ABSTRACT

A TECHNICAL COMMUNICATION INTERNSHIP WITH A TECHNICAL COMMUNICATION CONSULTING COMPANY: WRITE ON THE EDGE, INC.

BY CARRIE M. DAMSCHRODER

In this report, I discuss my internship with Write on the Edge, Inc., (WOTE). WOTE is a small technical communication consulting company in Vista, California. WOTE currently has about five clients; however, Hewlett-Packard (HP) generates most of WOTE’s business. While I interned at WOTE, I wrote print and online documentation for HP’s Photosmart division in Rancho Bernardo, California. My project work focused on writing documentation for five HP photo printers. My deliverables included printed Basics Guides, Reference Guides, one-page instruction and reminder sheets, and online Printer Help. The dates of my internship were January 6, 2003, to April 18, 2003.

Chapter One of this report describes WOTE, its connection to HP, and the products for which I wrote documentation. Chapter Two discusses my major project work and deliverables. In Chapter Three, I describe my writing process and discuss my work on developing the HP Photosmart 7200 Series Reference Guide. Chapter Four offers an analysis of my writing process, explains how I used the WOTE project workflow process, and reflects on the lessons I learned during my technical communication internship.
A TECHNICAL COMMUNICATION INTERNSHIP WITH A TECHNICAL COMMUNICATION CONSULTING COMPANY: WRITE ON THE EDGE, INC.

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In Spring 2003 I interned at Write on the Edge, Inc., (WOTE), a small technical communication consulting company located in Vista, California. WOTE specializes in providing quality, timely, and cost-effective print and online documentation to clients worldwide. Since its inception twelve years ago, WOTE has grown into a respected consulting firm that produces a variety of documentation for a variety of customers.

If a company determines a need for technical documentation and it does not have the time or resources to create it in-house, it may call WOTE and inquire about WOTE’s abilities to create the documentation. WOTE’s president and project managers define the project and its components and create a project plan. The project plan includes a detailed schedule for WOTE’s technical writers and quality assurance employees. Once both the client and WOTE’s president approve the project plan, work begins.

WOTE’s largest customer, Hewlett-Packard (HP), provides most of the work for WOTE’s employees and generates the majority of WOTE’s revenue. WOTE writers work in two HP divisions in Rancho Bernardo, California—All-in-One and Photosmart. While I interned at WOTE, I wrote print and online documentation for HP’s Photosmart (HPP) division. The Photosmart division produces the hardware, software, and firmware for HP’s six personal use photo printers.

From January 6, 2003, to April 18, 2003, I worked at WOTE as a technical writer intern. Mentored by veteran writer April Risner, I helped the create a variety of print and online documentation, including printed Basics Guides, Reference Guides, one-page information sheets, and online Printer Help. While working at WOTE, I had the opportunity to draw upon and use the skills I gained through my MTSC coursework studies and previous technical communication internship experiences, and to gain a new knowledge and understanding of the technical communication and consulting industries.
In this chapter, I provide information on the following topics:

- WOTE’s background, organizational structure, corporate culture, work atmosphere, management style, team collaboration, and future
- HP’s organizational tie to WOTE
- HPP products
- Nature of work I performed
- My contributions to WOTE and HP

Description of WOTE

Suzanne Hosie, WOTE’s founder, president, and CEO, formed WOTE with her husband, John Hosie, CFO and CIO, in 1991. Over the next twelve years, the couple expanded their mom-and-pop business to include an impressive list of clients, a comfortable office space in Vista, California, and dedicated full-time and contract employees specializing in project management, technical writing, technical editing, quality assurance, and systems analysis. The company’s mission is to provide high-quality technical writing and related services. Because of the personnel and technological resources that WOTE possesses, WOTE advertises on its corporate website that it can produce excellent products on schedule. WOTE also promotes itself as being great to work with and having the highest standards in all areas of its business (www.wote.com).

WOTE has experienced tremendous organizational growth in the past two years. The company’s organization chart has expanded to resemble Figure 1 below.
As a technical writer intern, I reported to my HPP project manager and the president and CEO.

Because WOTE is a small company, the culture is very “non-corporate.” Since the company’s organization is rather flat, and all employees report to either Suzanne or John, there is no frustrating long line of command, no corporate bureaucracy, and no drawn out decision making processes. Instead, the culture at WOTE encourages communication with upper-management and decision-making with input from all employees. This working environment successfully motivated and encouraged me. When I had questions, problems, or concerns, I spoke directly to the president of the company, instead of talking to a long chain of middle managers. Also, when Suzanne and John were contemplating the formation of new positions at WOTE, the design of a new corporate website, and the marketing direction of the company, all employees were invited to voice their opinions and help the company make the best decisions. As a newly hired intern, I found the culture at WOTE exciting and inspiring.

WOTE’s “non-corporate” culture encourages a fun, intimate, and friendly work atmosphere. Employees are allowed to pick their own work hours, dress casually, and listen to music. Often in the middle of the afternoon people pop popcorn to share, play a game of basketball, or catch up on each other’s lives through discussions over cubicle walls. Sometimes I would spread my papers on the floor of my cubicle and sit there and edit; other times the HPP team had popcorn fights around a meeting table, and some days
we even saw John Hosie walking around the office in his socks. Because of its relaxed atmosphere and friendly environment, WOTE attracted a young and fun work group. I became friends with my co-workers and I never dreaded coming in to the office. I believe that the laid-back and fun office atmosphere helped contribute to the great success of the company.

Although work at WOTE can be fun and playful at times, the management style is clearly defined and organized. My project manager communicated with me and the rest of the team on a regular basis. We were expected to adopt the same method of open communication—in daily e-mail messages and conversations and weekly status reports (see Appendix A). For each project, both Suzanne and my project manager devised a clearly defined set of objectives and detailed project schedule with highlighted major milestones. The management style at WOTE helped me to feel comfortable with my workload and project work, and also motivated me to excel at WOTE and produce high-quality technical documentation.

All of the employees at WOTE worked together very well as a team. Each of us had different responsibilities and had to combine our talents in order to meet deadlines and produce quality final products. For example, my project manager had to define my project before I could start writing. I worked closely with my manager throughout the project to stay up-to-date on project changes. While writing, I worked with WOTE editors and quality assurance testers. Often I helped other writers complete their projects, and they helped me complete mine. Everyone pitched in to help the company deliver quality, timely documentation.

When I left WOTE in April 2003, the company was in the midst of two exciting changes. Suzanne had recently hired a publications manager to lead the technical writers and help them achieve their career and WOTE goals. Also, Suzanne initiated WOTE’s first marketing campaign and hired a business development manager. Although WOTE has been very successful in its first twelve years of business, Suzanne and John had never advertised or consciously looked for business—business just came to them. However, after recent company expansions, Suzanne and John decided that they had the resources to start advertising the company and marketing its resources to attract new clients and work opportunities. The first steps in advertising WOTE to potential clients include the
redesign of the corporate website, construction of press releases, and design of marketing collateral such as brochures and advertisements. The future appears very promising for WOTE.

**HP’s Organizational Tie to WOTE**

HP has employed WOTE’s resources and expertise longer than any other WOTE client. Because HP is also WOTE’s largest account, the majority of WOTE employees work on HP projects. I worked with one WOTE project manager, six technical writers, one quality assurance tester, and several technical editors to produce print and online documentation for HP’s Photosmart (HPP) division. Our WOTE HPP team worked with an onsite HP project manager and HP developers, testers, software, hardware, and firmware engineers. Both companies work together closely to prepare a product for store shipment. WOTE depends on HP for product knowledge and documentation reviews, and HP depends on WOTE for all product documentation. A well-maintained relationship between HP and WOTE, and HP’s consistent pleasure with WOTE’s good service has led the two companies to develop a mutually healthy working relationship.

WOTE writers document six personal use photo printers produced by HPP. Four of the printers HPP produces are large, desktop printers (labeled internally as photolabs), and two of the printers they produce are small, compact, portable printers (labeled internally as appliances). Although the photolab and appliance printers have different features and functions, they both print in color and black-and-white and import photographs from computer images and digital camera memory cards. While I interned at WOTE, I wrote, edited, and tested technical documentation for components on all six printers.

In order to write quality documentation for all six printers, I had to know how to use and troubleshoot the printers. I learned about the printers’ hardware, software, and firmware. The hardware consists of the physical parts of the printer; the software allows the printer and computer to work together, and the firmware provides options for the user on a small LCD screen on some of the printers. I spent a considerable amount of time at the beginning of my internship learning about the products I was assigned to document.
I worked on a small, dedicated team devoted strictly to HPP documentation. Our team was responsible for ensuring that the six HPP printers were thoroughly and properly documented so that users around the world could print quality photographs using the printers. Most WOTE writers are assigned to write documentation for a specific printer. Since I was a new intern, joining the company in the middle of the project, I was not assigned to write for a specific printer; instead, throughout my internship I wrote, edited, designed, and tested documentation for all six printers.

In addition to working with my team members writing and editing print and online documentation, I participated in desktop publishing (DTP) reviews on translated versions of the print and online documentation. After all of the documentation was translated (in up to 20 different languages), it was electronically sent back to WOTE to be reviewed for accuracy. I discuss DTP review sessions in more detail in Chapter 3.

When I left WOTE at the end of my internship in April 2003, the project work for HPP was quickly ending. Most of the documents had already been written, edited, tested, translated, revised, re-translated, and sent to the print vendor. My contributions to this process included the following tasks:

- Researching audience, content, and products
- Writing printed Basics Guides and Reference Guides and online Printer Help using Adobe FrameMaker 6.0
- Compiling online Printer Help systems using Web Works Publisher 6.0.5
- Designing one-page instruction and reminder sheets using FrameMaker
- Editing documentation
- User-testing documentation
- Reviewing and revising documentation

In the following chapters, I discuss the above contributions and activities in more detail.
CHAPTER 2: OVERVIEW OF PROJECTS

As a technical writer intern on WOTE’s HPP team, I was responsible for creating, editing, and producing various print and online technical documents. During my internship, I specifically helped to create the following deliverables:

- Basics Guides
- Reference Guides
- Printer Help
- Information Sheets

The Basics Guides or References Guides and the Printer Help are included in the box with each printer. The information sheets are created for specific printers and geographic regions. Although I produced all or part of these four document types, my time was not evenly divided among the projects. The following pie chart represents the division of my project time:

**Figure 2: Division of Project Time**

In order to produce high quality, timely documentation for HP, our HPP team of six full-time writers, one full-time quality assurance tester, and one full-time project manager worked with WOTE contract editors and graphic artists and HP managers, developers, and engineers. Although I was a hired as a writer, I also played the role of editor and tester, as did the other writers on my team. When resources were low, everyone pitched in to help meet deadlines. For example, if our editors did not have time to edit all of our books, we all exchanged books and edited each other’s work. The entire
HPP team worked together to meet deadlines and make our client happy. I discuss each of my HPP team roles and deliverables in more detail throughout this chapter.

**Basics Guides**

I helped the HPP team create, revise, and produce Basics Guides for inclusion in the box with each printer distributed around the world, except Europe (European customers wanted a smaller reference guide). The Basics Guide is a printed manual, approximately 64 pages long. This guide offers readers a brief overview of the printer, parts, and specifications; instructions on how to print using memory cards, the direct-printing port, and HP computer software for Windows and Macintosh systems; and specific hardware and printing troubleshooting information. I spent approximately 30% of my time writing, editing, and preparing Basics Guides for translation and print production. I created and modified these guides using Adobe FrameMaker, version 6.0.

When I started interning at WOTE in January 2003, the Basics Guides were already written for five of the six printers; however, these guides still needed to be edited, revised, tested, and localized. The overall team objective for the Basics Guides was to produce an easy-to-read guide that will help users get started using their printer. My personal goal was to improve the current state of the Basics Guides to make them easier to read, navigate, and understand. I also wanted to ensure that all instructional procedures were correctly documented. My secondary goal was to learn how to use Adobe FrameMaker, version 6.0.

