HP Photosmart 420 series
GoGo Photo Studio

Printer User's Manual

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Ecuador (Andinatel)	1-999-119 ☎	Россия (Санкт-Петербург)	812 3467997
	800-711-2884	800 897 1444	السعودية
Ecuador (Pacifitel)	1-800-225-528 ☎	Singapore	6 272 5300
	800-711-2884	Slovakia	2 50222444
2 532 5222	مصر	South Africa (international)	+ 27 11 2589301
El Salvador	800-6160	South Africa (RSA)	086 0001030
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	0811 2649	ไทย	+66 (2) 353 9000
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Jamaica	1-800-711-2884	Uruguay	0004-054-177
日本	0570-000511	Venezuela (Caracas)	58-212-278-8666
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Notice

Trademarks

Regulatory Model Identification Number VCVRA-0501

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is VCVRA-0501. This regulatory number should not be confused with the marketing name (HP Photosmart 420 series GoGo Photo Studio) or product number (Q6366A).

Safety Information

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

Warning To prevent fire or shock hazard, do not expose this product to rain or any type of moisture.

- Read and understand the setup instructions that came in the box with the printer.
- Use only a grounded electrical outlet when connecting the unit 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.
- Use only the listed power adapter.
- Install the product in a protected location where no one can step on or trip over the power cord, and where the power cord will not be damaged.
- If the product does not operate normally, see the troubleshooting information in the onscreen Printer Help.
- There are no operator serviceable parts inside. Refer servicing to qualified service personnel.
- Use in a well-ventilated area.

Environmental Statements

Hewlett-Packard Company is committed to providing quality products in an environmentally sound manner.

Protecting the Environment

This printer has been designed with several attributes to minimize impact on our environment. For more information, go to HP's Commitment to the Environment website at www.hp.com/hpinfo/globalcitizenship/environment/.

Ozone Production

This product generates no appreciable ozone gas (O_3).

Paper Use

This product is suited for the use of recycled paper according to DIN 19309.

Plastics

Plastic parts over 24 grams (0.88 ounces) are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of the printer life.

Material Safety Data sheets

Material Safety Data Sheets (MSDS) can be obtained from the HP website at www.hp.com/go/msds. Customers without Internet access should contact Customer Care.

Recycling Program

HP offers an increasing number of product return and recycling programs in many countries, and partners with some of the largest electronics recycling centers throughout the world. HP conserves resources by reselling some of its most popular products.

This HP product contains lead in the solder, which may require special handling at the end of its life.

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.

For more information regarding return and recycling of HP products generally, please visit: www.hp.com/hpinfo/globalcitizenship/environment/recycle/index.html.

Contents

1 Welcome

Thank you for purchasing an HP Photosmart 420 series GoGo Photo Studio! The HP Photosmart GoGo Photo Studio is an innovative pairing of camera and printer in one easy-to-use device. The HP Photosmart 420 series uses HP Real Life technologies, such as red eye removal, to make it easy for you to get better prints with or without a computer.

Note In this manual references to the printer mean the part of the GoGo Photo Studio other than the camera.

This manual explains how to print from the HP Photosmart GoGo Photo Studio without connecting it to a computer. To learn how to print from your computer, install the HP Photosmart software and view the onscreen HP Photosmart Printer Help on your computer. For more information on installing the software, see the setup instructions that came in the box with the HP Photosmart GoGo Photo Studio.

Among other things, you'll learn how to:

Create beautiful borderless prints at the touch of a button. See Printing Images.

Improve the quality of your images with HP Real Life technologies such as automatic red-eye removal. See Improving the Quality of Your Images.

Finding More Information

Your new HP Photosmart 420 series GoGo Photo Studio comes with the following documentation:

- **Quick Start** or **Setup Guide**: The HP Photosmart 420 series GoGo Photo Studio comes with setup instructions that explain how to set up the HP Photosmart GoGo Photo Studio and install the HP Photosmart software. The *Quick Start* also includes basic camera operation. The name of the document varies by country/region.
- **HP Photosmart 420 series GoGo Photo Studio Printer User's Manual**: The *Printer User's Manual* is the book you are reading. This manual describes the basic features of the HP Photosmart GoGo Photo Studio, explains how to use it without connecting it to a computer, and contains hardware troubleshooting information. In some countries/regions the *User's Manual* is provided in online format on the HP Photosmart User's Manual CD.
- **HP Photosmart Printer Help**: The onscreen HP Photosmart Printer Help describes how to use the HP Photosmart GoGo Photo Studio with a computer and contains software troubleshooting information.
- **HP Photosmart 420 series GoGo Photo Studio Camera User's Manual**: This documentation explains how to use the HP Photosmart GoGo Photo Studio camera to take pictures and includes troubleshooting and maintenance information. In some countries/regions the camera documentation is provided only in online format on the HP Photosmart User's Manual CD. In those countries/regions the *Quick Start* includes basic printed instructions for both the camera and the printer components.

After you have installed the HP Photosmart software on your computer, you can view the onscreen Printer Help on your computer:

- **Windows PC**: From the **Start** menu, select **Programs** (in Windows XP, select **All Programs**) > **HP** > **HP Photosmart 420 series** > **Photosmart Help**.
- **Macintosh**: Select **Help** > **Mac Help** in the Finder, then select **Library** > **HP Photosmart Printer Help for Macintosh**.

Printer Parts

This section contains information only on the printer component of the HP Photosmart 420 series GoGo Photo Studio. For information on the camera, see the *Camera User's Manual*.
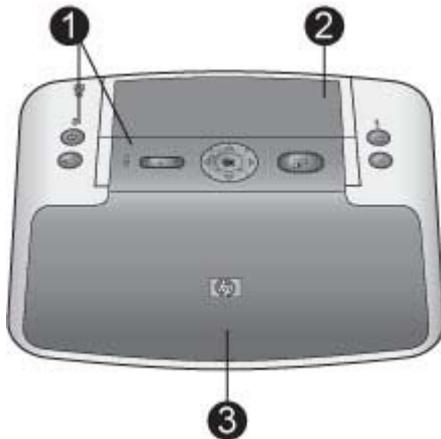
Front View (Closed)

1	**Control panel**: Control the basic functions of the printer from here.
2	**Camera dock cover**: Open this to dock the camera on the printer.
3	**Output tray**: Open this to print or to connect a PictBridge-certified digital camera or the optional HP Bluetooth wireless printer adapter to the camera port on the front of the printer. It should also be open if you want to use the remote control with the printer.
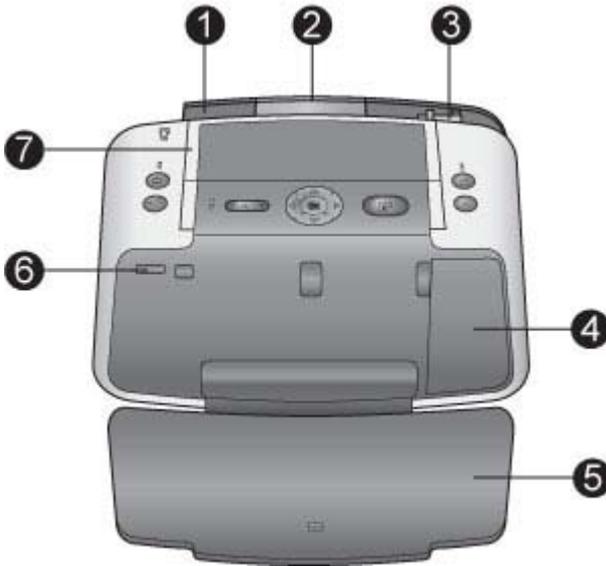
Front View (Open)

1	**In tray**: Load paper here.
2	**In tray extender**: Pull out to support paper.
3	**Paper-width guide**: Move to the width of the current paper to position the paper properly.
4	**Print cartridge door**: Open to insert or remove a print cartridge.
5	**Output tray (open)**: The printer deposits prints here.
6	**Camera port**: Connect either a PictBridge-certified digital camera to this port or the optional HP Bluetooth wireless printer adapter.
7	**Handle**: Extend to carry the printer.
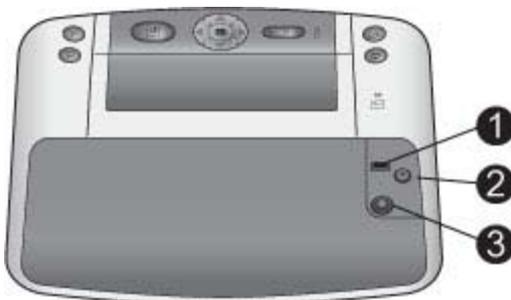
Rear of Printer

1	**USB port**: Connect the printer to a computer using the supplied USB cable here.
2	**Video port**: Connect the video cable here to use the printer with a television to view images.
3	**Power cord connection**: Connect the power cord here.
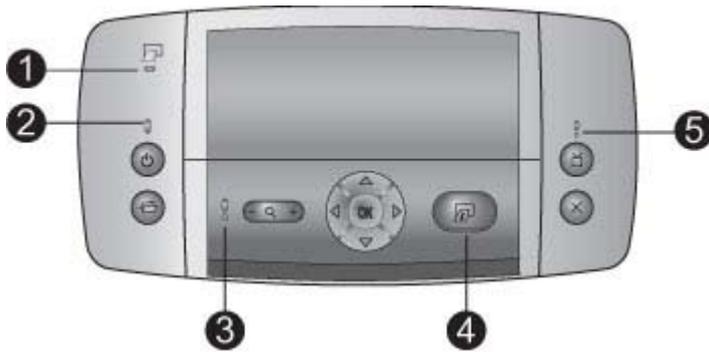
Indicator Lights

1	**Printer battery light**: Solid green if the optional battery is installed and fully charged, flashing if the battery is charging.
2	**On light**: Solid green if the printer is on, flashing if the printer is turning on or off.
3	**Status light**: Flashing red if there is an error or if some user action is required. An error message on the camera Image Display describes the problem.
4	**Print light**: Solid green if the printer is ready to print, pulsing green if the printer is busy printing.
5	**Video status light**: Solid green if you are viewing images on a connected television monitor.

