a single page to multiple tiles that can be pasted together into a poster. You can use this feature to enlarge a single-page document to many tiles depending on the size of your document.

> **NOTE** You can also access this feature from the **Printing Shortcuts** tab. Open the printer driver, select the **Printing Shortcuts** tab, and select the feature from the **What do you want to do?** drop-down list.

For Windows

1. Load the appropriate media into the input tray (see Loading media in the input tray).

2. Open the printer driver (see Printing a document).

3. Click the **Advanced** tab.

4. In the **Poster Printing** drop-down list, select the number of sheets for your poster.

5. To print specific tiles in the poster, click **Select Tiles**.

6. Change any other desired print settings and click **OK**.

7. Print your document.

   After the sections of a poster have been printed, trim the edges of the sheets, then tape the sheets together.

Printing banners

You can print large images and bold, oversized fonts on continuous feeds of paper. Following are some guidelines for printing banners:

- Use HP banner paper for great results.

- Remove any perforated strips from the banner paper before loading it in the input tray.

- Input tray capacity: up to 20 continuous sheets.

For Windows

1. Load the appropriate media (see Loading media in the input tray).

   Make sure the unattached edge is on top of the paper stack pointing towards the printer.

2. If your software program includes a banner-printing feature, follow the instructions provided with the software program. Otherwise, follow the instructions below.

3. Open the printer driver (see Printing a document).

4. Click the **Features** tab.

5. Select the required banner size.

6. Select **HP Banner Paper** from the **Paper Type** drop-down list.

7. Change any other desired print settings and click **OK**.

8. Print your document.

For Macintosh

1. Load the appropriate media (see Loading media in the input tray).

   Make sure the unattached edge is on top of the paper stack pointing towards the printer.

2. If your software program includes a banner-printing feature, follow the instructions provided with the software program. Otherwise, follow the instructions below.

3. Click **File**, and then click **Page Setup**.

4. Select the correct banner paper size and click **OK**.

5. Click **File**, and then click **Print**.

6. Change any other desired print settings and click **Print** to print your document.

Printing labels

Following are guidelines for printing labels:

- Use only paper labels that are designed specifically for your printer.
- Use only full sheets of labels.
- Verify that the labels are not sticky, wrinkled, or pulling away from the protective backing.
- Do not use plastic or clear labels. The ink will not dry on these labels.
- Input tray capacity: up to 20 continuous sheets.

For Windows

1. Fan the edges of the label sheets to separate them, and then align the label edges.
2. Load up to 20 label sheets, label side down, in the input tray (see Loading media in the input tray).
3. Open the printer driver (see Printing a document).
4. Click the **Features** tab.
5. Select A4 or US Letter paper size.
6. Select **HP Labels, Glossy**, or **HP Labels, Matte**.
7. Ensure the option to print on both sides is cleared.
8. Change any other desired print settings and click **OK**.
9. Print your document.

For Macintosh

1. Fan the edges of the label sheets to separate them, and then align the label edges.
2. Load up to 20 label sheets, label side down, in the input tray (see Loading media in the input tray).
3. Click **File**, and then click **Page Setup**.
4. Select A4 or US Letter paper size and click **OK**.
5. Click **File**, and then click **Print**.
6. Open the **Paper Type/Quality** panel.
7. Select **Automatic** or the appropriate paper type.
8. Change any other desired print settings and click **Print**.

Printing iron-on transfers

Following are guidelines for printing iron-on transfers:

- Use HP iron-on t-shirt transfer paper for great results.

- When printing a mirror image, the text and pictures are horizontally reversed from what appears on the computer screen.

- Input tray capacity: up to 20 sheets.

- Iron-on transfers are available in Windows only.

To print iron-on transfers

1. Load iron-on transfer paper in the input tray print-side down (see Loading media in the input tray).

2. If your software program includes an iron-on transfer feature, follow the instructions provided with the software program. Otherwise, follow the instructions below.

3. Open the printer driver (see Printing a document).

4. Click the **Features** tab.

5. Select **HP Iron-On Transfer** from the **Paper Type** drop-down list.

6. Click the **Advanced** tab.

7. Set **Mirror Image** to **On**.

8. Change any other desired print settings and click **OK**.

9. Print your document.

Printing on both sides (duplexing)

This section contains guidelines and procedures for printing on both sides of the media.

Guidelines for printing on both sides of the paper

- Always use media that conforms to the printer specifications. See Understanding specifications for supported media for sizes and types of media supported by the duplex unit. For unsupported media types, print on both sides manually.

- Increasing the dry time may prevent ink smudges when printing on both sides.

  For Windows, adjust the ink drying time on the **Advanced** tab in the printer driver.

  For Macintosh, adjust the ink drying time by clicking the **Ink** tab in the **Paper Type/Quality** panel.

- For best results, do not print on paper heavier than 135 g/m^2 (36 lb bond), on both sides of labels or transparencies, or on both sides of pages that are covered densely with ink. Jams can occur when using these types of media for printing on both sides, and damage to the printer can occur when printing on both sides of labels.

- Specify duplex options in your application or in the printer driver.

- Do not print on both sides of transparencies, banner media, envelopes, photo paper, glossy media, or paper lighter than 16 lb bond (60 g/m^2) or heavier than 24 lb bond (90 g/m^2). Jams might occur with these media types.

- Several kinds of media require a specific orientation when you print on both sides of a page, such as letterhead, preprinted paper, and paper with watermarks and prepunched holes. When you print from a computer running Windows, the printer prints the first side of the media first. When you print from a computer using the Macintosh, the printer prints the second side first. Load the media with the front side facing down.

- When printing finishes on one side of the media, the printer holds the media and pauses while the ink dries. Once the ink dries, the media is pulled back into the printer and the second side is printed. When printing is complete, the media is dropped onto the output tray. Do not grab it before printing is complete.

- You can print on both sides of supported custom-sized media by using the printer's manual duplex capabilities. (For a list of supported custom-sized media, see Understanding specifications for supported media.)

> **NOTE** You can also access this feature from the **Printing Shortcuts** tab. Open the printer driver, select the **Printing Shortcuts** tab, and select the feature from the **What do you want to do?** drop-down list.

See the following sections for printing instructions:

- Performing manual duplexing
- Performing auto-duplexing

Performing manual duplexing

You can print on both sides of a sheet of paper by manually turning the paper over and feeding it into the printer again.

For Windows

1. Load the appropriate paper (see <u>Loading media in the input tray</u>).

2. Open the printer driver (see <u>Printing a document</u>).

3. Click the **Features** tab.

4. On the **Two-sided printing** drop-down list, select **Manual**.

5. Select **Flip Pages Up** to change the page orientation, if desired.

6. Select a booklet layout from the **Booklet Layout** drop-down list, if you want one.

7. If you are using the manual feed slot, select **Manual Feed** in the **Paper Source** drop-down list. Change any other appropriate print settings and click **OK**.

8. Print your document.

9. After one side of the page is printed, follow the onscreen instruction to reload the printed pages to print on the other side of the paper. If you are printing from the rear manual feed slot, ignore the onscreen instruction and go to step 10.

10. If you are printing from the rear manual feed slot, maintaining the order of the printed pages, reinsert the pages one at a time, last printed page first, with the printed side facing down, and press the **Resume** button.

> **NOTE** The direction to reload the printed pages depends on whether you have selected the **Flip Pages Up** option.
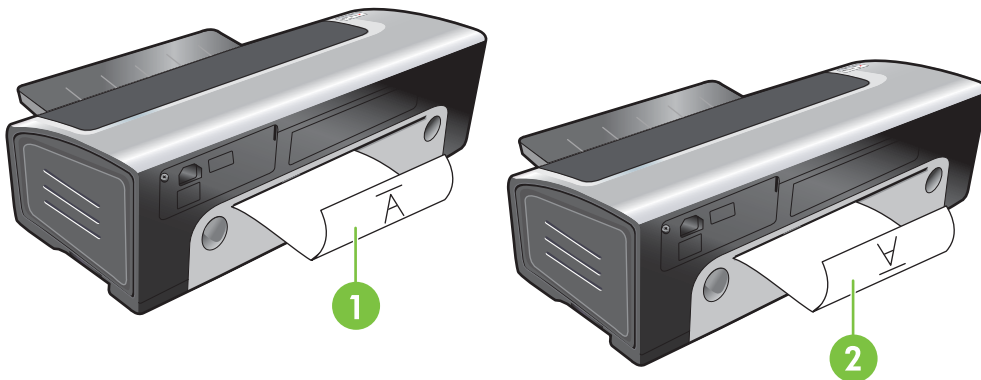
| 1 | If you have selected **Flip Pages Up**, reinsert one page at a time, printed side down and reversed, with the blank side facing up. |

| 2 | If you have *not selected* **Flip Pages Up**, reinsert one page at a time, printed side down and forward, with the blank side facing up. |

Performing auto-duplexing

You can print on both sides of a sheet of paper automatically if a duplex unit is installed on the printer (see <u>Installing the optional automatic two-sided printing accessory (duplex unit)</u>).

NOTE The duplex unit is an optional accessory that is available for the HP Photosmart Pro B8300 series printer. It may be purchased separately in some countries/regions (see HP supplies and accessories.)

To make automatically printing on both sides the default setting for your printer, see Changing print settings.

You can also access this feature from the **Printing Shortcuts** tab. Open the printer driver, select the **Printing Shortcuts** tab, and select the feature from the **What do you want to do?** drop-down list.

For Windows 2000 and Windows XP, verify that the duplex unit is installed and that the auto-duplex feature is enabled. Open the print driver, select **Properties**, and then select **Device Settings**. Be sure **Allow Manual Duplexing** is disabled.

Advantages of using the duplex unit

- Print on both sides of a page without manually reloading the page.

- Print long documents quickly and efficiently.

- Use less paper by printing on both sides of paper.

- Create professional-looking brochures, reports, newsletters, and other special items.

NOTE After the first side of the page is printed, the printer pauses while the ink dries. Once the ink is dry, the paper is pulled back into the duplex unit and the reverse side of the page is printed.

For Windows

1. Load the appropriate paper (see Loading media in the input tray).

2. Open the printer driver (see Printing a document).

3. Click the **Features** tab.

4. In the **Two-sided printing** drop-down list, select **Use Auto-Duplex Unit**.

5. To automatically resize each page to match the document's onscreen layout, select **Preserve Layout**. Clearing this option may result in unwanted page breaks.

6. Select **Flip Pages Up** to change the page orientation, if desired.

7. Choose a booklet layout from the **Booklet Layout** drop-down list, if desired.

8. Change any other desired print settings and click **OK**.

9. Print your document.

For Macintosh

1. Load the appropriate paper (see Loading media in the input tray).

2. Click **File**, and then click **Print**.

3. Open the **Two-Sided Printing** panel.

4. Select **Print Both Sides**.

5. Select the desired binding orientation by clicking the appropriate icon.

6. Change any other desired print settings and click **Print**.

Cancelling a print job

You can cancel a print job using one of the following methods:

- **Control panel**: Press the Cancel button. This will clear the job that the printer is currently processing. It does not affect jobs waiting to be processed.

- **Windows**: Double-click the printer icon that appears in the lower right corner of the computer screen. Select the print job, and then press the Delete key on the keyboard.

- **Macintosh**: Click the **Printer Setup Utility** icon, and then double-click the printer icon. Select the print job and click **Delete**.

5 Using the Toolbox

This section contains the following information:

- [Toolbox overview](#)
- [Printer Status tab](#)
- [Information tab](#)
- [Printer Services tab](#)
- [Using the HP Printer Utility (Macintosh)](#)

Toolbox overview

The Toolbox provides status and maintenance information about your printer. It also provides access to documentation and online help tools for solving printer problems.

📝 **NOTE** The Toolbox is available for Windows only. For Macintosh, see Using the HP Printer Utility (Macintosh).

To open the Toolbox:

1. Click the **Start** menu.

2. Select the **Printer and Faxes** settings.

3. Right-click the **HP Photosmart Pro B8300 series** icon, and select **Printer Preferences**.

Printer Status tab

The **Printer Status** tab displays ink level information for each print cartridge and also printer status.

The printer selection drop-down list lets you select the printer you wish to use with the Toolbox utilities. It lists printers that are compatible with the Toolbox. The status window displays messages related to current printer status, such as *Printing job*, *Top cover open*, and *Print cartridge empty*.

Click this button...	To...
Ink Cartridge Information	Display the order numbers for the print cartridges compatible with the printer.
Supplies Information	View information on HP supplies, as well as ordering information.
Preferences	Open a dialog box where you can select the types of printer error or warning messages that will appear on your computer screen when problems occur. You can choose to be notified by an audio alert when this happens. You can also choose to enable myPrintMileage AutoSend, which will provide you with a closer forecast of your printer usage in the myPrintMileage Web site.

Information tab

Use the **Information** tab to register the printer and display printer hardware information. This tab also provides access to online troubleshooting through HP Instant Support, as well as information about your printer usage, using the printer, troubleshooting, and contacting HP.

Click this button...	To...
myPrintMileage	Access the myPrintMileage Web site and your printer usage information. You must have Internet access to perform this operation.
Printer Hardware	Display the printer model and firmware version number.
HP Instant Support	Access the HP Instant Support Web site for support services and troubleshooting tips. You must have Internet access to perform this operation.
Register Your Printer	Register your printer online. You must have Internet access to perform this operation.
How Do I...	Display help for performing common printer tasks.
Troubleshooting	View help for solutions to common printer problems such as paper jams or software installation issues, and printing problems such as borderless or photo printing problems.
Contact HP	Obtain information on how to contact HP.