In order to achieve the HPP team’s Basics Guide objectives, and my Basics Guide personal goals, I first needed to learn about the products I was assigned to document. I spent a lot of time at the beginning of my internship reading drafts of the Basics Guide, editing sections for other writers, and testing procedures for the quality assurance tester. These tasks helped me familiarize myself with the printers and the Basics Guide. Throughout my internship I continued to help other writers update the five Basics Guides that were created before I was hired. I also helped a writer create a new Basics Guide for the sixth printer. Because many of the printers contained similar features and functions, I was able to acquire most of the content for this new Basics Guide from a Basics Guide
for another printer. I sent the new Basics Guide to HP for review by their engineers and developers, and I worked with another writer to incorporate reviewer comments.

Creating the Basics Guides involved a constant cycle of writing, editing, and reviewing. HP continually sent us new and updated information; therefore, the Basics Guides were always being revised. Like all technical writing projects, though, there were deadlines when changes had to stop being made and we had to prepare the document for translation and publication. These deadlines were communicated to us in the project plan that the president and project manager had created at the beginning of the project.

Reference Guides

I also helped the HPP team create, revise, and produce Reference Guides for inclusion in the box with each printer in European countries (see the HP Photosmart 7200 Series Reference Guide in Appendix B). This guide is a printed manual, approximately 28 pages long. The guide offers readers a very brief overview of the printer, parts, and specifications and instructions on how to print using memory cards, contact technical support, and troubleshoot specific installation problems. I spent approximately 25% of my time writing, editing, and preparing Reference Guides for translation and print production. I created and modified these guides using Adobe FrameMaker, version 6.0.

Unlike the Basics Guides, the Reference Guides had not already been created before I started interning at WOTE; therefore, I was involved in the entire Reference Guide creation process: audience analysis, content research, writing, editing, testing, localizing, revising, and producing a final deliverable. Our HPP team objective was a modified version of our Basics Guide objective: To produce short, compact, easy-to-read guides that will help users in European countries get started using their printer. My personal goal was to successfully write one complete Reference Guide that would help users quickly set up and start using their printer. I strove to make the guide user-friendly and grammatically correct.

In order to achieve the HPP team objectives and my personal goals, I had to use the product knowledge I gained about the printers at the start of my internship. I also had to be knowledgeable about other HPP documentation—the Reference Guide is a book borrowed significantly from two other documents WOTE writers create—Basics Guides
and the Software Support and Reference Guide. I spent a lot of time familiarizing myself
with the printer I was documenting and the peripheral documents that would help me
create the HP Photosmart 7200 Series Reference Guide. Once my project manager
defined the project, and once HP managers and my project manager approved the
schedule, I began my writing process. This process is thoroughly discussed in Chapter 3.

**Printer Help**

I also helped the HPP team create, revise, and produce Printer Help systems for
inclusion in the box with each printer. This document is an online Help system with
approximately 150 screens. The system contains comprehensive instructions on how to
use the printer, troubleshoot known problems, and obtain technical support from HP.
Many screens in the Printer Help system tell users how to creatively modify their
photographs using the printer and printer software. I spent approximately 35% of my time
writing, editing, and preparing Printer Help systems for translation and production. I
created and modified the Printer Help systems using Adobe FrameMaker, version 6.0 and
Web Works Publisher, version 6.0.5.

When I started interning at WOTE in January 2003, the Printer Help systems, like
the Basics Guides, had already been created for five of the six printers; however, these
Help systems still needed to be edited, revised, tested, compiled, and localized. The
overall team objective for the Printer Help systems was to produce an easy-to-read and
easy-to-navigate online guide with accurate content about all aspects of the printer. My
personal goal was to improve the current state of the Printer Help systems to make them
easier to read, navigate, and understand. Similar to my Basics Guide goal, I also wanted
to ensure that all instructional procedures were correctly documented. My secondary goal
was to learn how to use Adobe FrameMaker, version 6.0 with Web Works Publisher,
version 6.0.5.

In order to meet the HPP team’s objectives and accomplish my personal goals for
this project, I had to be extremely knowledgeable about the printers and the Basics
Guides. The Printer Help systems include all of the information that the Basics Guides
do—only the Printer Help systems include more information on printer features, use,
error messages, and troubleshooting. Because these two documents are so interconnected,
if I decided to make a change to the text in the Basics Guide, I also had to make the same change to the text in the Printer Help system.

The Printer Help systems were the largest documents that we produced for HP, and many changes constantly needed to be made to the original document drafts. I helped the other writers on my team send the Help systems to HP for review by their developers, engineers, and managers, and then I helped them update the Help systems based on changes from HP personnel. I also helped the other writers compile the Help systems using Web Works Publisher and send the compiled Help to translation vendors for translation. Just like creating the Basics Guides and Reference Guides, creating the Printer Help systems was comprised of a constant cycle of writing, editing, revising, and re-writing, based on feedback from HP reviewers and our project plan and schedule. When I left WOTE in April 2003, the writers were making last minute revisions and preparing the Printer Help systems for final delivery to HP production.

**Information Sheets**

Unlike the Basics Guides and Printer Help systems, I created the information sheets without help from other writers. I created two information sheets for inclusion in the box with each printer in specific geographic regions. One information sheet reminded users to install the printer software before connecting the USB cable from the computer to the printer; and the other information sheet graphically depicted how users could change the front faceplate on their printer. I spent approximately 10% of my time writing, editing, and preparing these information sheets for translation and production. I created and modified the information sheets using Adobe FrameMaker, version 6.0.

HP wanted a WOTE writer to create these two information sheets to help decrease support calls. The purpose of both sheets was to instruct users on how to complete a very simple—but often overlooked—task. Therefore, the HPP’s team objective was to produce very simple, easy-to-read, informative sheets that would give users important information before they installed their new printer. My personal goal was to quickly create informative sheets that users would be able to understand—whether they read the sheet or simply looked at the graphics. Since these sheets were only one page long, and HP and had not budgeted very much money or resources for these projects, I wanted to quickly
create the sheets to save project money for use on our larger projects (like the Printer Help). My secondary goal was to learn how to use the graphic tools in FrameMaker.

The first information sheet that I created was a one-page, 5 ½” by 8 ½ ” “Software First” sheet that reminded users to install the printer software before plugging the USB cable into the printer and computer (see Appendix C). Often users make the mistake of plugging the USB cable into the printer and computer before installing the software; this simple mistake causes the printer to immediately malfunction, and therefore it is imperative that we remind users many times in our documentation to install the software, and then plug in the printer. I started writing and designing the Software First Sheet after I read the project requirements in the project plan. A WOTE contracted graphic artist supplied all of the graphics for the Software First Sheet. I learned how to use the graphic tools in FrameMaker, and I created several sample designs for the HP project manager to choose from.

The two biggest challenges I encountered while creating the Software First Sheet was that the requirements kept changing (page size and orientation) and my space on the paper was limited—I had to allow room for the text to be translated into six different languages. Every time the project requirements changed, I drafted a new version of the sheet and sent it to the HP project manager. When the HP project manager finally approved the Software First Sheet, I asked another WOTE writer to edit it, and then I created a portable document format (PDF) file of the document, along with a Localization Instruction Worksheet (LIW) (see Appendix D). I compressed my source file, PDF file, and LIW into a zipped folder, and uploaded the folder to an FTP site for the translation vendor to translate and the print vendor to mass-produce.

The second information sheet that I created for HP was much easier to create than the Software First Sheet—I already knew how to read the project plan, work with the HP manager, and use the graphics tools in FrameMaker. The second information sheet showed users how to install a new faceplate (bezel) onto their printer. Users in some countries received a translated version of the faceplate; if they received two faceplates with their printer, they could uninstall the English faceplate, and install a translated faceplate. The purpose of the “Bezel Installation Sheet” was to show users how to easily
install the new faceplate. The Bezel Installation Sheet was 8 ½" by 11" and included a heading, large graphic, and copyright information.

I experienced similar challenges creating the Bezel Installation Sheet and the Software First Sheet. While creating the Bezel Installation Sheet, I again had to adjust to the unexpected changes in project requirements and allow enough space on the page for the text to be translated into two languages; however, this sheet was larger than the Software First Sheet and could easily accommodate the expanded translated text. I worked with the WOTE team lead writer to communicate to the WOTE contracted graphic artist what I wanted the graphic for the Bezel Installation Sheet to look like. Once I received a graphic that I was pleased with, I designed the sheet and e-mailed it to the HP project manager for review. After the sheet was approved, I enlisted another WOTE writer to edit it, and then I created a PDF file of the sheet, and an LIW for the translation vendor. I compressed my source file, PDF file, and LIW into a zipped folder, and uploaded the folder to an FTP site for the translation vendor to translate and the print vendor to mass-produce.
As I mentioned in Chapter 2, one of my writing projects at WOTE was to create a printed Reference Guide for inclusion in the box with each printer in European countries (see Appendix B). This chapter outlines my experiences in developing this guide. I present my experiences as they relate to WOTE’s development cycle, described in more detail in Chapter 4. This cycle includes the following activities:

- Planning
- Creating content and writing
- Editing
- HP review
- Delivery to location vendors
- Desktop publishing reviews (DTP)
- Revising
- Testing
- Delivery to HP and print vendor

Many of these activities occur simultaneously; also, this process is not always linear—often an activity is repeated in the middle of the process, creating a cyclical development cycle. My project time was not divided evenly among activities—certain activities required more time and research than other activities. Figure 3 displays the division of my HP Photosmart 7200 Series Reference Guide project time.
Before I began writing the HP Photosmart 7200 Series Reference Guide, I had to plan my project time and activities. I spent approximately 5% of my project time planning the development of this guide. WOTE’s president and HPP project manager and the onsite HP project manager assisted me with most of the planning. The WOTE HPP project manager posted a resource schedule and project plan (labeled internally as a Plan of Record) on the company’s computer network. I used these two documents to plan the HP Photosmart 7200 Series Reference Guide’s development cycle.

The resource schedule lists project deliverables, deadlines, and the writers responsible for each project. My HPP project manager listed me as the writer responsible for writing and delivering the Reference Guide. The Plan of Record (POR) lists specific information about the document, such as the title, method of customer delivery, list of contents, borrowed information, and a list of deliverables and part numbers (for the English version and all translated versions). Since the WOTE HPP project manager and the onsite HP project manager constantly updated the POR, I referred to it for updated project information throughout the HP Photosmart 7200 Series Reference Guide development cycle.
The audience and task analyses for the HP Photosmart 7200 Series Reference Guide were completed before I started interning at WOTE. HP personnel determined that the audience for the HP Photosmart 7200 Series Reference Guide was users in European countries who wanted a very short and easy-to-read overview of the printer, parts, and specifications. HP personnel also determined that the European users wanted instructions on how to print using memory cards, technical support contact information, and specific installation troubleshooting information. Based on this audience and task information, the resource schedule, and the POR, I began creating the content for and writing the HP Photosmart 7200 Series Reference Guide.

Creating Content and Writing

As I stated in Chapter 2, the Reference Guide is a book borrowed significantly from two other documents WOTE writers create—Basics Guides and the Software Support and Reference Guide. The WOTE team lead writer and onsite HP manager decided what content from the Basics Guides and Software Support and Reference Guide would be included in the HP Photosmart 7200 Series Reference Guide. They also hired a graphic artist to supply WOTE with graphics for the guide. The WOTE team lead writer created a hierarchy of information and sample draft of the guide. I modified the sample draft and worked with the WOTE team lead writer to add and update content information. This sample draft was single source material that all of the WOTE writers used in their Reference Guides. I spent approximately 25% of my project time creating content and writing the first draft of this guide.

