

# HP Sprocket Photo Printers - Setting up the Printer

**This document is for HP Sprocket Photo Printers, and the HP sprocket app for Android mobile and Apple iOS devices.**

To set up a printer for the first time, remove the printer and all packing materials from the box, install the HP sprocket app, pair your printer and mobile device, load HP Sprocket Photo Paper, and then calibrate the printer.

Step 1: Remove the printer from the box

Remove the printer from the box, remove any plastic packing material from the printer, and then recycle the packing materials.

**Figure : Removing the printer from the box**



Step 2: Pair the printer and mobile device

Install the HP sprocket app on your mobile device, and then pair your mobile device to the printer using a Bluetooth connection. The app **is required** to connect the printer and print photos from your mobile device.

1. Go to the [HP Sprocket](#) homepage, and then follow the on-screen instructions to download and install the app.
2. After the app installs, turn on the printer.

**Figure : Turning on the printer**

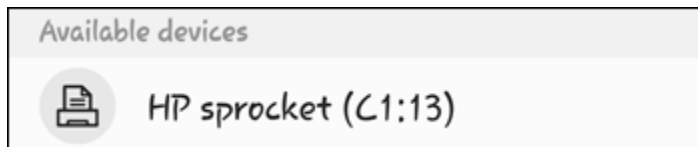


3. On your mobile device, open the Bluetooth settings menu.

A list of nearby devices display.

4. Look for **HP sprocket (xx:xx)** in the list.
  - **If the printer displays in the list**, tap it, and then continue to the next step.
  - **If the printer does not display in the list**, tap Search or Scan, depending on your mobile device. When the printer displays, tap it, and then continue to the next step.

**Figure : Example of HP sprocket in the devices list**

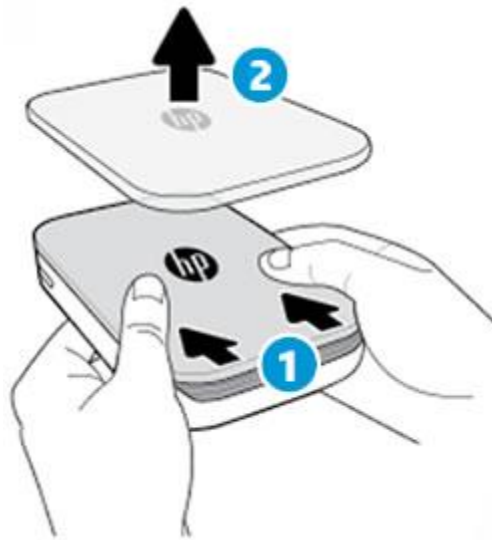


### Step 3: Load HP Sprocket Photo Paper

Load 5.0 x 7.6 cm (2 x 3 in) HP Sprocket Photo Paper into the input tray.

1. Turn off the printer.
2. Remove the top cover by sliding it away from the output slot, and then set it aside.

**Figure : Removing the top cover**



- 1. Slide the top cover**
- 2. Remove the top cover**
3. Load up to 10 sheets of HP Sprocket Photo Paper with the **blue Smartsheet®**. Make sure the Smartsheet® is on the bottom of the stack with the bar-code facing down, and the photo paper with the HP logos facing down

**note:**

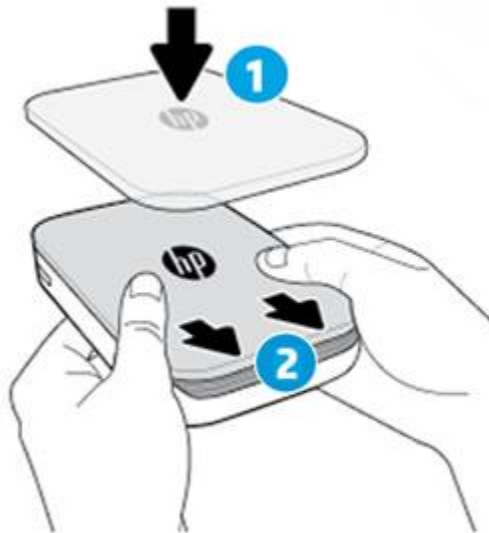
Keep the Smartsheet® until you are done with all 10 sheets, and then discard it.

**Figure : Loading HP Sprocket Photo Paper**



4. Align the top cover with the tracks on the outside of the printer, and then slide the top cover toward the output slot until it is firmly seated.



**Figure : Closing the top cover**





1. **Align the top cover**
2. **Slide the top cover**
5. Turn on the printer.

Step 4: Calibrate the printer

Send a print job with the HP sprocket app to calibrate the printer with the Smartsheet®.

