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HP Sprocket Photo Printer

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Parts and Controls

Supplied Items

- HP Sprocket Photo Printer
- Setup Card
- HP ZINK® Sticky-Backed Photo Paper (10 sheets)
- USB charging cable
- Regulatory Information Sheet



Product Overview

- 1. Power Button
- 2. Status Indicator LED Light
- 3. Charging Indicator LED Light
- 4. Charging Port
- 5. Reset Button
- 6. Top Cover
- 7. Paper Output Slot
- 8. Paper Input Tray
(not visible from exterior)
- 9. Lanyard Notch



LED Indicator Lights: Status Indicator and Charging Indicator

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

Getting Started

Installing Mobile App

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

- The sprocket app is supported by Android™ devices using OS v4.4 and above and iPhone® iOS 8 and above.
- You must install the companion sprocket app to operate the HP Sprocket Photo Printer.
- If your phone has NFC capabilities, you can also pair your device and printer by tapping your mobile device or tablet on the top of your HP Sprocket Photo Printer. This will direct you to hpsprocket.com to install the sprocket app.



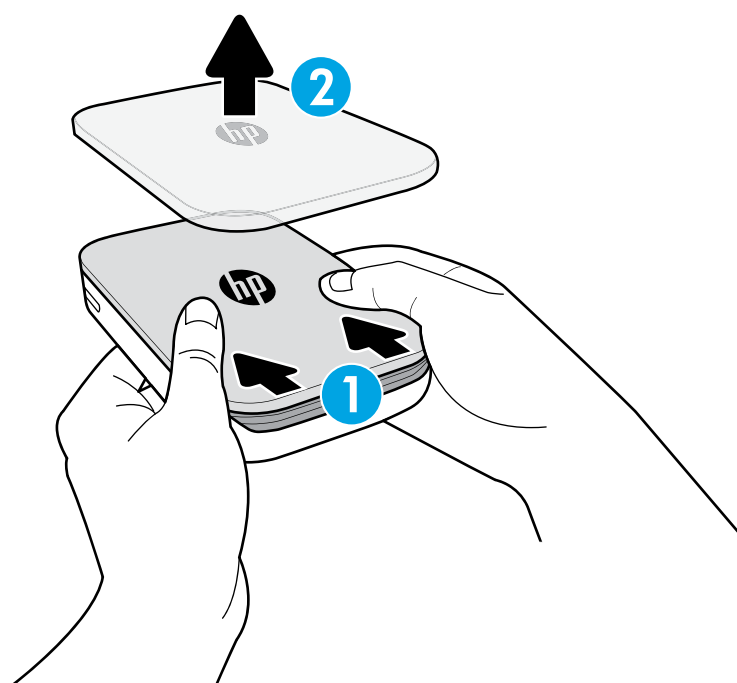
Charging Battery and Powering On

1. To charge, insert the micro-USB charging cable into the HP Sprocket Photo Printer.
 2. Connect the USB cable to a charging adaptor (not included) and plug into a power outlet.
 3. When successfully connected, the LED indicator light will turn red to indicate charging.
 4. To charge fully, allow 60-90 minutes, or until the LED changes to green.
 5. Turn on your printer by pressing and holding the Power button until the LED indicator turns white.
 6. Turn off the printer by pressing and holding the Power button until the white LED indicator goes dark.
- Be aware that continued use during charging will slow down the charging speed.
 - If the printer battery is completely depleted, connect the printer to a power source and allow printer to charge for a short period of time before attempting to power on.

