

HP Sprocket Studio Plus Printer

Print out and preserve heartwarming smiles with HP Sprocket Studio Plus!

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Parts and Controls

Supplied Items

HP Sprocket Studio Plus Printer

Quick Start Guide

Customer Engagement Card

HP Sprocket Plus 4x6" Photo Paper (10 sheets) and a Cartridge

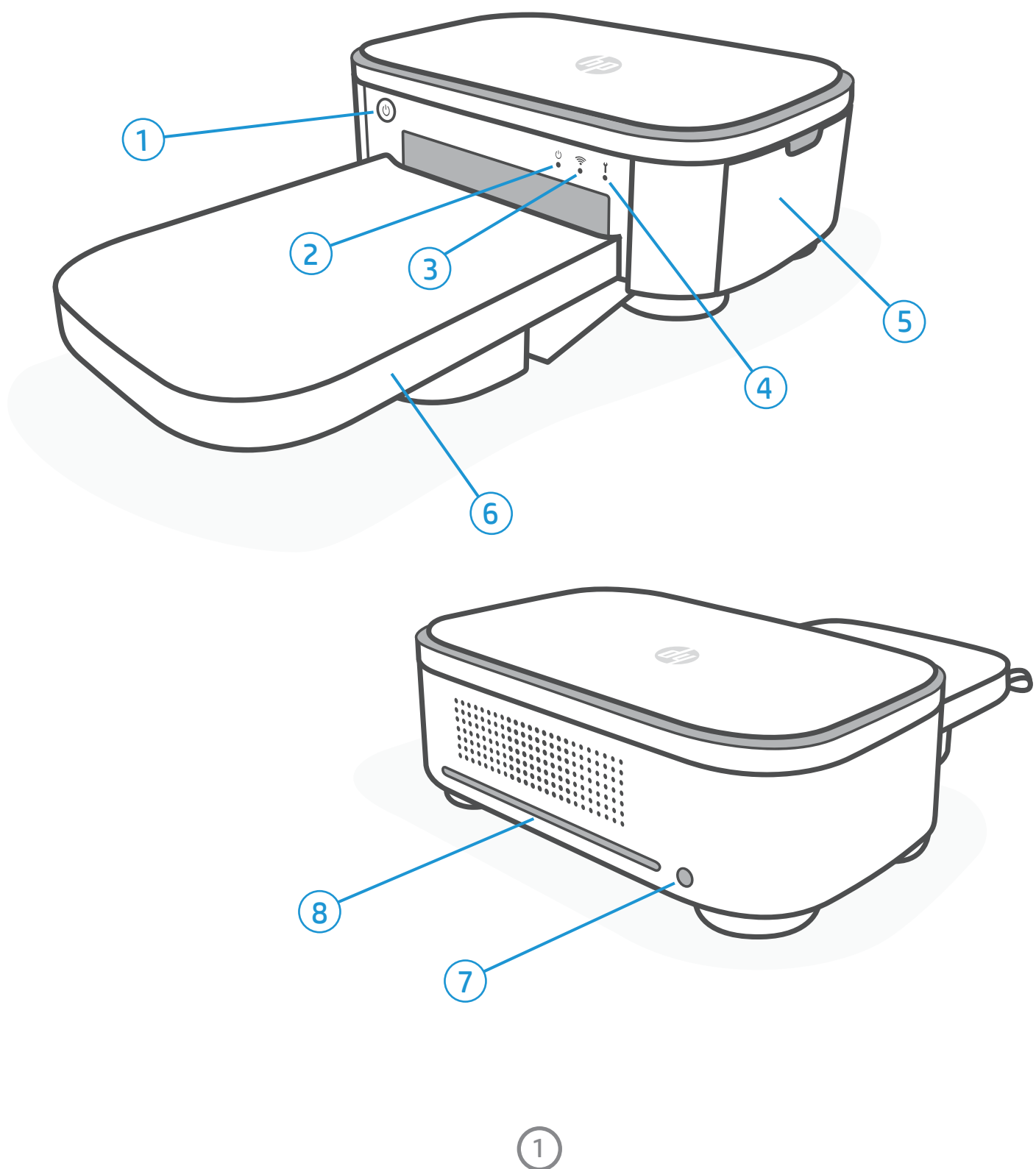
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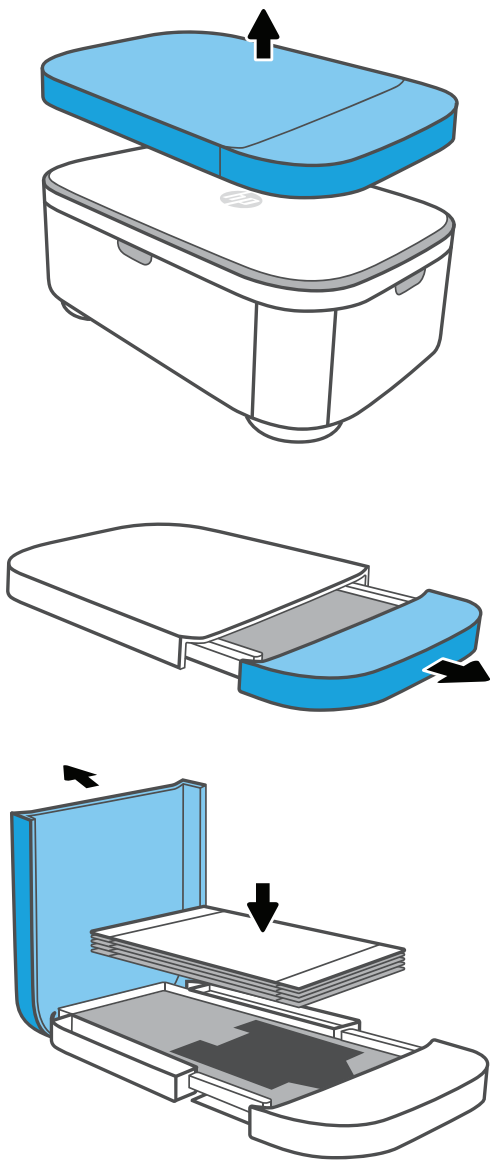