The WOTE quality assurance manager created a FrameMaker template for WOTE writers to use to structure their Reference Guides. Because the Reference Guides are only distributed with printers sold in Europe, each guide had to be translated. Since the Reference Guides are short documents, each printed book contains three or four translated versions of the guide. The quality assurance manager structured the FrameMaker Reference Guide template to accommodate these translation considerations.
**Editing**

After I wrote the HP Photosmart 7200 Series Reference Guide, and before I sent it to HP for technical review, I exchanged my guide with another WOTE writer. Although WOTE employs both full-time and contract technical editors, the editors did not have time to edit the HP Photosmart 7200 Series Reference Guide. While another WOTE writer edited the HP Photosmart 7200 Series Reference Guide, I edited a Reference Guide that she had written. We used the WOTE style guide, HP style guide, and *Microsoft Manual of Style for Technical Publications* to edit the guides. I spent approximately 10% of my project time exchanging editing projects with my co-workers.

**HP Review**

Once I had written and edited the HP Photosmart 7200 Series Reference Guide, I created a PDF file of the guide and a Reviewer Checklist. This checklist guided HP reviewers as they read and asked them to carefully review certain sections of the guide. I e-mailed the guide and checklist to about ten HP reviewers in Rancho Bernardo, California. I spent approximately 10% of my project time preparing the guide for HP review.

Most of the time WOTE writers send documents to HP for technical review, the reviewers send back multiple comments and suggestions; however, because the HP Photosmart 7200 Series Reference Guide was very short or because the reviewers were busy with other project work, I did not receive any reviewer comments from HP. Although the lack of HP reviewer comments significantly shortened my revision process, I was concerned that the quality of the HP Photosmart 7200 Series Reference Guide might have been compromised because of a lack of effort in the review process. Unfortunately, I was not in a position to demand reviewer comments or even stop by reviewers’ offices and talk to them about the guide and review process.
Delivery to Translation Vendors

After the HP Photosmart 7200 Series Reference Guide was edited, reviewed, and revised, I prepared the guide for delivery to WOTE’s contracted translation vendors in France and Ireland. I created an updated PDF file of the guide and a Localization Instruction Worksheet (LIW). The LIW gives the localizers information about translating the HP Photosmart 7200 Series Reference Guide (see Appendix D). I created a compressed zip file of the HP Photosmart 7200 Series Reference Guide PDF, FrameMaker source file, graphics, and LIW, and uploaded the zipped file to WOTE’s FTP site. I sent an e-mail message to the translation vendors letting them know that the guide was ready to be translated. I spent approximately 3% of my project time preparing and delivering this guide to the translation vendors.

Desktop Publishing Reviews

After WOTE’s contracted localizers translated the HP Photosmart 7200 Series Reference Guide in up to 20 different languages, they sent the translated files back to WOTE to be reviewed for format and mechanical accuracy. The WOTE HPP project manager organized the translated files and prepared them for a desktop publishing (DTP) review. The HPP project manager sent out an Outlook meeting invitation to all available writers—inviting us to a group DTP review session. I spent approximately 15% of my project time reviewing translated versions of this guide.

DTP review sessions serve two purposes at WOTE: to correct formatting and mechanical translation inaccuracies and note things that need to be changed in the English version of the guide. At DTP review sessions, a group of WOTE writers sit around a large conference table with personal computers. Each writer views two translated versions of the HP Photosmart 7200 Series Reference Guide on their computer screen. While a group facilitator uses a computer and projector to display the English version of the guide on a large screen, he or she tells the other writers what the translated guide should look like, based on the English version. For example, if the English version displays “hp” in lowercase letters and four bulleted points and a heading in the first
section, the translated versions should also display “hp” in lowercase letters and have a heading with four bulleted points in the first section.

If a writer notices inaccuracies in a translated version of the HP Photosmart 7200 Series Reference Guide, he or she creates a note in the PDF file. Once the DTP session is complete, all translated files with notes are saved and sent back to the vendor who fixes any translation mistakes and sends the corrected guide to the printer.

If WOTE writers found errors in the English version of the HP Photosmart 7200 Series Reference Guide during a DTP review session, I noted the errors so I could update the English version before I sent a final copy to HP and the print vendor (some European countries received an international English version (similar to the English version) of the HP Photosmart 7200 Series Reference Guide).

Revising

Although the translated versions of the HP Photosmart 7200 Series Reference Guide could not be modified and revised at WOTE, the English version could be revised until the HP and print vendor delivery deadline. If the translation vendor needed to make major changes to the HP Photosmart 7200 Series Reference Guide, the HPP project manager e-mailed the vendor and asked them to correct the guide. I fixed formatting and mechanical errors found during the DTP review when I revised the HP Photosmart 7200 Series Reference Guide. Because HP often sent me last-minute information and requirements, I spent a lot more time revising the HP Photosmart 7200 Series Reference Guide than I had anticipated. For example, the day before the guide had to be sent to the print vendor, the onsite HP manager sent me important regulatory information that had to be included in the guide. I spent approximately 20% of my project time revising this guide.

Testing

While I revised the HP Photosmart 7200 Series Reference Guide based on new information from HP and errors I found in the English version during the DTP review, the quality assurance team member tested the instructions in the English version of the guide. Because I was working on multiple projects simultaneously, I was unable to
contribute very much personal time and effort to the HP Photosmart 7200 Series Reference Guide usability test; instead, the WOTE quality assurance team member read the HP Photosmart 7200 Series Reference Guide and completed all tasks in the guide using the most recent printer hardware, firmware, and software provided by HP. I revised the guide based on the quality assurance team member’s feedback. I spent approximately 10% of my project time allowing this guide to be tested and making revisions based on the quality assurance team member’s comments.

Most documents at WOTE are tested before they are sent to the translation vendors. However, because most of the text in the HP Photosmart 7200 Series Reference Guide was borrowed from Basics Guides and the Software Support and Reference Guide, which had already been tested, and the schedule did not allow enough time for testing before delivery to the translation vendors, I tested the document after translation and before final delivery to HP and the print vendor—better late than never. Ideally, however, testing would occur earlier in the development cycle.

**Delivery to HP and Print Vendor**

After I finished revising the HP Photosmart 7200 Series Reference Guide based on usability testing comments, I created a final PDF file of the guide. I created a compressed zip file with the PDF file, source FrameMaker file, and graphics. I uploaded the zipped file to WOTE’s FTP site and sent the HP project manager and print vendor e-mail messages letting them know that the final version of the HP Photosmart 7200 Series Reference Guide was ready for production. I spent approximately 3% of my project time preparing and delivering the final version to HP and the print vendor.
CHAPTER 4: ANALYSIS OF MY WRITING PROCESS

While completing my MTSC coursework, I learned how to use problem-solving models and how to apply them to technical communication problems and projects. I was able to apply this knowledge to technical communication projects at WOTE. Using a defined problem-solving process helps me organize my project and successfully create high-quality technical documentation. I had to learn, however, that problem-solving models are not rigid since they change when project requirements, schedules, and personnel change. This chapter details the problem-solving model I used in my MTSC coursework (Paul V. Anderson’s Problem-Solving Model for Technical Communication), the WOTE project workflow model, and an analysis of my technical writing internship writing process. The last section of this chapter reflects on the lessons I learned during my technical writing internship at WOTE.

Problem Solving Using the Paul V. Anderson Problem-Solving Model for Technical Communication

Paul V. Anderson’s Problem-Solving Model for Technical Communication can be used recursively and heuristically to guide writers from a project’s present state to a project’s goal state. The aim is “to solve problems involving the management and communication of specialized information, where that information is to be used for practical purposes.”¹

Anderson encourages writers to use the following activities in his problem-solving model:

- Defining the problem
- Designing the solution
- Testing the solution
- Implementing the solution
- Evaluating the solution

Each problem-solving activity leads to an outcome that must be evaluated. For example, after the technical communication problem is defined, the objectives for the communication should be clear. After the solution is defined, a pilot version or review copy can be created. After the solution is tested, the writer should have insights for improving the solution. After the solution is implemented, a final, delivered version should be created. And, after the solution is evaluated, the writer should have insights about how to better solve this and future technical communication problems. As with many other problem-solving models, this model is not linear—activities can and will occur in a cyclical pattern. For example, instead of immediately implementing a solution after testing, the writer might have redefine the problem and create a better solution.

**Problem Solving Using the WOTE Project Workflow Process**

Although Anderson’s problem-solving model is practical and applicable to most communication problems, I did not formally use his model at WOTE. Because WOTE’s president had created a project workflow process (her version of a technical communication problem-solving model) when she formed the company in 1991, I solved technical communication problems at WOTE using the company’s tried-and-true process. This process is similar to Anderson’s model; however, the WOTE process divides many of Anderson’s problem-solving activities into smaller writer- and editor-based tasks. The focus on each task helped me to understand my role in the problem-solving process and accomplish my goals and the team’s goals. The entire workflow of WOTE operates using the project workflow model, displayed in Figure 4.
Chapters 2 and 3 of this report explain how I used the WOTE project workflow process to produce Basics Guides, Reference Guides, Printer Help systems, and Information Sheets. Most of the work I completed at WOTE occurred in the development phase of the WOTE project workflow process. Figure 5 illustrates the tasks, initiators, responsibilities, and results of the development phase of the WOTE project workflow process.
### Figure 5: WOTE Development Phase

<table>
<thead>
<tr>
<th>Task</th>
<th>Initiator</th>
<th>WOTE Responsibility</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gather Information</td>
<td>WOTE</td>
<td>Writer</td>
<td>None (ongoing)</td>
</tr>
<tr>
<td>Design Document</td>
<td>WOTE</td>
<td>Writer, QA Team Members</td>
<td>Document Design</td>
</tr>
<tr>
<td>Create Document Drafts</td>
<td>WOTE</td>
<td>Writer</td>
<td>Document Drafts</td>
</tr>
<tr>
<td>Reconcile Reviewer Comments</td>
<td>WOTE</td>
<td>Writer</td>
<td>Document with all Reviewer Comments Incorporated</td>
</tr>
<tr>
<td>Prepare Final Files</td>
<td>WOTE</td>
<td>Writer</td>
<td>Document Files and Accompanying Information</td>
</tr>
<tr>
<td>Deliver Final English Files</td>
<td>WOTE</td>
<td>Writer</td>
<td>Files Delivered</td>
</tr>
</tbody>
</table>
Lessons Learned

Interning at WOTE gave me the practical, real-world technical writing experience that I was craving after I completed my MTSC coursework. In my MTSC classes I worked in a variety of groups; however these groups were at best functional and at worst stressful and unproductive. Although the group work was designed to simulate groups in the workforce, group members often had different agendas, goals, and commitments. I quickly realized that the professionalism of my WOTE co-workers and consistent structure of our groups and processes increased the productivity and success of our groups.

At WOTE, I learned how to apply the theories and concepts I learned in graduate school to solve real technical communication problems. Specifically, I learned how to use a problem-solving model consistently and effectively to produce quality documentation on time. I honed my corporate communication skills interacting with client managers, developers, engineers, writers, and editors. Documentation tools such as Adobe FrameMaker and Web Works Publisher became part of my tools knowledge repository. I learned how to use single sourced text, something I was unable to practice and learn during my MTSC coursework due to the nature of the program and courses. I also witnessed first-hand how technical writers can successfully operate within the consulting industry. Finally, I learned that a writer’s work is never done—there are always more revisions to make and more information to add to the document. There seems to always be more work for each team member—creating a continuous cycle of possible improvement. Throughout my internship at WOTE, I revised, edited, and changed words, punctuation, and graphics—all the time striving to produce the highest quality document. However, just when I thought a document was finished, a developer would ask me to add text about a new feature, an editor would revise a single-sourced paragraph, or a graphic artist would modify a graphic. And so I would make more revisions, edits, and changes, hoping that maybe after I made the changes I would be completely finished—but no document is never perfect, and therefore never finished. I learned to stop working when the money ran out and I realized that no one would be hurt or injured if I left out a comma or capitalized the wrong word.
APPENDIX A: Status Report

Status Report

Name: Carrie M. Damschroder
Dates: 1/24/03—1/30/03

Client: HPP  
Project: Various Troubleshooting Chapters

<table>
<thead>
<tr>
<th>Current status</th>
<th>BGs are leaving for translation Friday; PHs are at translation</th>
</tr>
</thead>
</table>
| Next milestone | Date: Varies Translation  
Description: Comments from Translation |
| % complete     | 98%                                                           |

Completed
I spent a large portion of my time last week helping David finish revising the troubleshooting chapters (especially Crayola, Polly, and Mighty Mouse). I compared each printer’s BG TS chapter with its PH TS chapter. I noted differences and inconsistencies and made revisions where they were necessary. I spent the most time revising the TS chapters for Polly and Mighty Mouse. I compared these chapters to each other, and also to Catalina and Bonneville because the error messages in these books are similar. I arranged all of the Polly and Mighty Mouse troubleshooting chapters so that they are all consistent where possible—in content and format. Hopefully revising and rolling these sections will be easier to do because they are now all consistent (and also hopefully correct!).
**Planned**
David is no longer working on troubleshooting chapters, but I will help other writers revise or write any chapters if needed.