HP Instant Support

HP Instant Support is a suite of Web-based troubleshooting tools. HP Instant Support helps you quickly identify, diagnose, and resolve printing problems.

HP Instant Support provides the following information about your device:

- Easy access to troubleshooting tips

  Provides tips that are customized for your device.

- Resolution of specific device errors

  Provides immediate access to information that can help you resolve error messages specific to your device.

  To see a description of the problem, and recommendations for solving or preventing the problem, click the link within the message. To see a list of past device errors, click **Alerts** on the left side of the HP Instant Support page.

- Notification of device driver and firmware updates

  Alerts you when a firmware or driver update is available. A message appears on the HP Instant Support homepage. Click the link within the message to go directly to the download section of the HP Web site.

- Obtaining support services

  Provides a list of the support services that are available for your device.

- Managing ink and media usage (myPrintMileage)

Helps you manage and forecast printer supplies usage.

● Self diagnostic testing for your device

Runs a diagnostic test of your device. Select **Printer** on the **Self Help** menu on the Instant Support page to start diagnosing the devices. HP Instant Support checks the computer, and a list of configured devices appears. When you select the device that you want to diagnose, HP Instant Support can help you with such tasks as making sure that you have the latest device driver available and gaining access to reports about the device status and detailed device-diagnostic information.

If any errors are detected during this process, you are given the option to perform updates to the device drivers or to perform detailed diagnostic tests on the device.

● HP expert help online (Active Chat)

Provides personalized help from an HP support expert over the Web at any time. Simply submit a question or a description of your problem. Your recent device history, system configuration, and any actions that you have attempted are automatically forwarded to HP (upon your approval) so that you will not need to describe the problem again. An HP support expert will respond online to solve your problem through a real-time Web chat.

● Knowledge database

Use the HP knowledge database to quickly find answers to your questions.

Security and privacy

When you use HP Instant Support, detailed device information, such as the serial number, error conditions, and status, is sent to HP. HP respects your privacy and manages this information according to the guidelines that are outlined in the HP Online Privacy Statement (http://www.hp.com/country/us/eng/privacy.htm).

NOTE To view all of the data that is sent to HP, select **Source** (for Internet Explorer) or **Page Source** (for Netscape) from the **View** menu in your Web browser.

To gain access to HP Instant Support

Use the Toolbox (Windows) to access HP Instant Support. In Toolbox, click the **Information** tab, and then click **HP Instant Support**.

NOTE Do not bookmark the Web pages that are used to open HP Instant Support. If you bookmark the site and connect to it by using the bookmark, the pages will not contain the current information.

myPrintMileage

myPrintMileage is a service that HP provides to help you keep track of your device usage to help you forecast device usage and plan the purchase of supplies. It consists of two parts:

● myPrintMileage Web site

● myPrintMileage AutoSend, a utility that periodically updates the device usage information on the myPrintMileage Web site

To use myPrintMileage, you must have the following:

- Toolbox (Windows) installed
- Internet connection
- Device connected

> **NOTE** HP recommends that you enable myPrintMileage to send data for three to six months to allow a meaningful amount of data to accumulate on the myPrintMileage Web site.
>
> To use the Print accounting features, you must register for the service through the myPrintMileage site.

On the myPrintMileage Web site, you can see the following items:

- Print analysis, such as the amount of ink you have used, whether you use more black or color ink, and the estimated number of pages you can print with the remaining amount of ink.
- Print accounting, which allows you to generate reports showing usage data, cost per page, or cost per job for a specific time period; export this data as Microsoft Excel spreadsheet files; and configure the e-mail alerts and notifications to receive print accounting reports.

To gain access to myPrintMileage

▲ From the Toolbox (Windows): On the **Information** tab, click **myPrintMileage**, and then follow the onscreen instructions.

    -or-

From the Windows taskbar: Right-click the **Toolbox** icon, click **myPrintMileage**, and then select **View my print usage**.

How Do I...

The following list contains common printer tasks. Click an item in the list to get step-by-step help with that task:

- Changing print settings
- Cancelling a print job
- Clearing jams
- Loading media in the input tray
- Printing on various media types
- Printing on cards and smaller-sized media
- Printing digital photographs
- Printing borderless
- Printing with the front or rear manual feed slot
- Installing the optional automatic two-sided printing accessory (duplex unit)
- Inserting the print cartridges

- [Aligning the print cartridges](#)

- [Cleaning the print cartridges](#)

- [Understanding the printer lights](#)

- [Ordering printing supplies through the Toolbox](#)

Printer Services tab

The **Printer Services** tab provides utilities that help you maintain and test your printer. You can align and clean your print cartridges, or print a demo page.

Click this button...	To...
Align Print Cartridges	Align the print cartridges. See <u>Aligning the print cartridges</u> for more information.
Clean Print Cartridges	Clean the print cartridges. See <u>Cleaning the print cartridges</u> for more information.
Calibrate Color	Balance color tints on printed pages. See <u>Calibrating the color</u> for more information.
Print a Demo Page	Send a demo page to the printer to verify that the printer is connected to the computer correctly and is working properly.

Using the HP Printer Utility (Macintosh)

The HP Printer Utility contains tools to calibrate the printer, clean the print cartridges, print a test page, print a configuration page for the printer, and find Web site support information.

Opening the HP Printer Utility

1. Double-click the **Macintosh HD** icon on the desktop.

2. Select **Applications**, select **Utilities**, and then select **HP Printer Selector**.

3. Select **Photosmart Pro B8300 series** and click **Launch Utility**.

Viewing the HP Printer Utility panels

The following options are available on the HP Inkjet Toolbox Panel menu:

*   **Sample Page**: Prints a sample page to view the print output quality.

*   **Supplies Status**: Shows print-cartridge ink levels.

*   **Test**: Prints a test page or a configuration page.

*   **Clean**: Cleans the print cartridges.

*   **Align**: Aligns the print cartridges.

*   **Color Calibration**: Adjusts color to correct tint problems. Color calibration only occurs when the color and photo print cartridges are installed.

*   **Supply Info**: Shows print-cartridge replacement information.

*   **HP Support**: Provides access to the HP Web site where you can register the printer and find support for the printer and information about HP products and supplies.

6 Troubleshooting

This section contains the following information:

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Troubleshooting tips and resources

- For a paper jam problem, see Clearing jams.

- For paper-feed problems, such as the paper skew, see Resolving paper-feed problems.

Some printer problems can be resolved by resetting the printer.

To reset the printer

1. Press the Power button to turn off the printer.

2. Disconnect the power cord from the printer.

3. Wait about 20 seconds, and then reconnect the power cord.

4. Press the Power button to turn on the printer.

General troubleshooting tips

Ensure the following:

- Power light is on and not blinking. When the printer is first turned on, it takes approximately 45 seconds to warm up.

- Make sure the printer is in the Ready state. If lights are on or blinking, see Printer lights reference.

- No error messages appear on the computer screen.

- Power cord and other cables are working and firmly connected to the printer. Make sure the printer is connected firmly to a functioning alternating current (AC) power outlet and is turned on. See Printer specifications and Declaration of Conformity for voltage requirements.

- Media is loaded correctly in the tray and is not jammed in the printer.

- Print cartridges are properly installed in their correct color-coded slots. Press down firmly on each one to ensure proper contact. Ensure you have removed the tape from each print cartridge.

- Print cartridge cradle latches and all covers are closed. See Inserting the print cartridges.

- Rear access panel or duplex unit is locked into place.

- All packing tapes and materials are removed from the printer.

- Printer can print a diagnostics page. See Printing a diagnostics page.

- Printer is set as the current or default printer. For Windows, set the printer as the default in the Printers folder. For Mac OS, set the printer as the default in the Printer Setup Utility. See your computer's documentation for more information.

- **Pause Printing** is not selected if you are using a computer running Windows.

- You are not running too many programs when you are performing a task. Close programs that you are not using or restart the computer before attempting the task again.

Printing a demo page

Printing a demo page without being connected to a computer verifies whether the printer is set up correctly.

1. Make sure the printer is turned on.

2. Press and hold the Resume button for a few seconds.

    The printer prints a demo page.

Printing a diagnostics page

This page is useful to HP Technical Support if you have a printer problem.

1.   Make sure the printer is turned on.

2.   Press and hold the Power button, press the Resume button four times, and then release the Power button.

   The printer prints a diagnostic page.

NOTE   You can also print a diagnostics page from the printer driver. Right-click the printer icon. Select **Printing Preferences**. On the **Services** tab, click **Print Configuration Page**.

Resolving printing problems

Printer shuts down unexpectedly

Check power and power connections

Make sure the printer is connected firmly to a functioning alternating current (AC) power outlet. See Printer specifications and Declaration of Conformity for voltage requirements.

Check printer vents

The printer vents are located on the sides of the printer. If the vents are covered and the printer overheats, the printer automatically turns off. Make sure the vents are not covered and the printer is in a cool, dry location. See Printer specifications and Declaration of Conformity for the required operating environment for the printer.

All printer lights are blinking

A non-recoverable error has occurred.

Reset the printer. See To reset the printer.

If the problem persists, contact HP. See Customer support and warranty.

Printer is not responding (nothing prints)

Check printer setup

See Troubleshooting tips and resources.

Check the print cartridge initialization

When print cartridges are installed or replaced, the printer automatically prints an alignment page to align the print cartridges. This process takes about seven minutes. Until this process is complete, only the automatic alignment page can be printed.

Check the printer software installation

Make sure the printer is connected firmly to a functioning alternating current (AC) power outlet and is turned on. See Printer specifications and Declaration of Conformity for voltage requirements.

Check cable connections

Make sure both ends of the USB cable are secure.

If the printer is connected to a network, check the following:

- Make sure you are not using a phone cord to connect the printer.

- The network hub, switch, or router is on and working properly.

Check printer setup for network environment

Ensure the correct printer driver and printer driver port are being used. For more information about network connections, see Configuring the printer (Windows), Configuring the printer (Mac OS), or the documentation provided by your network vendors.

Check any personal firewall software installed on the computer

The personal software firewall is a security program that protects a computer from intrusion. However, the firewall might block communication between the computer and the printer. If there is a problem communicating with the printer, try temporarily disabling the firewall. If the problem persists, the firewall is not the source of the communication problem. Re-enable the firewall.

If disabling the firewall allows you to communicate with the printer, you might want to assign the printer a static IP address and re-enable the firewall.

Printer does not accept a print cartridge

Print cartridge does not fit the printer

Verify that the print cartridge is in the correct print cartridge cradle. The symbol on the print cartridge and the print cartridge latch should match.

Printer does not recognize the print cartridge

Verify that the nozzle protective tape has been removed from the cartridge and that the cartridge is properly installed with the latch closed. See Inserting the print cartridges.

Clean the print cartridge contacts

Complete the print cartridge cleaning procedure. See Cleaning the print cartridges.

Remove the print cartridge and ensure the print cartridge latch is closed. Turn off the printer without the print cartridge installed. Restart the printer and reinsert the print cartridge (see Inserting the print cartridges).

After removing the print cartridge, turn the printer off, and then turn on the printer without the print cartridge installed. After the printer has restarted, reinsert the print cartridge.

The printer is rejecting the pen

Poor contact between the print cartridges and print cartridge cradles may cause the pen to be rejected. When this occurs, try cleaning the electrical contacts on the print cartridges and print cartridge cradles:

1. Remove the print cartridge from the printer (see Inserting the print cartridges).
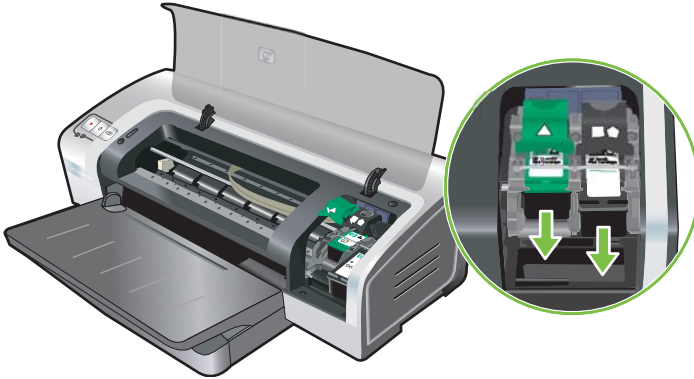
2. Clean the electrical contacts on the print cartridge cradle with a dry cotton swab.
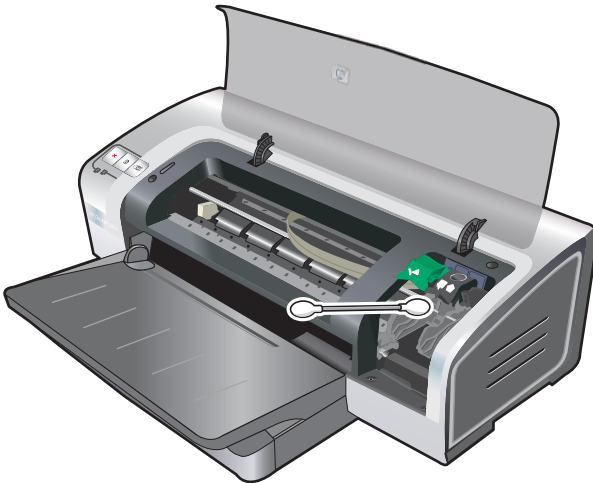
3. Carefully clean the electrical contacts on the print cartridge with a soft, dry, lint-free cloth.