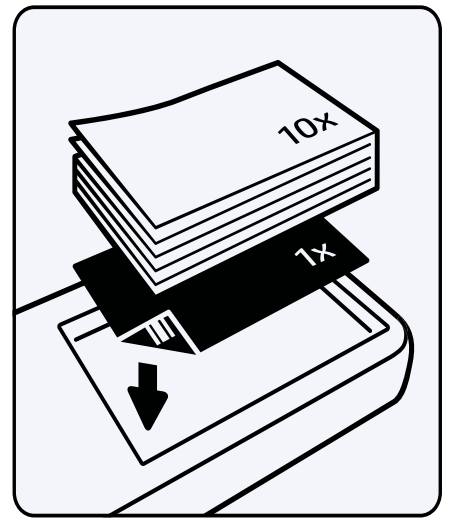


Loading Paper

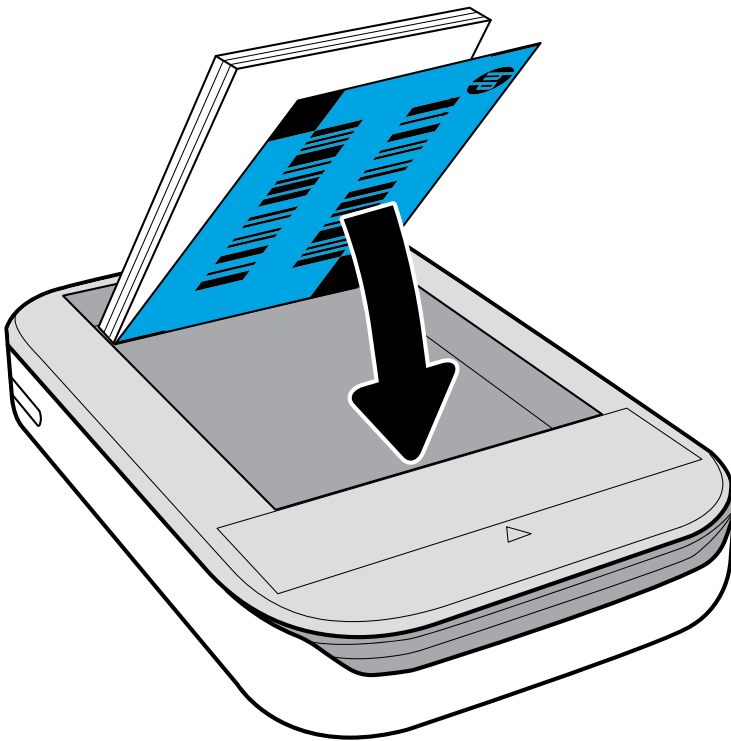
1. Take off the Top Cover by sliding it slightly forward and away from the Paper Output slot. This will release the lid and allow you to lift off the Top Cover to insert paper.



2. Unwrap a pack of HP ZINK® Sticky-Backed Photo Paper (10 sheets). Make sure the included blue Smartsheet® is on the bottom of the stack, barcode and logo facing down. Stack the photo paper on top of the Smartsheet® with the HP logos facing down also.

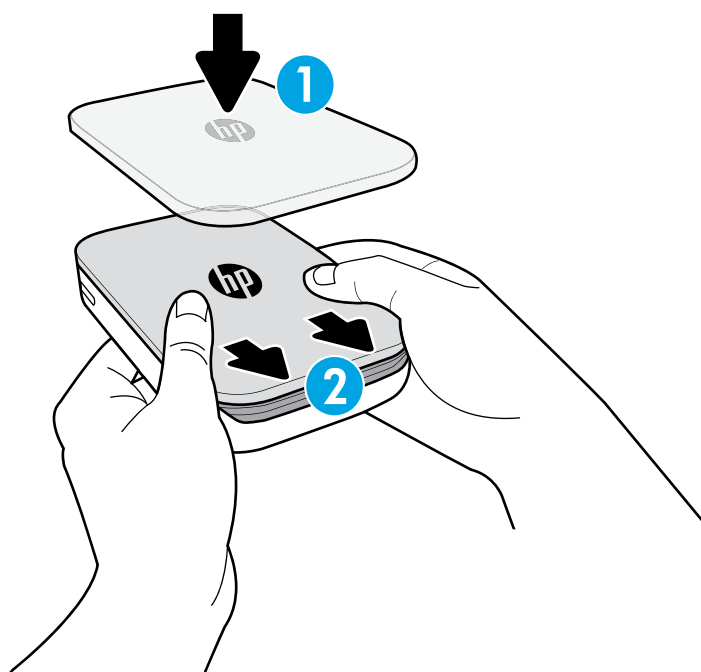


3. Place both the paper and the Smartsheet® into the Paper Input Tray.



4. Return the Top Cover to the printer by aligning it in the cutout edge of the open top and then sliding the cover closed. It will click into place and attach securely when fastened.

- Always power off your printer before loading paper.



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



Caution:

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

Pairing Mobile Device and HP Sprocket Photo Printer

For Android™

1. Press and hold the Power Button for 3 seconds to turn on the printer. The LED will flash white as the printer powers on and remain solid white once fully powered on.
2. Be sure Bluetooth is turned on for your mobile device or tablet, and then open the sprocket app. Select the Main Menu  in the upper left-hand corner.
3. Tap **sprocket** to pair your printer with your mobile device or tablet. A pop up message will direct you to Android™ **Settings** to pair your printer. A list of available devices will display.
4. Select your printer from the list to pair your devices.