Control Panel

1	**On**: Press to turn the printer on or off.
2	**Save**: Press to transfer images from the docked camera to a connected computer.
3	**Zoom**: Press **Zoom +** to enter Zoom mode. Each subsequent press increases the zoom level. Pressing **Zoom +** when viewing thumbnails displays the current image at full size. Pressing **Zoom -** when viewing a zoomed image decreases the zoom level. Pressing **Zoom -** when viewing a image at the full size lets you view several images at the same time as thumbnails.
4	**Navigation buttons**: Use the arrows to scroll through images or navigate the menus. Press **OK** to open/close a menu or to select a menu option.
5	**Print**: Press to print the current image. Each additional press prints the same image again.
6	**Cancel**: Press to stop a print action.
7	**Video**: Press to toggle between viewing images on an attached television monitor or on the camera Image Display. The printer must be connected to a television by using the supplied video cable.

Total Images Summary Screen

1	**HP Instant Share status**: Displays the number of images (if any) selected for distribution using HP Instant Share. For more information, see the *Camera User's Manual*.
2	**DPOF print status**: Displays the number of images already selected on the camera for DPOF printing.
3	**Battery indicator**: Displays the charge levels of the camera batteries (top) and optional HP Photosmart Internal Battery (bottom), if installed.
4	**Messaging area**: Displays printer messages.
5	**Navigation arrows**: These arrows indicate there are other images you can browse through by pressing ◄ or ► on the printer control panel.
6	**Ink-level indicator**: Displays the ink level of the print cartridge.

Print Images Screen

1	**Print box**: Displays a check mark and number of copies of the current image being printed.
2	**Index number**: Displays index number of current image and total number of images on the camera.

Internal Battery Compartment

1	**Cover of the battery compartment**: Open this cover on the bottom of the printer to insert the optional HP Photosmart Internal Battery.
2	**HP Photosmart Internal Battery**: A fully-charged battery has sufficient charge to print approximately 75 images. You must purchase the battery separately.
3	**Internal battery compartment**: Insert the optional HP Photosmart Internal Battery here.
4	**Battery compartment button**: Slide to release the compartment cover.
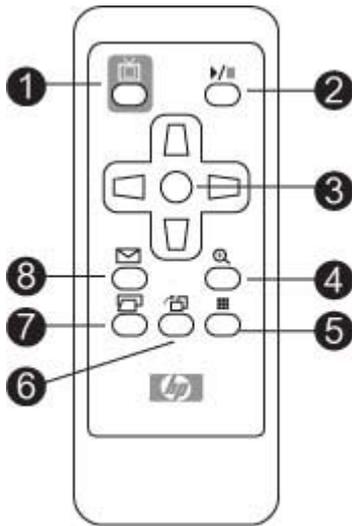
Remote Control

1	**Video** 📺: Press to toggle between viewing images on an attached television monitor or on the camera Image Display.
2	**Play/Pause** ▶/⏸: Press to toggle between viewing images in a slide show or one at a time.
3	**Navigation buttons**: Use the arrows to scroll through images or navigate the menus. Press **OK** to open/close a menu or to select a menu option.
4	**Zoom +** 🔍: Press to enter Zoom mode. Each subsequent press increases the zoom level. Pressing **Zoom +** when viewing thumbnails displays the current image at full size.
5	**Zoom -** : Press **Zoom -** when viewing a zoomed image to decrease the zoom level. Press **Zoom -** when viewing a image at the full size to view images as thumbnails.
6	**Rotate** : Press to rotate the current image. Disabled if the current image is a video clip.
7	**Print** : Press to print the current image. Each additional press prints the same image again.
8	**HP Instant Share** ✉: Press to open up the **Share Menu** on the camera. For more information, see the *Camera User's Manual*.

Available Accessories

There are several accessories available for the HP Photosmart 420 series that enhance its portability for printing anywhere, anytime. The appearance of the accessories may vary from what is shown.

For camera accessories, see the *Camera User's Manual*.

Accessory Name	Description
HP Photosmart Internal Battery	The HP Photosmart Internal Battery lets you take the printer with you wherever you go.
HP Photosmart Carrying Case for Compact Printers	The lightweight, durable HP Photosmart Carrying Case for Compact Printers holds and protects everything needed for hassle-free printing on the go.
HP Bluetooth wireless printer adapter	The HP Bluetooth wireless printer adapter plugs into the camera port on the front of the HP Photosmart GoGo Photo Studio and lets you use Bluetooth wireless technology for printing.

Battery Information

The HP Photosmart 420 series GoGo Photo Studio comes with batteries for the camera and for the remote control. The optional HP Photosmart Internal Battery is also available for the printer as a separate purchase. Both the printer battery light on the control panel and the camera Image Display indicate the status of an installed HP Photosmart Internal Battery, as follows:

GoGo Photo Studio connected to AC power
- The printer battery light is on if the battery is fully charged, flashing if the battery is charging
- The camera Image Display shows a battery icon with plug if the battery is fully charged and a battery animation if the battery is charging

GoGo Photo Studio running on battery
- The printer battery light is off.
- The camera Image Display shows nothing if the battery is fully charged.
- The camera Image Display shows icons for Low, Very Low, and Empty. Messages also appear on the camera Image Display.

For information on the camera batteries, see the *Camera User's Manual* (in the box or in online format on the HP Photosmart User's Manual CD, depending on the country/region).

The HP Photosmart GoGo Photo Studio remote control is intended primarily for operating the printer when you view images on a connected television. This remote uses a supplied CR2025 battery that you need to install.

To install the remote battery:
1. Remove the battery compartment cover from the back of the remote.
2. Insert the supplied battery as shown with the + side up.
3. Slide the cover back into place.

GoGo Photo Studio Menus

The GoGo Photo Studio menus contain many features for viewing and printing images, obtaining help, and more. The menus, when accessed, appear on the screen overlaying the current image. You can access the menus of the GoGo Photo Studio through the tabbed interface at the top of the camera Image Display. When the camera is not in the camera dock, the menus have different options. For more information, see the *Camera User's Manual*.

The GoGo Photo Studio Menu Tabs

1	Print Menu
2	Playback Menu
3	Share Menu
4	Setup Menu
5	Help Menu

Tip The GoGo Photo Studio menus contain many useful commands and options, but common functions, such as printing, are usually available with a single button press on the printer control panel.

To use the GoGo Photo Studio menus:

1. Insert the camera in the camera dock on top of the printer. For more information see Connecting the Camera.
2. Press **OK** on the printer control panel to access the menus. The **Print Menu** is displayed initially.

To Navigate the Menus:

● Press ◀ or ▶ on the printer to navigate through the menus (which appear as tabs across the top of the camera Image Display). Press ▲ or ▼ to access the options under each menu. Menu options that are not accessible are dimmed.
● Press **OK** to select an option.
● To change to a different menu, press ▲ until the current menu's tab is selected, then press ◀ or ▶ to navigate through the menu tabs.
● To exit the menus, select **EXIT** in the current menu and then press **OK**. You can also press ▲ until the current menu tab is selected and then press **OK**.

The Menus

● **Print Menu**
    – **Remove Red Eyes**: Select to remove red eyes from the current image. If this menu option is disabled, the option is not possible with the current image.
    – **Print All**: Select to display the Print All options. Select **Full Size** and press **OK** to print all the images in the camera, one borderless image per page. You can also select **2 Photos per Page**, **4 Photos per Page**, or **Print Index**

to print the images using one of these alternate layouts. Select **Help** and press **OK** to access help with this feature.

- – **Print New**: Select to display the Print New options. Select **Full Size** and press **OK** to print new images in the camera taken since the last time the camera was docked, one print per page. Select **2 Photos per Page**, **4 Photos per Page**, or **Print Index** to print the images using one of these alternate layouts. Select **Help** and press **OK** to access help with this feature.
- – **Passport Photo**: Select to display the Passport Photo options. Select **2 x 2 inches**, **35 x 45 mm**, **25.4 x 36.4 mm**, **36.4 x 50.8 mm**, or **45 x 55 mm** as a passport photo size, then press **OK**. For more information, see To print passport photos:. Select **Help** and press **OK** to access help with this feature. This menu option is disabled if you are not currently viewing images.
- – **Print test page**: Select to print a test page containing information about the printer that can help in troubleshooting problems. For more information, see Printing a Test Page.
- – **Clean cartridge**: Select to clean the print cartridge. For more information, see Cleaning the Print Cartridge.
- – **Align cartridge**: Select to align the print cartridge. For more information, see Aligning the Print Cartridge.
- – **EXIT**: Select and press **OK** to exit the current menu.