**Open issues**
All open issues are now in the Troubleshooting Issues document, and each writer knows what issues they need to address for their book. I will be happy to help David or any writer research issues as they arise.

**Notes**
N/A

<table>
<thead>
<tr>
<th>Client: HPP</th>
<th>Project: Crayola Basics Guide</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Current status</strong></td>
<td>Leaving for translation on Friday</td>
</tr>
<tr>
<td><strong>Next milestone</strong></td>
<td>Date: 1/31/03  Description: Translation</td>
</tr>
<tr>
<td><strong>% complete</strong></td>
<td>98%</td>
</tr>
</tbody>
</table>

**Completed**
I helped Johanna finish incorporating reviewer comments from HP. I compared the BG to the PH and made sure that all like information is consistent between the two documents. Johanna showed me how to revise graphics and callouts in Framemaker.

**Planned**
I am now working on Crayola with Erin. I spoke with her about sharing the responsibilities of the project, and we plan on working together on the revs and rolls of the BG and PH and the creation of the Reference Guide.

**Open issues**
According to Erin, there really aren’t any open issues because the BG is leaving for translation on Friday. I believe that Erin will be notified of any open issues, and I imagine she will forward information to me as it becomes available.
Notes
During the past week I was able to learn a lot more about Framemaker—which is very good! I can now edit graphics, add cross-references, conditionalize text, and add hypertext markers—yeh!

Client: AiO
Project: Lunar Printing Guide

<table>
<thead>
<tr>
<th>Current status</th>
<th>DTP comments are back to translation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Next milestone</td>
<td>Date: N/A Description: N/A</td>
</tr>
<tr>
<td>% complete</td>
<td>Done☺</td>
</tr>
</tbody>
</table>

Completed
Because Eric was on vacation and busy moving, I gladly honed my DTP review skills on six translated versions of the Lunar Printing Guide. After I finished the reviews, I exported my comments and uploaded them to the FTP site (another learning experience). I really feel like I’m getting better at DTP reviews, although I must admit I had weird dreams about them one night!

Planned
More DTP reviews in March.

Open issues
N/A

Notes
N/A
APPENDIX B: HP PHOTOSMART 7200 SERIES REFERENCE GUIDE
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>welcome</td>
<td>1</td>
</tr>
<tr>
<td>find more information</td>
<td>1</td>
</tr>
<tr>
<td>what’s in the box?</td>
<td>2</td>
</tr>
<tr>
<td>printer overview</td>
<td>3</td>
</tr>
<tr>
<td>front</td>
<td>3</td>
</tr>
<tr>
<td>back</td>
<td>3</td>
</tr>
<tr>
<td>control panel</td>
<td>4</td>
</tr>
<tr>
<td>indicator lights</td>
<td>5</td>
</tr>
<tr>
<td>memory card slots</td>
<td>6</td>
</tr>
<tr>
<td>print cartridge information</td>
<td>6</td>
</tr>
<tr>
<td>supported print cartridges</td>
<td>6</td>
</tr>
<tr>
<td>install or replace print cartridges</td>
<td>7</td>
</tr>
<tr>
<td>calibrate the print cartridges</td>
<td>9</td>
</tr>
<tr>
<td>print from a memory card</td>
<td>11</td>
</tr>
<tr>
<td>supported memory cards</td>
<td>11</td>
</tr>
<tr>
<td>insert a memory card</td>
<td>12</td>
</tr>
<tr>
<td>use the hp photosmart 7200 series assistant</td>
<td>13</td>
</tr>
<tr>
<td>print from a memory card using the control panel</td>
<td>13</td>
</tr>
<tr>
<td>print 4 x 6 inch (10 x 15 cm) photos</td>
<td>13</td>
</tr>
<tr>
<td>print a photo collage</td>
<td>14</td>
</tr>
<tr>
<td>print camera-selected photos using the control panel</td>
<td>14</td>
</tr>
<tr>
<td>installation troubleshooting</td>
<td>15</td>
</tr>
<tr>
<td>support and specifications</td>
<td>17</td>
</tr>
<tr>
<td>support</td>
<td>17</td>
</tr>
<tr>
<td>hp phone support</td>
<td>18</td>
</tr>
<tr>
<td>specifications</td>
<td>19</td>
</tr>
<tr>
<td>system requirements</td>
<td>19</td>
</tr>
<tr>
<td>printer specifications</td>
<td>20</td>
</tr>
<tr>
<td>hardware services</td>
<td>22</td>
</tr>
<tr>
<td>software services</td>
<td>22</td>
</tr>
<tr>
<td>limited warranty statement</td>
<td>23</td>
</tr>
<tr>
<td>safety information</td>
<td>24</td>
</tr>
<tr>
<td>environmental statements</td>
<td>25</td>
</tr>
<tr>
<td>protecting the environment</td>
<td>25</td>
</tr>
<tr>
<td>ozone production</td>
<td>25</td>
</tr>
<tr>
<td>energy consumption</td>
<td>25</td>
</tr>
<tr>
<td>paper use</td>
<td>25</td>
</tr>
<tr>
<td>plastics</td>
<td>25</td>
</tr>
<tr>
<td>material safety data sheets</td>
<td>25</td>
</tr>
<tr>
<td>recycling program</td>
<td>25</td>
</tr>
</tbody>
</table>
Thank you for purchasing an HP Photosmart 7200 Series printer! With your new photo printer, you can print beautiful photos, save photos to your computer, and create fun and easy projects.

find more information

Your new printer comes with the following documentation to help you get started and take full advantage of your printer’s capabilities:

- **Setup Guide**—The *HP Photosmart 7200 Series Setup Guide* contains quick and easy instructions to help you set up your printer and install the printer software.

- **Reference Guide**—The *HP Photosmart 7200 Series Reference Guide* is the booklet you are reading. The Reference Guide provides an overview of your printer, installation troubleshooting information, selected printer specifications, warranty information, and support information.

- **HP Photosmart Printer Help**—The HP Photosmart Printer Help describes how to use the more advanced features of your new printer. The Printer Help includes information about printer care and maintenance, printing and saving photos using your computer, advanced troubleshooting, and error messages.

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

**Note:** If you are using a Windows® PC, and you want to install the HP Photosmart Printer Help in Arabic, Croatian, Estonian, Hebrew, Latvian, Lithuanian, or Slovak, insert the CD labeled “User’s Guide” that came in the box with your printer.

view the hp photosmart printer help

- **Windows PC:** From the **Start** menu, select **Programs** (in Windows XP, select **All Programs**); Hewlett-Packard; Photosmart 140, 240, 7200, 7600, 7700, 7900 Series; Photo & Imaging Director. From the **Photo & Imaging Director**, click **Help**.

- **Macintosh®:** Insert the HP Photosmart CD. In the **User Docs** folder, select your **language**, then double-click the **photosmart 7200 series.html** file.

print the hp photosmart printer help

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

- **Macintosh:** Click in the frame you want to print. From the **File** menu, select **Print**, or click **Print** in the top navigation bar of the browser.
Your printer box contains the following items:

1 HP Photosmart 7200 Series printer
2 HP Photosmart 7200 Series Setup Guide
3 HP Photosmart 7200 Series Reference Guide
4 HP Photosmart CD (some countries or regions may have more than one CD)
5 HP #57 tri-color print cartridge and HP #58 photo print cartridge
6 Print cartridge protector
7 Photo cassette
8 Power supply (may vary in appearance or have an additional power cord)

Note: Some contents may vary by country or region.
printer overview

This section describes the front and back of your printer, the control panel, the indicator lights, and the memory card slots.

front

**Top cover**
Lift this cover to access the removable photo cassette

**Main cover**
Lift this cover to extend the paper trays and access the print cartridges

Control panel
Use these buttons to print or save photos

**In tray**
Place paper or envelopes in this tray for printing

**Out tray**
Use this tray to catch your printed photos or documents

back

**Rear access door**
Remove this door to clear a paper jam

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

**Power cord connection**
Use this port to connect the power cord included with the printer
control panel

See the following table for a description of the button functions.

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ON</strong></td>
<td>Press this button to turn the printer on or off.</td>
</tr>
<tr>
<td><strong>SAVE</strong></td>
<td>Press this button to save the contents of the memory card to your computer.</td>
</tr>
</tbody>
</table>
| **PRINT 4 X 6 PHOTOS** | Use this button to print 4 x 6 inch photos:  
  • Press this button to print all photos or all camera-selected photos on the memory card.  
  • Press **and hold** this button to print all photos on a memory card that have not been previously printed from the control panel.  
  • Press this button to continue printing after resolving a printing error. |
PRINT PHOTO COLLAGE
Use this button to print photo collage pages:
Note: A photo collage prints four images on 4 x 6 inch paper or nine images on 8.5 x 11 inch paper.
• Press this button to print all photos or all camera-selected photos on the memory card on photo collage pages.
• Press and hold this button to print on photo collage pages all photos on a memory card that have not been previously printed from the control panel.
• Press this button to continue printing after resolving a printing error.

CANCEL
Use this button to stop a process:
• Press this button to stop printing.
• Press this button to stop saving images from the memory card to your computer.
• Press this button to skip printing camera-selected photos on a memory card so you can print unmarked photos.

indicator lights

Print cartridge status light
Green
A print cartridge is low on ink
Red
One of the print cartridges is not installed correctly or has failed

Memory card light
Off
There is no memory card inserted
Green
The memory card is inserted correctly
Blinking (Green)
Information is being transmitted between the memory card and the printer or computer
Blinking (Red)
There is a problem with the memory card or more than one memory card is inserted into a memory card slot
Blinking (Red then Green) after pressing the PRINT button
There are no photos on the memory card

Printer status light
Off
The printer is off
Green
The printer is on
Blinking (Green)
The printer is busy
Blinking (Red)
The printer requires attention
memory card slots

Sony® Memory Stick memory card slot
You can insert a supported Sony Memory Stick memory card into this slot.

CompactFlash™/IBM® Microdrive memory card slot
You can insert a CompactFlash or an IBM Microdrive memory card into this slot.

MultiMediaCard™/Secure Digital™ memory card slot
You can insert a MultiMediaCard memory card or a Secure Digital memory card into this slot.

SmartMedia™/xD-Picture Card™ memory card slot
You can insert a SmartMedia memory card into the upper portion of this slot or an xD-Picture Card memory card into the lower-right portion of this slot.

print cartridge information

Your HP Photosmart 7200 Series printer prints in color and in black and white. HP provides a range of print cartridges so that you can choose the best print cartridges for your project.

supported print cartridges

Installing a print cartridge that is not in this table may invalidate your printer warranty.

<table>
<thead>
<tr>
<th>To print...</th>
<th>Use these print cartridges...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Color or black and white documents</td>
<td>HP #57 (C6657A)—Tri-color print cartridge and HP #56 (C6656A)—Black print cartridge</td>
</tr>
<tr>
<td>Color photos</td>
<td>HP #57 (C6657A)—Tri-color print cartridge and HP #58 (C6658A)—Photo print cartridge</td>
</tr>
</tbody>
</table>

When you install a print cartridge, match the number on the print cartridge to the number on the inside of the main cover. The printer holds two print cartridges at a time.