⚠ **CAUTION**   To prevent damage to the electrical contacts, you should wipe the contacts only once. Do not wipe the ink nozzles on the print cartridge.
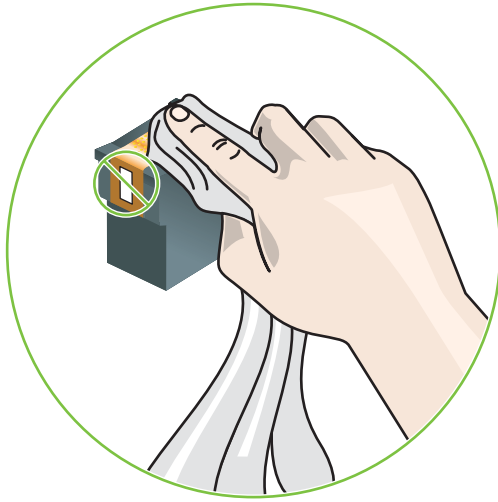
4. Reinstall the print cartridge.

Printer takes a long time to print

Check the system configuration

Make sure the computer meets the minimum system requirements for the printer. See Printer specifications and Declaration of Conformity.

Verify the number of software programs running on the computer

Too many programs may be running at the same time. Close all unused software programs.

Check the printer software settings

The printer prints more slowly when Best or Maximum dpi is selected as the print quality. To increase the print speed, select different print settings in the printer driver. See Changing print settings.

A large file is printing

It is normal for a large file to take a long time to print.

The printer may be in Ink-backup Printing Mode

The printer enters **Ink-backup Printing Mode** when one of the print cartridges is removed. Replace the missing print cartridge with a new one. See Changing print settings.

Blank page printed

Check for empty print cartridges

If you are printing text and a blank page prints, the print cartridges might be empty. See Inserting the print cartridges.

If the Toolbox is installed, check the ink levels of the print cartridges from the **Estimated Ink Level** tab.

You may be printing in **Ink-backup Printing Mode**. The printer enters **Ink-backup Printing Mode** when one of the print cartridges is empty or removed. Replace the missing print cartridge with a new one.

The protective tape on the print cartridge nozzle has not been removed.

Verify the clear protective tape is removed from the print cartridge nozzle (see Inserting the print cartridges).

Check media settings

- Make sure you select the correct print quality settings in the printer driver for the media loaded in the tray. For example, Maximum dpi is only available for photo paper and cannot be used with other media types.

- Make sure the page settings in the printer driver matches the width of media loaded in the tray. See Changing print settings.

Something on the page is missing or incorrect

Check margin settings

Make sure the margin settings for the document do not exceed the printable area of the printer. See Setting minimum margins.

The printer may be in Ink-backup Printing Mode

The printer enters **Ink-backup Printing Mode** when one of the print cartridges is removed. Replace the missing print cartridge with a new one (see Inserting the print cartridges).

Verify the ink levels of the print cartridges

One of the print cartridges may be low on ink. To view the ink levels, print a diagnostics page (see Printing a diagnostics page). (For Windows, if the Toolbox is installed, you can find ink-level information by clicking the **Estimated Ink Level** tab.) If the print cartridge is low on ink, replace it (see Inserting the print cartridges).

The print cartridges may need to be cleaned

Perform the auto-clean procedure (see Cleaning the print cartridges).

Check color print settings

Make sure **Print in Grayscale** is not selected in the printer driver.

Check the print location and length of USB cable

High electromagnetic fields (such as those generated by USB cables) can sometimes slightly distort printouts. Move the printer away from the source of the electromagnetic fields. Also, it is recommended that you use a USB cable that is less than 3 meters (9.8 feet) long to minimize the effects of these electromagnetic fields.

Placement of the text or graphics is wrong

Check how the media is loaded

Make sure the media width and length guides fit snugly against the edges of the stack of media, and make sure the tray is not overloaded. See Loading media in the input tray.

Check the media size

- Content on a page might be cut off if the document size is larger than the media that you are using.

- Make sure the media size selected in the printer driver matches the size of media loaded in the tray. See Changing print settings.

- If you are using a computer running Windows, select **Emulate LaserJet Margins** in the printer driver to scale the document to fit the media size currently selected. See Changing print settings.

Check margin settings

If the text or graphics are cut off at the edges of the page, make sure the margin settings for the document do not exceed the printable area of your printer. See Setting minimum margins.

Check the page-orientation setting

Make sure the media size and page orientation selected in the application match the settings in the printer driver. See Changing print settings.

Check the printer location and length of USB cable

High electromagnetic fields (such as those generated by USB cables) can sometimes slightly distort printouts. Move the printer away from the source of the electromagnetic fields. Also, it is recommended that you use a USB cable that is less than 3 meters (9.8 feet) long to minimize the effects of these electromagnetic fields.

If the above solutions do not work, the problem may be caused by the inability of the application to interpret print settings properly. See the release notes for known software conflicts; or refer to the application's documentation, or contact the software manufacturer for specific help.

Poor print quality and unexpected printouts

This section provides solutions to print quality problems.

- Poor quality printouts
- Meaningless characters print
- Ink is smearing
- Ink is not filling the text or graphics completely
- The print settings may need to be changed
- Output is faded or dull colored
- Colors are printed as black and white
- Wrong colors are printing
- Printout shows bleeding colors
- Colors do not line up properly
- Lines or dots are missing from text or graphics

Poor quality printouts

Check the print cartridges

Replace any clogged print cartridges (see Using the print cartridges), and try to print again.

The printer may be in Ink-backup Printing Mode

The printer enters **Ink-backup Printing Mode** when one of the print cartridges is empty or removed. Replace the missing print cartridge with a new one (see Inserting the print cartridges).

Verify the ink levels of the print cartridges

One of the print cartridges may be low on ink. To view the ink levels, print a diagnostics page (see Printing a diagnostics page). (For Windows, if the Toolbox is installed, you can find ink-level information by clicking the **Estimated Ink Level** tab. For Macintosh, open the ink level panel from HP Inkjet Toolbox.) If the print cartridge is low on ink, replace it (see Inserting the print cartridges).

The print cartridges may need to be cleaned

Perform the auto-clean procedure (see Cleaning the print cartridges).

Check the paper quality

The paper might be too moist or too rough. Make sure the media used meets HP specifications (see Selecting print media), and try to print again.

Check the type of media loaded in the printer

- Make sure the tray supports the type of media you have loaded. See Understanding specifications for supported media.

- Make sure you have selected the tray in the printer driver that contains the media you want to use. See Changing print settings.

Check rollers in the printer

The rollers in the printer might be dirty, causing lines or smudges to appear on your printout. Turn off the printer, disconnect the power cord, clean the rollers in the printer with isopropyl alcohol on a lint-free cloth, and try to print again.

Check the printer location and length of USB cable

High electromagnetic fields (such as those generated by USB cables) can sometimes slightly distort printouts. Move the printer away from the source of the electromagnetic fields. Also, it is recommended that you use a USB cable that is less than 3 meters (9.8 feet) long to minimize the effects of these electromagnetic fields.

Meaningless characters print

If an interruption occurs to a job that is printing, the printer might not recognize the rest of the job.

Cancel the print job and wait for the printer to return to the ready state. If the printer does not return to the ready state, cancel all jobs, and wait again. When the printer is ready, resend the job. If prompted by the computer to retry the job, click **Cancel**.

Check the cable connections

Make sure the USB cable connections at both ends are secure. If the problem persists, turn off the printer, disconnect the cable from the printer, turn on the printer without connecting the cable, and delete any remaining jobs from the print spooler. When the Power light is on and not flashing, reconnect the cable.

Check the document file

The document file may be damaged. If you can print other documents from the same application, try printing a backup copy of your document, if available.

Ink is smearing

Check print settings

- When you print documents that use much ink, allow more time to dry before handling the printouts. This is especially true for transparencies. In the printer driver, select the **Best** print quality.

- Color documents that have rich, blended colors can wrinkle or smear when printed using the **Best** print quality. Try using the other print mode such as **Draft** to reduce ink, or use HP Premium Paper designed for printing vivid color documents. See Changing print settings.

Check the media type

Some types of media do not accept ink well. Ink will dry more slowly and smearing may occur. See Selecting print media.

Check the margin settings

- If you are using a computer running Windows, make sure the **Minimize Margins** option is not selected. See Changing print settings.

  📝 **NOTE** You can also access this feature from the **Printing Shortcuts** tab. Open the printer driver, select the **Printing Shortcuts** tab, and select the feature from the **What do you want to do?** drop-down list.

- Increase the margins in your document. For more information, see the documentation included with your software application.

Ink is not filling the text or graphics completely

The printer may be in Ink-backup Printing Mode

The printer enters **Ink-backup Printing Mode** when one of the print cartridges is empty or removed. Replace the missing print cartridge with a new one (see Inserting the print cartridges).

Verify the ink levels of the print cartridges

One of the print cartridges may be low on ink. To view the ink levels, print a diagnostics page (see Printing a diagnostics page). If the Toolbox is installed, you can find ink-level information by clicking the **Estimated Ink Level** tab. If the print cartridge is low on ink, replace it (see Inserting the print cartridges).

The print cartridges may need to be cleaned

Perform the auto-clean procedure (see Cleaning the print cartridges).

Check the media type

Some types of media do not accept ink well. Ink will dry more slowly and smearing may occur. See Selecting print media.

The print settings may need to be changed

Increase the print settings to a higher quality mode (for example, **Draft** to **Normal**, or **Normal** to **Best**).

Output is faded or dull colored

Check the print mode

The **FastNormal** and **Draft** modes in the printer driver allow you to print at a faster rate. They are good for printing drafts. To get better results, select **Normal** or **Best**. See Changing print settings.

You may not be using the best print cartridge for the project

For best results, use the HP Photo or HP Gray Photo print cartridges to print color or black and white photos, and use the HP black print cartridge to print text documents.

Check the paper type setting

When printing on transparencies or other special media, select the corresponding media type in the printer driver. See Printing on custom-sized paper.

Check the print cartridges

If lines in the text or image are broken or do not print properly, one or more of the ink cartridges may have run out of ink or are defective. Print a diagnostics page to review the performance of the print cartridges (see Printing a diagnostics page). If necessary, clean the print cartridges (see Cleaning the print cartridges), or replace the cartridges with new ones (see Inserting the print cartridges).

Colors are printed as black and white

Check the print settings

Make sure **Print in Grayscale** is not selected in the printer driver.

The printer is printing in Ink-backup Printing Mode

If the printer is printing in Ink-backup Printing Mode using a photo, black, or gray photo cartridge, colors will print as black and white. Verify that the correct print cartridges are installed.

Wrong colors are printing

Check the print settings

Make sure **Print in Grayscale** is not selected in the printer driver.

Check the print cartridges

Whenever print quality noticeably decreases, you may need to clean the print cartridge. See Using the print cartridges.

If a print cartridge is out of ink, the wrong color may print. See Inserting the print cartridges.

Printout shows bleeding colors

Check the print settings

Some media type settings (such as Transparency Films and Photo Papers) and print quality settings (such as Best) require more ink than others. Choose different print settings in the printer driver, making sure you select the correct media type. See Changing print settings.

Check the print cartridges

Make sure that the print cartridges have not been tampered with. Refilling processes and the use of incompatible inks can disrupt the intricate printing system and result in reduced print quality and damage to the printer. HP does not guarantee or support refilled print cartridges. For ordering information, see HP supplies and accessories.

Colors do not line up properly

Check the print cartridges

The print cartridges are automatically aligned when a cartridge is replaced. However, you might notice improvement in the print quality by performing the alignment procedure yourself. See Using the print cartridges.

Check the graphics placement

Use the zoom or print preview feature of your software to check for gaps in the placement of graphics on the page.

Lines or dots are missing from text or graphics

The printer may be in Ink-backup Printing Mode

The printer enters **Ink-backup Printing Mode** when one of the print cartridges is empty or removed. Replace the missing print cartridge with a new one (see Inserting the print cartridges).

Verify the ink levels of the print cartridges

One of the print cartridges may be low on ink. To view the ink levels, print a diagnostics page (see Printing a diagnostics page). For Windows, if the Toolbox is installed, you can find ink-level information by clicking the **Estimated Ink Level** tab. If the print cartridge is low on ink, replace it (see Inserting the print cartridges).

The print cartridges may need to be cleaned

Perform the auto-clean procedure (see Cleaning the print cartridges).

Check the print cartridge contact pads

The print cartridge contact pads might need cleaning. See Using the print cartridges.

Resolving paper-feed problems

This section provides solutions to common paper-feed problems.

● Another paper feed problem is occurring

For information on resolving jams, see Clearing jams.

Another paper feed problem is occurring

Media is not supported for the printer or tray

Use only media that is supported for the printer and the tray being used. See Understanding specifications for supported media.

Media is not picked up from input tray

● Make sure the media guides are set to the correct markings in the trays for the media size you are loading. Also make sure the guides are snug, but not tight, against the stack.

● Make sure media in the tray is not curled. Uncurl paper by bending it in the opposite direction of the curl.

● Make sure the tray is inserted properly.

Media is not coming out correctly

● Make sure the output tray extension is extended, otherwise, printed pages may fall off the printer.

● Remove excess media from the output tray. There is a limit to the number of sheets the tray can hold.

● If the duplex unit is not installed properly during a duplex job, media may exit through the rear of the printer. Reinstall the duplex unit or close its cover.

Pages are skewing

Make sure that media loaded in the input tray is aligned to the right and front guides.

Multiple pages are being picked up

● Make sure the media guides are set to the correct markings in the trays for the media size you are loading. Also make sure the guides are snug, but not tight, against the stack.

● Make sure that the tray is not overloaded with paper.