- ● **Playback Menu**: For more information, see the *Camera User's Manual*.
  - – **Delete**: Press to display various deletion options. You can delete the current image or all images from the camera. This option also lets you format the internal memory or memory card (if installed).
  - – **Remove Red Eyes**: Select to remove red eyes from the current image. If this menu option is disabled, the option is not possible with the current image.
  - – **Rotate**: Select to rotate the current image. This menu option is disabled if you are not viewing images or the current image is a video clip.
  - – **Record Audio**: Disabled when the camera is in the camera dock. For more information, see the *Camera User's Manual*.
  - – **EXIT**: Select and press **OK** to exit the current menu.

- ● **Share Menu**: Select to access the HP Instant Share features available on the camera. For more information, see the *Camera User's Manual*.
  - – **Print 1 copy**: Disabled when the camera is in the camera dock. For more information, see the *Camera User's Manual*.
  - – **Print 2 copies**: Disabled when the camera is in the camera dock. For more information, see the *Camera User's Manual*.
  - – **HP Instant Share Setup**: Select to set up HP Instant Share on the camera. For more information, see the *Camera User's Manual*.
  - – **EXIT**: Select and press **OK** to exit the current menu.

- ● **Setup Menu**: For more information, see the *Camera User's Manual*.
  - – **Display Brightness**: Select **Low**, **Medium**, or **High** to change the screen display contrast to suit current viewing conditions. You can extend the battery life of the camera by setting this to **Low**.
  - – **Camera Sounds**: Select to turn camera sounds **On** or **Off**. These are sounds the camera makes when you take a picture, turn the camera on, or press a button.

- **Live View Setup**: Select to turn the Live View option for the camera to **Live View On** or **Live View Off**. This determines whether the camera displays a live image or not when you first turn the camera on. Live View is functional only when the camera is undocked.
- **Date/Time**: Select to change the date and time on the camera.
- **USB Configuration**: Select to set the camera to appear as a **Digital Camera** or as a **Disk Drive** when directly connected to a computer through a USB cable. When the camera is in the camera dock it always appears as a digital camera and cannot be written to from the computer.
- **TV Configuration**: Select to change the video signal sent to an attached television to either **NTSC** or to **PAL**. The camera is set to send either an NTSC or a PAL video signal according to the language and region you selected when you set up the camera. The NTSC format is used primarily in North America and parts of South America, Japan, Korea, and Taiwan. The PAL format is used primarily in Europe, Uruguay, Paraguay, Argentina, and parts of Asia. If your television accepts a video signal different than the typical setting for your region, change the setting here.
- **Language** (displayed as flags icon): Select to change the language setting.
- **Move Images to Card**: Select to move images from the camera's internal memory to the memory card inserted in the camera. When you install a memory card in the camera, all new images are stored only on the card, and any images stored in the camera's internal memory are not visible until you take the card out. If you want to transfer all images in your camera to the PC, first move the images from the camera's internal memory to the memory card by using this option. This menu option is disabled if there are no images in the internal memory or if no card is in the camera.
- **EXIT**: Select and press **OK** to exit the current menu.

● **Help Menu**: For additional help with the camera, see the *Camera User's Manual*.

- **Top Ten Printing Tips**: Select to read the top ten printing tips.
- **Printer Accessories**: Select to read about accessories available for the printer.
- **Printer Control Panel**: Select to read about using the printer control panel.
- **Print Cartridge**: Select to read about using print cartridges.
- **Loading Paper**: Select to read about loading paper.
- **Clearing Paper Jams**: Select to read about removing a paper jam.
- **PictBridge cameras**: Select to read about using PictBridge cameras with the printer.
- **Connecting to a TV**: Select to read about connecting the printer to a TV.
- **Saving Images**: Select to read about saving images to a connected computer.
- **Printer Battery**: Select to read about using the optional HP Photosmart Internal Battery with the printer.
- **Traveling with the printer**: Select to read tips about taking the printer on the road.
- **Getting assistance**: Select to read how to obtain help with the printer.
- **EXIT**: Select and press **OK** to exit the current menu.

2 Getting Ready to Print

Before you can begin printing, there are some easy procedures you need to become familiar with:

● Loading paper (see Loading Paper)
● Inserting print cartridges (see Inserting Print Cartridges)
● Connecting the camera (see Connecting the Camera)

You must load paper, insert a print cartridge, and connect a camera with images in its internal memory or on its memory card before you can print.

Loading Paper

Learn how to choose the right paper for your print job and how to load it into the In tray for printing.

Choosing the Best Paper for the Job

For a list of available HP-designed inkjet paper, or to purchase supplies, go to:

● www.hpshopping.com (U.S.)
● www.hpshopping.ca (Canada)
● www.hp.com/eur/hpoptions (Europe)
● www.hp.com (All other regions/countries)

To get the best results from the printer, choose from these high-quality HP photo papers.

To Print	Use This Paper
High-quality, long-lasting prints and enlargements, passport photos, and photos to be laminated	HP Premium Plus photo paper
Medium-to-high-resolution images from scanners and digital cameras	HP Premium photo paper
Casual and business prints	HP Photo paper HP Everyday photo paper

To keep your paper in good condition for printing:

● Store unused paper in its original package.
● Keep the paper flat in a cool, dry place. If the corners curl, place the paper in a plastic bag and gently bend it in the opposite direction until it lies flat.
● Hold photo paper by the edges to avoid smears.

Loading Your Paper

Paper loading tips:

- You can print on photo paper, index cards, or L-size cards.
- Before loading paper, slide out the paper-width guide to make room for the paper.
- Load only one type and size of paper at a time. Do not mix paper types or sizes in the In tray.
- Do not load more than 10 sheets of 10 x 30 cm (4 x 12 inches) photo paper for panoramic printing (possible only when printing from a computer). Loading more than ten sheets can cause paper feed problems.

1	In tray
2	Paper-width guide
3	Output tray

To load paper:
1. Open the Output tray. The In tray opens automatically.
2. Load up to 20 sheets of paper with the print side or glossy side facing towards the front of the printer. If you are using tabbed paper, insert it so the tabbed end feeds in last.
3. Adjust the paper-width guide to fit close to the edge of the paper without bending the paper.

Inserting Print Cartridges

Your HP Photosmart 420 series GoGo Photo Studio can print in color and black-and-white. HP provides different types of print cartridges so you can choose the best cartridge for your project. The cartridge number varies by country/region. Choose the correct cartridge number for your country/region.

> **Note** The cartridge numbers you can use with this printer appear on the back cover of the printed *Printer User's Manual*. If you have already used the printer several times, you can also find the cartridge numbers in the HP Photosmart software. **Windows users**: Right-click the HP Digital Imaging Monitor icon on the far right of the Windows taskbar and select **Launch/Show HP Solution Center**. Click **Settings** and select **Print Settings** > **Printer Toolbox**. Click the **Estimated Ink Levels** tab and then click **Print Cartridge Information**. **Macintosh users**: Click **HP Image Zone** in the Dock. Choose **Maintain Printer** from the **Settings** pop-up menu. Click **Utilities**, and then choose **Supplies** from the pop-up menu.

HP Vivera Inks deliver true-to-life print quality and exceptional fade resistance resulting in vivid colors that last. HP Vivera Inks are specially-formulated and scientifically tested for quality, purity and fade resistance.

For optimum printing results, HP recommends using only genuine HP print cartridges. Genuine HP print cartridges are designed and tested with HP printers to help you easily produce great results, time after time.

Use the Best Print Cartridge

To print…	Insert one of these print cartridges in the cartridge cradle
Full-color prints	HP Tri-color (7 ml)
	HP Tri-color (14 ml)
Black and white prints	HP Gray Photo
Sepia or antique prints	HP Tri-color (7 ml)
	HP Tri-color (14 ml)
Text and colored line drawings	HP Tri-color (7 ml)
	HP Tri-color (14 ml)

> **Caution** Check that you are using the correct print cartridge. HP cannot guarantee the quality or reliability of non-HP ink. Printer service or repairs required as a result of printer failure or damage attributable to the use of non-HP ink will not be covered under warranty.

For best print quality, HP recommends that you install all retail print cartridges before the date stamped on the box.

Remove the Pink Tape:

Do Not Touch Here

Prepare the printer and cartridge:
1. Make sure the power is on and you have removed the cardboard from inside the printer.
2. Open the print cartridge access door of the printer.
3. Remove the bright pink tape from the cartridge.

Insert the cartridge:
1. If you are replacing a cartridge, push down and pull outward on the cartridge in the cradle to remove it.
2. Hold the replacement cartridge with the label on top. Slide the cartridge at a slight upward angle into the cradle so the copper-colored contacts go in first. Push the cartridge until it snaps into place.
3. Close the print cartridge access door.

The camera Image Display shows an icon with the approximate ink level for the installed cartridge (100–66%, 65–33%, or 32–0%). No ink-level icon appears if the cartridge is not a genuine HP cartridge.

Each time you install or replace a print cartridge, a message appears on the camera Image Display asking you to load plain paper so the printer can align the cartridge. This ensures high-quality prints.

Align the cartridge:

1. Load paper in the In tray and press **OK**.
2. Follow the onscreen instructions to align the cartridge.

See Aligning the Print Cartridge.

Whenever you remove a print cartridge from the printer, store it in a print cartridge protector. The cartridge protector keeps the ink from drying out. Storing the cartridge improperly can cause the cartridge to malfunction.

In some countries/regions the cartridge protector is not included with the printer, but comes with the HP Gray Photo cartridge that can be purchased separately. In other countries/regions, the protector is included with the printer.