1. On your mobile device, open the HP sprocket app.
2. From the home screen, tap the Photos icon,  or , and then follow the on-screen prompts to allow the app to access your camera and photos.
3. Select the photo you want to print.

The print preview screen displays.

4. Tap Edit to adjust the photo appearance, add text or stickers, and apply filters.
5. Tap the Checkmark icon  to save any changes, and then tap the Print icon .



A Sending to sprocket printer message displays, and the printer calibrates using the Smartsheet®.

6. Wait until the device is idle and silent, and then remove the Smartsheet®.

After calibration completes, your photo prints.

### [What if the printer does not print?](#)

If you are unable to print with the HP sprocket app, use these recommendations to troubleshoot printing issues.

- **Turn on the printer:** By default, the printer is set to turn off after 5 minutes. To change when the printer automatically turns off, open the HP sprocket app on your mobile device, and then tap the Menu icon . Tap sprocket, and then tap Printers. Select your printer in the list, tap Auto Off under the Settings section, and then select when you want the printer to turn off.
- **Charge the printer:** On your mobile device, open the HP sprocket app, tap the Menu icon . Tap sprocket, and then tap Printers. Select your printer in the list, and then locate Battery under the Status section. If the battery is low, charge the printer by connecting it to a power source with the USB cable.
- **Make sure the printer has photo paper in the input tray:** Load up to 10 sheets of HP Sprocket Photo Paper into the input tray with the HP logos facing down.
- **Confirm Bluetooth is turned on and paired with your printer:** On your mobile device, make sure Bluetooth is turned on and paired with your printer.

If the printer is already paired to your mobile device, turning Bluetooth off and then on might resolve the issue.

- **Move the printer and your mobile device closer together:** Bluetooth signals can be weaker at greater distances.
- **Upgrade the printer firmware:** Open the HP sprocket app on your mobile device, and then look for a firmware upgrade in the sprocket menu.
- **Reset your mobile device:** Turn off your mobile device, and then turn it back on to clear any error states.

- **Reset the printer.** On the printer, locate the reset button underneath the paper cover, insert a straight pin into the reset button access point, and then press the reset button for 3 seconds. The printer resets and turns off.

**Figure : Locating the reset button**

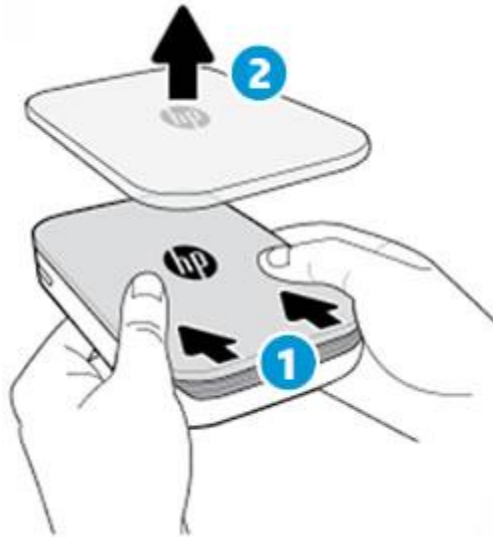


[Why is my printout blank?](#)

The HP Sprocket Photo Paper is loaded incorrectly. The photo paper must be loaded into the input tray with the HP logos facing down.

1. Turn off the printer.
2. Remove the top cover by sliding it away from the output slot, and then set it aside.

**Figure : Removing the top cover**



1. **Slide the top cover**
2. **Remove the top cover**
3. Remove any loose photo paper from the input tray.
4. Reload the HP Sprocket Photo Paper with the **blue** Smartsheet®. Make sure the blue Smartsheet® is on the bottom of the stack with the bar-code facing down, and the HP Sprocket Photo Paper with the HP logos facing down.

**note:**

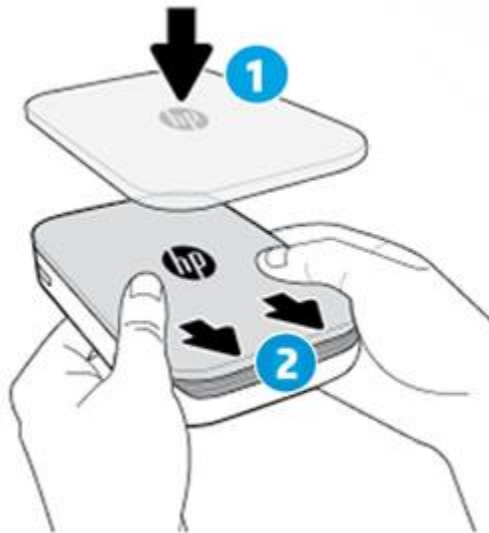
Keep the Smartsheet® until you are done with all 10 sheets, and then discard it.