Caution! Check that you are using the correct print cartridges. Also, note that HP does not recommend modifying or refilling HP print cartridges. Damage that results from modifying or refilling HP print cartridges is not covered by HP’s warranty.
Note: Whenever you remove a print cartridge from the printer, store it in the print cartridge protector that came with your printer. Failure to properly store a print cartridge can cause the print cartridge to fail. For more information about storing your print cartridges, see the HP Photosmart Printer Help. For information about viewing the Printer Help, see view the hp photosmart printer help on page 1.

For information about printing in Ink-backup Printing Mode, see the HP Photosmart Printer Help. For information about viewing the Printer Help see view the hp photosmart printer help on page 1.

install or replace print cartridges

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

To get maximum use from your print cartridges, turn off the printer when it is not in use. Do not unplug the printer or turn off the power source (such as a power strip) until the Printer Status light is off. Waiting to turn the printer off allows the printer to store the print cartridges properly.

To install or replace the print cartridges:

1. If the printer is off, press the ON button on the printer’s control panel to turn on the printer.

2. Lift the main cover of the printer. The print cartridge cradle moves to the middle of the printer.
3 If you are replacing a print cartridge, push down and pull outward on the print cartridge to unsnap it from the print cartridge cradle. Remove the print cartridge and store, recycle, or discard it.

**Note:** For information about recycling print cartridges, go to [www.hp.com/recycle](http://www.hp.com/recycle).

4 Take the new print cartridge out of its package.

5 Grasp the pink tab and gently peel off the clear plastic tape. Make sure you remove only the clear tape. Be sure to install the print cartridge immediately after removing the tape; ink nozzles exposed longer than one minute may dry out and cause printing problems later. Once the tape is removed, do not attempt to replace it.
6 Insert the print cartridge:

**Note:** The tri-color print cartridge must be installed in the left stall of the print cartridge cradle. The black or photo print cartridge must be installed in the right stall of the print cartridge cradle.

- Hold the print cartridge so the copper contacts go into the print cartridge cradle first. Line up the ridges on the left and right sides of the top of the print cartridge with the grooves on the inside of the print cartridge cradle. The label on the print cartridge should face upwards.
- Carefully slide the print cartridge into the print cartridge cradle at a slight angle, then firmly push the print cartridge in until it snaps into place.

7 Repeat steps 3–6 to install the second print cartridge.

8 Close the main cover.

**calibrate the print cartridges**

To ensure high-quality prints, each time you install or replace one or both of the print cartridges, calibrate the cartridges to check that they are properly aligned. You can calibrate the print cartridges using a Windows PC or a Macintosh computer.

**To calibrate the print cartridges using your Windows PC:**

1 From the Devices Services tab on the HP Photosmart Series Toolbox, click **Calibrate the Device**. For information about opening the HP Photosmart Series Toolbox, see the HP Photosmart Printer Help. For information about viewing the Printer Help, see [view the hp photosmart printer help](#) on page 1.

   The Align the Print Cartridges screen appears.
2 Click **Calibrate**. Your printer will print a calibration page with seven sets of alignment patterns. The Align the Print Cartridges screen reappears asking you to review the alignment patterns and select the best page alignment, pen alignment, and color calibration for your printer.

3 Follow the onscreen instructions, and use the ← or → buttons to make your selections. Determine the appropriate selections from the printed page.

4 Click **Continue**. Your printer prints a second page, and the Align the Print Cartridges screen reappears.

5 Follow the onscreen instructions to complete the print cartridge calibration.

**To calibrate the print cartridges using your Macintosh:**

*Note:* The following steps are specific to OS X. For OS 9, the steps may be slightly different. Be sure you have selected your HP Photosmart printer in the Print Center (OS X) or in the Chooser (OS 9) before you begin printing.

1 Select **Calibrate** from the HP Inkjet Utility drop-down menu. For information about opening the HP Inkjet Utility, see the HP Photosmart Printer Help. For information about viewing the Printer Help, see view the hp photosmart printer help on page 1.

The Calibrate panel appears.

2 Click **Align**. Your printer prints a calibration page with five sets of alignment patterns.

3 Follow the onscreen instructions to review the alignment patterns, and use the sliders to select the best alignment for your print cartridges. Use the printed page to determine your selections.

4 Click **Verify** when you have finished making your selections. Your printer prints a second page, and the Calibrate panel appears with new instructions.

5 Follow the onscreen instructions to complete the print cartridge calibration.
It’s easy to print high-quality photos for yourself, family, and friends. If your digital camera uses a memory card to store photos, you can insert the memory card into the printer to print your photos.

**Note:** You can also print photos using your computer. For more information, see the HP Photosmart Printer Help. For information about viewing the Printer Help, see view the hp photosmart printer help on page 1.

### supported memory cards

Your HP Photosmart printer can read the following memory cards:

- CompactFlash Association (CFA) certified Type I and II
- IBM Microdrive
- MultiMediaCard
- Secure Digital
- SmartMedia
- Sony Memory Sticks
- xD-Picture Card

These cards are manufactured by several vendors and are available in a variety of storage capacities. You can purchase memory cards where you purchased your digital camera or at most computer supply stores.

**Caution:** Using any other type of memory card may damage the memory card and the printer.
chapter 2

insert a memory card

After you have taken pictures with your digital camera, remove the memory card from your camera and insert it into your printer. You can print photos immediately or save the photos to your computer.

When the memory card is inserted correctly, the memory card light blinks and then remains solid.

**Caution!** Do not pull out the memory card while the memory card light is blinking. Removing a memory card while it is being accessed may damage the printer or the memory card, or corrupt the information on the memory card.

To insert a memory card:

1. Remove any memory cards that may already be inserted into any of the memory card slots.

   For information about removing memory cards, see the HP Photosmart Printer Help. For information about viewing the Printer Help, see view the **hp photosmart printer help** on page 1.

2. Find the correct slot for your memory card.

   **Note:** To use a Sony Memory Stick Duo™ memory card, insert the memory card into the adapter that came with the Memory Stick Duo before you insert it into the printer’s memory card slot.

3. Insert the memory card into the appropriate memory card slot. The end with the metal contacts or pinholes must go into the printer first.

   **Caution!** Inserting the memory card any other way may damage the memory card or the printer.

4. Gently push the memory card into the printer until it stops. The memory card may not insert all the way into the printer.

   **Caution!** Forcing the memory card into the printer too far may damage the memory card or the printer.

   **Note:** If you insert a SmartMedia memory card upside down, the red memory card light will begin blinking. Remove the memory card and reininsert it properly.
use the hp photosmart 7200 series assistant

If your printer is connected to a Windows PC, the HP Photosmart 7200 Series Assistant (Assistant) appears on the computer screen when a memory card is inserted. The Assistant provides information about the memory card slots and the indicator lights. The Assistant also provides information about printing photo collages and 4 x 6 inch (10 x 15 cm) photos from the control panel. For more information about the Assistant, see the HP Photosmart Printer Help. For information about viewing the Printer Help, see view the hp photosmart printer help on page 1.

print from a memory card using the control panel

From the control panel you can print all of the photos on the memory card, only the new photos on the memory card, or the camera-selected photos on the memory card. For a list of supported digital photo file types, see printer specifications on page 20.

Note: If the printer detects camera-selected photos, it prints only those photos when you press one of the Print buttons. If you wish to print both unmarked and camera-selected photos, you must press the CANCEL button after inserting the memory card then press one of the Print buttons.

Note: Be sure to load photo paper into the In tray or the photo cassette before printing. For information about loading paper, see the HP Photosmart Printer Help. For information about viewing the Printer Help, see view the hp photosmart printer help on page 1.

You can print photos from the control panel in the following ways:

• Print 4 x 6 inch (10 x 15 cm) photos
• Print a photo collage
• Print camera-selected photos using the control panel

print 4 x 6 inch (10 x 15 cm) photos

Press the PRINT 4 X 6 PHOTOS button to print 4 x 6 inch (10 x 15 cm) photos from the memory card. If the photo cassette is loaded with 4 x 6 inch (10 x 15 cm) photo paper, each photo prints on a separate sheet. If the In tray is loaded with letter size or A4 paper, three 4 x 6 inch (10 x 15 cm) images print on a single sheet of paper.

To print 4 x 6 inch (10 x 15 cm) photos:

1 Load the appropriate paper:
   - To print individual 4 x 6 inch (10 x 15 cm) photos, load 4 x 6 inch (10 x 15 cm) photo paper into the In tray using the photo cassette
   - To print three 4 x 6 inch (10 x 15 cm) photos on a single sheet of paper, load letter size or A4 paper into the In tray

2 Insert a memory card into the printer’s memory card slot.
If the printer is connected to a Windows PC, the HP Photosmart 7200 Series Assistant window opens to provide additional information about the photos on the memory card.

3 Choose one of the following:

- If your digital camera allows you to mark photos for printing and you want to print only the marked photos, press the **PRINT 4 X 6 PHOTOS** button.

- If you have marked photos for printing and you want to print all the photos on the memory card, press **CANCEL**, and then press the **PRINT 4 X 6 PHOTOS** button.

- If there are no marked photos on the memory card and you want to print all of the photos on the memory card, press the **PRINT 4 X 6 PHOTOS** button.

- If there are no marked photos on the memory card and you want to print only the new (previously unprinted from the control panel) photos on the memory card, press and hold the **PRINT 4 X 6 PHOTOS** button for three to five seconds.

If there are no new photos (previously unprinted from the control panel) on the memory card, nothing happens if you press and hold this print button.

**Note:** The photos print in reverse order; the last photo taken is the first photo printed.

To stop printing, press the **CANCEL** button.

**Note:** If the printer runs out of paper while printing, load more paper in the In tray or photo cassette, and press one of the Print buttons to resume printing.

### Print a Photo Collage

Press the **PRINT PHOTO COLLAGE** button to print small photos from the memory card. If the photo cassette is loaded with 4 x 6 inch (10 x 15 cm) photo paper, four images print on a single sheet. If the In tray is loaded with letter size or A4 paper, nine images print on a single sheet of paper. For information about printing a photo collage, see the HP Photosmart Printer Help. For information about viewing the Printer Help, see **view the hp photosmart printer help** on page 1.

### Print Camera-Selected Photos Using the Control Panel

Your printer can print camera-selected digital photos that are stored on your memory card. If the printer is connected to a computer, and a memory card with camera-selected photos is inserted into a memory card slot, the HP Photosmart 7200 Series Assistant displays instructions for how to print camera-selected photos on the computer screen. For information about printing camera-selected photos, see the HP Photosmart Printer Help. For information about viewing the Printer Help, see **view the hp photosmart printer help** on page 1.
Your HP Photosmart printer is designed to be reliable and easy to use. This chapter contains solutions to Windows PC printer software installation problems. For detailed troubleshooting information about all aspects of your printer, including Macintosh installation and error messages, see the HP Photosmart Printer Help. For information about viewing the Printer Help, see view the hp photosmart printer help on page 1.

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

**Note:** In the presence of high electromagnetic fields, printed documents or photos may be slightly distorted.

**Note:** HP recommends using a USB cable of less than 10 feet (3 meters) in length to minimize injected noise due to potential high magnetic fields.