For iPhone®

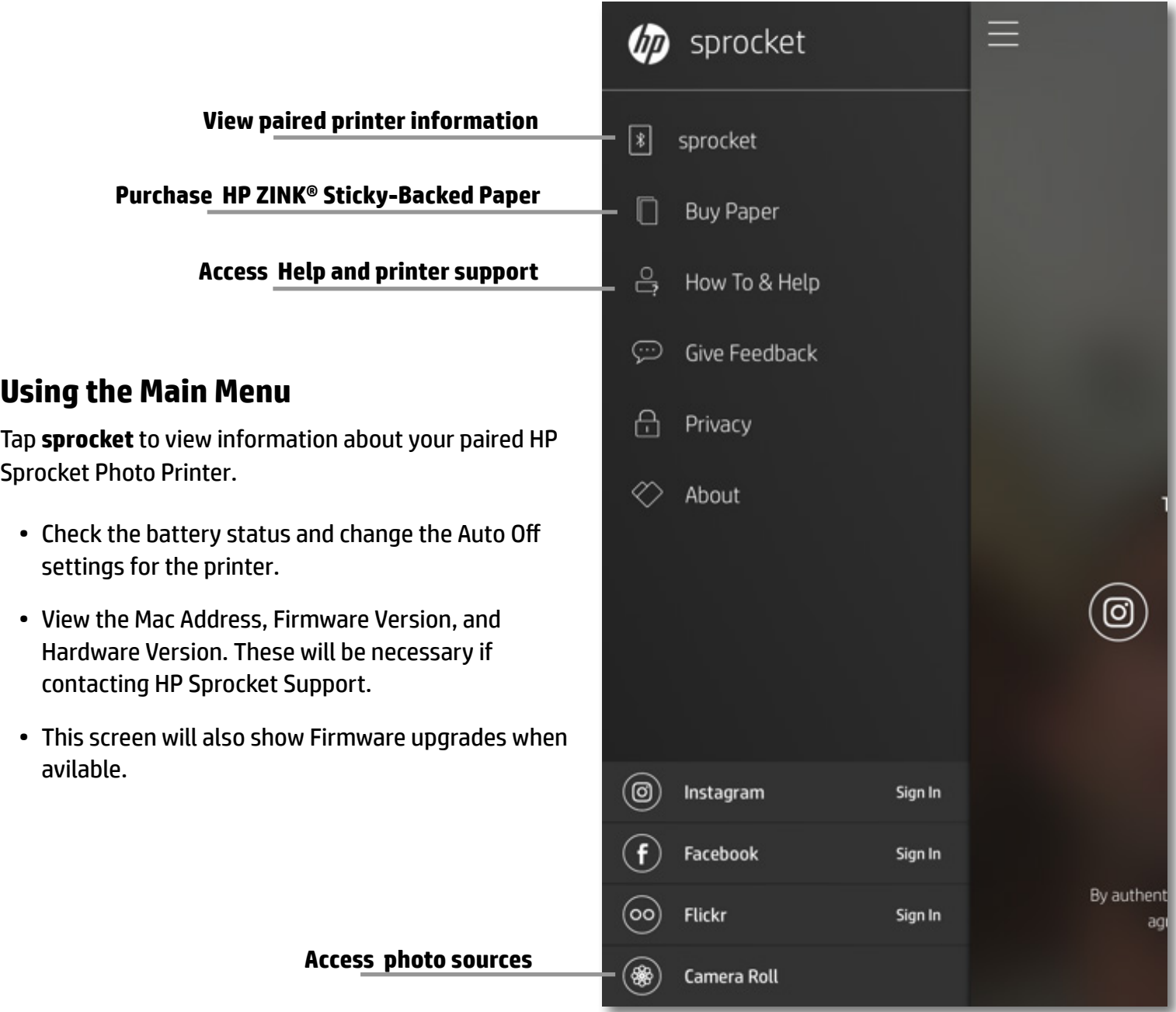
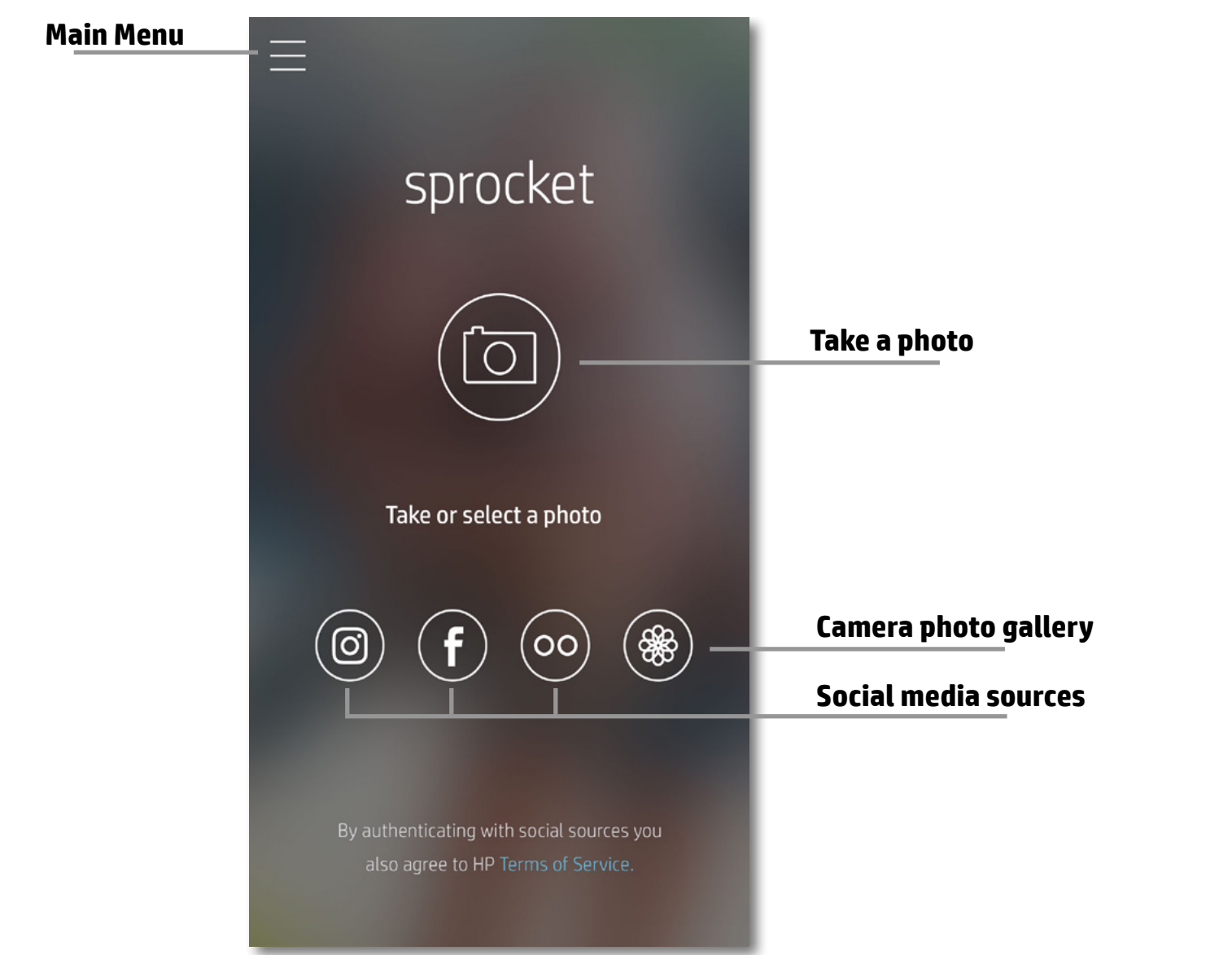
1. Press and hold the Power Button for 3 seconds to turn on the printer. The LED will flash white as the printer powers on and remain solid white once fully powered on.
2. Open iPhone® **Settings** and select **Bluetooth**. Turn **Bluetooth** on and then select the printer from the listed devices.
3. Next, launch the sprocket app. See “Installing Mobile App” for more information.
 - A reminder message will appear if you try to print a photo and are not paired with your HP printer.