● When you load paper, avoid fanning the stack. Fanning paper can cause static electricity to build up and intensify multiple-pick problems.

● When reinserting a tray into the printer, do so gently. Forceful insertion with a full stack of paper may cause sheets to slide up within the printer, causing the printer to jam or pick multiple sheets at one time.

Troubleshooting installation issues

This section provides solutions to common installation problems.

- Problems printing an alignment page

- Problems installing software

Problems printing an alignment page

When print cartridges are installed or replaced, the printer automatically prints an alignment page to align the cartridges. This process takes about seven minutes, and once complete, the alignment page may be discarded after it is printed. If the printer does not print the page, see Troubleshooting tips and resources.

Problems installing software

Verify the computer requirements

Make sure the computer meets the system requirements. See Printer specifications and Declaration of Conformity.

Verify installation preliminaries

- Before installing software on a Windows computer, ensure all other programs are closed.

- If the computer does not recognize the path to the CD drive that you type, ensure you are specifying the correct drive letter.

- If the computer cannot recognize the Starter CD in the CD drive, inspect the CD for damage. You can download the printer driver from http://www.hp.com/support/.

Reinstall the printer software

If you are using Windows and the computer cannot detect the printer, run the Scrubber utility (located in the Utils\Scrubber folder on the Starter CD) to perform a clean printer driver uninstallation. Restart your computer, and re-install the printer driver. See Uninstalling the printer software.

Clearing jams

Use the following methods to locate and clear a paper jam. For information on how to avoid jams, see Tips for avoiding paper jams.

📝 **NOTE** To prevent jammed paper from tearing off inside the printer, try to grasp jammed paper with both hands and exert even pressure on both sides while pulling the paper towards you.

⚠ **WARNING!** Be sure to turn off the printer and unplug it before performing this procedure. Clearing a paper jam while printer parts are moving could cause injury.

1. Turn off the printer and then unplug it.

2. Remove the rear access panel, pull out any jammed paper, and then reinsert the rear access panel.
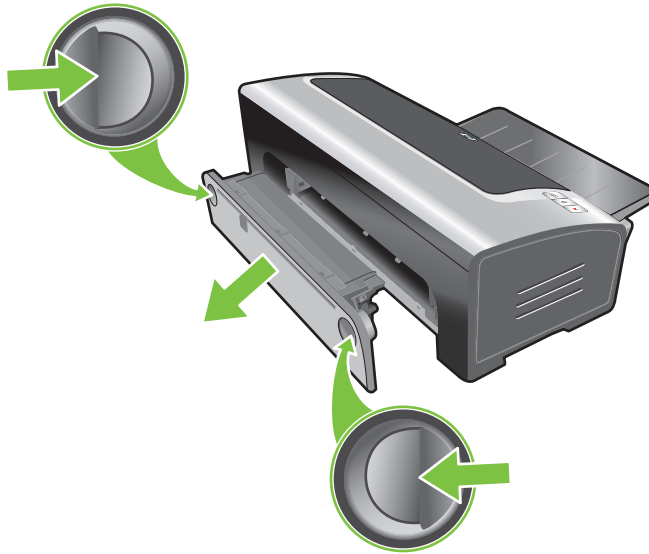
3. Remove the rear cover from the duplex unit (if installed), remove any paper, and replace the rear cover. If the paper jam is not visible by removing the rear cover, remove the duplex unit to locate the jam.
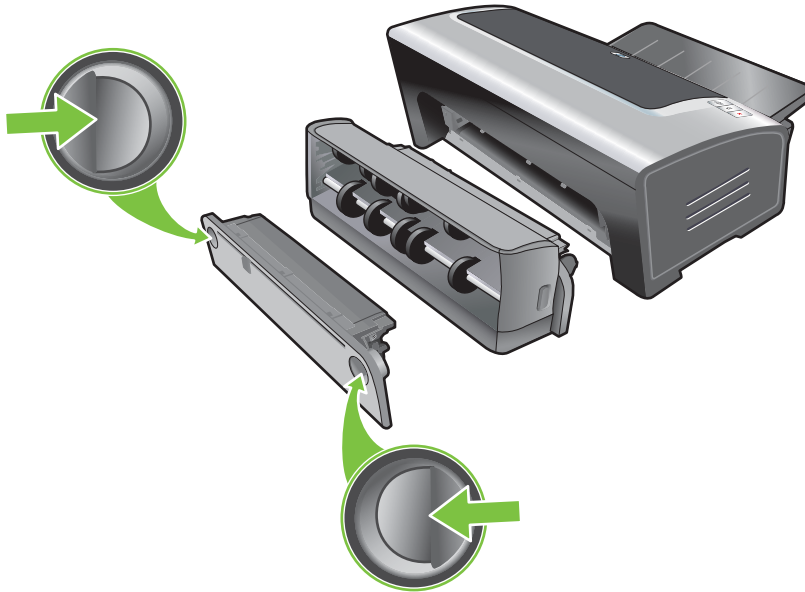
4. Lift up the output tray and remove any jammed paper from the input tray.
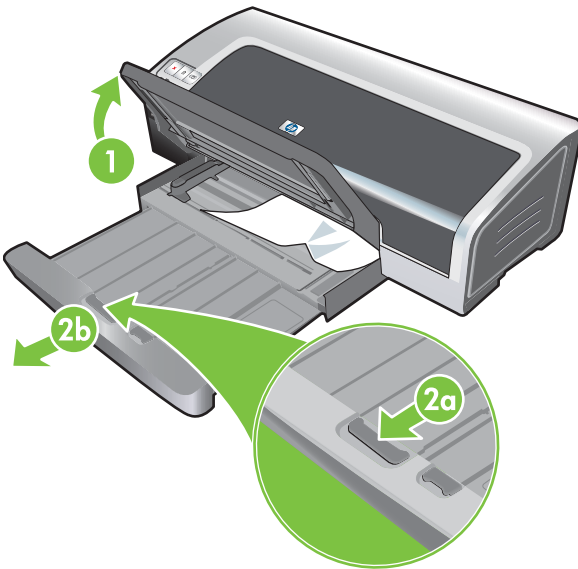
5. Open the top cover. The print cartridge carriage should return to the right side of the printer. If the carriage does not return to the right side, turn off the printer, and then move the carriage to the right. Pull any jammed paper towards you.

> ⚠ **CAUTION**   Do not reach into the printer when the printer is on and the print cartridge carriage is stuck.
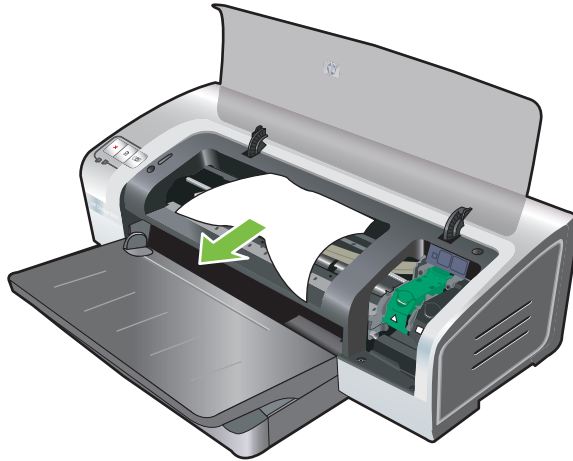
After you clear the jam, close all covers, turn on the printer (if you turned it off), and press the Resume button. The printer will continue the print job on the next page. You will need to resend any pages that were jammed in the printer.

Tips for avoiding paper jams

- Make sure nothing blocks the paper path.

- Do not use media that is damaged, curled, or wrinkled. It is recommended not to use paper with cutouts or perforations or paper that is heavily textured or embossed.

- To ensure that media feeds properly, load only one type of media at a time in the input tray or the manual feed slots.

- Make sure media is loaded correctly. See Loading media in the input tray.

- For the input tray and front manual feed slot, load the media print-side down with the right edge of the media aligned against the right edge of the tray or slot. Make sure the paper width guide and tray extension fit against the edges of the media. For the rear manual feed slot, load the media print-side up.

- Do not load more than 150 sheets of paper, or 15 envelopes, or a stack of media that exceeds the height of the paper width guide into the input tray. Do not load more than 10 sheets of paper into the front manual feed slot. Load only one sheet of paper at a time into the rear manual feed slot.

- Always use media that conforms with the types, sizes, and weights listed in Selecting print media. This section also lists tips and guidelines on recommended media.

Resolving photo printing problems

Also see Poor print quality and unexpected printouts for additional troubleshooting information.

- **Make sure you are printing on the correct side of the media**

    - Load media print-side down in the input tray and front manual feed slot.

    - Load media print-side up in the rear manual feed slot.

- **Check the print settings**

1. Open the printer driver (see Printing a document).

2. On the **Features** tab (Windows) or the **Paper Type/Quality** panel (Macintosh), check the following settings:

- Select the appropriate photo paper type.

- Select the highest resolution option such as **Best** or **Maximum dpi** on the print quality drop-down list.

- **Colors are tinted or incorrect**

    If colors in photographs appear tinted or incorrect, follow these steps:

1. Calibrate the color (see Calibrating the color). Photo print cartridges must be installed for color calibration.

2. Reprint the photograph.

3. If colors are still tinted or incorrect, try the following steps:

    - *Windows*: Open the printer driver (see Printing a document), click the **Color** tab, and then click **More color options**.

    - *Macintosh:* Click **File** and click **Print**. Open the **Paper Type/Quality** panel and click the **Color Options** tab.

4. Adjust the color tone sliders: If the colors are too yellow, move the color tone slider towards **Cooler**. If the colors are too blue, move the color tone slider towards **Warmer**.

5. Reprint the photograph.

Resolving borderless printing problems

- **Check the print settings**

1. Open the printer driver (see Printing a document).

2. On the **Features** tab (Windows) or the **Paper Type/Quality** panel (Macintosh), check the following settings:

- Verify that the paper size specified in the driver matches the size of the paper loaded in the input tray.

- Select the appropriate paper type.

Streaks appear in a light portion of a printout

If streaks appear in a light portion approximately 63.6 mm (2.5 inches) from one of the long edges of a photograph, try the following:

- Install a photo print cartridge (see Inserting the print cartridges).

- Clean the print cartridges (see Cleaning the print cartridges).

Image is printed at an angle

- If paper is twisting as it feeds or margins appear crooked, make sure the paper width guide and tray extension fit against the edges of the paper.

- **Printing with a single print cartridge**

    To do borderless printing with a single print cartridge, the tri-color print cartridge must be installed. See Printing with a single print cartridge.

Resolving banner printing problems

- **Make sure the paper is loaded correctly**

    - Unfold and refold the paper when several sheets feed into the printer at once.

    - Make sure the unattached edge of the banner paper stack is on top and facing the printer.

    - Verify that the correct paper for banner printing is used.

    Check the print settings

1. Open the printer driver (see Printing a document).

2. On the **Features** tab (Windows) or the **Paper Type/Quality** panel (Macintosh), check the following settings:

- Make sure **HP Banner Paper** is selected as the paper type.

- Make sure the appropriate banner size is selected.

- **Check the software**

    - Verify that the software application you are using prints banners. Not all software applications print banners.

    - If gaps appear at the ends of the sheets, verify that the printer software is operating correctly.

Resolving automatic two-sided printing problems

NOTE You can print on both sides manually for unsupported media types. See Performing manual duplexing.

- **Paper jam occurs inside the duplex unit**

  See Clearing jams for instructions.

- **Option for printing on both sides cannot be selected**

  - Make sure the duplex unit is installed on the printer. Right-click the printer icon. Select **Properties**. From the **Device Settings** tab, select **Duplex Unit**. Verify that the duplex unit is installed.

  - Make sure the duplex unit is enabled in the printer driver. See Performing auto-duplexing.

  - Make sure the media type and size selected in the printer driver are supported by the duplex unit. See Understanding specifications for supported media.

- **Only one side of the page prints when the print on both sides option is selected**

  - Make sure the correct print options are set in both the printer driver and the application you are using. See Performing auto-duplexing.

  - Make sure the photo paper is not curled. Photo paper should be flat before printing. See guidelines under Printing digital photographs.

  - Make sure the media type and size selected in the printer driver are supported by the duplex unit. See Understanding specifications for supported media.

- **Binding margin is in the wrong place**

1. Open the printer driver (see Printing a document).

2. Do one of the following:

   - *Windows:* Click the **Features** tab.

   - *Macintosh:* Open the **Two-Sided Printing Panel**.

3. Do one of the following:

   - *Windows:* Select **Flip Pages Up** for binding along the top (tablet binding). Select a booklet layout from the **Booklet Layout** drop-down list for binding along the side (book binding).

   - *Macintosh:* Select the binding orientation you desire (select the appropriate icon).

   See Printing on both sides (duplexing) for more information.

- **Paper size changes when the print on both sides option is selected**

  Make sure the paper size is supported by the duplex unit, and make sure the media type and size selected in the printer driver are supported by the duplex unit. See Understanding specifications for supported media.

Resolving network printing problems

If you are having difficulties printing to a shared network printer, try the following suggestions.

- If the Resume button is blinking, press it and wait a few seconds for printing to start.

- If printing does not resume, open the printer's top cover and check for a paper jam. See Clearing jams.

- Make sure the printer is turned on and the top cover is closed.

- Make sure the rear access panel or duplex unit is correctly installed and locked into place.

- Make sure the print cartridges are properly installed (see Inserting the print cartridges) and that media is properly loaded in the printer (see Loading media in the input tray).

- Make sure the network cable and the printer cable connections are firmly in place.