Store the cartridge when it is not in the printer:

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

Connecting the Camera

To print images you have taken with the camera, you need to dock the camera on the printer.

Note You can also connect a PictBridge-certified camera to the camera port on the front of the printer (using the USB cable that came with the PictBridge-certified camera) and print images from it, but you cannot have the HP Photosmart 420 series GoGo Photo Studio camera in the camera dock and a second PictBridge camera connected to the camera port at the same time.
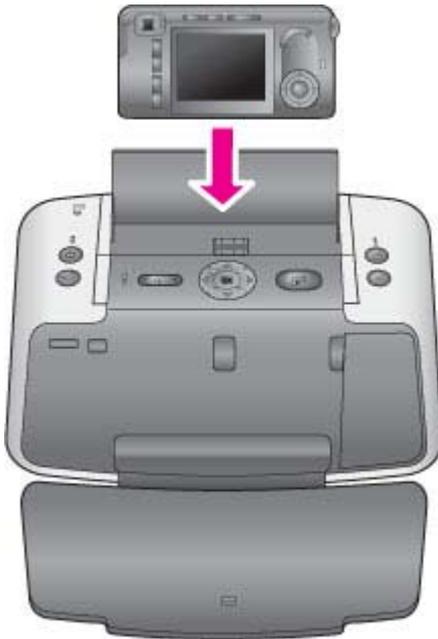
Dock the camera on the printer:
1. Open the camera dock cover, if necessary.
2. Hold the camera so the camera Image Display faces you and the bottom of the camera is down.
3. Make sure the camera is turned off.
4. Press the camera into the dock so that the connector tab in the camera dock plugs into the connector slot on the bottom of the camera.
5. In most cases, docking the camera turns on both the printer and the camera. If it does not, press the **On** button on the printer control panel.

> **Note** While the camera is docked, the camera Image Display dims after eight minutes of inactivity. The camera Image Display turns back on if a print job is sent from a connected computer or device with Bluetooth wireless technology, or if you press any button on the HP PhotosmartGoGo Photo Studio. After ten idle minutes, the camera Image Display turns off completely. Press the **On** button on the printer control panel to wake the display.

3   Printing Basics

The HP Photosmart 420 series GoGo Photo Studio lets you produce amazing prints without even going near a computer. After setting up the printer using the setup instructions that came in the box, you are just a few steps away from printing your images. This section describes:

- Printing from the Docked Camera
- Printing from Other Devices

Note In the following instructions, always use the buttons on the printer control panel, unless instructed otherwise. Also note that most camera buttons are disabled when the camera is in the camera dock. The only exception is the camera **ON/OFF** switch which turns off only the camera.

Printing from the Docked Camera

Printing images directly from the docked camera is the easiest and fastest way to turn your digital images into outstanding prints. This section describes:

- Viewing Images to Print
- Improving the Quality of Your Images
- Printing Images

Viewing Images to Print

You can browse and print from the camera Image Display or on a television monitor (after connecting the printer to the monitor with the supplied video cable).

Viewing images

You select the images you want to print by using either the printer control panel or the remote control that came in the box. Make sure the camera has images on its internal memory or on an optional memory card and is in the camera dock.

To view images one at a time:

➔ Browse the images on the camera by pressing ◀ or ▶ on the printer control panel.

To view images as thumbnails:

1. View images as thumbnails by pressing **Zoom -** on the printer control panel.
2. Browse the thumbnails by pressing the arrow buttons on the printer control panel. The current image is highlighted.
3. You can now either:
    – Press **OK** to exit the thumbnail view and view the selected image at full size.
    – Press **Print** to print the highlighted image.

Viewing images on a TV

You can attach the HP Photosmart 420 series to a television monitor to view and select the images that you want to print.

To view images on a television
1. Connect the printer to the television monitor by using the supplied video cable.
2. Turn the television monitor on and change the television setting to receive input from the HP Photosmart GoGo Photo Studio. For more information, see the user manual that came with the television.
3. Press the **Video** button on the printer control panel.
4. Press the arrow buttons on the printer or on the remote to browse the images. To view images in an automatic slide show, press **Play/Pause** on the remote. Press **Play/Pause** again to return to viewing images one at a time. For more information on the remote, see Remote Control.

Improving the Quality of Your Images

The HP Photosmart 420 series GoGo Photo Studio provides a variety of preferences and HP Real Life technologies that can improve the quality of your images. The settings, with the exception of **Remove Red Eyes**, do not change your original image. They only affect printing.

To remove red eyes from images:
1. While viewing images, press **OK**.
2. Select **Remove Red Eyes** in the **Print Menu**, then press **OK**. You can also select **Remove Red Eyes** in the **Playback Menu**. Follow the prompts on the camera Image Display to **View Changes**, **Save Changes**, or **Cancel**.

To zoom and crop an image
1. While viewing an image at normal size, press **Zoom +**. You can press **Zoom +** multiple times to increase the zoom level. A crop box shows the portion of the image that will print. A warning is displayed if the print quality will likely not be acceptable at the current zoom level. In this case the crop box changes from green to yellow to alert you. Press **Zoom -** to decrease the zoom level of a zoomed image or press **OK** to return quickly to the normal view.
2. Press the arrow buttons to move the crop box around the zoomed image, as needed.

Note If you want to print multiple copies of a zoomed image, press **Print** as many times as desired while the image is still zoomed. If the image reverts to normal size, you must zoom it again to print at the zoomed view.

Printing Images

This section describes some of the most common printing tasks. Make sure you have loaded photo paper, inserted a print cartridge, and placed the camera in the camera dock before you try to print.

Note Do not undock the camera while printing. If you undock the camera while printing, all print jobs are cancelled.

To print the current image:
1. Press ◀ or ▶ to browse to the image you want to print.
2. Press **Print** once for each copy of the current image you want to print. Press **Cancel** to cancel the current print job.

To print only new images:

Note New images are images taken since the last time the camera was docked.

1. Press **OK** to display the **Print Menu**.
2. Press ▼ to select **Print New**, then press **OK**.
3. Press ▼ to select a page layout, then press **OK**.

To print all images:
1. Press **OK** to display the **Print Menu**.
2. Press ▼ to select **Print All**, then press **OK**.
3. Press ▼ to select a page layout, then press **OK**.

To print passport photos:
1. Press ◀ or ▶ to navigate to the image you want to print as a passport photo.
2. Press **OK** to display the **Print Menu**.
3. Press ▼ to select **Passport Photo**, then press **OK**.
4. Press ▼ to select one of the following passport photo sizes:
   – 2 x 2 inches
   – 35 x 45 mm
   – 25.4 x 36.4 mm
   – 36.4 x 50.8 mm
   – 45 x 55 mm
5. Press **OK**. The current image is displayed with a crop box showing the portion of the image that will be used when printing.
6. Press the arrow buttons to move the crop box around the image, as needed. The crop box shows the portion of the image that will print. Press the **Zoom** buttons to increase or decrease the zoom level.
7. Press **Print**. The current image is printed as many times as will fit on one sheet of the photo paper loaded in the printer.

Printing from Other Devices

Use the printer with other devices and to share images with friends and family. You can print from:

● Computers (see Computer)
● PictBridge-certified digital cameras (see PictBridge-certified Camera)
● Devices with Bluetooth wireless technology (see Bluetooth Wireless Devices)

Computer

You will need to transfer your images to the computer before you can use them with the HP Photosmart software that lets you print from a computer. For more information, see Transferring to a Computer.

For information on installing the HP Photosmart software, see the setup instructions that came in the box with the printer. The HP Photosmart software includes the interface that appears whenever you print from a computer.

Be sure to download the latest software update every couple of months to ensure you have the latest features and improvements. For more information, see Updating the HP Photosmart Software.

> **Note** The onscreen HP Photosmart Printer Help provides more information on the many print settings available when you print from a computer. To learn how to access the onscreen help, see Finding More Information.

About HP Image Zone and HP Instant Share

The HP Image Zone lets you:

● Use your images for creative projects, such as scrapbooking albums, greeting cards, and iron-on transfers
● Organize your images in albums and search through them by keyword and dates (Windows only)
● Edit and enhance your images by adding text or doing color correction
● Share your images online through HP Instant Share with family and friends

For more information on the HP Image Zone, explore the onscreen HP Photosmart Printer Help.

Use HP Instant Share to share images with friends and relatives using e-mail, online albums, or an online photo finishing service. The printer must be connected through a USB cable to a computer with Internet access and have all the HP software installed. If you try to use HP Instant Share and do not have all the required software installed or configured, a message prompts you through the required steps. For more information on HP Instant Share, see the *Camera User's Manual*.

Transferring to a Computer

You can transfer images to a computer from the HP Photosmart 420 series if you have set up a USB connection between the two devices and have installed the HP Photosmart software. For more information, see the setup instructions that came in the box. You'll need to transfer the images to your computer in order to use them in image editing software, such as the HP Image Zone.

To transfer images to a computer:

1. Turn off the camera if it is on.
2. Dock the camera on top of the printer.
3. Press **Save**.
4. Follow the prompts on the computer.

PictBridge-certified Camera

You can print images by connecting a PictBridge-certified digital camera directly to the camera port of the printer with a USB cable. When you print from a digital camera, the printer uses the settings that you selected on the camera. For more information, see the documentation that came with the camera.

Printing from a PictBridge-certified Camera

Using a PictBridge-certified camera with the printer is easy and fast.