**Figure : Loading HP Sprocket Photo Paper**



5. Align the top cover with the tracks on the outside of the printer, and then slide the top cover toward the output slot until it is firmly seated.

**Figure : Closing the top cover**



1. **Align the top cover**
2. **Slide the top cover**
6. Turn on the printer, and then resend the print job.

[Why am I unable to connect my Apple iOS device?](#)

The HP sprocket app or printer firmware might be outdated, or the printer might be connected to another Apple iOS device.

1. On your mobile device, go to the [HP sprocket app](#) (in English) in the App Store and check for an update.
2. On your mobile device, open the HP sprocket app and make sure the printer firmware is up-to-date.
3. Turn off the Bluetooth feature on any nearby Apple iOS devices, and then try to reconnect your Apple iOS device.

For detailed troubleshooting steps, go to [Cannot Connect, Print, or Update Firmware \(Apple iOS\)](#).

#### [How do I reset my printer?](#)

If the printer does not print when you send a print job or turn on when you press the power button, reset the printer with a straight pin to clear any errors.

1. Turn on the printer.
2. Locate the reset button near the charging port.

#### **Figure : Locating the reset button**




3. Gently insert the straight pin into the reset button access point, and then press the reset button for 3 seconds.

The printer resets and turns off.

4. Turn on the printer.

#### [How do I upgrade my printer firmware?](#)

Upgrade the printer firmware using the HP sprocket app. HP regularly releases printer updates.


1. Make sure the printer is charged 50% or more.
2. Make sure the printer is on and your mobile device is connected to the Internet.
3. On your mobile device, open the HP sprocket app.
4. Tap the Menu icon , and then tap sprocket.
5. Tap Printers, and then tap your printer in the list.

The printer information screen displays.

6. Look for a firmware upgrade.
  - **If a firmware upgrade displays**, tap Get Firmware Upgrade, and then follow the on-screen prompts to complete the update.
  - **If a firmware upgrade option does not display**, the printer firmware is up-to-date.

#### [Why does my printer turn off unexpectedly?](#)

By default, the printer is set to turn off after 5 minutes. You can change when the printer automatically turns off using the HP sprocket app.

1. Turn on the printer.
2. Make sure the Viewfinder is closed.
3. On your mobile device, open the HP sprocket app.
4. Tap the Menu icon , and then tap sprocket.
5. Tap Printers, and then tap your printer in the list.

The printer information screen displays.

6. Tap Auto Off under the **Settings** section.

The Auto off settings displays.

7. Select when you would like the printer to automatically turn off, and then tap the back button on your mobile device to save the setting.

#### [Why do I need to load the Smartsheet®?](#)

The Smartsheet® calibrates the printer to provide the best print quality for printing with the specific pack of HP Sprocket Photo Paper. The Smartsheet® cleans the paper path rollers during calibration or when you need to improve print quality.

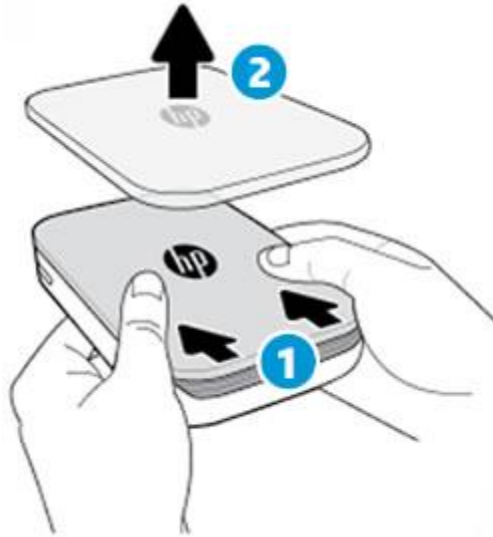
#### [How do I clear a paper jam?](#)

During a print job, the printer stops feeding photo paper, the Status Indicator light blinks and turns red. and the follow error message displays in the HP sprocket app: Paper has Jammed. Clear paper jam and restart the printer by pressing and holding the power button.

1. On the HP sprocket app, tap OK to clear the error message.
2. Turn off the printer.
3. Remove the top cover by sliding it away from the output slot, and then set it aside.