Getting Started

Installing Companion App

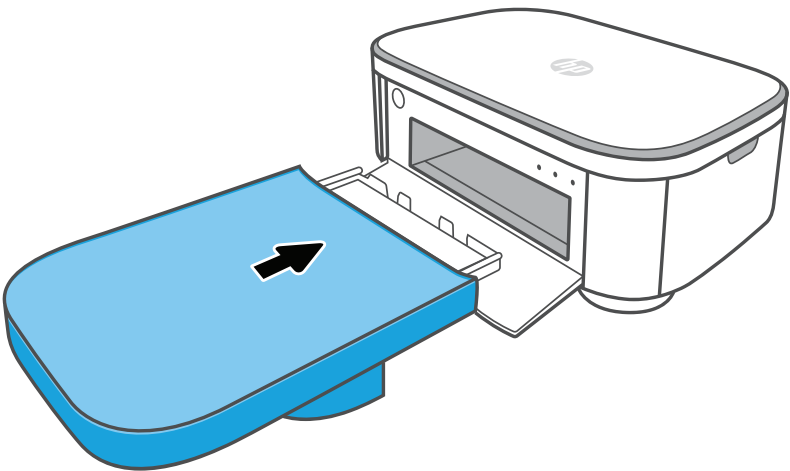
To use your HP Sprocket Studio Plus with your mobile device, you must download the companion Sprocket app from the App Store® or on Google Play™ (or your local app store). To download the Sprocket app, visit hpsprocket.com/start. There, you will be directed to the appropriate app store for your device.

- The Sprocket app is supported by Android™ devices using OS v. 5.0.
- Compatible with iPhone XS Max, iPhone XS, iPhone XR, iPhone X, iPhone 8, iPhone 8 Plus, iPhone 7, iPhone 7 Plus, iPhone SE, iPhone 6s, iPhone 6s Plus, iPhone 6, iPhone 6 Plus, iPhone 5s, iPhone 5c, iPhone 5, iPad (6th generation), iPad Pro 12.9-inch (2nd generation), iPad Pro 12.9-inch (3rd generation), iPad Pro 11-inch, iPad Pro 10.5-inch, iPad (5th generation), iPad Pro 9.7-inch, iPad Pro 12.9-inch (1st generation), iPad Air 2, iPad Air, iPad mini 2, iPad mini 3, iPad mini 4, iPad (4th generation), iPod touch (6th generation).
- You must install the companion Sprocket app to operate the HP Sprocket with your mobile device.
- If you previously installed the Sprocket app, you can access setup instructions for HP Sprocket Studio Plus in the Help & How To menu.