- Try printing a demo page to see if the printer is set up correctly. Make sure the printer is turned on, press and hold the Power button, press the Resume button once, and then release the Power button. The printer prints a demo page.

> **NOTE** Sharing the printer in mixed Macintosh and PC networking environments is not recommended.

After checking the printer, try to print a document from another client over the network.

If the document was sent from another client and printed successfully, your system settings are probably not configured properly to use this printer. Check with your system administrator to solve the problem.

If the document did not print successfully from another client, print a demo page.

1. Connect the printer to a PC that is running Windows.

2. Install the printer software if it is not already installed on this PC.

3. Open the Toolbox (see Using the Toolbox).

4. From the **Printer Services** tab, click **Print a Demo Page**.

If the demo page printed, your printer is working, but your network settings may be configured incorrectly. Check with your system administrator for more information.

If the demo page did not print, this problem is likely caused by a failure in the printer or computer system. Call the HP Customer Care Center for help (see Customer support and warranty).

Before calling, record your serial number and printer model, along with any information about your computer system that is available.

7   Printer lights reference

The printer lights indicate printer status and are useful for diagnosing printing problems. This section contains information about the printer lights, what they indicate, and what action to take if necessary.
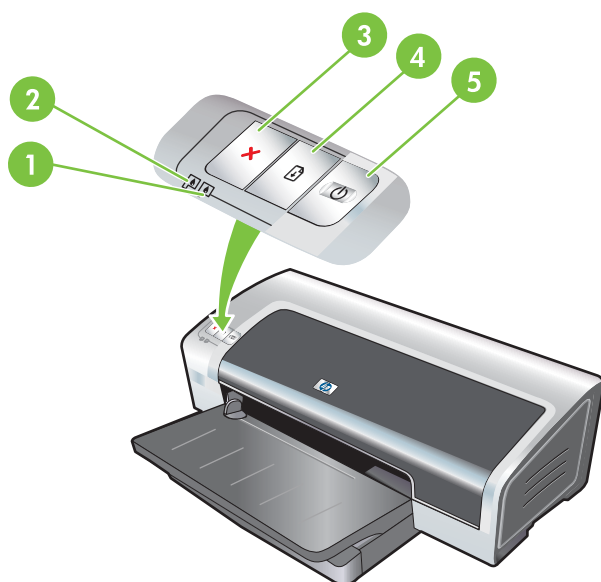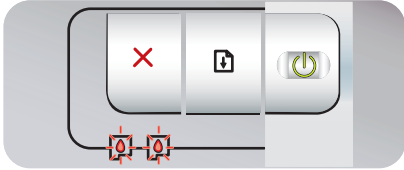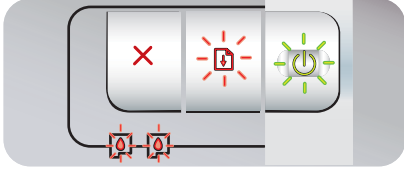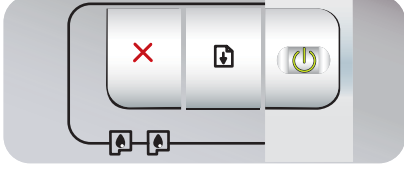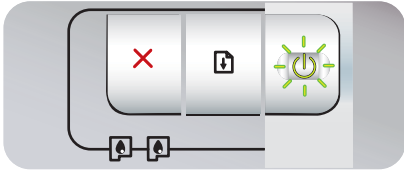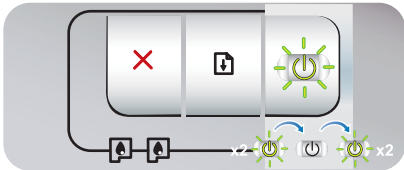
1	Right print cartridge light (photo, black, or gray print cartridge)
2	Left print cartridge light (tri-color print cartridge)
3	Cancel button
4	Resume button and light
5	Power button and light

NOTE   You can also find printer light descriptions on the printer diagnostics page. See Printing a diagnostics page.

Understanding the printer lights

Printer light indication	Explanation and recommended action
Left and right print cartridge lights.	The left print cartridge light indicates tri-color print cartridge status; the right print cartridge light indicates photo or black print cartridge status. The print cartridge lights can be on or blinking in combination with the Power light and Resume light behaviors listed in this table. • **On**: Print cartridge is low on ink or out of ink. Replace the print cartridge soon. See Inserting the print cartridges. • **Blinking**: Print cartridge is damaged, missing, or incompatible. Reinstall or replace the print cartridge. See Inserting the print cartridges. If printing with a single print cartridge, ignore this light.
Printer lights cycle.	The printer lights cycle when the printer is reinitializing. • No action required.
Power light on.	Printer is turned on and idle. • No action required.
Power light blinks.	Printer is printing or processing a print job. • No action required.
Power light blinks twice, stays off, then repeats the pattern.	Printer is cancelling a print job. • No action required.

Printer light indication	Explanation and recommended action
Power light on, Resume light blinks.	Check for one of the following conditions:
	• Printer is waiting for special media to dry. Press the Resume button if you do not want to wait. You can change the dry time in the printer driver. See Ink is smearing.
	• Printer is out of paper. Load paper and press the Resume button to continue the print job.
	• There is a media/banner size mismatch. Make sure the media/banner size selected in the printer driver matches the media/banner size loaded in the printer. To eject the media/banner, press the Resume button.
	• I/O stall. Make sure your system is running properly and the printer is properly connected to your system. Turn off the printer, and then turn it on again. Then resend the print job. To check the system, see the guidelines in Troubleshooting.
Power light off, Resume light blinks.	Paper motor stall.
	• Clear the jammed paper. See Clearing jams. After clearing the jam, press the Resume button to continue the print job.
	• If no paper jam exists, press the Resume button. If this does not work, turn off the printer, and then turn it on again. Then resend the print job.
Power and Resume lights blink together at same time.	Carriage stall.
	• If there is a paper jam, clear the jammed paper. See Clearing jams. After clearing the jam, press the Resume button to continue the print job.
	• If no paper jam exists, press the Resume button. If this does not work, turn off the printer, and then turn it on again. Then resend the print job.
Power and Resume lights blink, Left and right print cartridge lights on.	Service station stall.
	• Open the top cover and unplug the power cord. Wait for the Resume and Power lights to go off. Close the top cover and plug in the power cord. Wait for the printer to reinitialize and resend the print job.
All printer lights blink together.	Hardware error.
	• Make sure there is no paper jam in the printer. See Clearing jams.
	• If you cannot resume the print job, cancel the print job. Turn off the printer, turn it back on, and then try to print again. If the problem persists, turn off the printer and disconnect the cable from the printer. Reconnect the cable, turn on the printer, and then try to print again.

Printer light indication	Explanation and recommended action
Power and Resume lights on.	Check for one of the following conditions: ● Make sure the top cover is closed. ● Make sure the rear access panel or duplex unit is correctly installed and locked into place.
Left print cartridge light on, Power light on.	Tri-color print cartridge is low on ink or out of ink. ● Reinstall or replace the print cartridge. See Inserting the print cartridges. ● You can still print with one print cartridge. See Printing with a single print cartridge.
Right print cartridge light on, Power light on.	Photo or black print cartridge is low on ink or out of ink. ● Reinstall or replace the print cartridge. See Inserting the print cartridges. ● You can still print with one print cartridge. See Printing with a single print cartridge.
Left and right print cartridge lights on, Power light on.	The left (tri-color) and right (photo or black) print cartridges are both low on ink or out of ink. ● Reinstall or replace the print cartridges. See Inserting the print cartridges.
Left print cartridge light blinks, Power light on.	Tri-color print cartridge is damaged or missing. ● Reinstall the print cartridge. If the error persists, replace the print cartridge. See Inserting the print cartridges. ● You can still print with one print cartridge. See Printing with a single print cartridge.
Right print cartridge light blinks, Power light on.	Photo or black print cartridge is damaged or missing. ● Reinstall the print cartridge. If the error persists, replace the print cartridge. See Inserting the print cartridges. ● You can still print with one print cartridge. See Printing with a single print cartridge.
Left and right print cartridge lights blink, Power light on.	The left (tri-color) and right (photo or black) print cartridges are both damaged or missing. ● Reinstall the print cartridge. If the error persists, replace the print cartridge. See Inserting the print cartridges.
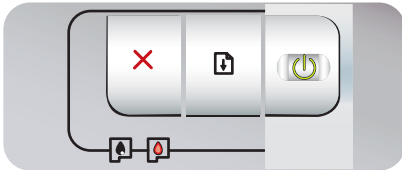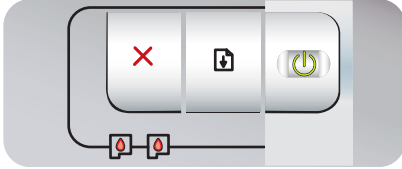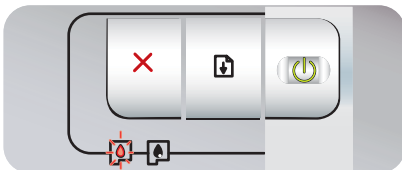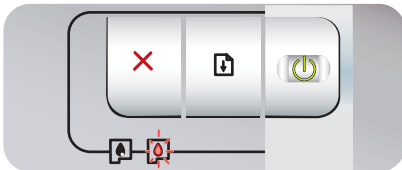
Printer light indication	Explanation and recommended action
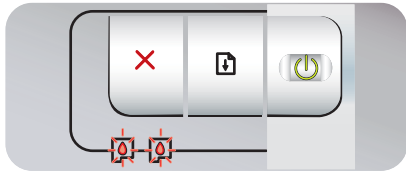
8 HP supplies and accessories

To order HP supplies and accessories from the HP World Wide Web, visit:

- www.hpshopping.com (U.S.)

- www.hpshopping.ca (Canada)

- www.hp.com/eur/hpoptions (Europe)

- www.hp.com/paper (Asia/Pacific)

You can also order printing supplies using the Toolbox. This section contains the following information:

- Ordering printing supplies through the Toolbox

- Accessories

- Supplies

Ordering printing supplies through the Toolbox

The Toolbox lets you order print cartridges directly from your computer. There are three requirements to use this feature:

- The Toolbox must be installed on your computer (supported on Windows only).

- The printer must be connected to your computer with a USB cable.

- You must have Internet access.

To order directly through the Toolbox:

1. Click **Start**, point to **Programs**, pint to **HP Photosmart Pro B8300 series**, and then click **HP Photosmart Pro B8300 series Toolbox**.

   -or-

   In the status area of the Windows taskbar (near the clock), click the **Toolbox** icon.

2. On the **Printer Status** tab, click **Cartridge Information**, and then click **Order Supplies**. The default browser opens and displays a Web site from which you can purchase printing supplies.

3. Follow the instructions on the Web site to select and order printing supplies.

Accessories

Following is a list of printer accessories.

Automatic two-sided printing accessory

HP automatic two-sided printing accessory

USB cable

HP USB A-B (2 m)

HP USB A-B (3 m)

Network interface

HP Jetdirect 175X external print server (USB)

HP Jetdirect 310X external print server (USB)

Supplies

Following is a list of printer supplies. To order supplies online, go to:

● www.hpshopping.com (U.S.)

● www.hpshopping.ca (Canada)

● www.hp.com/eur/hpoptions (Europe)

● www.hp.com/paper (Asia/Pacific)

NOTE The availability of printer supplies varies by country/region.

Print cartridges

Use only the replacement cartridges that have the same cartridge number as the print cartridge you are replacing. See Supported print cartridges.

Photo papers

Media	Sizes
HP Premium Photo Paper	10 x 15 cm (4 x 6 inches)
	10 x 15 cm (4 x 6 inches), borderless
	210 x 297 mm (8.27 x 11.69 inches), A4, satin matte
	210 x 297 mm (8.27 x 11.69 inches), A4, glossy
	10 x 15 cm (4 x 6 inches), with tab, satin matte
	10 x 15 cm (4 x 6 inches), with tab
	297 x 420 mm (11.7 x 16.54 inches), A3
	215.9 x 279.4 mm (8.5 x 11 inches), A
HP Photo Paper, Glossy	210 x 297 mm (8.27 x 11.69 inches), A4
	215.9 x 279.4 mm (8.5 x 11 inches), A
	10 x 15 cm (4 x 6 inches), with tab
HP Everyday Photo Paper, Semi-Gloss	10 x 15 cm (4 x 6 inches), with tab
	215.9 x 279.4 mm (8.5 x 11 inches), A
	210 x 297 mm (8.27 x 11.69 inches), A4
HP Everyday Photo Paper, Matte	215.9 x 279.4 mm (8.5 x 11 inches), A
HP Premium High-Gloss Film	215.9 x 279.4 mm (8.5 x 11 inches), A
	210 x 297 mm (8.27 x 11.69 inches), A4
HP Premium Plus Photo	10 x 15 cm (4 x 6 inches), borderless
	210 x 297 mm (8.27 x 11.69 inches), A4
	10 x 15 cm (4 x 6 inches), with tab

Media	Sizes
	10 x 30 cm (4 x 12 inches), panorama
	297 x 420 mm (11.7 x 16.5 inches), A3
	215.9 x 279.4 mm (8.5 x 11 inches), A
	13 x 18 cm (5 x 7 inches), borderless
HP Colorfast Photo Paper, Glossy	215.9 x 279.4 mm (8.5 x 11 inches), A
	210 x 297 mm (8.27 x 11.69 inches), A4
HP Advanced Photo Paper, Glossy	215.9 x 279.4 mm (8.5 x 11 inches), A
	210 x 297 mm (8.27 x 11.69 inches)