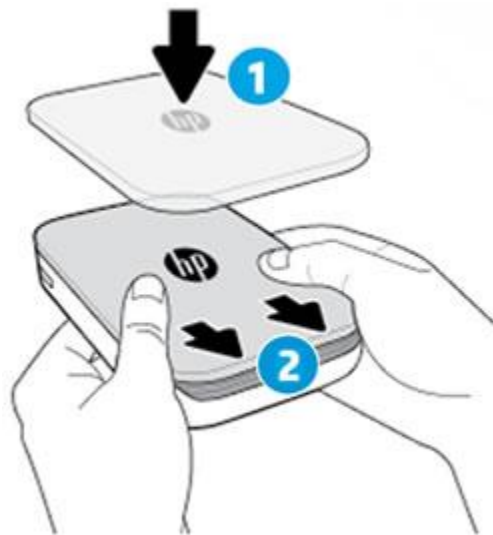
#### **Figure : Removing the top cover**





- 1. Slide the top cover**
- 2. Remove the top cover**
4. Remove any loose photo paper from the input tray, and then set aside if necessary.
5. Gently remove the jammed paper from the input tray.
6. Reload the remaining photo paper with the print side facing up.
7. Align the top cover with the tracks on the outside of the printer, and then slide the top cover toward the output slot until it is firmly seated.

**Figure : Closing the top cover**



- 1. Align the top cover**
- 2. Slide the top cover**
8. Turn on the printer.

[How do I resolve an 'Incorrect Paper Type' error message?](#)

When non-HP Sprocket Photo Paper is used during a print job, the printer stops feeding pages, ejects the non-Smartsheet®, and an Incorrect Paper Type. Use only HP branded ZINK paper. If using the correct paper, try printing again. message displays on the HP sprocket app. The Status Indicator light blinks and turns red.

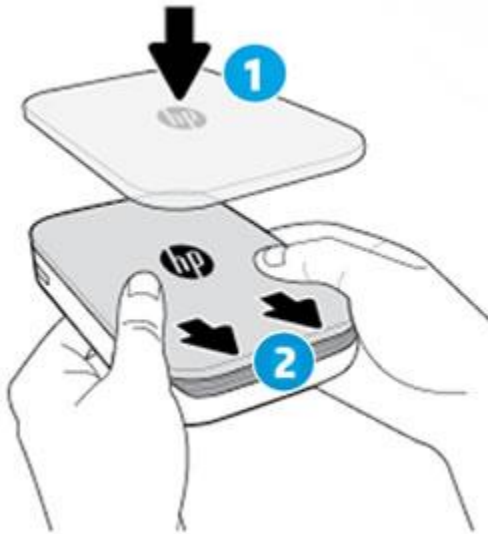
Make sure to load genuine HP Sprocket Photo Paper, and then turn the printer off and then on. ZINK® makes custom photo paper for a variety of printers, such as Polaroid, LG, and HP. HP recommends using HP Sprocket Photo Paper for best results. To purchase genuine HP Sprocket Photo Paper, go to the [HP Sprocket](#) homepage. You can also purchase genuine HP Sprocket Photo Paper from other retailers.

#### [What if a 'Paper Cover Open' message displays?](#)

When sending a print job, the printer does not respond and a Paper Cover Open. Close the cover to proceed. error message displays on the HP sprocket app. The Status Indicator light blinks and turns red.

On the HP sprocket app, press OK to clear the error message. To close the top cover, align the top cover with the tracks on the outside of the printer, and then slide the top cover toward the output slot until it is firmly seated.


**Figure : Closing the top cover**



- 1. Align the top cover**
- 2. Slide the top cover**

#### [How do I maximize the battery life of my printer?](#)

There are several ways to make sure your battery lasts as long as possible. Use these recommendations to maximize battery life.

- **Change how long the printer remains on:** By default, the printer is set to turn off after 5 minutes. To change when the printer automatically turns off, open the HP sprocket app on your mobile device, and then tap the Menu icon . Tap sprocket, and then tap Printers. Select your printer in the list, tap Auto Off, and then select when you want the printer to turn off.
- **Charge the printer when you are not using it:** Leave the printer plugged into a power source whenever you are not using it.

**note:**

You can use the printer while it is charging.

- **Charge the printer for more than 90 minutes.** HP recommends you charge the printer up to 90 minutes or until the power light turns green. However, you can charge the printer for longer than 90 minutes, which might increase battery life.
- **Use an external battery charger.** Using an external battery charger allows you to charge the printer when the battery is low and you cannot access another power source. To purchase an external battery charger, go to [HP Home & Home Office](#). You can also purchase external battery chargers from other retailers.

[What paper sizes are supported?](#)

The HP Sprocket Photo Printer supports 5.0 x 7.6 cm (2 x 3 in) HP Sprocket Photo Paper.