<table>
<thead>
<tr>
<th>Problem</th>
<th>Possible cause</th>
<th>Solution</th>
</tr>
</thead>
</table>
| When I connected the printer to my computer, the Found New Hardware Wizard opened but did not recognize the printer. | You connected the printer to your computer before inserting the HP Photosmart CD. | 1 Disconnect the USB cable from the printer and close the Found New Hardware Wizard.  
2 Insert the HP Photosmart CD that came with your printer. When the Install Wizard appears, click Cancel.  
3 From the Start menu, click Run.  
4 Click Browse and navigate to your CD drive.  
5 Select the Uninstaller.bat file and click Open.  
6 Click OK to launch the Uninstaller.  
7 Click Continue to uninstall the files created when you connected the printer to your computer.  
8 Click Restart. When the computer restarts, remove the HP Photosmart CD and follow the setup instructions in the HP Photosmart Setup Guide that came with your printer. |
| During installation, the system requirements dialog box appears, indicating that my computer monitor’s display resolution does not meet the minimum system requirements. | Your monitor’s display resolution is set below minimum system requirements. For more information, see system requirements on page 19. | 1 Click Cancel in the system requirements dialog box.  
2 Right-click on the Desktop and select Properties.  
3 Click the Settings tab.  
4 Move the slider to the right until the resolution is 800 x 600 or higher.  
5 Click Apply. A Monitor Settings message appears.  
6 Click Yes to accept the changes.  
7 Reinstall the printer software. |
<table>
<thead>
<tr>
<th>Problem</th>
<th>Possible cause</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>The software did not install correctly on my computer. OR I need to reinstall the printer software.</td>
<td>There may be a conflict with your virus protection program. OR There may be a conflict with another software program.</td>
<td>1 Uninstall the printer software. To do this, insert the HP Photosmart CD into your computer, click <strong>Uninstall</strong>, then follow the instructions on your computer screen. 2 When the uninstall is complete, restart your computer. 3 Pause or disable any active virus protection programs. 4 Reinstall the printer software.</td>
</tr>
<tr>
<td><strong>Windows 98 only</strong> When I connect a USB cable between the printer and my computer, the Add New Hardware Wizard appears once, but the printer driver does not install completely. The Add New Hardware Wizard does not appear again.</td>
<td>Installation was cancelled, was not completed, or there was an error.</td>
<td>1 Turn off the printer and disconnect the USB cable from the printer. 2 Unplug the power cord from the printer. 3 Wait about 10 seconds. 4 Plug the power cord into the printer and turn on the printer. 5 Uninstall the printer software. To do this, insert the HP Photosmart CD into your computer, then follow the instructions on your computer screen. 6 When the uninstall is complete, restart your computer. 7 Reinstall the printer software.</td>
</tr>
<tr>
<td><strong>Windows 98 only</strong> When I connect a USB cable between the printer and my computer, the Add New Hardware Wizard does not appear.</td>
<td>Your USB cable may not be working or may not be connected properly.</td>
<td>1 Turn off the printer and disconnect the USB cable from the printer. 2 Unplug the power cord from the printer. 3 Wait about 10 seconds. 4 Plug the power cord into the printer and turn on the printer. 5 Reconnect the USB cable to the printer. If you are still having problems, try using another USB cable. OR 1 Click <strong>Start</strong>, <strong>Settings</strong>, <strong>Control Panel</strong>. 2 Double-click the <strong>System</strong> icon. 3 Click the <strong>Device Manager</strong> tab. 4 Click the (+) icon next to the Universal Serial Bus controllers option. If you see a USB host controller and a USB root hub listed, USB is probably enabled. If you do not see these devices listed, refer to your computer's documentation or contact the computer manufacturer for more information about enabling and setting up USB.</td>
</tr>
</tbody>
</table>
This chapter contains the following information about your printer:

- **support** on page 17
- **specifications** on page 19
- **hardware services** on page 22
- **software services** on page 22
- **limited warranty statement** on page 23
- **safety information** on page 24
- **environmental statements** on page 25
- **regulatory statements** on page 26
- **copyrights and trademarks** on page 26

**support**

If you have a problem, follow these steps:

1. Go to the HP Photosmart Printer Help for detailed information about how to use your printer and troubleshoot problems. For information about viewing the HP Photosmart Printer Help, see view the hp photosmart printer help on page 1.

2. If you are unable to solve the problem using the information in the HP Photosmart Printer Help, Web and E-mail support are available in the following languages: Dutch, English, French, German, Italian, Portuguese, Spanish, and Swedish.
   - Go to www.hp.com/support to access online support pages or send HP an E-mail message for one-on-one answers to your questions.
   - Go to www.hp.com to check for software updates.

3. If you are unable to solve the problem using the HP Photosmart Printer Help or HP Web sites, call HP support using the number for your country or region. For a list of country and region phone numbers, see the following section.
hp phone support

Your printer comes with a limited time of free phone support. To check the duration of your free support, see the limited warranty statement on page 23 or go to www.hp.com/support.

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

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

Note: Customers in Western Europe should go to www.hp.com/support to access phone support numbers in their country or region.

<table>
<thead>
<tr>
<th>Country</th>
<th>Phone number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Algeria</td>
<td>(+212) 22404747</td>
</tr>
<tr>
<td>Bahrain</td>
<td>800 728</td>
</tr>
<tr>
<td>Czech Republic</td>
<td>42 (0)2 6130 7310</td>
</tr>
<tr>
<td>Egypt</td>
<td>02 532 5222</td>
</tr>
<tr>
<td>Greece</td>
<td>+ 30 1 60 73 603</td>
</tr>
<tr>
<td>Hungary</td>
<td>+ 36 (0)1 382 1111</td>
</tr>
<tr>
<td>Israel</td>
<td>972 (0) 9 830 4848</td>
</tr>
<tr>
<td>Morocco</td>
<td>(+212) 22404747</td>
</tr>
<tr>
<td>Poland</td>
<td>+ 48 22 865 98 00</td>
</tr>
<tr>
<td>Romania</td>
<td>01 315 44 42</td>
</tr>
<tr>
<td>Russia, Moscow</td>
<td>7 095 923 50 01</td>
</tr>
<tr>
<td>Russia, St. Petersburg</td>
<td>7 812 346 7997</td>
</tr>
<tr>
<td>Saudi Arabia</td>
<td>800 897 14440</td>
</tr>
<tr>
<td>Slovakia</td>
<td>+ 421-2-68208080</td>
</tr>
<tr>
<td>South Africa</td>
<td>086 000 1030 inside RSA</td>
</tr>
<tr>
<td></td>
<td>+ 27-11 258 9301 outside RSA</td>
</tr>
<tr>
<td>Tunisia</td>
<td>+ 216 1 891 222</td>
</tr>
<tr>
<td>Turkey</td>
<td>1 216 579 71 71</td>
</tr>
<tr>
<td>Ukraine</td>
<td>+ 7 (380-44) 490-3520</td>
</tr>
<tr>
<td>United Arab Emirates</td>
<td>971 4 883 8454</td>
</tr>
</tbody>
</table>
place a call

Call HP support 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).
- Computer operating system.
- Version of printer driver.
  - Windows PC: To see the printer driver version, right-click the memory card icon in the Windows taskbar and select About.
  - Macintosh: To see the printer driver version, use the Print dialog box.
- Messages displayed 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?

specifications

This section lists minimum system requirements needed to install your HP Photosmart printer on a computer, and provides selected printer specifications.

For a complete list of printer specifications, see the HP Photosmart Printer Help. For information about viewing the Printer Help, see find more information on page 1.

system requirements

<table>
<thead>
<tr>
<th>Component</th>
<th>Windows PC minimum</th>
<th>Macintosh minimum</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating system</td>
<td>Windows 98, 2000 Professional, ME, XP Home, and XP Professional</td>
<td>Mac® OS 9 v9.1 or later, OS X v10.1 through v10.2</td>
</tr>
<tr>
<td>Processor</td>
<td>Pentium® II (or equivalent) or higher</td>
<td>G3 or greater</td>
</tr>
<tr>
<td>RAM</td>
<td>64 MB (128 MB recommended)</td>
<td>Mac OS 9.1 and OS 9.2: 64 MB (128 MB recommended)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mac OS X v10.1 and OS X v10.2: 128 MB</td>
</tr>
<tr>
<td>Free disk space</td>
<td>500 MB</td>
<td>500 MB</td>
</tr>
<tr>
<td>Video display</td>
<td>800 x 600, 16-bit or higher</td>
<td>800 x 600, 16-bit or higher</td>
</tr>
<tr>
<td>CD-ROM drive</td>
<td>4x</td>
<td>4x</td>
</tr>
<tr>
<td>Connectivity</td>
<td>USB 2.0 Full speed (Windows 98, 2000 Professional, ME, XP Home, and XP Professional)</td>
<td>USB: Front and back ports (Mac OS 9 v9.1 or later, OS X v10.1 through v10.2)</td>
</tr>
</tbody>
</table>
### Component Specifications

<table>
<thead>
<tr>
<th>Component</th>
<th>Windows PC minimum</th>
<th>Macintosh minimum</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Browser</strong></td>
<td>Microsoft® Internet Explorer 5.5 or higher</td>
<td>Not required for installation</td>
</tr>
</tbody>
</table>

### Printer Specifications

**Connectivity, maximum**
- HP JetDirect External Print Servers: 175x, 310x, 380x

**Connectivity, standard**
- USB: Front and back ports
- Windows 98, 2000 Professional, ME, XP Home, and XP Professional
- Mac OS 9 v9.1 or later, OS X v10.1 through v10.2

**Image file formats**
- JPEG Baseline
- TIFF 24-bit RGB uncompressed interleaved
- TIFF 24-bit YCbCr uncompressed interleaved
- TIFF 24-bit RGB packbits interleaved
- TIFF 8-bit gray uncompressed/packbits
- TIFF 8-bit palette color uncompressed/packbits
- TIFF 1-bit uncompressed/packbits/1D Huffman

**In tray capacity**
- 25 sheets of photo paper
- 100 sheets of plain paper
- 20–40 cards (depending on thickness)
- 15 envelopes
- 20 sheets of banner paper
- 20 sheets of labels
- 25 transparencies
- 25 sheets of iron-on transfers

**Media sizes**
- Photo paper (4 x 6 inches, 10 x 15 cm)
- Photo paper with tab (4 x 6 inches with 0.5 inch tab, 10 x 15 cm with 1.25 cm tab)
- Index cards (4 x 6 inches, 10 x 15 cm)
- Hagaki cards (3.9 x 5.8 inches, 100 x 148 mm)
- A6 cards (4.1 x 5.8 inches, 105 x 148 mm)
- L-size cards (3.5 x 5 inches, 90 x 127 mm)
- L-size cards with tab (3.5 x 5 inches with 0.5 inch tab, 90 x 127 mm with 12.5 mm tab)

**Media specifications, maximum**
- Recommended maximum length: 14 inches (356 mm)
- Recommended maximum thickness: 11.5 mil (292 µm) per sheet
Media sizes, standard

**Photo paper**
3 x 3 inches to 8.5 x 14 inches (76 x 76 mm to 216 x 356 mm)

**Plain paper**
Letter, 8.5 x 11 inches (216 x 280 mm)
Legal, 8.5 x 14 inches (216 x 356 mm)
Executive, 7.5 x 10 inches (190 x 254 mm)
A4, 8.27 x 11.7 inches (210 x 297 mm)
A5, 5.8 x 8.3 inches (148 x 210 mm)
B5, 6.9 x 9.8 inches (176 x 250 mm)

**Cards**
Hagaki, 3.9 x 5.8 inches (100 x 148 mm)
L-size, 3.5 x 5 inches (90 x 127 mm)
L-size with tab, 3.5 x 5 with 0.5 inch tab (90 x 127 mm with 12.5 mm tab)
Index, 3 x 5 inches, 4 x 6 inches, and 5 x 8 inches (76 x 127 mm, 10 x 15 cm, and 127 x 203 mm)
A6, 4.13 x 5.8 inches (105 x 148 mm)

**Envelopes**
No. 9, 3.875 x 8.875 inches (98.4 x 225.4 mm)
No. 10, 4.125 x 9.5 inches (105 x 240 mm)
A2 Invitation, 4.375 x 5.75 inches (110 x 146 mm)
DL, 4.33 x 8.66 inches (110 x 220 mm)
C6, 4.5 x 6.4 inches (114 x 162 mm)

**Custom**
3 x 5 inches to 8.5 x 14 inches (76 x 127 mm to 216 x 356 mm)

**Transparencies**
Letter, 8.5 x 11 inches (216 x 280 mm)
A4, 8.27 x 11.7 inches (210 x 297 mm)

**Media types**
Paper (plain, inkjet, photo, and banner)
Envelopes
Transparencies
Labels
Cards (index, greeting, Hagaki, A6, L-size)
Iron-on transfers

**Memory cards**
CompactFlash Type I and II
IBM Microdrive
MultiMediaCard
Secure Digital
SmartMedia
Sony Memory Sticks
xD-Picture Card

**Memory card-supported file formats**
Printing: See supported Image file formats on page 20
Saving: All file formats
If you are experiencing printer hardware failure, contact the store where you purchased your printer. Or, go to www.hp.com/cpso-support/guide/psd/repairhelp.html for the nearest sales and service office. Service is free of charge during the limited warranty period. Beyond the warranty period, a service fee will be charged. For more information about the HP limited warranty, see limited warranty statement on page 23.