Loading Paper

1. Unwrap a pack of HP Sprocket Plus 4x6" Photo Paper. Be careful not to touch the glossy side of the paper.
Note: Only insert up to one pack of paper into the tray at a time.
2. Remove the paper tray mounted on top of the printer. Then, pull out the side cover of the paper tray revealing the paper compartment inside the tray.
3. Place the stack of paper in the compartment with the glossy side of the paper facing up. Next, insert the paper tray into the paper path slot of the printer.
Note: The side with the revealed paper compartment should be inserted into the paper path slot.



What paper and cartridges do i need to buy for my hp sprocket studio plus?

Make sure to buy HP Sprocket Plus 4x6" Photo Paper and Cartridges for your HP Sprocket Studio Plus! The cartridge and paper are sold together and are specially designed to work with your Sprocket printer. Only use HP Sprocket Plus 4x6" Photo Paper and Cartridges with HP Sprocket Studio Plus. Do not buy HP Sprocket Studio Paper for this model.

You can purchase additional paper and cartridges in the Sprocket app by tapping "Buy Paper" in the Main Menu or from www.sprocketprinters.com/collections/all. You can purchase genuine supplies from the app or from other retailers.



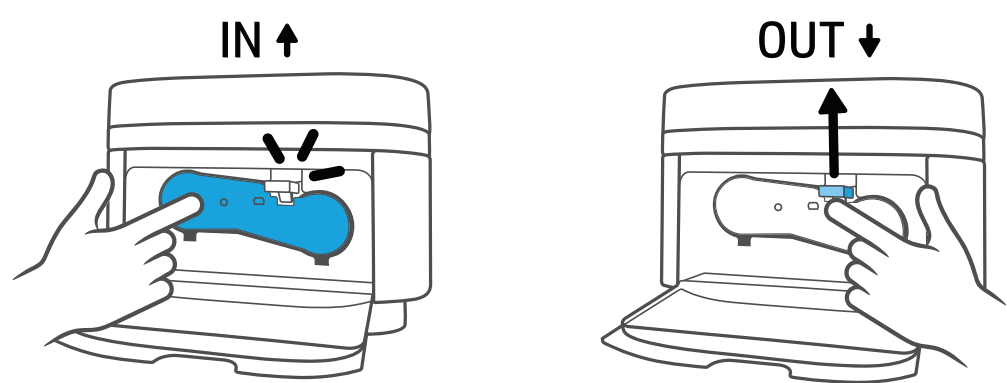
Caution:

- Do not insert more than one pack of paper of HP Sprocket Plus 4x6" Photo Paper into the device at a time to avoid paper jams or print errors.
- Only use HP Sprocket Plus 4x6" Photo Paper with the device to avoid paper jams and malfunctions. You can purchase additional paper and cartridges 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, follow app instructions to automatically clear the jam or refer to the "Paper Jam Solution" section further in the manual.
- Do not pull the paper out of the device 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, dust, or damage for best print quality. Remove perforated edges on each photo by folding first, then tearing slowly from one side.
- Make sure the paper slot in the back of the printer isn't obstructed. Please allow at least 3.9 inches (10 cm) of space in the back of the printer.

Installing Cartridge

1. Unwrap a HP Sprocket Studio Plus ink cartridge. Make sure not to touch the cartridge ribbon.
2. Open the cartridge door on the side of the printer.
3. Insert and push the cartridge into the slot until you hear a click. Then, close the door.

Note: To remove the cartridge, push up on the colored latch above the slot to release the cartridge. When it releases, remove the cartridge.