Inkjet papers

Media	Sizes
HP Bright White Paper	210 x 297 mm (8.27 x 11.69 inches), A4
	297 x 420 mm (11.7 x 16.5 inches), A3
	215.9 x 279.4 mm (8.5 x 11 inches), A
	279.4 x 431.8 (11 x 17 inches), B
HP Premium Paper	210 x 297 mm (8.27 x 11.69 inches), A4
	297 x 420 mm (11.7 x 16.5 inches), A3
HP Premium Presentation Paper	215.9 x 279.4 mm (8.5 x 11 inches), A
	279.4 x 431.8 (11 x 17 inches), B
HP Photo and Project Paper, Matte	215.9 x 279.4 mm (8.5 x 11 inches), A

Transparency films

Media	Sizes
HP Premium Inkjet Transparency Film	210 x 297 mm (8.27 x 11.69 inches), A4
HP Premium Plus Inkjet Transparency Film	210 x 297 mm (8.27 x 11.69 inches), A4

Specialty papers

Media	Sizes
HP Banner Paper	210 x 297 mm (8.27 x 11.69 inches), A4
HP Iron-on Transfers (for light and white color fabrics)	210 x 297 mm (8.27 x 11.69 inches), A4
HP Full-Sheet Labels	215.9 x 279.4 mm (8.5 x 11 inches), A
HP Address Labels, 33.86 x 101.6 mm (1 1/3 x 4 inches)	215.9 x 279.4 mm (8.5 x 11 inches), A

Media	Sizes
HP Address Labels, 25.4 x 66.67 mm (1 2 5/8 inches)	215.9 x 279.4 mm (8.5 x 11 inches), A
HP Shipping Labels, 50.8 x 101.6 mm (2 x 4 inches)	215.9 x 279.4 mm (8.5 x 11 inches), A
HP Shipping Labels, 84.6 x 101.6 mm (3 1/3 x 4 inches)	215.9 x 279.4 mm (8.5 x 11 inches), A
HP Note Cards	152.4 x 203.2 mm (6 x 8 inches)
HP Note Cards (with content CD)	152.4 x 203.2 mm (6 x 8 inches)
HP Note Cards (with Disney friends)	152.4 x 203.2 mm (6 x 8 inches)
HP Holiday Photo Cards	101.6 x 203.2 mm (4 x 8 inches)

Greeting cards

Media	Sizes
HP Photo Greeting Cards, 1/2 fold	215.9 x 279.4 mm (8.5 x 11 inches), A
HP Photo Greeting Cards, Glossy, 1/2 fold	210 x 297 mm (8.27 x 11.69 inches), A4
HP Textured Greeting Cards, White, 1/2 fold	215.9 x 279.4 mm (8.5 x 11 inches), A
HP Textured Greeting Cards, Ivory, 1/2 fold	215.9 x 279.4 mm (8.5 x 11 inches), A
HP Textured Greeting Cards, Cream, 1/2 fold	210 x 297 mm (8.27 x 11.69 inches), A4
HP Linen Greeting Cards, White, 1/2 fold	215.9 x 279.4 mm (8.5 x 11 inches), A
HP Linen Greeting Cards, Ivory, 1/2 fold	215.9 x 279.4 mm (8.5 x 11 inches), A
HP Matte Greeting Cards, White, 1/4 fold	215.9 x 279.4 mm (8.5 x 11 inches), A 210 x 297 mm (8.27 x 11.69 inches), A4
HP Matte Greeting Cards, White, 1/2 fold (with Disney friends)	210 x 297 mm (8.27 x 11.69 inches), A4

Brochure papers

Media	Sizes
HP Brochure & Flyer Paper, Gloss	215.9 x 279.4 mm (8.5 x 11 inches), A 297 x 420 mm (11.7 x 16.5 inches), A3
HP Brochure & Flyer Paper, two-sided, glossy	215.9 x 279.4 mm (8.5 x 11 inches), A 210 x 297 mm (8.27 x 11.69 inches), A4
HP Brochure & Flyer Paper, Matte	215.9 x 279.4 mm (8.5 x 11 inches), A
HP Matte Tri-fold Brochure Paper	215.9 x 279.4 mm (8.5 x 11 inches), A
HP Matte Tri-fold Brochure Paper, two-sided, glossy	215.9 x 279.4 mm (8.5 x 11 inches), A

9 Customer support and warranty

The information in this section suggests solutions to common problems. If your printer is not operating properly and the suggestions in this guide do not solve your problem, try using one of the following support services to obtain assistance.

- Obtaining electronic support

- HP Instant Support

- HP Telephone Support

- Hewlett-Packard Limited Warranty Statement

Obtaining electronic support

You can obtain support from HP from the following electronic sources:

- **Web**

  Visit the printer Web site on hp.com for the latest software, product, operating system, and support information: http://www.hp.com/support/.

- **Toolbox (Windows)**

  The Toolbox provides easy, step-by-step solutions to common printing problems. See Using the Toolbox.

HP Instant Support

HP Instant Support is a Web-based tool that provides product-specific services, troubleshooting tips, and information about your printer's ink and media usage. You must have an Internet connection to use HP Instant Support.

To access HP Instant Support, open the Toolbox and click **HP Instant Support** on the **Information** tab.

NOTE   HP Instant Support Web pages are dynamically created. Do not bookmark this site; always access it from the Toolbox.

HP Telephone Support

During the warranty period, you may obtain assistance from the HP Customer Care Center.

- Before you call
- Telephone support numbers

Before you call

To assist our Customer Care Center representatives to serve you better, prepare the following information before calling.

1. Print the printer diagnostics page. See Printing a diagnostics page. If the printer does not print, get the following information ready:

   - model number and serial number (check the back of the printer.)
   - printer model

2. Check the operating system that you are using, such as Windows 2000.

3. If the printer is connected to the network, check the network operating system, such as Windows NT Server 4.0.

4. Obtain the printer driver and version number of the printer software, such as HP Photosmart Pro B8300 Version: 2.325.0.0.

   To find the printer driver version number in the printer driver, right-click the printer icon. Select **Properties** and click **About**. The version number displays in the **Driver files** list.

5. If you have a problem printing from a particular application, note the application and version number.

Telephone support numbers

In many locations, HP provides toll-free telephone support during the warranty period. However, some of the support numbers might not be toll free.

For the most current list of telephone support numbers, see http://www.hp.com/support.

021 672 280	الجزائر	日本 日本 (携帯電話の場合)	0570-000511 03-3335-9800
Argentina (Buenos Aires) Argentina	54-11-4708-1600 0-800-555-5000	0800 222 47	الأردن
Australia Australia (out-of-warranty)	1300 721 147 1902 910 910	한국	1588-3003
Österreich	+43 0820 87 4417	Luxembourg Luxemburg	+352 900 40 006 +352 900 40 007
17212049	البحرين	Malaysia	1800 88 8588
België Belgique	+32 070 300 005 +32 070 300 004	Mauritius	(262) 262 210 404
Brasil (Sao Paulo) Brasil	55-11-4004-7751 0-800-709-7751	México (Ciudad de México) México	55-5258-9922 01-800-472-68368
Canada	1-(800)-474-6836 (1-800 hp invent)	081 005 010	المغرب
		Nederland	+31 0900 2020 165
Central America & The Caribbean	www.hp.com/support	New Zealand	0800 441 147
Chile	800-360-999	Nigeria	(01) 271 2320
		Norge	+47 815 62 070
中国	021-3881 4518 800-810-3888	24791773	عُمان
Colombia (Bogotá) Colombia	571-606-9191 01-8000-51-4746-8368	Panamá	1-800-711-2884
		Paraguay	009 800 54 1 0006
Costa Rica	0-800-011-1046	Perú	0-800-10111
Česká republika	810 222 222	Philippines	2 867 3551
Danmark	+45 70 202 845	Polska	22 5666 000
Ecuador (Andinatel)	1-999-119 800-711-2884	Portugal	+351 808 201 492
		Puerto Rico	1-877-232-0589
Ecuador (Pacifitel)	1-800-225-528 800-711-2884	República Dominicana	1-800-711-2884
		Reunion	0820 890 323
(02) 6910602	مصر	România	0801 033 390
El Salvador	800-6160	Россия (Москва) Россия (Санкт-Петербург)	095 777 3284 812 332 4240
España	+34 902 010 059	800 897 1415	السعودية
France	+33 0892 69 60 22	Singapore	6 272 5300
Deutschland	+49 01805 652 180	Slovensko	0850 111 256
Ελλάδα (από το εξωτερικό) Ελλάδα (εντός Ελλάδας) Ελλάδα (από Κύπρο)	+ 30 210 6073603 801 11 75400 800 9 2654	South Africa (international) South Africa (RSA)	+ 27 11 2589301 0860 104 771
		Rest of West Africa	+ 351 213 17 63 80
Guatemala	1-800-711-2884	Suomi	+358 0 203 66 767
香港特別行政區	(852) 2802 4098	Sverige	+46 077 120 4765
Magyarország	06 40 200 629	Switzerland	+41 0848 672 672
India	1-800-425-7737 91-80-28526900	臺灣	02-8722-8000
		ไทย	+66 (2) 353 9000
Indonesia	+62 (21) 350 3408	071 891 391	تونس
+971 4 224 9189	العراق	Trinidad & Tobago	1-800-711-2884
+971 4 224 9189	الكويت	Türkiye	+90 212 444 71 71
+971 4 224 9189	لبنان	Україна	(044) 230-51-06
+971 4 224 9189	قطر	600 54 47 47	الإمارات العربية المتحدة
+971 4 224 9189	اليمن	United Kingdom	+44 0870 010 4320
Ireland	+353 1890 923 902	United States	1-(800)-474-6836
1-700-503-048	ישראל	Uruguay	0004-054-177
Italia	+39 848 800 871	Venezuela (Caracas) Venezuela	58-212-278-8666 0-800-474-68368
Jamaica	1-800-711-2884	Viêt Nam	+84 88234530

Hewlett-Packard Limited Warranty Statement

HP product	Duration of limited warranty
Software Media	90 days
Printer	1 year
Print or Ink cartridges	Until the HP ink is depleted or the "end of warranty" date printed on the cartridge has been reached, whichever occurs first. This warranty does not cover HP ink products that have been refilled, remanufactured, refurbished, misused, or tampered with.
Accessories	1 year unless otherwise stated

A. Extent of limited warranty
1. Hewlett-Packard (HP) warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer.
2. For software products, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be interrupted or error free.
3. HP's limited warranty covers only those defects that arise as a result of normal use of the product, and does not cover any other problems, including those that arise as a result of:
   a. Improper maintenance or modification;
   b. Software, media, parts, or supplies not provided or supported by HP;
   c. Operation outside the product's specifications;
   d. Unauthorized modification or misuse.
4. For HP printer products, the use of a non-HP cartridge or a refilled cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled cartridge or an expired ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.
5. If HP receives, during the applicable warranty period, notice of a defect in any product which is covered by HP's warranty, HP shall either repair or replace the product, at HP's option.
6. If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.
7. HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
8. Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the product being replaced.
9. HP products may contain remanufactured parts, components, or materials equivalent to new in performance.
10. HP's Limited Warranty Statement is valid in any country where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, may be available from any authorized HP service facility in countries where the product is distributed by HP or by an authorized importer.
B. Limitations of warranty
    TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.
C. Limitations of liability
1. To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.
2. TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
D. Local law
1. This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.
2. To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
   a. Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., the United Kingdom);
   b. Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
   c. Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or allow limitations on the duration of implied warranties.
3. THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THE HP PRODUCTS TO SUCH CUSTOMERS.