**hardware services**

HP periodically provides updates to the printer software. You can download these updates by going to www.hp.com/support or by using the software that came with your printer. Updates of the HP Photo & Imaging software are available on CD only.

To receive printer software updates using the software that came with your printer, follow these steps:

- **Windows PC:** From the Start menu, select Programs (in Windows XP, select All Programs); Hewlett-Packard; then HP Software Update.
- **Macintosh:** From the HP Inkjet Utility, select Support from the pop-up menu, then click Support.

---

### Out tray capacity
- 20 sheets of photo paper
- 50 sheets of plain paper
- 10 cards
- 10 envelopes
- 20 transparencies
- 20 sheets of banner paper
- 25 sheets of labels
- 25 sheets of iron-on transfers

### Paper trays
- One letter-size tray
- One 4 x 6 inch (10 x 15 cm) photo cassette

### Photo media cassette capacity
- 24 sheets of photo paper

### Print cartridges
- 1 black HP #56 (C6656A)
- 1 tri-color HP #57 (C6657A)
- 1 photo HP #58 (C6658A)

### USB support
- USB: Front and back ports
- Windows 98, 2000 Professional, ME, XP Home, and XP Professional
- Mac OS 9 v9.1 or later, OS X v10.1 through v10.2
- HP recommends that the USB cable be less than 10 feet (3 meters) in length
limited warranty statement

Region
Europe, Middle East, Africa

Software warranty
90 days

Printer warranty
1 year

A. Extent of Limited Warranty

1. Hewlett-Packard (HP) warrants to the end-user customer that the HP products specified above will be free from defects in material and workmanship for the duration specified above, which duration begins on the date of purchase by the customer.

2. For software products, HP’s limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be uninterrupted or error free.

3. HP’s limited warranty covers only those defects which arise as a result of normal use of the product, and does not cover any other problems, including those which arise as a result of:
   • Improper maintenance or modification;
   • Software, media, parts, or supplies not provided or supported by HP; or
   • Operation outside the product’s specifications.

4. For HP printer products, the use of a non-HP ink cartridge or a refilled ink cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.

5. If HP receives, during the applicable warranty period, notice of a defect in any product which is covered by HP’s warranty, HP shall either repair or replace the defective product, at HP’s option.

6. If HP is unable to repair or replace, as applicable, a defective product which is covered by HP’s warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.

7. HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.

8. Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the product being replaced.

9. HP products may contain remanufactured parts, components, or materials equivalent to new in performance.

10. HP’s limited warranty is valid in any country or region where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, are available from any authorized HP service facility in countries or regions where the product is distributed by HP or by an authorized importer. For phone support in Europe please check for the details and conditions of phone support in your country or region by consulting the following Web site: www.hp.com/support. Alternatively, you can ask your dealer or call HP at the phone number indicated in this booklet. As part of our constant efforts to improve our phone support service, we advise you to check our Web site on a regular basis for new information regarding service features and delivery.

B. Limitations of Warranty

TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKE ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED, WITH RESPECT TO THE HP PRODUCTS, AND SPECIFICALLY DISCLAIM THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

C. Limitations of Liability

1. To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer’s sole and exclusive remedies.

2. TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
D. Local Law

1. This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country or region to region elsewhere in the world.

2. To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
   - Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g. the United Kingdom);
   - Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
   - Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or not allow limitations on the duration of implied warranties.

3. FOR CONSUMER TRANSACTIONS IN AUSTRALIA AND NEW ZEALAND, THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THE HP PRODUCTS TO SUCH CUSTOMERS.

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.

Warning! Potential shock hazard.

• Read and understand all instructions in the HP Photosmart Setup Guide.

• 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.

• 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 HP Photosmart 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 Web site at www.hp.com/hpinfo/globalcitizenship/environment/index.html.

ozone production

This product generates no appreciable ozone gas (O3).

energy consumption

Energy usage drops significantly while in ENERGY STAR® mode, which saves natural resources, and saves money without affecting the high performance of this product. This product qualifies for ENERGY STAR, which is a voluntary program established to encourage the development of energy-efficient office products.

ENERGY STAR is a U.S. registered mark of the U.S. EPA. As an ENERGY STAR partner, Hewlett-Packard Company has determined that this product meets the ENERGY STAR guidelines for energy efficiency. For more information, go to www.energystar.gov.

paper use

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

plastics

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

material safety data sheets

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

recycling program

HP offers an increasing number of product return and recycling programs in many countries and partners with some of the largest electronic 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.
regulatory statements

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SDGOA-0372. This regulatory number should not be confused with the marketing name (hp photosmart 7200 series printer) or product numbers (A6214A, A6214AZ).

Australia EMC statement

This equipment complies with Australian EMC requirements.

Canada EMC statement

Le présent appareil numérique n’émet pas de bruit radioélectrique dépassant les limites applicables aux appareils numériques de la classe B prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus set out in the Radio Interface Regulations of the Canadian Department of Communications.

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SmartMedia is a trademark of Toshiba Corporation.
xDPicture Card is a trademark of Fuji Photo Film Co., Ltd., Toshiba Corporation, and Olympus Optical Co., Ltd.
IBM is a registered trademark of International Business Machines Corporation.
Mac, the Mac logo, and Macintosh are registered trademarks of Apple Computer, Inc.
Pentium is a registered trademark of Intel Corporation.
Other brands and their products are trademarks or registered trademarks of their respective holders.
The embedded software in your printer is based in part on the work of the Independent JPEG Group.
The copyrights to certain photos within this document are retained by the original owners.
Insert the HP Photosmart CD before connecting the USB cable!
Follow the instructions in the Setup Guide.
### Localization Instruction Worksheet

Prepared by Write on the Edge, Inc. for use by HP’s translation vendors

#### Revision History

<table>
<thead>
<tr>
<th>Date</th>
<th>Revision</th>
</tr>
</thead>
<tbody>
<tr>
<td>2/28/03</td>
<td>Original document.</td>
</tr>
<tr>
<td>3/4/03</td>
<td>In the #3 Deliverables section, updated the Final Delivery section to</td>
</tr>
<tr>
<td>(JS)</td>
<td>remove the barcode information from the online single language PDF</td>
</tr>
<tr>
<td></td>
<td>deliveries.</td>
</tr>
<tr>
<td>4/4/03</td>
<td>Update to localization. Removed the languages that will not be</td>
</tr>
<tr>
<td>(JS)</td>
<td>updated.</td>
</tr>
<tr>
<td>4/7/03</td>
<td>In “PDF Specifications” section, clarified the use of printer spec sheet</td>
</tr>
<tr>
<td>(JS)</td>
<td>previously provided by WOTE.</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### 1- Project ID

<table>
<thead>
<tr>
<th>Project Name</th>
<th>HP Photosmart 7200 series</th>
</tr>
</thead>
<tbody>
<tr>
<td>Document</td>
<td>Reference Guide</td>
</tr>
<tr>
<td>Date</td>
<td>April 4, 2003</td>
</tr>
<tr>
<td>WOTE Writer</td>
<td>Erin</td>
</tr>
<tr>
<td></td>
<td>760.598.2490</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:erin@wote.com">erin@wote.com</a></td>
</tr>
<tr>
<td></td>
<td>Carrie Damschroder</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:carrie@wote.com">carrie@wote.com</a></td>
</tr>
<tr>
<td>WOTE Project Manager</td>
<td>Jacqueline</td>
</tr>
<tr>
<td></td>
<td>760.598.2490</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:jacqueline@wote.com">jacqueline@wote.com</a></td>
</tr>
</tbody>
</table>
2- Project Definition

1. Languages
   The languages are shown below. The table columns have the following meaning:

<table>
<thead>
<tr>
<th>Language</th>
<th>Language to translate to</th>
</tr>
</thead>
<tbody>
<tr>
<td>Part number</td>
<td>Replace the placeholder part number and barcode with this one</td>
</tr>
<tr>
<td>Print location</td>
<td>Send the files to this buying office when it’s ready to print</td>
</tr>
<tr>
<td>Print country</td>
<td>Change the “Printed in” statement on the back cover of the document, to this country; if more than one print location is listed, use the “Printed in” statement for the first one</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Languages</th>
<th>Part number</th>
<th>Print location</th>
<th>“Printed in” statement</th>
</tr>
</thead>
<tbody>
<tr>
<td>NGer/Ita/Fre/Dut</td>
<td>Q3005-90201</td>
<td>Germany (Euro)</td>
<td>Printed in Germany</td>
</tr>
<tr>
<td>Intl.Eng//Ita/MSpa/BrPor</td>
<td>Q3005-90202</td>
<td>Germany (Euro)</td>
<td>Printed in Germany</td>
</tr>
<tr>
<td>Dan/Swe/Nor/Fin</td>
<td>Q3005-90207</td>
<td>Germany (Euro)</td>
<td>Printed in Germany</td>
</tr>
</tbody>
</table>

2. Schedule

<table>
<thead>
<tr>
<th>Start date</th>
<th>Delivery to DTP review</th>
<th>Final delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td>April 4, 2003</td>
<td>None</td>
<td>May 1, 2003</td>
</tr>
</tbody>
</table>
3. Work volume

<table>
<thead>
<tr>
<th>New document or update</th>
<th>Update to localization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of words/strings to localize</td>
<td>Approximately 7,370</td>
</tr>
<tr>
<td>Number of pages to format</td>
<td>32</td>
</tr>
<tr>
<td>Number of graphics to localize</td>
<td>None</td>
</tr>
</tbody>
</table>

3- Project Specifications

1. Tools used in the project

<table>
<thead>
<tr>
<th>Tool</th>
<th>Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>FrameMaker 6</td>
<td>Create the document source files</td>
</tr>
<tr>
<td>Illustrator 9</td>
<td>Create technical illustrations</td>
</tr>
</tbody>
</table>

2. Source files

The files are on WOTE’s FTP server in the following folder:

hpp_localization/From WOTE/Reference Guides/Crayola/Apr4
## Document files

<table>
<thead>
<tr>
<th>File name</th>
<th>Description</th>
<th>Translate (Y/N)</th>
</tr>
</thead>
<tbody>
<tr>
<td>cr_ref.book</td>
<td>FrameMaker book</td>
<td>N</td>
</tr>
<tr>
<td>cr_refTOC.fm</td>
<td>Table of Contents (automatically generates)</td>
<td>N</td>
</tr>
<tr>
<td>cr_rg_back.fm</td>
<td>Back cover</td>
<td>Y</td>
</tr>
<tr>
<td>cr_rg_front.fm</td>
<td>Front cover</td>
<td>Y</td>
</tr>
<tr>
<td>cr_rg_print.fm</td>
<td>Information about printing from a memory card</td>
<td>Y</td>
</tr>
<tr>
<td>cr_rg_specs.fm</td>
<td>HP support information and printer specifications</td>
<td>Y</td>
</tr>
<tr>
<td>cr_rg_trouble.fm</td>
<td>Troubleshooting information</td>
<td>Y</td>
</tr>
<tr>
<td>cr_rg_welcome.fm</td>
<td>Introduction, overview of printer parts, print cartridge information.</td>
<td>Y</td>
</tr>
</tbody>
</table>

## Graphics files

Note: There are no graphics that need to be translated.