> **Note** Make sure the GoGo Photo Studio camera is not docked before connecting a second PictBridge-certified camera to the camera port. You can only have one camera connected at a time.

To print using a PictBridge-certified camera:
1. Turn on the PictBridge-certified digital camera and select the images you want to print.
2. Load photo paper in the printer.
3. Make sure the camera is in PictBridge mode, then connect it to the camera port on the **front** of the printer using the USB cable that came with the PictBridge-certified camera.
   Once the printer recognizes the PictBridge-certified camera, the selected images print automatically.

Bluetooth Wireless Devices

You can also print from devices with Bluetooth wireless technology such as digital cameras, PDAs, laptops, and mobile phones. For more information, see the onscreen HP Photosmart Printer Help and the documentation that came with the device with Bluetooth wireless technology.

Making the Bluetooth Connection

To use Bluetooth connectivity, all devices must have the necessary hardware and software installed. In addition, an HP Bluetooth wireless printer adapter must be connected to the camera port on the front of the printer. The adapter is available separately. For more information, see the documentation that came with the adapter.

Printing from a Bluetooth Device

The basic procedure for printing from any device with Bluetooth wireless technology is the same:

To print from a Bluetooth device
1. Have the device search for available Bluetooth printers.
2. Select the printer when it appears on the device.
3. Print.

Check the documentation that came with the device for detailed instructions.

HP Photosmart 420 series GoGo Photo Studio

4 Maintaining and transporting the printer

The HP Photosmart 420 series GoGo Photo Studio requires very little maintenance. Follow the guidelines in this chapter to extend the life span of the printer and printing supplies, and to ensure that your prints are always of the highest quality.

For information on maintaining the HP Photosmart 420 series camera, see the *Camera User's Manual*.

Cleaning and Maintaining the Printer

Keep the printer and print cartridges clean and well maintained using the simple procedures in this section.

Cleaning the Outside of the Printer

1. Turn off the printer, then disconnect the power cord from the back of the printer.
2. If you installed the optional HP Photosmart Internal Battery in the printer, remove it, then replace the battery compartment cover.
3. Wipe the outside of the printer with a soft cloth that has been lightly moistened with water.

> **Caution 1** Do not use any type of cleaning solution. Household cleaners and detergents may damage the printer's finish.
>
> **Caution 2** Do not clean the interior of the printer. Keep all fluids away from the interior.

Cleaning the Print Cartridge

If you notice white lines or single-color streaks on your prints, the print cartridge may need to be cleaned. Do not clean the cartridge more often than necessary, since cleaning uses up ink.

1. Make sure the camera is in the camera dock.
2. Press **OK** to display the menu tabs.
3. Select **Clean cartridge**, then press **OK**.
4. Following the directions on the camera Image Display, load paper so the printer can print a test page after cleaning the cartridge. Use plain paper or index cards to conserve photo paper.
5. Press **OK** to begin cleaning the print cartridge.
6. When the printer finishes cleaning the cartridge and prints a test page, check the test page and select from the following options:
   – If the test page has white streaks or missing colors, the print cartridge needs to be cleaned again. Select **Yes** on the camera Image Display, then press **OK**.
   – If the print quality of the test page looks good, select **Cancel** on the camera Image Display, then press **OK**.

You can clean the cartridge up to three times. Each successive cleaning is more thorough and uses more ink.

If you complete all three levels of cleaning using this procedure and you still notice white streaks or missing colors on the test page, you may need to clean the print cartridge copper-colored contacts. For more information, see Cleaning the Print Cartridge Contacts.

Note If the cartridge or printer has been recently dropped, you may also see white streaks or missing colors in your prints. This problem is temporary and clears up within 24 hours.

Cleaning the Print Cartridge Contacts

If you use the printer in a dusty environment, debris may accumulate on the copper-colored contacts and cause printing problems.

To clean the print cartridge contacts:

1. Gather the following items to clean the contacts:
   – Distilled water (tap water may contain contaminants that can damage the print cartridge)
   – Clean, dry lint-free material that will not stick to the print cartridge
2. Open the print cartridge door.
3. Remove the print cartridge and place it on a piece of paper with the ink nozzle plate facing up. Be careful not to touch the copper-colored contacts or the ink nozzle plate with your fingers.

   Caution Do not leave the print cartridge outside the printer for more than 30 minutes. Ink nozzles exposed to the air longer than this may dry out and cause printing problems.

4. Lightly moisten a cotton swab with distilled water and squeeze any excess water from the swab.
5. Gently wipe the copper-colored contacts with the cotton swab.

   Caution Do not touch the ink nozzle. Touching the ink nozzle will result in clogs, ink failure, and bad electrical connections.

6. Repeat steps 4–5 until no ink residue or dust appears on a clean swab.
7. Insert the print cartridge in the printer, then close the print cartridge door.

Printing a Test Page

You can print a test page that contains useful information about the print cartridge, serial number, and other aspects of the HP Photosmart GoGo Photo Studio.

1. Make sure the camera is in the camera dock.
2. Load paper in the In tray. Use plain paper or index cards to conserve photo paper.
3. Press **OK** to display the menus.
4. Select **Print Test Page**, then press **OK**.

Aligning the Print Cartridge

The first time you install a print cartridge in the printer, the printer aligns it automatically. However, if colors in printouts are misaligned, or if the alignment page

does not print correctly when you installed a new print cartridge, use the following procedure to align the print cartridge.

1. Press **OK** to display the menu tabs.
2. Select **Align cartridge**, then press **OK**.
3. A message appears on the camera Image Display reminding you to load plain paper. Load paper so the printer can print a calibration page. Use plain paper or index cards to conserve photo paper.
4. Press **OK** to begin aligning the print cartridge.
   When the printer finishes aligning the cartridge, it prints an alignment page to confirm that the alignment was successful.

– The check marks verify that the print cartridge is installed correctly and functioning properly.
– If an "x" appears to the left of any of the bars, align the print cartridge again. If the "x" still appears, replace the print cartridge.

Updating the HP Photosmart Software

Download the latest software update periodically to ensure you have the latest features and improvements. You can download HP Photosmart software updates by going to www.hp.com/support or by using HP Software Update.

Note The software update that you download from the HP website does not update the HP Image Zone software.

To download the software (Windows):

Note Make sure you are connected to the Internet before you use HP Software Update.

1. From the Windows **Start** menu, select **Programs** (in Windows XP, select **All Programs**) > **Hewlett-Packard** > **HP Software Update**. The HP Software Update window opens.

2. Click **Check Now**. HP Software Update searches the HP website for software updates. If the computer does not have the most recent version of the HP Photosmart software installed, a software update appears in the HP Software Update window.

> **Note** If the computer has the most recent version of the HP Photosmart software installed, the following message appears in the HP Software Update window: "No updates are available for your system at this time."

3. If a software update is available, click the checkbox next to the software update to select it.
4. Click **Install**.
5. Follow the onscreen instructions to complete the installation.

To download the software (Macintosh):

> **Note** Make sure you are connected to the Internet before you use HP Photosmart Updater.

1. Start HP Image Zone.
2. Click the **Applications** tab, then click **HP Software Update**.
3. Follow the onscreen instructions to check for software updates.
   If you are behind a firewall, you need to enter the proxy server information in the updater.

Storing the HP Photosmart GoGo Photo Studio and Print Cartridges

Protect the HP Photosmart GoGo Photo Studio and print cartridges by storing them properly when you are not using them.

Storing the HP Photosmart GoGo Photo Studio

The HP Photosmart GoGo Photo Studio is built to withstand long or short periods of inactivity.

- Close the In and Output tray doors when the printer is not in use.
- Store the printer indoors out of direct sunlight in a place without temperature extremes.
- If the printer and print cartridge have not been used for one month or more, clean the print cartridge before printing. For more information, see Cleaning the Print Cartridge.
- If you are storing the printer for a long period of time and the optional HP Photosmart Internal Battery is installed, remove the battery from the printer.

Storing the Print Cartridges

When you store or transport the printer, always leave the active print cartridge inside the printer. The printer stores the print cartridge in a protective cap during the power-down cycle.

⚠ **Caution** Make sure the printer completes its power-down cycle before you unplug the power cord or remove the internal battery. This allows the printer to store the print cartridge properly.

Follow these tips to help maintain HP print cartridges and ensure consistent print quality:

- When you remove a print cartridge from the printer, store it in a print cartridge protector to prevent the ink from drying out.
  In some countries/regions the cartridge protector is not included with the printer, but comes with the HP Gray Photo cartridge that can be purchased separately. In other countries/regions, the protector is included with the printer.
- Keep all unused print cartridges in their original sealed packages until they are needed. Store print cartridges at room temperature (15–35 degrees C or 59–95 degrees 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.

Maintaining the Quality of Photo Paper

For best results with photo paper, follow the guidelines in this section.

Storing Photo Paper

- Store the photo paper in its original packaging or in a resealable plastic bag.
- Store the packaged photo paper on a flat, cool, and dry surface.
- Return unused photo paper to the plastic bag. Paper left in the printer or exposed to the elements may curl.

Handling Photo Paper

- Always hold photo paper by the edges to avoid fingerprints.
- If the photo paper has curled edges, place it in its plastic storage bag and gently bend it in the opposite direction of the curl until the paper lies flat.

Transporting the HP Photosmart GoGo Photo Studio

It's easy to transport and set up the HP Photosmart GoGo Photo Studio almost anywhere. Take it with you on vacations and to family gatherings and social events to instantly print and share images with family and friends.