Caring for your HP Sprocket Photo Printer

- Remove fingerprints, dust, and dirt from the printer using a dry microfiber cloth.
- Keep the top cover on to prevent dust and debris from entering the paper path.

Navigating the App

Home Screen and Menu Navigation



Using the Main Menu

Tap **sprocket** to view information about your paired HP Sprocket Photo Printer.

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

Browse Photo Galleries

1. From the Main Menu, select a social source or the camera photo gallery to view supported photo sources.
 2. Once an photo source is selected, swipe left or right on the screen to browse all the galleries.
 3. For each social media source, a sign in screen will display until you enter your credentials and allow the sprocket app to access your photos.
- See “Set up Social Media Sources” for information on accessing social media account photos.



User experience navigating the sprocket app might vary based on your operating system. Sytlistic differences provide slight variation in features and experience.

Take or Select a Photo

- 1. Launch the HP sprocket app.
- 2. On the Home Screen, tap the center camera icon to take a photo. You can also select a photo from your device or a social source by tapping one of the lower four icons.
- 3. If you choose to take a photo, your camera will open. Reverse the camera’s view by tapping  in the upper left-hand corner. Tap  to exit and return to the Home Screen.
- 4. Once you’ve taken or selected a photo, you can Edit, Print, or Share your selection.
 - See “Set up Social Media Sources” for information on accessing social media account photos.

Set up Social Media Sources

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

Image Preview

Edit, print, or share your photo from the image preview screen.

- Exit Image Preview by tapping  in the upper-right corner.
- Tap the camera icon  in the upper-left corner to take another photo.
- Tap the edit icon  to personalize your image. See “Edit a Photo”.
- Tap the printer icon  to print. See “Print a Photo”.
- Use a two finger pinching motion on the screen to zoom, rotate, and resize your photo.
- Tap the share icon  to send your image to social media and other apps. See “Share a Photo”