HP Limited Warranty

Dear Customer,

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

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

Ireland: Hewlett-Packard Ireland Ltd. 30 Herbert Street IRL-Dublin 2
United Kingdom: Hewlett-Packard Ltd, Cain Road, Bracknell, GB-Berks RG12 1HN

10 Printer specifications and Declaration of Conformity

This section contains the following information:

- Printer specifications
- Declaration of Conformity

Printer specifications

Print Method	Drop-on-demand thermal inkjet printing			
Print Speed* Plain Paper (Letter/A4)		**Fast Draft**	**Fast Normal**	**Normal**	**Best**
	Black Text	30 ppm	8.7 ppm	8.0 ppm	0.6 ppm
	Color Text	20 ppm	7.5 ppm	6.0 ppm	1.5 ppm
	Full Page Color	8.0 ppm	2.5 ppm	1.9 ppm	0.5 ppm
Photo Paper, bordered, 4 ink 10 x 15 cm (4 x 6 inches)	Color Photo	0.4 ppm	0.6 ppm	0.9 ppm	1.5 ppm
Photo Paper, borderless, 6 ink 10 x 15 cm (4 x 6 inches)	Color Photo	0.5 ppm	0.8 ppm	1.1 ppm	2.0 ppm
	*Approximate figures. Exact speed depends on the system configuration, software program, and document complexity.				
Color Resolution	Maximum of 4800 x 1200 dpi*				
	*Up to 4800 x 1200 optimized dpi for color printing and 1200 input dpi. This setting might temporarily use a large amount of hard disk space (400 MB or more) and will print more slowly. A photo cartridge, if present, further enhances the print quality.				
Printer Command Languages	HP PCL Level 3e				
Software Compatibility	Microsoft Windows (2000 or XP); Mac OS X (V10.3 and V10.4); MS-DOS applications				
Fonts	8 built-in fonts, 4 each in portrait and landscape orientations: CG Times, CG Times Italic; Courier, Courier Italic; Letter Gothic, Letter Gothic Italic; Univers, Univers Italic (Euro Symbol supported)				
Smart Software Features	In-box printer driver features:				
	Borderless Printing, Minimize Margins*, HP Digital Photography, Customizing paper size, Print on Both Sides, Booklet printing, Pages per Sheet, Tiling*, Resizing Options, Color Management, Mirror Image*, Print preview*, Print All Text as Black, Print in Grayscale, Print in Sepia*, ColorSync**				
	Note: *Windows only; **Macintosh only				
Media Types and Sizes	**Paper**: Plain, inkjet, photo, glossy, banner				
	Standard US: Letter (8.5 x 11 inches), Legal (8.5 x 14 inches), Tabloid (11 x 17 inches), Super B (13 x 9 inches), Executive (7.25 x 10.5 inches), Statement (5.5 x 8.5 inches), Photo (4 x 6 inches)				
	Standard International: A6 (105 x 148.5 mm), A5 (148.5 x 210 mm), A4 (210 x 297 mm), A3 (297 x 420 mm), A3+ (330 x 482 mm), JIS-B4 (257 x 364 mm), JIS-B5 (182 x 257 mm)				
	Transparencies: US Letter (8.5 x 11 inches), A4 (210 x 297 mm)				

Envelopes: US No. 10 (4.12 x 9.5 inches), US A2 Invitation (4.37 x 5.57 inches), US Monarch (3.87 x 7.5 inches), European DL (110 x 220 mm), C5 (162 x 229 mm), C6 (114 x 162 mm)

Index Cards: US Index card (4 x 6 inches), US Index card (5 x 8 inches), A6 card (105 x 148.5 mm)

Labels: US Labels (8.5 x 11 inches), A4 Labels (210 x 297 mm)

Custom size: 89.9 x 146.05 mm (3.54 x 5.75 inches) to 330.2 x 1,270 mm (13 x 50 inches)

Media Handling	**Input tray**:	Up to 19 mm (0.75 inches) or up to 150 sheets plain paper; up to 15 envelopes; up to 60 cards; up to 30 transparencies or labels; photo media
	Front manual feed slot:	Up to 10 sheets plain paper; up to 5 envelopes or cards; up to 8 transparencies; photo media
	Rear manual feed slot:	Single sheet; thick media (up to 0.3 mm); envelopes; cards; transparencies; labels
	Optional automatic two-sided printing accessory (duplex unit):	13 x 19 inches, 11 x 17 inches, Legal, Letter, Executive, A3+, A3, A4, and B5 (JIS). Does not support banners, index cards, envelopes, or custom sizes smaller than B5 (JIS) or larger than 13 x 19 inches/A3+.
	Output tray capacity:	Up to 75 sheets
Recommended Media Weight	**Paper**:	60 to 135 g/m^2 (16 to 36 lb bond) using input tray or front manual feed slot, and up to 280 g/m^2 (74 lb bond) using rear manual feed slot
	Envelopes:	75 to 90 g/m^2 (20 to 24 lb bond)
	Cards:	110 to 200 g/m^2 (110 lb index) using rear manual feed slot
I/O Interface	Universal Serial Bus (USB)	
Printer Memory	16 MB of built-in RAM	
Dimensions	HP Photosmart Pro B8300:	574.5 mm (22.62 inches) (width) by
		186.3 mm (7.33 inches) (height) by
		409.5 mm (16.12 inches) (depth)
		With input tray fully extended: 631.0 mm (24.84 inches) (depth)
Weight	HP Photosmart Pro B8300:	11 kg (24.25 lb)
Duty Cycle	Up to 5,000 pages/month	
Power Supply	Built-in Universal Power Supply	
Power Requirements	Input 100-240V AC, 1300 mA 50/60Hz	
	Output 32V DC, 1500mA	
Power Consumption	60 watts maximum	

Operating Environment	**Operating temperature**: 5˚ to 40˚C (41˚ to 104˚F)
	Recommended operating conditions: 15˚ to 30˚C (59˚ to 95˚F)
	Storage temperature: –40˚ to 60˚C (–40˚ to 140˚F)
	Relative humidity: 20 to 80% RH non-condensing
	Noise levels per ISO 9296: Sound power LwAD: 6.1 B(A)
System Requirements	**Minimum**
	Windows 2000: Pentium 300 MHz, 64 MB RAM, 145 MB hard disk space
	Windows XP 32 bit edition: Pentium 300 MHz, 64 MB RAM, 145 MB hard disk space
	Mac OS X: G3 (except original PowerBook G3), 128 MB RAM
	Internet Explorer 4.0
	Recommended
	Windows 2000: Pentium 300 MHz, 64 MB RAM, 175 MB hard disk space
	Windows XP 32 bit edition: Pentium 300 MHz, 128 MB RAM, 190 MB hard disk space
	Mac OS X: G4 800 MHz, 256 MB RAM
	Internet Explorer 5.0 or later
Warranty	1-year limited warranty
Product Certifications	**Safety Certifications**: CCC S&E (China), CSA (Canada), PSB (Singapore), UL (USA), TUV-GS (Germany), K Mark (Korea), CE (European Union)
	EMC Certifications: FCC Title 47 CFR Part 15 Class B (USA), CTICK (Australia and New Zealand), MIC Mark (Korea), CE (European Union), BSMI (Taiwan), GOST (Russia), ICES (Canada)

Declaration of Conformity

Manufacturer's Name:	Hewlett-Packard Singapore (Pte) Ltd
Manufacturer's Address:	Imaging and Printing Manufacturing Operation Singapore,
	60 Alexandra Terrace, #07-01, The Comtech, Singapore, 118502

declares, that the product

Product Name:	HP Deskjet 9800, HP Deskjet 9800d
	HP Deskjet 9803, HP Deskjet 9803d
	HP Deskjet 9808, HP Deskjet 9808d
	HP Deskjet 9860/9868
	HP Photosmart Pro B8300 series
Regulatory Model Number [1]:	SNPRC-0405
Product Number:	C8165A/B, C8166A/B
	C8165C, C8166C
	C8165D, C8166D
	C8183A/D
	C8492A/B/C/D
Product Accessory Number:	C8258A/HP Automatic Two-Sided Printing Accessory
	Product Options: All

Conforms to the following Product Specifications:

Safety:	IEC 60950-1: 2001 / EN 60950-1:2001
	EN 60825-1:1994 + A1:2002 + A2:2001 Class 1 for LEDs
EMC:	CISPR 22: 1997 / EN 55022:1998 Class B [2]
	CISPR 24:1997 + A1 + A2 / EN 55024: 1998 + A1 + A2
	IEC 61000-3-2:2000 / EN 61000-3-2:2000
	IEC 61000-3-3:1994 + A1:2001 / EN 61000-3-3:1995 + A1:2001
	FCC Title 47 CFR, Part 15 Class B / VCCI-2 [2]
	ICES-003 Issue 4

Supplementary Information:

The product herewith complies with the requirements of the Low Voltage Directive 73/23/EEC and the EMC Directive 89/336/EEC, and carries the CE marking accordingly.

(1) This product is assigned a Regulatory model number that stays with the regulatory aspects of the design. The Regulatory Model Number is the main product identifier in the regulatory documentation and test reports, this number should not be confused with the marketing name or the product numbers.

(2) The product was tested in a typical configuration with Hewlett Packard personal computer systems.

Chan Kum Yew

Director, Quality

Local contact for regulatory topics only:

European Contact: Hewlett-Packard GmbH, Department HQ-TRE / Standards Europe, Herrenberger Strasse 140, D-71034 Böblingen, Germany

USA Contact: Hewlett-Packard Company, HPCC, 20555 S.H. 249 Houston, Texas, 77070

Australia Contact: Hewlett Packard Australia Ltd, Product Regulations Manager, 31-41 Joseph Street, Blackburn, Victoria 3130, Australia.

Singapore, 20 April 2006

11 Regulatory information

- [FCC statement](#)

- [Miscellaneous regulatory information](#)

- [Environmental product stewardship program](#)

- [Disposal of Waste Equipment by Users in Private Households in the European Union](#)

FCC statement

The U.S. Federal Communications Commission (in 47 cfr 15.105) has specified that the following notices be brought to the attention of users of this product.

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

- Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and receiver.

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Modifications (part 15.21): The FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by HP may void the user's authority to operate the equipment.

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

Notice to Users in Korea

사용자 안내문(B급 기기)

이 기기는 비업무용으로 전자파 적합 등록을 받은 기기로서,
주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.

Miscellaneous regulatory information

LEDs classification

CLASS 1 LED PRODUCT
LED KLASSE 1
APPARECCHIO LED DI CLASSE 1
PRODUCT CLASY 1 Z DIODAMI (EWHECYCMILED)
Appareil à Diode Electriuminescente de Classe 1
ZARIZENI LED TRIY 1
KLASS 1 LED APPARAT
LUOKAN 1 LED

Regulatory model number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SNPRC-0405. This regulatory number should not be confused with the marketing name (e.g., HP Photosmart Pro B8300 series) or product numbers (e.g., C8492A or C8492B).

Environmental product stewardship program

Hewlett-Packard encourages customers to recycle used electronic hardware, HP original print cartridges, and rechargeable batteries. HP is committed to providing quality products in an environmentally sound manner. Design for recycling has been incorporated into this product. The number of materials has been kept to a minimum while ensuring proper functionality and reliability. Dissimilar materials have been designed to separate easily. Fasteners and other connections are easy to locate, access, and remove using common tools. High priority parts have been designed to access quickly for efficient disassembly and repair.

For more information, visit HP's Commitment to the Environment Web site at: http://www.hp.com/hpinfo/globalcitizenship/environment/index.html.

Paper Use

This product is suited for the use of recycled paper according to the DIN 19309 and EN 12281:2002.

Plastics

Plastic parts over 25 grams are marked according to the international standards that enhance the ability to identify plastics for recycling purposes at the end of product life.

Recycling program

HP offers an increasing number of product return and recycling programs in many countries/regions, and partners with some of the largest electronic recycling centers throughout the world. HP conserves resources by reselling some of its most popular products. For more information regarding recycling of HP products, please visit:

http://www.hp.com/hpinfo/globalcitizenship/environment/recycle

HP inkjet supplies recycling program

HP is committed to protecting the environment. The HP Inkjet Supplies Recycling Program is available in many countries/regions, and lets you recycle used print cartridges and ink cartridges free of charge. For more information, go to the following Web site:

http://www.hp.com/hpinfo/globalcitizenship/environment/recycle

Materials handling

This HP product contains materials that might require special handling at end-of-life.

Energy consumption - Energy Star

Power usage drops significantly while in PowerSave mode, which saves natural resources and saves money without affecting the high performance of this product. This product qualifies for ENERGY STAR® (version 3.0), which is a voluntary program to encourage the development of energy-efficient office products.

ENERGY STAR® is a U.S. registered service mark of the U.S. EPA. As an ENERGY STAR® Partner, HP has determined this product meets ENERGY STAR® guidelines for energy efficiency.

For more information on ENERGY STAR® guidelines, go to the following Web site:

http://www.energystar.gov

Energy consumption - Federal Energy Management Program

This product meets the Federal Energy Management Program (FEMP) requirements, the US government energy savings initiative aimed at reducing power when the product is turned OFF.

Energy consumption in standby mode: See the product specifications.

Energy consumption in off-mode: When the product is off, an amount of energy is still being consumed. Energy consumption can by prevented by turning the product power off, then disconnecting the end of the product power cord from the electrical source.

Disposal of Waste Equipment by Users in Private Households in the European Union

English

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

Français

Évacuation des équipements usagés par les utilisateurs dans les foyers privés au sein de l'Union européenne
La présence de ce symbole sur le produit ou sur son emballage indique que vous ne pouvez pas vous débarrasser de ce produit de la même façon que vos déchets courants. Au contraire, vous êtes responsable de l'évacuation de vos équipements usagés et, à cet effet, vous êtes tenu de les remettre à un point de collecte agréé pour le recyclage des équipements électriques et électroniques usagés. Le tri, l'évacuation et le recyclage séparés de vos équipements usagés permettent de préserver les ressources naturelles et de s'assurer que ces équipements sont recyclés dans le respect de la santé humaine et de l'environnement. Pour plus d'informations sur les lieux de collecte des équipements usagés, veuillez contacter votre mairie, votre service de traitement des déchets ménagers ou le magasin où vous avez acheté le produit.

Deutsch

Entsorgung von Elektrogeräten durch Benutzer in privaten Haushalten in der EU
Dieses Symbol auf dem Produkt oder dessen Verpackung gibt an, dass das Produkt nicht zusammen mit dem Restmüll entsorgt werden darf. Es obliegt daher Ihrer Verantwortung, das Gerät an einer entsprechenden Stelle für die Entsorgung oder Wiederverwertung von Elektrogeräten aller Art abzugeben (z.B. ein Wertstoffhof). Die separate Sammlung und das Recyceln Ihrer alten Elektrogeräte zum Zeitpunkt ihrer Entsorgung trägt zum Schutz der Umwelt bei und gewährleistet, dass sie auf eine Art und Weise recycelt werden, die keine Gefährdung für die Gesundheit des Menschen und der Umwelt darstellt. Weitere Informationen darüber, wo Sie alte Elektrogeräte zum Recyceln abgeben können, erhalten Sie bei den örtlichen Behörden, Wertstoffhöfen oder dort, wo Sie das Gerät erworben haben.