To make it even easier to print on the go, you can purchase these accessories:

- **HP Photosmart Internal Battery**: Power the printer with a rechargeable battery so you can print anywhere.
- **HP Photosmart Carrying Case** for compact photo printers: Carry the printer and printing supplies together in this convenient travel case.

To transport the HP Photosmart GoGo Photo Studio:

1. Turn off the printer.

2. Remove the camera from the camera dock and close the camera dock door.
3. Remove all paper from the In and Output trays, close the Output tray, and then close the In tray.

> **Note** Make sure the printer completes its power-down cycle before you unplug the power cord. This allows the printer to store the print cartridge properly.

4. Unplug the power cord.
5. If the printer is connected to a computer, disconnect the USB cable from the computer.
6. Always carry the printer upright.

> **Note** Do not remove the print cartridge when transporting the printer.

> **Tip** The HP Photosmart GoGo Photo Studio has a convenient built-in handle you can use to make the printer easier to carry. Extend the handle by lifting it up from above the camera dock door. Do not shake or swing the printer while carrying it by the handle.

Extending the handle

Make sure to bring the following items with you:

● Paper
● Power cord
● The HP Photosmart 420 series GoGo Photo Studio digital camera
● Extra print cartridges (if you plan to print a lot)
● Optional printer accessories you plan to use, such as the battery or HP Bluetooth wireless printer adapter
● If you are going to connect the printer to a computer, bring the USB cable and HP Photosmart software CD

> **Note** If you do not take the documentation with you, be sure to write down the correct pen numbers for the country/region you plan to visit or purchase enough print cartridges before you go.

5 Troubleshooting

The HP Photosmart 420 series GoGo Photo Studio is designed to be reliable and easy to use. This section answers frequently asked questions about using the printer and printing without a computer. It contains information about the following topics:

- Printer Hardware Problems
- Printing Problems
- Bluetooth Printing Problems
- Error Messages

For troubleshooting information about using the HP Photosmart software and printing from a computer, see the onscreen HP Photosmart Printer Help. For information about viewing the onscreen Printer Help, see Finding More Information.

For information about troubleshooting issues involving the HP Photosmart 420 series camera, see the *Camera User's Manual*.

Printer Hardware Problems

Before contacting HP Customer Care, read this section for troubleshooting tips or go to the online support services at www.hp.com/support.

> **Note** If you want to connect the printer to a computer, HP recommends using a USB cable of less than 3 meters (10 feet) in length to minimize injected noise due to potentially high electromagnetic fields. The supplied USB cable meets this recommendation.

The Status light is flashing red.

Cause The printer requires attention. Try the following solutions.

Solution
- Check the camera Image Display for instructions. If you have a digital camera connected to the printer camera port or the bundled camera in the camera port, check the camera screen for instructions. If the printer is connected to a computer, check the computer monitor for instructions.
- Turn off the printer.
  If the optional HP Photosmart Internal Battery is **not** installed in the printer, unplug the printer power cord. Wait about 10 seconds, then plug the power cord back in. Turn on the printer.
  If the optional HP Photosmart Internal Battery is installed in the printer, unplug the printer power cord if it is plugged in. Open the battery compartment cover and remove the battery. Wait about 10 seconds, then reinstall the battery. If desired, plug in the power cord. Turn on the printer.

The On light flashed briefly after I turned the printer off.

Solution   This is a normal part of the power-down process. It does not indicate a problem with the printer.

The Status light is flashing red.

Cause   An error has occurred.

Solution
- Check the camera Image Display for instructions. If you have a digital camera connected to the printer or the bundled camera in the camera dock, check the camera screen for instructions. If the printer is connected to a computer, check the computer monitor for instructions.
- Turn off the printer.
  If the optional HP Photosmart Internal Battery is **not** installed in the printer, unplug the printer power cord. Wait about 10 seconds, then plug the power cord back in. Turn on the printer.
  If the optional HP Photosmart Internal Battery is installed in the printer, unplug the printer power cord if it is plugged in. Open the battery compartment cover and remove the battery. Wait about 10 seconds, then reinstall the battery. If desired, plug in the power cord. Turn on the printer.
- If the Status light continues to flash, go to www.hp.com/support or contact HP Customer Care.

The buttons on the control panel do not respond.

Cause   A printer error has occurred. Wait for about a minute to see if the printer resets. If it does not, try the following solutions.

Solution
- Undock and redock the camera. This can often correct the problem.
- Turn off the printer.
  If the optional HP Photosmart Internal Battery is **not** installed in the printer, unplug the printer power cord. Wait about 10 seconds, then plug the power cord back in. Turn on the printer.
  If the optional HP Photosmart Internal Battery is installed in the printer, unplug the printer power cord if it is plugged in. Open the battery compartment cover and remove the battery. Wait about 10 seconds, then reinstall the battery. If desired, plug in the power cord. Turn on the printer.
- If the printer does not reset, and the control panel buttons still do not respond, go to www.hp.com/support or contact HP Customer Care.

The Save button on the control panel does not respond

Cause   If iPhoto has been set as the default image transfer application and is open on your computer, the Save button on the printer control panel will not work.

Solution Close iPhoto, then press **Save** on the printer control panel.

The printer does not find and display the images on the camera memory card or internal memory.

Solution
- Turn off the printer.
  If the optional HP Photosmart Internal Battery is **not** installed in the printer, unplug the printer power cord. Wait about 10 seconds, then plug the power cord back in. Turn on the printer.
  If the optional HP Photosmart Internal Battery is installed in the printer, unplug the printer power cord if it is plugged in. Open the battery compartment cover and remove the battery. Wait about 10 seconds, then reinstall the battery. If desired, plug in the power cord. Turn on the printer.
- The memory card may contain file types the printer cannot read directly from the memory card. This is only an issue when using a PictBridge-certified camera with the camera port on the front of the printer.
  - Save the images to a computer, then print them from the computer. For more information, see the documentation that came with the camera and the onscreen HP Photosmart Printer Help.
  - The next time you take pictures, set the digital camera to save them in a file format the printer can read directly from the memory card. For a list of supported file formats, see Printer Specifications. For instructions on setting the digital camera to save images in specific file formats, see the documentation that came with the camera.
- The image filenames have changed from the original filenames assigned to them by the camera. Make sure the filenames comply with the standard file naming convention and structure used by the camera.

When the printer is connected to a Macintosh computer, iPhoto and Image Capture display 0 image files in the camera

Solution Close iPhoto or Image Capture, then press **Save** on the printer control panel. An updated count of image files in the camera will appear in the application that is launched on your computer.

Not all the images on my camera were transferred to my computer when I pressed Save.

Cause The missing images are stored in the camera's internal memory. Only images on the camera's memory card are transferred when you press **Save** on the printer control panel.

Solution   Move the images from the camera's internal memory to the camera's memory card. To do this, press **OK** to access the menu tabs. Navigate to the **Setup Menu**, select **Move Images to Card**, then press **OK**.

You can also remove the memory card and then redock the camera. This forces the HP Photosmart GoGo Photo Studio to read the internal memory of the camera.

The printer is plugged in, but it will not turn on.

Solution
- The printer may have drawn too much power.
  If the optional HP Photosmart Internal Battery is **not** installed in the printer, unplug the printer power cord. Wait about 10 seconds, then plug the power cord back in. Turn on the printer.
  If the optional HP Photosmart Internal Battery is installed in the printer, unplug the printer power cord if it is plugged in. Open the battery compartment cover and remove the battery. Wait about 10 seconds, then reinstall the battery. If desired, plug in the power cord. Turn on the printer.
- The printer may be plugged into a power strip that is turned off. Turn on the power strip, then turn on the printer.
- The printer may be plugged into an incompatible power source. If you are traveling abroad, make certain the power source in the country you are visiting complies with the power requirements and power cord of the printer.

The optional HP Photosmart Internal Battery is installed in the printer, but the printer will not turn on using battery power.

Solution
- The battery may need to be charged. Plug in the printer power cord to charge the battery. The printer battery light flashes green to indicate that the battery is charging.
- If the optional HP Photosmart Internal Battery is installed in the printer, unplug the printer power cord if it is plugged in. Open the battery compartment cover and remove the battery. Wait about 10 seconds, then reinstall the battery. If desired, plug in the power cord. Turn on the printer.

The optional HP Photosmart Internal Battery is installed in the printer, but it will not charge.

Solution
- Unplug the printer power cord if it is plugged in. Open the battery compartment cover and remove the battery. Wait about 10 seconds, then reinstall the battery. If desired, plug in the power cord. Turn on the printer.

For more information on how to install the battery, see the documentation that came with the battery.

- Check that the printer power cord is securely connected to both the printer and the power source. When the printer is turned off, the printer battery light on the control panel flashes green to indicate that the battery is charging.
- Turn on the printer. The printer battery light flashes on the control panel to indicate that the battery is charging.
- An empty battery should fully charge in approximately four hours when the printer is not in use. If the battery still does not charge, replace it.

The printer makes noises when I turn it on, or starts making noises on its own after it has been sitting unused for a while.

Solution   The printer may make noises after long periods of inactivity (approximately 2 weeks), or when its power supply has been interrupted and then restored. This is normal operation—the printer is performing an automatic maintenance procedure to ensure that it produces the best quality output.

The remote does not work.

Cause
- The battery in the remote may be drained.
- The Output tray is closed.