Connecting Power Cord and AC Power Adapter

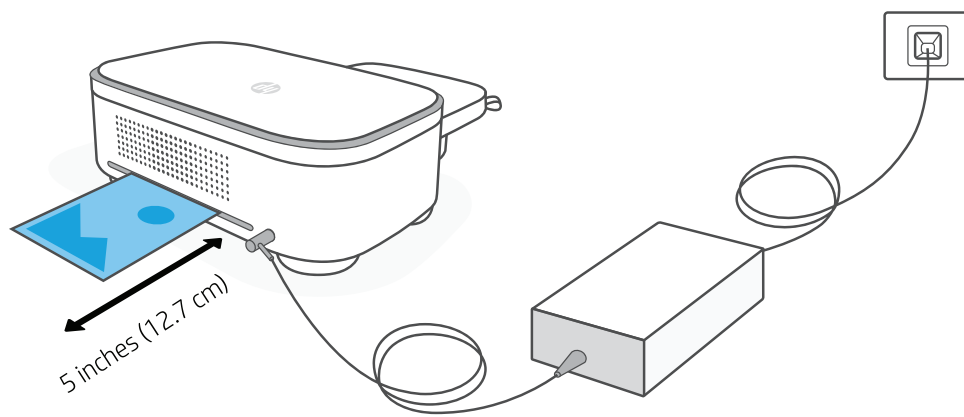
1. Connect the included AC power adapter to the included power cord.
2. Insert the AC power adapter plug into your printer and connect the power cord plug to a wall outlet.

Power Button

Press and hold the power button for 2-3 seconds to turn on or power off the printer. If the printer is on, the Power LED light on the front of the printer paper path slot will be on. Turn off the device by pressing and holding the power button until the power LED light goes dark.

Printer Clearance

Check the rear of the printer for any obstructions. Make sure the AC power adapter or other items don't block the rear of the printer. Since a photo will pass through the front and back of the printer several times, allow at least 5 inches (12.7 cm) of space while a photo is printing. Make sure to allow at least 3.9 inches (10 cm) of space in the back of the printer.



When the photo prints from the HP Sprocket printer, it passes through the printer and emerges multiple times. The picture gets colors applied to the photo with each iteration.

Note: Do not touch or pull the photo until the print is finished.

Pairing a Mobile Device to Your Printer via Wi-Fi®

Pair quickly and easily with your HP Sprocket Studio Plus using the in-app setup instructions. The in-app instructions will help you easily pair with your mobile device within the app. You can also access the setup instructions anytime from the Help & How To menu.

For Android™ and iPhone®

1. Press and hold the power button to turn on the printer. The power LED indicator will light up when fully powered on.
2. Open the Sprocket app. Then, select the main menu in the top corner of the screen.
3. Select Manage Printers. Then, tap Add New Printer.
4. Select “Studio Plus” from the list. Then, agree to connect your printer via Bluetooth®.
5. Now after you select printer, you must enter Wi-Fi® credentials to configure printer on your Wi-Fi® network.

Note: Your mobile device should stay connected on the same Wi-Fi® network. Printer is only compatible with 2.4 GHz Wi-Fi® network.

6. After entering credentials, confirm and wait for your printer to connect. The Wi-Fi® LED indicator will blink showing that printer is connecting. The light will turn solid when printer is fully connected.

Note: After connection is complete, you can go to the app’s settings and see what Wi-Fi® network your printer is connected via STA mode.

Connecting a Mobile Device to Your Printer via Hotspot Mode

Your HP Sprocket Studio Plus can be connected to your mobile device via Hotspot Mode. If you would like to connect your printer via Hotspot Mode, follow the steps below:

For Android™ and iPhone®

1. Press and hold the power button to turn on the printer. The power LED indicator will light up when fully powered on.
2. Open the Sprocket app. Then, select the main menu in the top corner of the screen.
3. Select Manage Printers. Then, tap Add New Printer.
4. Select "Studio Plus" from the list. To connect printer via Hotspot mode, select "No Network Available" in the Connect Printer to Wi-Fi menu.
5. Then, open your Wi-Fi list in your mobile device's settings. Select your printer from the list.
6. If prompted to enter a password for the printer, type in "12345678" as the password.
7. Next, wait for your printer to connect. The Wi-Fi LED indicator will blink showing that printer is connecting. The light will turn solid when printer is fully connected.

Note: After connection is complete, you can go to the "Printer's Device Information" in the app and confirm that your printer is connected in Hotspot Mode.