Italiano

Smaltimento di apparecchiature da rottamare da parte di privati nell'Unione Europea
Questo simbolo che appare sul prodotto o sulla confezione indica che il prodotto non deve essere smaltito assieme agli altri rifiuti domestici. Gli utenti devono provvedere allo smaltimento delle apparecchiature da rottamare portandole al luogo di raccolta indicato per il riciclaggio delle apparecchiature elettriche ed elettroniche. La raccolta e il riciclaggio separati delle apparecchiature da rottamare in fase di smaltimento favoriscono la conservazione delle risorse naturali e garantiscono che tali apparecchiature vengano rottamate nel rispetto dell'ambiente e della tutela della salute. Per ulteriori informazioni sui punti di raccolta delle apparecchiature da rottamare, contattare il proprio comune di residenza, il servizio di smaltimento dei rifiuti locale o il negozio presso il quale è stato acquistato il prodotto.

Español

Eliminación de residuos de aparatos eléctricos y electrónicos por parte de usuarios domésticos en la Unión Europea
Este símbolo en el producto o en el embalaje indica que no se puede desechar el producto junto con los residuos domésticos. Por el contrario, si debe eliminar este tipo de residuo, es responsabilidad del usuario entregarlo en un punto de recogida designado de reciclado de aparatos electrónicos y eléctricos. El reciclaje y la recogida por separado de estos residuos en el momento de la eliminación ayudará a preservar recursos naturales y a garantizar que el reciclaje proteja la salud y el medio ambiente. Si desea información adicional sobre los lugares donde puede dejar estos residuos para su reciclado, póngase en contacto con las autoridades locales de su ciudad, con el servicio de gestión de residuos domésticos o con la tienda donde adquirió el producto.

Česky

Likvidace vysloužilého zařízení uživateli v domácnosti v zemích EU
Tato značka na produktu nebo na jeho obalu označuje, že tento produkt nesmí být likvidován prostým vyhozením do běžného domovního odpadu. Odpovídáte za to, že vysloužilé zařízení bude předáno k likvidaci do stanovených sběrných míst určených k recyklaci vysloužilých elektrických a elektronických zařízení. Likvidace vysloužilého zařízení samostatným sběrem a recyklací napomáhá zachování přírodních zdrojů a zajišťuje, že recyklace proběhne způsobem chránícím lidské zdraví a životní prostředí. Další informace o tom, kam můžete vysloužilé zařízení předat k recyklaci, můžete získat od úřadů místní samosprávy, od společnosti provádějící svoz a likvidaci domovního odpadu nebo v obchodě, kde jste produkt zakoupili.

Dansk

Bortskaffelse af affaldsudstyr for brugere i private husholdninger i EU
Dette symbol på produktet eller på dets emballage indikerer, at produktet ikke må bortskaffes sammen med andet husholdningsaffald. I stedet er det dit ansvar at bortskaffe affaldsudstyr ved at aflevere det på dertil beregnede indsamlingssteder med henblik på genbrug af elektrisk og elektronisk affaldsudstyr. Den separate indsamling og genbrug af dit affaldsudstyr på tidspunktet for bortskaffelse er med til at bevare naturlige ressourcer og sikre, at genbrug finder sted på en måde, der beskytter menneskers helbred samt miljøet. Hvis du vil vide mere om, hvor du kan aflevere dit affaldsudstyr til genbrug, kan du kontakte kommunen, det lokale renovationsvæsen eller den forretning, hvor du købte produktet.

Nederlands

Afvoer van afgedankte apparatuur door gebruikers in particuliere huishoudens in de Europese Unie
Dit symbool op het product of de verpakking geeft aan dat dit product niet mag worden afgevoerd met het huishoudelijk afval. Het is uw verantwoordelijkheid uw afgedankte apparatuur af te leveren op een aangewezen inzamelpunt voor de verwerking van afgedankte elektrische en elektronische apparatuur. De gescheiden inzameling en verwerking van uw afgedankte apparatuur draagt bij tot het sparen van natuurlijke bronnen en tot het hergebruik van materiaal op een wijze die de volksgezondheid en het milieu beschermt. Voor meer informatie over waar u uw afgedankte apparatuur kunt inleveren voor recycling kunt u contact opnemen met het gemeentehuis in uw woonplaats, de reinigingsdienst of de winkel waar u het product hebt aangeschaft.

Eesti

Eramajapidamistes kasutuselt kõrvaldatavate seadmete käitlemine Euroopa Liidus
Kui tootel või toote pakendil on see sümbol, ei tohi seda toodet visata olmejäätmete hulka. Teie kohus on viia tarbetuks muutunud seade selleks ettenähtud elektri- ja elektroonikaseadmete utiliseerimiskohta. Utiliseeritavate seadmete eraldi kogumine ja käitlemine aitab säästa loodusvarasid ning tagada, et käitlemine toimub inimeste tervisele ja keskkonnale ohutult. Lisateavet selle kohta, kuhu saate utiliseeritava seadme käitlemiseks viia, saate küsida kohalikust omavalitsusest, olmejäätmete utiliseerimispunktist või kauplusest, kust te seadme ostsite.

Suomi

Hävitettävien laitteiden käsittely kotitalouksissa Euroopan unionin alueella
Tämä tuotteessa tai sen pakkauksessa oleva merkintä osoittaa, että tuotetta ei saa hävittää talousjätteiden mukana. Käyttäjän velvollisuus on huolehtia siitä, että hävitettävä laite toimitetaan sähkö- ja elektroniikkalaiteromun keräyspisteeseen. Hävitettävien laitteiden erillinen keräys ja kierrätys säästää luonnonvaroja. Näin toimimalla varmistetaan myös, että kierrätys tapahtuu tavalla, joka suojelee ihmisten terveyttä ja ympäristöä. Saat tarvittaessa lisätietoja jätteiden kierrätyspaikoista paikallisilta viranomaisilta, jäteyhtiöiltä tai tuotteen jälleenmyyjältä.

Ελληνικά

Απόρριψη άχρηστων συσκευών στην Ευρωπαϊκή Ένωση
Το παρόν σύμβολο στον εξοπλισμό ή στη συσκευασία του υποδεικνύει ότι το προϊόν αυτό δεν πρέπει να πεταχτεί μαζί με άλλα οικιακά απορρίμματα. Αντίθετα, ευθύνη σας είναι να απορρίψετε τις άχρηστες συσκευές σε μια καθορισμένη μονάδα συλλογής απορριμμάτων για την ανακύκλωση άχρηστου ηλεκτρικού και ηλεκτρονικού εξοπλισμού. Η χωριστή συλλογή και ανακύκλωση των άχρηστων συσκευών θα συμβάλει στη διατήρηση των φυσικών πόρων και στη διασφάλιση ότι θα ανακυκλωθούν με τέτοιον τρόπο, ώστε να προστατεύεται η υγεία των ανθρώπων και το περιβάλλον. Για περισσότερες πληροφορίες σχετικά με το πού μπορείτε να απορρίψετε τις άχρηστες συσκευές για ανακύκλωση, επικοινωνήστε με τις κατά τόπους αρμόδιες αρχές ή με το κατάστημα από το οποίο αγοράσατε το προϊόν.

Magyar

A hulladékanyagok kezelése a magánháztartásokban az Európai Unióban
Ez a szimbólum, amely a terméken vagy annak csomagolásán van feltüntetve, azt jelzi, hogy a termék nem kezelhető együtt az egyéb háztartási hulladékkal. Az Ön feladata, hogy a készülék hulladékanyagait eljuttassa olyan kijelölt gyűjtőhelyre, amely az elektromos hulladékanyagok és az elektronikus berendezések újrahasznosításával foglalkozik. A hulladékanyagok elkülönített gyűjtése és újrahasznosítása hozzájárul a természeti erőforrások megőrzéséhez, egyúttal azt is biztosítja, hogy a hulladék újrahasznosítása az egészségre és a környezetre nem ártalmas módon történik. Ha tájékoztatást szeretne kapni azokról a helyekről, ahol leadhatja újrahasznosításra a hulladékanyagokat, forduljon a helyi önkormányzathoz, a háztartási hulladék begyűjtésével foglalkozó vállalathoz vagy a termék forgalmazójához.

Latviski

Lietotāju atbrīvošanās no nederīgām ierīcēm Eiropas Savienības privātajās mājsaimniecībās
Šis simbols uz ierīces vai tās iepakojuma norāda, ka šo ierīci nedrīkst izmest kopā ar pārējiem mājsaimniecības atkritumiem. Jūs esat atbildīgs par atbrīvošanos no nederīgās ierīces, to nododot norādītajā savākšanas vietā, lai tiktu veikta nederīgā elektriskā un elektroniskā aprīkojuma otrreizējā pārstrāde. Speciāla nederīgās ierīces savākšana un otrreizējā pārstrāde palīdz taupīt dabas resursus un nodrošina tādu otrreizējo pārstrādi, kas sargā cilvēku veselību un apkārtējo vidi. Lai iegūtu papildu informāciju par to, kur otrreizējai pārstrādei var nogādāt nederīgo ierīci, lūdzu, sazinieties ar vietējo pašvaldību, mājsaimniecības atkritumu savākšanas dienestu vai veikalu, kurā iegādājāties šo ierīci.

Lietuviškai

Europos Sąjungos vartotojų ir privačių namų ūkių atliekamos įrangos išmetimas
Šis simbolis ant produkto arba jo pakuotės nurodo, kad produktas negali būti išmestas kartu su kitomis namų ūkio atliekomis. Jūs privalote išmesti savo atliekamą įrangą atiduodami ją į atliekamos elektronikos ir elektros įrangos perdirbimo punktus. Jei atliekama įranga bus atskirai surenkama ir perdirbama, bus išsaugomi natūralūs ištekliai ir užtikrinama, kad įranga yra perdirbta žmogaus sveikatą ir gamtą tausojančiu būdu. Dėl informacijos apie tai, kur galite išmesti atliekamą perdirbti skirtą įrangą kreipkitės į atitinkamą vietos tarnybą, namų ūkio atliekų išvežimo tarnybą arba į parduotuvę, kurioje pirkote produktą.

Polski

Utylizacja zużytego sprzętu przez użytkowników domowych w Unii Europejskiej
Symbol ten umieszczony na produkcie lub opakowaniu oznacza, że tego produktu nie należy wyrzucać razem z innymi odpadami domowymi. Użytkownik jest odpowiedzialny za dostarczenie zużytego sprzętu do wyznaczonego punktu gromadzenia zużytych urządzeń elektrycznych i elektronicznych. Gromadzenie osobno i recykling tego typu odpadów przyczynia się do ochrony zasobów naturalnych i jest bezpieczny dla zdrowia i środowiska naturalnego. Dalsze informacje na temat sposobu utylizacji zużytych urządzeń można uzyskać u odpowiednich władz lokalnych, w przedsiębiorstwie zajmującym się usuwaniem odpadów lub w miejscu zakupu produktu.

Português

Descarte de equipamentos por usuários em residências da União Européia
Este símbolo no produto ou na embalagem indica que o produto não pode ser descartado junto com o lixo doméstico. No entanto, é sua responsabilidade levar os equipamentos a serem descartados a um ponto de coleta designado para a reciclagem de equipamentos eletro-eletrônicos. A coleta separada e o reciclagem dos equipamentos no momento do descarte ajudam na conservação dos recursos naturais e garantem que os equipamentos serão reciclados de forma a proteger a saúde das pessoas e o meio ambiente. Para obter mais informações sobre onde descartar equipamentos para reciclagem, entre em contato com o escritório local de sua cidade, o serviço de limpeza pública de seu bairro ou a loja em que adquiriu o produto.

Slovenčina

Postup používateľov v krajinách Európskej únie pri vyhadzovaní zariadenia v domácom používaní do odpadu
Tento symbol na produkte alebo na jeho obale znamená, že nesmie by vyhodený s iným komunálnym odpadom. Namiesto toho máte povinnos odovzda toto zariadenie na zbernom mieste, kde sa zabezpečuje recyklácia elektrických a elektronických zariadení. Separovaný zber a recyklácia zariadenia určeného na odpad pomôže chráni prírodné zdroje a zabezpečí taký spôsob recyklácie, ktorý bude chráni ľudské zdravie a životné prostredie. Ďalšie informácie o separovanom zbere a recyklácii získate na miestnom obecnom úrade, vo firme zabezpečujúcej zber vášho komunálneho odpadu alebo v predajni, kde ste produkt kúpili.

Slovenščina

Ravnanje z odpadno opremo v gospodinjstvih znotraj Evropske unije
Ta znak na izdelku ali embalaži izdelka pomeni, da izdelka ne smete odlagati skupaj z drugimi gospodinjskimi odpadki. Odpadno opremo ste dolžni oddati na določenem zbirnem mestu za recikliranje odpadne električne in elektronske opreme. Z ločenim zbiranjem in recikliranjem odpadne opreme ob odlaganju boste pomagali ohraniti naravne vire in zagotovili, da bo odpadna oprema reciklirana tako, da se varuje zdravje ljudi in okolje. Več informacij o mestih, kjer lahko oddate odpadno opremo za recikliranje, lahko dobite na občini, v komunalnem podjetju ali trgovini, kjer ste izdelek kupili.

Svenska

Kassering av förbrukningsmaterial, för hem- och privatanvändare i EU
Produkter eller produktförpackningar med den här symbolen får inte kasseras med vanligt hushållsavfall. I stället har du ansvar för att produkten lämnas till en behörig återvinningsstation för hantering av el- och elektronikprodukter. Genom att lämna kasserade produkter till återvinning hjälper du till att bevara våra gemensamma naturresurser. Dessutom skyddas både människor och miljön när produkter återvinns på rätt sätt. Kommunala myndigheter, sophanteringsföretag eller butiken där varan köptes kan ge mer information om var du lämnar kasserade produkter för återvinning.

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