3. **Deliverables**

Note: WOTE has provided job options files for press and online PDFs, and instructions for making press and online PDFs.

**DTP review**

No DTPs will be done.

Note: Any document that has JPN or an AP language needs to be sent to review by the Japanese and AP reviewers.
**Final delivery**

<table>
<thead>
<tr>
<th>Type of file</th>
<th>Used for</th>
<th>Deliver to</th>
</tr>
</thead>
<tbody>
<tr>
<td>Press-optimized PDF combined into multilanguage books</td>
<td>Printed books</td>
<td>Print vendor</td>
</tr>
<tr>
<td>Size-optimized PDF split out by language and delivered as single-language PDFs. Single-language front and back covers should be added.</td>
<td>Online distribution</td>
<td>HP</td>
</tr>
<tr>
<td>Source files by language</td>
<td>Archives</td>
<td>HP</td>
</tr>
</tbody>
</table>

**FrameMaker variables**

Please change the following variables to reflect the correct languages in each Multilanguage book:

- `language1` — the first language in the book
- `language2` — the second language in the book
- `language3` — the third language in the book
- `language4` — the fourth language in the book

*Note: Please use all lower-case letters for the language names (e.g., `english`, rather than `English`). To change the variables, go to Special>Variable.*

**FrameMaker master pages**

The book contains different master page sets for each language in the Multilanguage book. (The `Language1` master pages have a tab at the top; the `Language2` master pages have a tab that is slightly lower on the page, etc.). Translation vendors must apply the correct master pages to the files as follows:
<table>
<thead>
<tr>
<th>Language</th>
<th>File</th>
<th>Master pages</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Front cover</td>
<td>No change</td>
</tr>
<tr>
<td>1</td>
<td>Table of contents (TOC)</td>
<td>Page 1: TOCCoverLang1&lt;br&gt;Page 2: TOCLeftLang1</td>
</tr>
<tr>
<td></td>
<td>Body chapters</td>
<td>Page 1: CoverLanguage1&lt;br&gt;Even pages: LeftLang1&lt;br&gt;Odd pages: RightLang1</td>
</tr>
<tr>
<td>2</td>
<td>Table of contents (TOC)</td>
<td>Page 1: TOCCoverLang2&lt;br&gt;Page 2: TOCLeftLang2</td>
</tr>
<tr>
<td></td>
<td>Body chapters</td>
<td>Page 1: CoverLanguage2&lt;br&gt;Even pages: LeftLang2&lt;br&gt;Odd pages: RightLang2</td>
</tr>
<tr>
<td>3</td>
<td>Table of contents (TOC)</td>
<td>Page 1: TOCCoverLang3&lt;br&gt;Page 2: TOCLeftLang3</td>
</tr>
<tr>
<td></td>
<td>Body chapters</td>
<td>Page 1: CoverLanguage3&lt;br&gt;Even pages: LeftLang3&lt;br&gt;Odd pages: RightLang3</td>
</tr>
<tr>
<td>4</td>
<td>Table of contents (TOC)</td>
<td>Page 1: TOCCoverLang4&lt;br&gt;Page 2: TOCLeftLang4</td>
</tr>
<tr>
<td></td>
<td>Body chapters</td>
<td>Page 1: CoverLanguage4&lt;br&gt;Even pages: LeftLang4&lt;br&gt;Odd pages: RightLang4</td>
</tr>
<tr>
<td></td>
<td>Back cover</td>
<td>No change</td>
</tr>
</tbody>
</table>
**PDF specifications**

Press PDFs have the following characteristics:

- Use the print specs sheet provided by WOTE with DTP review comments inserted as first page
- Press-optimized, with embedded fonts and graphics—use job options files provided by WOTE
- With crop marks
- With blank pages as appropriate
- No URLs active
- Front and back covers—with barcode, version number, and part number

Online PDFs have the following characteristics:

- Size-optimized—use job options files provided by WOTE
- No crop marks
- Blank pages removed
- Bookmarks for languages that work properly (not Eastern European or Russian)
- URLs inactive
- Single language front and back covers

**Version numbers**

Each new build of the Printer Help, Basics Guides, and Reference Guides needs to have a new version number. The version numbers are in the following locations:

Printer Help – At the bottom of the Welcome>About this help topic.
Basics and Reference Guides – On the back cover, below the HP logo.

The version numbers use the following convention:

\[ vX.Y.Z \]

where

- \( v \) stands for version
- \( X \) is the major release (1 for this round)
- \( Y \) is the English source version (our first drop to translation is v1.0.0)
- \( Z \) is the localized version (your first drop back to us will be v1.0.1)

Translators should only change the last digit in the version number.

**File naming**

Note: The graphics should be included and zipped into each language delivery
Name zip files as follows:

<table>
<thead>
<tr>
<th>Language Type</th>
<th>Zip File Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>German/Italian/French/Dutch</td>
<td>Cr_RG_deu-ita-fra-nld_press_7260.zip</td>
</tr>
<tr>
<td>International English/Italian/Mid-Atlantic Spanish/Brazilian Portuguese</td>
<td>Cr_RG_enu-ita-esm-ptb_press_7260.zip</td>
</tr>
<tr>
<td>Danish/Swedish/Norwegian/Finnish</td>
<td>Cr_RG_dan-sve-nor-fin_press_7260.zip</td>
</tr>
<tr>
<td>English</td>
<td>Cr_RG_enu_online_7260.zip</td>
</tr>
<tr>
<td></td>
<td>Cr_RG_enu_source_7260.zip</td>
</tr>
<tr>
<td>Danish</td>
<td>Cr_RG_dan_online_7260.zip</td>
</tr>
<tr>
<td></td>
<td>Cr_RG_dan_source_7260.zip</td>
</tr>
<tr>
<td>Dutch</td>
<td>Cr_RG_nld_online_7260.zip</td>
</tr>
<tr>
<td></td>
<td>Cr_RG_nld_source_7260.zip</td>
</tr>
<tr>
<td>Finnish</td>
<td>Cr_RG_fin_online_7260.zip</td>
</tr>
<tr>
<td></td>
<td>Cr_RG_fin_source_7260.zip</td>
</tr>
<tr>
<td>French</td>
<td>Cr_RG_fra_online_7260.zip</td>
</tr>
<tr>
<td></td>
<td>Cr_RG_fra_source_7260.zip</td>
</tr>
<tr>
<td>Italian</td>
<td>Cr_RG_ita_online_7260.zip</td>
</tr>
<tr>
<td></td>
<td>Cr_RG_ita_source_7260.zip</td>
</tr>
<tr>
<td>New German</td>
<td>Cr_RG_deu_online_7260.zip</td>
</tr>
<tr>
<td></td>
<td>Cr_RG_deu_source_7260.zip</td>
</tr>
<tr>
<td>Mid-Atlantic Spanish</td>
<td>Cr_RG_esm_online_7260.zip</td>
</tr>
<tr>
<td></td>
<td>Cr_RG_esm_source_7260.zip</td>
</tr>
<tr>
<td>Brazilian Portuguese</td>
<td>Cr_RG_ptb_online_7260.zip</td>
</tr>
<tr>
<td></td>
<td>Cr_RG_ptb_source_7260.zip</td>
</tr>
<tr>
<td>Swedish</td>
<td>Cr_RG_sve_online_7260.zip</td>
</tr>
<tr>
<td></td>
<td>Cr_RG_sve_source_7260.zip</td>
</tr>
<tr>
<td>Norwegian</td>
<td>Cr_RG_nor_online_7260.zip</td>
</tr>
<tr>
<td></td>
<td>Cr_RG_nor_source_7260.zip</td>
</tr>
</tbody>
</table>
4. **Terminology**
   
   See HP’s glossary.

   **Terms that do not get translated**
   
   - company names (such as HP, Adobe, Sony, Microsoft)
   - product names (such as Photosmart, Macintosh, CompactFlash, Windows)
   - technology names (such as DPOF, USB, IR)
   - common acronyms (such as LCD and CD-ROM)
   - Internet URLs

5. **Instructions**

   **Documentation**
   
   See HP’s specs.

   **Printer instructions**
   
   Deliver PDFs, including the print specs sheet as the first page. See separate instructions from WOTE.

6. **Specific instructions**

   **Alphabetize phone numbers**
   
   In the support and specifications chapter (po_ref_support.fm), there is a table containing phone numbers under the Heading3 “hp phone support.” After the contents of this table are translated, please put the table rows in alphabetical order.

   **Alphabetize printer specifications**
   
   After the printer specifications table in the support and specifications chapter (cr_rg_specs.fm) is translated, put the rows in alphabetical order.

   **Adding extra pages to fill signature**
   
   Refer to Alecia’s email about how to add extra pages to fill signature requirements.
Page-for-page translation

Page-for-page translation is required on all deliverables. If adjustments are needed, do the following (in order of preference):
1. Adjust page margins
2. Adjust space before and after a paragraph
3. Adjust leading within paragraphs
4. Adjust character spacing and kerning
5. Adjust font size, no more than one point (or less)

Conditional text

Note: This document does not contain conditional text.

Language mismatches

Use the following guidelines:

<table>
<thead>
<tr>
<th>Hardware (front panel)</th>
<th>All languages</th>
</tr>
</thead>
<tbody>
<tr>
<td>• wordless</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Windows printer driver (Galileo)</th>
<th>All other languages</th>
</tr>
</thead>
<tbody>
<tr>
<td>E F I G S J BP Du TC SC Ko Sw No Fi Da Ru Po Cz Hu Gr Tu</td>
<td>use English screen grabs</td>
</tr>
<tr>
<td>• use translated screen grabs</td>
<td>use English screen grabs</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Macintosh printer driver (Max)</th>
<th>All other languages</th>
</tr>
</thead>
<tbody>
<tr>
<td>All languages</td>
<td>use English screen grabs</td>
</tr>
<tr>
<td>• use English screen grabs</td>
<td>use English UI term, followed by translation of term in parentheses</td>
</tr>
<tr>
<td>• use English UI term, followed by translation of term in parentheses</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Names of HP branded media</th>
<th>All other languages</th>
</tr>
</thead>
<tbody>
<tr>
<td>E F I G S BP Du Ko TC SC J Ru</td>
<td>use English name of media, followed by translation of name in parens</td>
</tr>
<tr>
<td>• use translated name of media product</td>
<td>use English name of media, followed by translation of name in parens</td>
</tr>
</tbody>
</table>
## Language-specific changes

Translation vendor is responsible for making the following language-specific changes to documents.

<table>
<thead>
<tr>
<th>Product</th>
<th>Document</th>
<th>Language</th>
<th>Required change</th>
</tr>
</thead>
<tbody>
<tr>
<td>All</td>
<td>All documents</td>
<td>All (except those shown below)</td>
<td>• Make sure that the measurements for all languages are shown as Imperial (Metric).</td>
</tr>
<tr>
<td>Fin, Pol</td>
<td></td>
<td></td>
<td>• Make sure that the measurements for all languages are shown as Metric (Imperial).</td>
</tr>
<tr>
<td>Nor, Sve, Lit, Heb, Dan</td>
<td></td>
<td></td>
<td>• Make sure that the measurements for all languages are shown as Metric</td>
</tr>
<tr>
<td>Ell</td>
<td></td>
<td></td>
<td>• Make sure that the measurements for all languages are shown as Metric except media when both system used</td>
</tr>
</tbody>
</table>
Regulatory notices
Except for the languages listed below, do not translate regulatory notices. They should remain in English.

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SDGOA-043/4. This regulatory number should not be confused with the marketing name (HP photosmart 7200 series printer) or product numbers (A6214A, A6214A2).

**Australia EMC statement**

This equipment complies with Australian EMC requirements.

**Canada EMC statement**

Le présent appareil numérique n’entraîne pas de bruit radioélectrique dépassant les limites applicables aux appareils numériques de la classe B prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus set out in the Radio Interface Regulations of the Canadian Department of Communications.