Lighting and Troubleshooting

Status LED Indicator Light Chart

Power LED

LED Color	LED Status	Description
No light	Powered off	Device is off.
White light	Solid	Device is powered on.
	Fast blinking	Device is starting up. Device is printing. When power button is pressed and held to reset Wi-fi mode.
	Slow blinking	Firmware updating

Wi-fi Connection LED

LED Color	LED Status	Description
No light		Printer is not connected to the internet.
White light	Solid	Connection is complete and in STA mode. Connection is complete and in AP mode.
	Fast blinking	Device is starting up.
	Slow blinking	Device is connecting.

Error LED

LED Color	LED Status	Description
No light		Printer is ready. There is no error.
White light	Fast blinking	Device is starting up.
Red light	Solid	Device has error and needs to be reset.
	Fast blinking	Paper jam/ribbon jam TPH overheat
	Slow blinking	Out of ribbon Out of paper/paper tray was not properly inserted

Troubleshooting

The Sprocket app will alert you to various error conditions through in-app messaging. Follow the app instructions to resolve issues.

For additional help on specific issues with your HP Sprocket Studio printer, see the Troubleshooting documents and FAQs on the HP Support site (www.hp.support.com).

How to Reset Your HP Sprocket Studio Plus

There are two ways you might need to reset your Sprocket printer:

HARDWARE RESET

If the printer isn't responding or won't connect to your mobile device, try performing a hardware reset. To perform a hardware reset, unplug the power cord from the wall outlet and wait for a few seconds. Then, plug the printer in again and power on.

FACTORY RESET

Perform a factory reset to return to the default settings if you want to gift your Sprocket to someone else. A factory reset might also be used if Privacy is turned on for your mobile device and the device is lost. Completing a factory reset would allow a new phone to connect. Before completing a factory reset, update your printer firmware.

You can initiate a factory reset by using the steps below. A factory reset can only be completed when connected to a wall outlet.

1. Hold the power button for about 7 seconds. After 3 seconds, the power LED light will turn off to indicate the printer is shutting down; continue to hold the power button until the LED light starts to flash.
2. While the LEDs are blinking, release the power button. After that, the device will remain powered on and the factory reset will be complete.

Note: If you want to pair again with your device after a Factory Reset, make sure to "forget" your device in your operating system's Paired Devices list. Then, re-pair in the Sprocket app.

Caring for HP Sprocket Studio Plus

- Remove fingerprints, dust, and dirt from the printer using a dry microfiber cloth.
- Keep the paper path door closed when printer is not in use to prevent dust and debris from entering the paper path slot.
- Update the printer firmware. Make sure your mobile device is connected to the Internet and then open the Sprocket app. Turn on the printer and connect it to the Sprocket app. If there is a firmware update available, a firmware update screen will display. Follow the on-screen prompts to complete the update. Make sure the printer is plugged in to a wall outlet to complete a firmware update.
- Keep your Sprocket app updated. If you don't have your mobile app set to automatically update, then go to the appropriate app store and make sure the latest version is installed.

Paper Jam Solution

- In case of paper jam, please restart the printer. After restarting, the printer detects the paper jam and will start the paper ejection process and feed the paper out.
- If printer does not feed the paper out, please turn off the printer, then pull out the jammed paper with a little force, and check whether there are any paper scraps stuck in the printer.
- If there are any paper scraps, please restart the printer again, and then remove the remaining paper scraps inside.