Back to Camera

Exit Preview

Edit

Share

Print



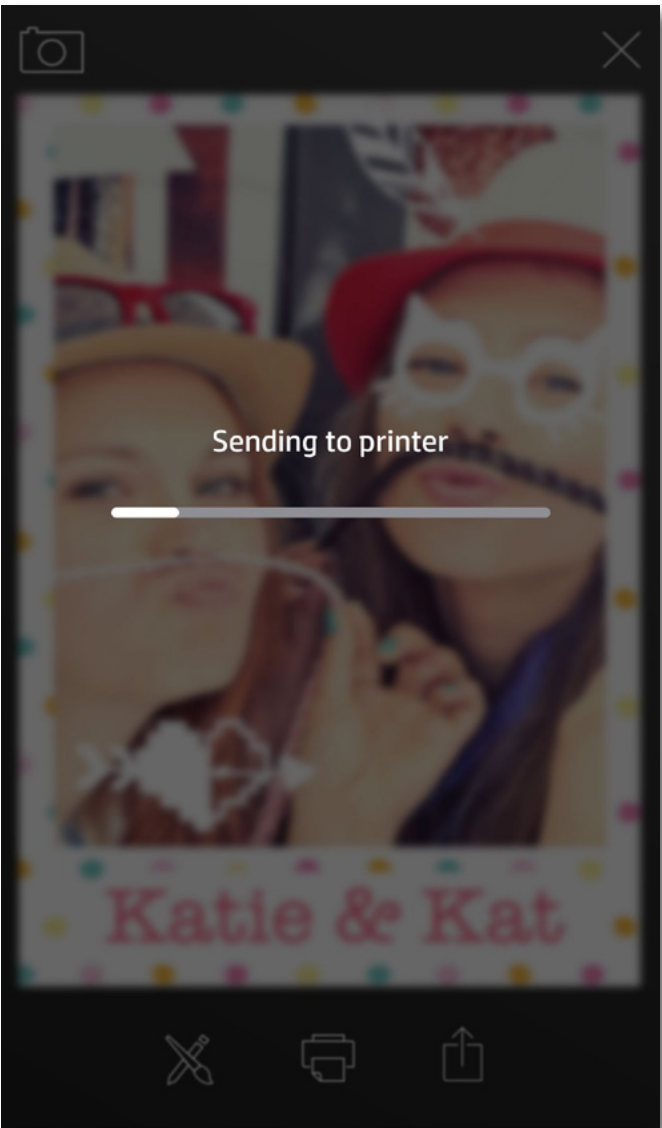
Edit a Photo

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



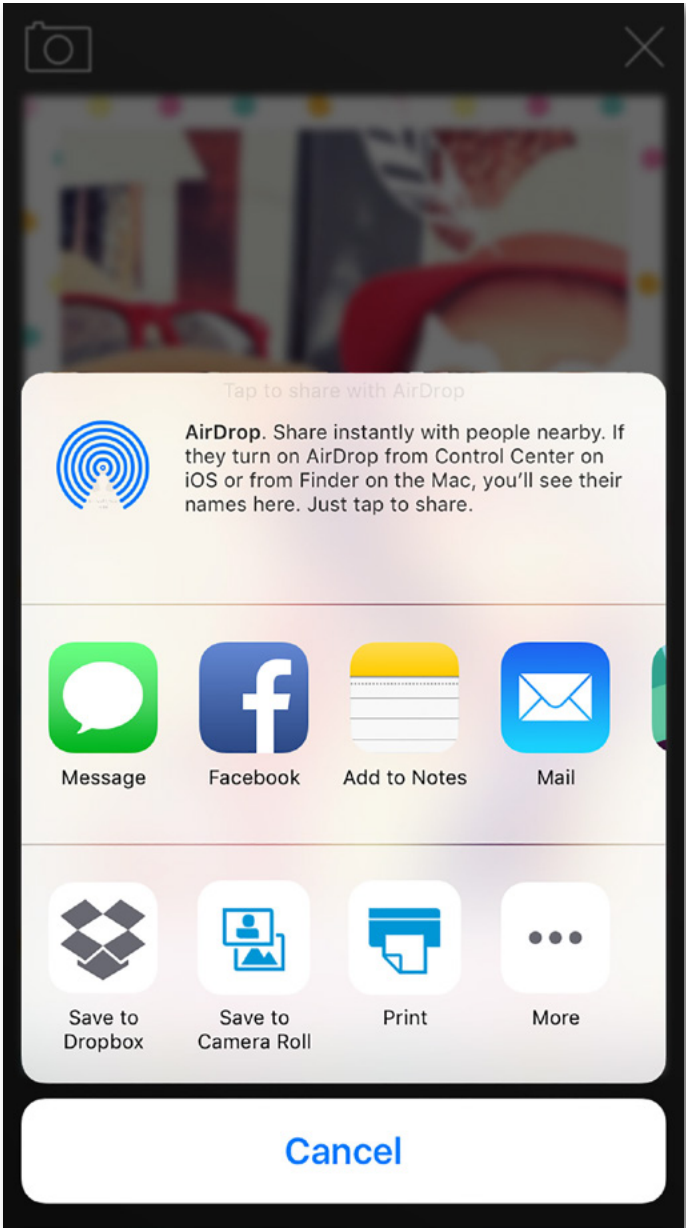
Print a Photo

1. Tap the print icon  to send your photo to your HP Sprocket Photo Printer.
 2. The confirmation message “Sending to printer” will display, along with a progress bar, to let you know your print job is processing.
 3. The white power LED light will flash, the printer will make a light humming noise, and the image will begin printing while the job completes.
 4. Now that you’ve printed your photo, use it to decorate as is or remove the backing from the photo sheet by gently peeling back on a corner. Stick it on a folder, binder, or in a scrapbook!
- If you receive an error message that you are not connected to your printer when you press print, be sure the printer is still powered on and re-pair your device with the printer to try printing again.
 - If you send multiple print jobs in succession, you might receive a “Printer in Use” error message. To avoid this, allow each print job to complete before sending another image to the printer.
 - Before printing, make sure no items are blocking the paper output slot.
 - Do not turn off the printer while a job is processing.



Share a Photo

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



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

Safety Information

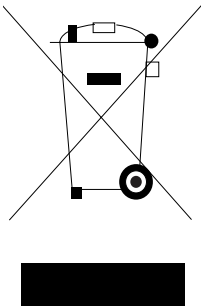
For regulatory and safety notices, refer to the included sheet in your product packaging.



Battery Safety

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

This product contains electrical or electronic materials and must be disposed of properly to avoid adverse effects on the environment or human health. The label on this product means it should not be disposed of as unsorted waste. When disposing of your product, consumers must make sure it is collected separately.



Recycling Program

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

For more information regarding recycling of HP products, please visit: www.hp.com/recycle

Removing Top Cover

Always power down your HP Sprocket Photo Printer before removing the top cover from the printer and when loading paper.



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Specifications

Specification	Description
Product numbers	X7N07A (white) X7N08A (black)
Dimensions and weight	• Dimensions: 116 x 75 x 23 mm (4.53 x 2.95 x 0.87 in) • Weight: 0.172 kg (0.379 lb)
Connectivity	Bluetooth 3.0 Passive near field communication (NFC)
Printer management	HP sprocket app
Power supply	Internal rechargeable battery Two-cell 500 mAh Li-Polymer 7.4 V
Charge time	Up to 90 minutes
Power consumption	0.9 W (standby) Average 15.91 W (based on first print) Maximum 34.49 W at 25° C (77° F)
Print technology	Thermal printing with a ZINK® Zero Ink® printer • Note: The HP Sprocket Photo Printer does not use ink cartridges to print.