**Figure : HP Sprocket Photo Paper**



[Can I send multiple print jobs at the same time?](#)

Yes. When you send a print job while the printer is processing another print job, the print job is sent to the print queue, and then prints in the order it was received.

[How do I attach a lanyard to my printer?](#)

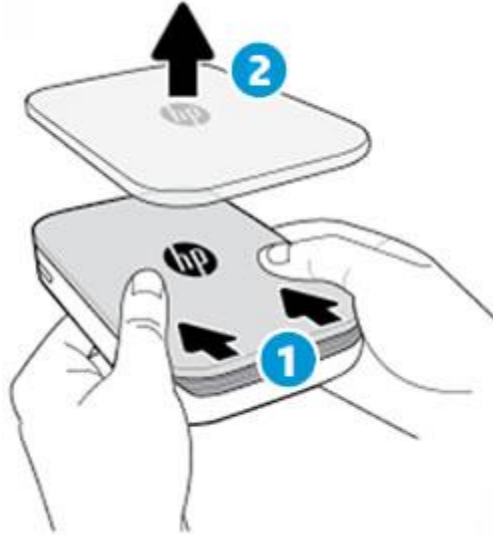
Attach a lanyard (sold separately) to your printer to secure the printer to your wrist, carabiner, etc.

**note:**

Make sure the lanyard contains a strap small enough to thread through the lanyard attachment point of your printer.

1. Turn off the printer.
2. Remove the top cover by sliding it away from the output slot, and then set it aside.

**Figure : Removing the top cover**



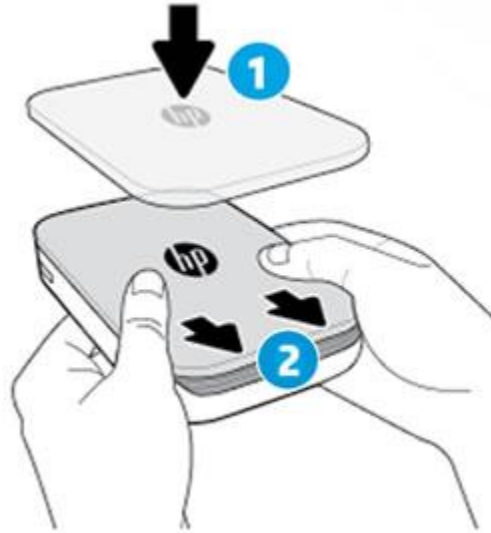
- 1. Slide the top cover**
- 2. Remove the top cover**
3. Remove any loose photo paper from the input tray, and then set aside if necessary.
4. Locate the lanyard attachment point at the top of the printer.

**Figure : Location of the lanyard attachment point**



5. With the lanyard in one hand, thread the smaller lanyard loop through the hole in the printer until approximately half of the lanyard is through the hole.
6. Thread one end through the opposite end of the lanyard.
7. Tighten the lanyard by pulling the opposite end.
8. Reload the remaining photo paper with the print side facing up.
9. Align the top cover with the tracks on the outside of the printer, and then slide the top cover toward the output slot until it is firmly seated.

**Figure : Closing the top cover**



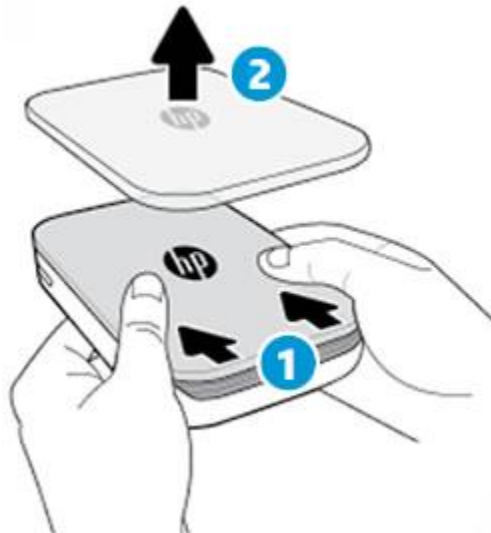
- 1. Align the top cover**
  - 2. Slide the top cover**
10. Turn on the printer.

[Where do I find the serial number of my printer?](#)

You can find the printer serial number on the Universal Product Code (UPC) sticker inside the input tray. The serial number is a ten-digit alpha-numeric number that is unique to each printer.

1. Turn off the printer.
2. Remove the top cover by sliding it away from the output slot, and then set it aside.

**Figure : Removing the top cover**



- 1. Slide the top cover**
- 2. Remove the top cover**

3. Remove any loose photo paper from the input tray, and then set aside if necessary.
4. Locate the serial number on the UPC sticker inside the input tray.

**Figure : Locating the serial number**