Solution
- Purchase a new CR2025 battery and replace the old battery with it.
- Open the Output tray. The infrared sensor is on the front of the printer. The remote cannot communicate with the printer if the Output tray or anything else covers the sensor.
- Aim directly at the infrared sensor on the front of the printer. Move closer, if necessary.
- Remove anything that might be covering the sensor or obstructing the line of sight between it and the remote.

The camera buttons are not working.

Solution   You are pushing buttons on the camera after it is placed in the camera dock. Most camera buttons are disabled when the camera is in the camera dock. Use the buttons on the control panel instead.

The printer does not recognize the PictBridge camera connected to the camera port.

Cause   The HP Photosmart 420 series GoGo Photo Studio camera was already in the camera dock when you connected the PictBridge camera to the camera

port. The printer only recognizes one camera at a time. Or the PictBridge camera connected to the camera port was not on.

Solution Disconnect both cameras, then connect the PictBridge camera to the camera port using the USB cable that came with the camera. If only the PictBridge camera is connected to the camera port, make sure it is turned on.

Nothing is displayed on the television.

Cause
- Video cable is not connected.
- Television/video input is not selected.
- The HP Photosmart GoGo Photo Studio is not switched to video mode.

Solution
- Make sure the supplied video cable is firmly connected to both the printer and television.
- Make sure the television is set to receive input from the printer. For more information, see the user manual that came with the television.
- Press the **Video** button on the printer control panel or remote control. The video status light should be on.

The camera batteries will not charge.

Solution
- The supplied camera batteries are not rechargeable. You can buy rechargeable batteries and replace the supplied batteries with them. For more information, see the *Camera User's Manual*.
- The camera is not securely in the camera dock on top of the printer. Make sure the camera is docked properly.
- Make sure the power cord is connected to the printer and to an active AC power outlet.
- The HP Photosmart GoGo Photo Studio is running off the optional HP Photosmart Internal Battery. Rechargeable camera batteries will not charge unless the printer is connected to an AC power outlet with the power cord.

Printing Problems

Before contacting HP Customer Care, read this section for troubleshooting tips or go to the online support services at www.hp.com/support.

Paper does not feed into the printer correctly.

Solution
● Make sure that the paper-width guide fits close to the edge of the paper without bending the paper.
● There may be too much paper loaded in the In tray. Remove some paper and try printing again.
● If sheets of photo paper stick together, try loading one sheet at a time.
● If you are using the printer in an extremely high- or low- humidity environment, insert the paper as far as it will go into the In tray, and load one sheet of photo paper at a time.
● If you are using photo paper that is curled, place the paper in a plastic bag and gently bend it in the opposite direction of the curl until the paper lies flat. If the problem persists, use paper that is not curled. For information about proper storage and handling of photo paper, see Maintaining the Quality of Photo Paper.
● The paper may be too thin or too thick. Try using HP-designed photo paper. For more information, see Choosing the Best Paper for the Job.
● If you are using 10 x 30 cm (4 x 12 inches) photo paper for panoramic printing, do not load more than ten sheets in the In tray. Loading more than 10 sheets of this type of paper can cause paper feed problems.

The image printed at an angle or is off-center.

Solution
● The paper may not be loaded correctly. Reload the paper, making sure that the paper is correctly oriented in the In tray and that the paper-width guide fits close to the edge of the paper. For paper-loading instructions, see Loading Paper.
● The print cartridge may need to be aligned. For more information, see Aligning the Print Cartridge.

No page came out of the printer.

Solution
● The printer may need attention. Read the camera Image Display for instructions.
● The power may be off or there may be a loose connection. Make sure that the power is on and the power cord is securely connected. If you are using battery power, make sure the battery is correctly installed and charged properly.

- You may not have any paper in the In tray. Check that paper is loaded correctly in the In tray. For paper-loading instructions, see Loading Paper.
- The paper may have jammed while printing. See the following section for instructions on clearing a paper jam.

The paper jammed while printing.

Solution   Check the camera Image Display for instructions. To clear a paper jam, try the following solutions.

- If the paper came part way through the front of the printer, gently pull the paper towards you to remove it.
- If the paper did not come part way through the front of the printer, try removing it from the back of the printer:
  – Remove the paper from the In tray, then pull down on the In tray to open it fully to a horizontal position.
  – Gently pull the jammed paper to remove it from the back of the printer.
  – Lift the In tray up until it snaps back into paper-loading position.
- If you cannot grasp the edge of the jammed paper to remove it, try the following:
  – Turn off the printer.
  – If the optional HP Photosmart Internal Battery is **not** installed in the printer, unplug the printer power cord. Wait about 10 seconds, then plug the power cord back in.
  – If the optional HP Photosmart Internal Battery is installed in the printer, unplug the printer power cord, if it is plugged in. Open the battery compartment cover and remove the battery. Wait about 10 seconds, then reinstall the battery. If desired, plug in the power cord.
  – Turn on the printer. The printer checks for paper in the paper path and will automatically eject the jammed paper.

Press **OK** to continue.

Tip   If you experience paper jams while printing, try loading one sheet of photo paper at a time. Insert the paper as far as it will go into the In tray.

A blank page came out of the printer.

Solution
- Check the ink-level icon on the camera Image Display. If the print cartridge is out of ink, replace it. For more information, see Inserting Print Cartridges.
- You may have begun printing and then cancelled the process. If you cancelled the process before the image started printing, the printer may have already loaded paper in preparation for printing. The next time you print, the printer will eject the blank page before starting the new printing project.

The printer ejects the paper when preparing to print.

Solution   Direct sunlight could be interfering with the operation of the automatic paper sensor. Move the printer out of direct sunlight. The printer also ejects paper if it detects that the paper has already been printed on.

Print quality is poor.

Solution
- The print cartridge may be running out of ink. Check the ink-level icon on the camera Image Display, and replace the cartridge if necessary. For more information, see Insert the cartridge:.
- You may have selected a low-resolution setting on the digital camera when you took the picture. For better results in the future, set the digital camera to a higher resolution.
- Make sure you are using the right type of photo paper for the project. Use HP-designed photo paper for best results. For more information, see Choosing the Best Paper for the Job.
- You may be printing on the wrong side of the paper. Make sure the paper is loaded with the side to be printed facing toward the front of the printer.
- The print cartridge may need to be cleaned. For more information, see Cleaning the Print Cartridge.
- The print cartridge may need to be aligned. For more information, see Aligning the Print Cartridge.

The images I marked for printing in the digital camera do not print.

Solution   Some PictBridge-certified digital cameras let you mark images for printing both in the camera's internal memory and on the memory card (DPOF). If you mark images in the internal memory, and then move images from the camera's internal memory to the memory card, the marks may not transfer. Mark images for printing after you transfer them from a digital camera's internal memory to the memory card. This is not true of the HP Photosmart GoGo Photo Studio camera.

Make sure you select **Yes** when you first dock the camera and are prompted about printing marked images.

Some commands in the menus are dimmed.

Solution
- You are trying to print a video clip. Video clip printing is not supported. Try printing another image.
- There are no images on the camera. Take some pictures and then try printing.
- The current image was captured on a different camera and then copied into the HP Photosmart 420 series GoGo Photo Studio camera internal memory

or memory card. The print and red eyes removal options are disabled for
these images.

Bluetooth Printing Problems

Before contacting HP Customer Care, read this section for troubleshooting tips or go
to the online support services at www.hp.com/support. Be sure to also read the
documentation that came with your HP Bluetooth wireless printer adapter and your
device with Bluetooth wireless technology.

My Bluetooth device cannot find the printer.

Solution
● Make sure the HP Bluetooth wireless printer adapter is plugged into the
  camera port on the front of the printer. The light on the adapter flashes when
  the adapter is ready to receive data.
● You may be too far from the printer. Move the device with Bluetooth wireless
  technology closer to the printer. The maximum recommended distance
  between the device with Bluetooth wireless technology and the printer is
  10 meters (30 feet).

No page came out of the printer.

Solution   The printer may not recognize the type of file sent by the device with
Bluetooth wireless technology. For a list of the file formats that the printer
supports, see Printer Specifications.

Print quality is poor.

Solution   The image you printed may be low resolution. For better results in the
future, set the device to a higher resolution, if possible. Be aware that pictures
taken with VGA-resolution cameras, such as those found in wireless phones, may
not have high enough resolution to produce a high-quality print.

The image printed with borders.

Solution   The printing application installed on your device with Bluetooth
wireless technology may not support borderless printing. Contact the vendor of
the device, or go to their support website to obtain the latest updates for the
printing application.

Error Messages

Before contacting HP Customer Care, read this section for troubleshooting tips or go
to the online support services at www.hp.com/support.

The following error messages may appear on the camera Image Display when the camera is docked on top of the printer. Follow the instructions to resolve the problem.

Error message: Open output door or clear paper jam, then press OK.

    Solution   To clear a paper jam, try the following:

- If the paper came part way through the front of the printer, gently pull the paper towards you to remove it.
- If the paper did not come part way through the front of the printer, try removing it from the back of the printer:
  - Remove the paper from the In tray, then pull down on the In tray to open it fully to a horizontal position.
  - Gently pull the jammed paper to remove it from the back of the printer.
  - Lift the In tray up until it snaps back into paper-loading position.
- If you cannot grasp the edge of the jammed paper to remove it, try the following:
  - Turn off the printer.
  - If the optional HP Photosmart Internal Battery is **not** installed in the printer, unplug the printer power cord. Wait about 10 seconds, then plug the power cord back in.
  - If the optional HP Photosmart Internal Battery is installed in the printer, unplug the printer power cord, if it is plugged in. Open the battery compartment cover and remove the battery. Wait about 10 seconds, then reinstall the battery. If desired, plug in the power cord.
  - Turn on the printer. The printer checks for paper in the paper path and will automatically eject the jammed paper.
- Press **OK** to continue.