Supported paper	HP ZINK® Sticky-Backed Photo Paper 5.0 x 7.6 cm (2 x 3 in)
Borderless printing	Yes
Supported file types	.jpeg, .tiff (iOS only), .gif, .bmp, and .png • Note: If you send a non-supported file type, the print job does not print.
Paper tray capacity	Up to 10 pages with the Smartsheet®
Memory	Up to 512 MB
Print quality	313 x 400 dots per inch (dpi)
Mobile operating systems	Android™ v4.4 and above iOS v8.0 and later
Control panel	Power button Reset button Charge and status light indicators
Environmental parameters	• Operating humidity: 5% to 70% RH (recommended) • Non-operating humidity: 5% to 90% RH • Operating temperature: 5° to 40° C (41° to 104° F) • Recommended operating temperature: 15° to 32° C (59° to 90° F) • Storage temperature: -30° to 70° C (-22° to 158° F)
Warranty	One-year limited hardware warranty Visit hpsprocket.com for more information.
Regulatory Model Number	For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SNPRH-1603. • Note: This regulatory number should not be confused with the marketing name (HP Sprocket Photo Printer) or product numbers (X7N07A and X7N08A).

Troubleshooting and FAQs

What if the printer does not print?

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

- **Turn on the printer.** By default, the printer is set to turn off after 5 minutes. To change when the printer automatically turns off, open the HP Sprocket app on your mobile device. Tap , tap **sprocket**, and then tap **Auto Off**. Select when you want the printer to turn off.
- **Charge the printer.** On the printer, look for white and green indicator lights. The Status Indicator light is solid and white when the printer is turned on and the Charging Indicator light is solid and green when the printer is fully charged.
- **Confirm Bluetooth is turned on and paired with your printer.** On your mobile device, make sure Bluetooth is turned on and paired with your printer. If the printer is already paired to your mobile device, turning Bluetooth off and then on might resolve the issue.
- **Make sure the printer has photo paper in the input tray.** Load up to 10 sheets of photo paper with the blue HP ZINK® Smartsheet. Make sure the Smartsheet® is on the bottom of the stack with the bar-code facing down and the photo paper with the print side facing up.
- **Resolve any error messages that display on the HP Sprocket app.** For example, if an “Out of Paper” message displays, load more photo paper into the input tray.
- **Move the printer and your mobile device closer together.** Bluetooth signals can be weaker at greater distances.
- **Update the printer firmware.** Make sure your mobile device is connected to the Internet and then open the HP Sprocket app. If there is a firmware update available, a firmware update screen displays. Follow the on-screen prompts to complete the update.
- **Reset the printer.** On the printer, locate the reset button near the charging port, insert a straight pin into the reset button access point, and then press the reset button for 3 seconds.



Figure 1: Locating the reset button

What if the HP Sprocket app crashes?

When using the HP Sprocket app on your mobile device, the app stops working unexpectedly. Use these recommendations to troubleshoot the issue.

- **Turn on the printer.** By default, the printer is set to turn off after 5 minutes. To change when the printer automatically turns off, open the HP Sprocket app on your mobile device. Tap , tap **sprocket**, and then tap **Auto Off**. Select when you want the printer to turn off.
- **Restart your mobile device.** Turning off and then turning on your mobile device might clear any errors.
- **Check for an HP Sprocket app update.** On your mobile device, go to the Google Play Store™ or the App Store®, and then search for the HP Sprocket app. Select the app from the list, and then check for an update.
- **Update the printer firmware.** On your mobile device, make sure it is connected to the Internet, and then open the HP Sprocket app. If there is a firmware update available, a firmware update screen displays. Follow the on-screen prompts to complete the update.

- **Update the software on your mobile device.** Check your mobile device settings to confirm you have the latest version of the operating system software installed. Contact your mobile phone manufacturer for more information about updating the operating system.

What can I do to improve print quality?

Use these recommendations to help improve print quality.

- **Use genuine HP ZINK® Sticky-Backed Photo Paper.** ZINK® makes custom photo paper for a variety of printers, such as Polaroid, LG, and HP. HP recommends using HP ZINK® Sticky-Backed Photo Paper for best results. To purchase genuine HP ZINK® Sticky-Backed Photo Paper, go to the hpsprocket.com homepage. You can also purchase genuine HP ZINK® Sticky-Backed Photo Paper from other retailers.
- **Clean the output rollers with the blue HP ZINK® Smartsheet from the same pack of photo paper currently in the printer.** Load the blue HP ZINK® Smartsheet into the input tray with the bar code facing down and the photo paper with the print side facing up, and then send a print job.

NOTE: Load photo paper with the Smartsheet to avoid an “Out of Paper” error message.

- **Allow the printer a few minutes to cool down between print jobs.** When the printer becomes too warm, an error message might display on the HP Sprocket app. “Cooling down... Sprocket needs to cool down before printing another job. Wait to send another photo.” Tap **OK** to clear the message.
- **Store the photo paper in a cool, dry place and avoid contact with water.** If water spills on a photo, wipe it away as soon as possible to prevent damaging the photo.
- **Use clean, wrinkle-free photo paper.** Avoid loading wrinkled or curled photo paper into the printer.
- **Make sure images have a minimum resolution of 818 x 1258 pixels per inch (ppi) for optimal print quality.** Screen-captured images from your mobile device might not have sufficient resolution for optimal print quality. See your mobile device manufacturer for more information.

How do I load a new pack of HP ZINK® Sticky-Backed Photo Paper?

Load plain HP ZINK® Sticky-Backed Photo Paper into the input tray.

1. Turn off the sprocket.
2. Remove the top cover by sliding it away from the output slot, and then set it aside.
3. Load up to 10 sheets of photo paper with the blue HP ZINK® Smartsheet. Make sure the Smartsheet is on the bottom of the stack with the bar-code facing down, and the photo paper with the print side facing up.

NOTE: Each pack of HP ZINK® photo paper contains one blue HP ZINK® Smartsheet to use with the specific pack. Keep the blue HP ZINK® Smartsheet until all 10 sheets of the photo paper have been used, and then discard the Smartsheet.

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

See page 2 of the HP Sprocket Photo Printer User Guide for paper loading illustrations.

Where can I purchase additional HP ZINK® Sticky-Backed Photo Paper?

To purchase genuine HP ZINK® Sticky-Backed Photo Paper, go to the hpsprocket.com homepage. You can also purchase genuine HP ZINK® Sticky-Backed Photo Paper from other retailers.

Why do I need to load the HP ZINK® Smartsheet?

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

How do I clear a paper jam?

If the printer stops feeding pages, it might be jammed. Clear paper jam and restart the printer by pressing and holding the power button. An error message will display on the HP Sprocket app. The Status Indicator light blinks and turns red.

1. On the HP Sprocket app, press **OK** to clear the error message.
2. Turn off the printer.
3. Remove the top cover by sliding it away from the output slot, and then set it aside.
4. Remove any loose photo paper from the input tray, and then set aside if necessary.
5. Gently remove the jammed paper from the input tray.
6. Reload the remaining photo paper with the print side facing up.
7. Align the top cover with the tracks on the outside of the printer, and then slide the top cover toward the output slot until it is firmly seated.
8. Turn on the printer.