Error message: Print cartridge is not compatible. Use appropriate cartridge.

    Solution   Replace the print cartridge with one that is compatible with the printer. For more information, see Inserting Print Cartridges.

Error message: Already connected to a camera.

    Solution   You are attempting to connect a camera to the camera port while the GoGo Photo Studio camera is in the camera dock, or you are trying to dock the camera when a second PictBridge-certified camera is already connected through the camera port. Only one camera can be connected at a time. To connect a different camera, first remove any camera connected or docked already.

Error message: Check computer connection.

    Solution   You have done something that requires the GoGo Photo Studio to be connected to a computer. Make sure the printer is connected to the printer with a USB cable.

HP Photosmart 420 series GoGo Photo Studio

6   Specifications

This section lists the minimum system requirements for installing the HP Photosmart software, and provides selected printer specifications.

For a complete list of specifications for the HP Photosmart GoGo Photo Studio camera, see the *Camera User's Manual* (in the box or in online format on the HP Photosmart User's Manual CD, depending on the country/region).

System Requirements

Component	Windows PC Minimum	Macintosh Minimum
Operating System	Microsoft Windows 98, 2000 Professional, Me, XP Home, and XP Professional	Mac OS X 10.2.3 through 10.3.x
Processor	Intel® Pentium® II (or equivalent) or higher	G3 or greater
RAM	64 MB (128 MB recommended)	128 MB
Free Disk Space	500 MB	150 MB
Video Display	800 x 600, 16-bit or higher	800 x 600, 16-bit or higher
CD-ROM Drive	4x	4x
Browser	Microsoft Internet Explorer 5.5 or later	—

Printer Specifications

Category	Specifications
Connectivity	**USB 2.0 full-speed** **PictBridge**: Using the front camera port **Bluetooth**: Microsoft Windows XP Home and XP Professional
Image File Formats	JPEG Baseline
Margins	Top 0.0 mm (0.0 inch) ; Bottom 0.0 mm (0.0 inch); Left/right 0.0 mm (0.0 inch)
Media Sizes	Photo paper 10 x 15 cm (4 x 6 inch)

(continued)

Category	Specifications
	Photo paper with tab 10 x 15 cm with 1.25 cm tab (4 x 6 inches with 0.5 inch tab)
	Index cards 10 x 15 cm (4 x 6 inches)
	A6 cards 105 x 148 mm (4.1 x 5.8 inches)
	L-size cards 90 x 127 mm (3.5 x 5 inches)
	L-size cards with tab 90 x 127 mm with 12.5 mm tab (3.5 x 5 inches with 0.5 inch tab)
	Photo paper 10 x 30 cm (4 x 12 inches)
	The following media sizes are supported only when printing from a computer: Hagaki, 101 x 203 mm (4 x 8 inches), 10 x 30 cm (4 x 12 inches)
Media Types	Paper (photo)
	Cards (index, A6, L-size)
Environmental Specifications	**Maximum during operation**: 5–40 C (41–104 F), 5–90% RH
	Recommended during operation: 15–35 C (59–95 F), 20–80% RH
Paper Tray	One 10 x 15 cm (4 x 6 inches) photo paper tray
Paper Tray Capacity	20 sheets, maximum thickness 292 μm (11.5 mil) per sheet
	10 sheets of 10 x 30 cm (4 x 12 inches) photo paper for panoramic printing (when printing from a computer only)
Power Consumption	**U.S.**
	Printing: 12.3 W
	Idle: 6.29 W
	Off: 4.65 W
	International
	Printing: 11.4 W
	Idle: 5.67 W
	Off: 4.08 W
Power Supply Model Number	HP Part # 0957–2121 (North America), 100-240 Vac (±10%) 50/60 Hz (±3 Hz)
	HP Part # 0957–2120 (Rest of world), 100-240 Vac (±10%) 50/60 Hz (±3 Hz)
Print Cartridge	**HP Tri-color (7 ml)**

Category	Specifications
	HP Tri-color (14 ml)
	HP Gray Photo
	Note The cartridge numbers you can use with this printer appear on the back cover of the printed *Printer User's Manual*. If you have already printed several times, you can also find the cartridge numbers in the HP Photosmart software. For more information, see Inserting Print Cartridges.
USB 2.0 Full-speed Support	Microsoft Windows 98, 2000 Professional, Me, XP Home, and XP Professional
	Mac OS X 10.2.3 through 10.3.x
	HP recommends that the USB cable be less than 3 meters (10 feet) in length
Video File Formats	Motion JPEG AVI
	Motion JPEG Quicktime
	MPEG-1

7 HP Customer Care

> **Note** The name of HP support services may vary by country/region.

If you have a problem, follow these steps:

1. Check the documentation that came with the printer. For more information, see Finding More Information.
2. If you are unable to solve the problem using the information in the documentation, visit www.hp.com/support to do the following:
   – Access online support pages
   – Send HP an e-mail message for answers to your questions
   – Connect with an HP technician by using online chat
   – Check for software updates
   Support options and availability vary by product, country/region, and language.
3. Contact your local point of purchase. If the printer or camera has a hardware failure, you will be asked to bring the device to where you purchased it. Service is free during the limited warranty period. After the warranty period, you will be quoted a service charge.
4. If you are unable to solve the problem using the onscreen Help or HP websites, call HP Customer Care using the number for your country/region.

HP Customer Care by phone

While the HP Photosmart GoGo Photo Studio is under warranty, you can obtain free phone support. For more information, see the warranty statement that came in the box, or go to www.hp.com/support to check the duration of your free support.

After the free phone support period, you can obtain help from HP at an additional cost. Contact your HP dealer or call the support phone number for your country/region for support options.

To receive HP support by phone, call the appropriate support phone number for your location. Standard phone company charges apply.

Western Europe: Customers in Austria, Belgium, Denmark, Spain, France, Germany, Ireland, Italy, Netherlands, Norway, Portugal, Finland, Sweden, Switzerland, and the United Kingdom should go to www.hp.com/support to access phone support numbers in their country/region.

North America: Call 1-800-474-6836 (1-800 HP invent). U.S. phone support is available in both English and Spanish languages 24 hours a day, 7 days a week (days and hours of support may change without notice). This service is free during the warranty period. A fee may apply outside the warranty period.

Other countries/regions: See the list of support telephone numbers inside the front cover of this manual.

Placing a call

Call HP Customer Care while you are near the computer and printer. Be prepared to provide the following information:

- Printer model number (located on the front of the printer).
- Printer serial number (located on the bottom of the printer).
- Camera model number (located on the front of the camera)
- Camera serial number (located on the bottom of the camera)
- Computer operating system.
- Version of printer driver:
  - **Windows PC**: To see the printer driver version, right-click the HP Digital Imaging Monitor icon the Windows taskbar and select **About**.
  - **Macintosh**: To see the printer driver version, use the Print dialog box.
- Messages displayed on the camera Image Display or on the computer monitor.
- Answers to the following questions:
  - Has the situation you are calling about happened before? Can you recreate the situation?
  - Did you install any new hardware or software on your computer around the time that the situation occurred?

Return to HP Repair Service (North America Only)

HP will arrange to have your product picked up and delivered to an HP Central Repair Center. We pay for the round-trip shipping and handling. This service is free for the duration of the hardware warranty period. This service is available in North America only.

Additional Warranty Options

Extended service plans are available for the printer at additional costs. Go to www.hp.com/support, select your country/region and language, then explore the services and warranty area for information about the extended service plans.

Index

Regulatory notices

Hewlett-Packard Company

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

●   This device may not cause harmful interference, and
●   This device must accept any interference received, including interference that may cause undesired operation.

Pursuant to Part 15.21 of the FCC Rules, any changes or modifications to this equipment not expressly approved by Hewlett-Packard Company may cause harmful interference, and void your authority to operate this equipment. Use of a shielded data cable is required to comply with the Class B limits of Part 15 of the FCC Rules.

For further information, contact: Hewlett-Packard Company, Manager of Corporate Product Regulations, 3000 Hanover Street, Palo Alto, CA 94304, (650) 857-1501.

Note

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, can 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 the 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.

LED indicator statement

The display LEDs meet the requirements of EN 60825-1.

사용자 안내문 (B급 기기)

이 기기는 비업무용으로 전자파장해검정을 받은
기기로서, 주거지역에서는 물론 모든 지역에서
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に基づくクラスＢ情報技術装置です。この装置は、家庭環境で使用すること
を目的としていますが、この装置がラジオやテレビジョン受信機に近接して
使用されると受信障害を引き起こすことがあります。
　取り扱い説明書に従って正しい取り扱いをして下さい。

製品には、同梱された電源コードをお使い下さい。
同梱された電源コードは、他の製品では使用出来ません。

Print cartridge selection numbers

Tri-color	North America, Latin America, Asia Pacific	#95 or #97
Tri-color	Western Europe	#343 or #344
Tri-color	Eastern Europe, Russia, Middle East, Africa, Japan	#135 or #134
Tri-color	China, India	#855 or #857
Gray	Worldwide	#100

PictBridge   **Bluetooth®**   **SD**

www.hp.com/support

Q6366-90190