See page 2 of the HP Sprocket Photo Printer User Guide for paper loading illustrations.

How do I resolve an ‘Incorrect Paper Type’ error message?

When non-HP ZINK® Sticky-Backed Photo Paper is used during a print job, the printer stops feeding pages, ejects the non-HP ZINK® Smartsheet, and an “Incorrect Paper Type” error might display. Use only HP branded ZINK® paper. If using the correct paper, try printing again. If non-HP paper is loaded, the red light will blink after the Smartsheet is ejected. Resolve the issue by loading HP ZINK® Sticky-Backed Photo Paper and powering the unit off and then on again.

ZINK® makes custom photo paper for a variety of printers, such as Polaroid, LG, and HP. HP recommends using HP ZINK® photo paper for best results. To purchase genuine HP ZINK® Sticky-Backed Photo Paper, go hpsprocket.com. You can also purchase genuine HP ZINK® Sticky-Backed Photo Paper from other retailers.

What if a ‘Paper Cover Open’ message displays?

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

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

How do I maximize the battery life of my printer?

There are a number of ways to make sure your battery lasts as long as possible between charges. Use these recommendations to maximize battery life.

- **Change how long the printer remains on.** On your mobile device, open the HP Sprocket app, tap , and then tap **sprocket**. Tap **Auto Off**, and then select 3 minutes.
- **Charge the printer via the USB cable when you are not using it.** Leave the printer plugged into a power source when not in use.

NOTE: You can use the printer while it is charging.

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

What paper and file sizes are supported?

The printer supports the following paper and file sizes:

- 7.6 x 5 cm (3 x 2 in) HP ZINK® photo paper
- BMP, GIF, JPEG, PNG, and TIFF (iOS only) file types

Can I send multiple print jobs at the same time?

No. The printer can only process one print job at a time. When you send a print job while the printer is processing another print job, a “Printer in Use. Sprocket is already processing a job. Please wait to resend photo.” message displays on your mobile device. Wait until the current print job completes and then send the next print job.

Can I print to more than one printer?

Yes. You can connect and print to more than one printer, but you cannot connect to multiple printers at the same time.

How do I reset my printer?

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

1. Turn on the printer.
2. Locate the reset button near the charging port.
3. Gently insert the straight pin into the reset button access point, and then press the reset button for 3 seconds.
4. The printer resets and turns off.
5. Turn on the printer.



Figure 1: Locating the reset button

How do I attach a lanyard to my printer?

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

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

1. Turn off the printer.
2. Remove the top cover by sliding it away from the output slot and then set it aside.
3. Remove any loose photo paper from the input tray and then set aside if necessary.
4. Locate the lanyard attachment point at the top of the printer.
5. With the lanyard in one hand, thread the smaller lanyard loop through the hole in the printer until approximately half of the lanyard is through the hole.
6. Thread one end through the opposite end of the lanyard.
7. Tighten the lanyard by pulling the opposite end.
8. Reload the remaining photo paper with the print side facing up.
9. Align the top cover with the tracks on the outside of the printer and then slide the top cover toward the output slot until it is firmly seated.
10. Turn on the printer.

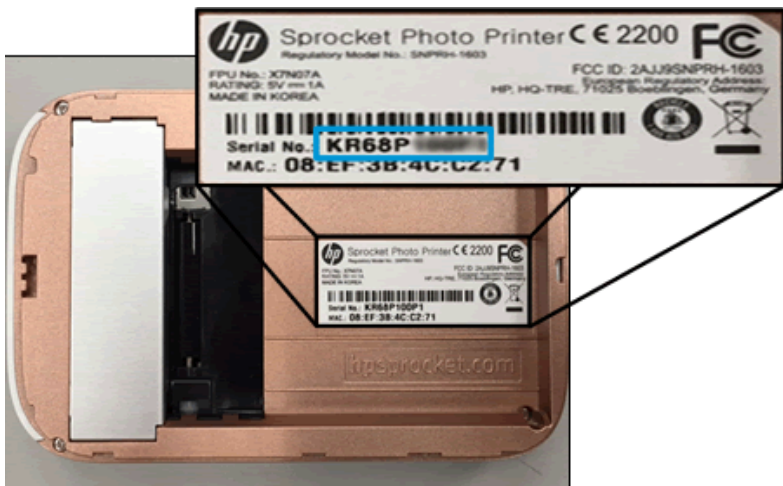
What is the warranty of my printer?

The printer has a one-year limited hardware warranty from the date of purchase.

Where do I find the serial number of my printer?

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

- 1. Turn off the printer.
- 2. Remove the top cover by sliding it away from the output slot, and then set it aside.
- 3. Remove any loose photo paper from the input tray, and then set aside if necessary.
- 4. Locate the serial number on the UPC sticker inside the input tray.



What if I accidentally damage my printer?

HP cannot provide warranty services for a printer that is damaged due to customer misuse, such as dropping the printer or water damage.