Specifications

Specification	Description
Product number	HPISPS4X6, HPISPS4X6EU, HPISPS4X6UK
Dimensions and weight	Dimensions: 8.27 x 5.31 x 3.56 in (210 x 135 x 90.5 mm) Printer weight: 2.54 lbs. (1.15 kg) Cartridge weight: 2.75 oz. (78 g)
Connectivity	Bluetooth 5.0
Printer management	HP Sprocket app
Processor	ARM9 32-bit RISC processor
Power supply	Power source: AC adapter Input: AC 100 ~ 240 V, 50/60 Hz Output: DC 24 V, 2.5 A
Printer cartridge	HP Sprocket Studio Plus Ink Cartridge x 1
Print technology	Dye-sublimation technology
Supported paper	HP Sprocket Plus 4x6" Photo Paper
Borderless printing	Yes
Supported file types	.jpeg, .tiff (iOS only), .gif, .bmp, and .png
Paper tray capacity	18 sheets
Supported media types	HP Sprocket Plus 4x6" Photo Paper and Cartridges
Print quality	300 dots per inch (dpi)
Print speed	90 sec/sheet
Paper output direction	Front
Built-in sensors	Out of paper detection Out of ribbon detection TPH temperature detection
Mobile connectivity	- Supported by Android™ devices using OS v5.0 and above. - Made for iPhone XS Max, iPhone XS, iPhone XR, iPhone X, iPhone 8, iPhone 8 Plus, iPhone 7, iPhone 7 Plus, iPhone SE, iPhone 6s, iPhone 6s Plus, iPhone 6, iPhone 6 Plus, iPhone 5s, iPhone 5c, iPhone 5, iPad (6th generation), iPad Pro 12.9-inch (2nd generation) iPad Pro 12.9-inch (3rd generation), iPad Pro 11-inch, iPad Pro 10.5-inch, iPad (5th generation), iPad Pro 9.7-inch, iPad Pro 12.9-inch (1st generation), iPad Air 2, iPad Air, iPad mini 2, iPad mini 3, iPad mini 4, iPad (4th generation), iPod touch (6th generation).
Control panel	Power button, Status LED indicator lights
Environmental parameters	- Operating humidity: 10% to 85% RH - Storage humidity: 5% to 95% RH - Operating temperature: 32° to 104° F (0° to 40° C) - Storage temperature: -4° to 140° F (-20° to 60° C)
Warranty	One-year limited hardware warranty. Visit sprocketprinters.com for more information.
Regulatory Model Number	For regulatory identification purposes, your product is assigned with a Regulatory Model Number. The regulatory model number should not be confused with the marketing names or product numbers. The Regulatory Model Number for your product is VCVRA-1901.

Technical Information

Regulatory Notices

For regulatory, environmental, and safety notices, refer to the included sheet in your product packaging and the following statements. This printer meets product regulatory requirements from regulatory agencies in your country/region. This section contains the follow topics:

- FCC Statement
- Notice to Users in Canada
- Power Cord Instructions

FCC Statement

The United States Federal Communications Commission (in 47 CFR 15.105) has specified that the following notice be brought to the attention of users of this product.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Notice to Users in Canada

This device contains license-exempt transmitter(s)/receiver(s) that complies with Innovation, Science and Economic Development Canada’s license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) This device may not cause interference. (2) This device must accept any interference, including interference that may cause undesired operation of the device.

The device meets the exemption from the routine evaluation limits in section 2.5 of RSS 102 and compliance with RSS-102 RF exposure, users can obtain Canadian information on RF exposure and compliance.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body.

Power Cord Instructions

Make sure your power source is adequate for the product voltage rating. The voltage rating is on the product label. The product uses 100–240 V AC and 50/60 Hz.

CAUTION: To prevent damage to the product, use only the power cord that is provided with the product.

Warranty

LIMITED WARRANTY TO ORIGINAL CONSUMER

This HP Sprocket Studio Plus Printer (“Product”), including any accessories included in the original packaging, as supplied and distributed new by an authorized retailer is warranted by C&A Marketing, Inc. (the “Company”) to the original consumer purchaser only, against certain defects in material and workmanship (“Warranty”) as follows:

To receive Warranty service, the original consumer purchaser must contact the Company or its authorized service provider for problem determination and service procedures. Proof of purchase in the form of a bill of sale or receipted invoice, evidencing that the Product is within the applicable Warranty period(s), MUST be presented to the Company or its authorized service provider in order to obtain the requested service.

Service options, parts availability, and response times may vary and may change at any time. In accordance with applicable law, the Company may require that you furnish additional documents and/or comply with registration requirements before receiving warranty service. Please contact our customer service for details on obtaining warranty service:

Email: info@sprocketprinters.com

Phone: 1-877-424-9746

Shipping expenses to the Company’s Return Facility are not covered by this warranty, and must be paid by the consumer. The consumer likewise bears all risk of loss or further damage to the Product until delivery to said facility.

EXCLUSIONS AND LIMITATIONS The Company warrants the Product against defects in materials and workmanship under normal use for a period of ONE (1) YEAR from the date of retail purchase by the original end-user purchaser (“Warranty Period”). If a hardware defect arises and a valid claim is received within the Warranty Period, the Company, at its sole option and to the extent permitted by law, will either (1) repair the Product defect at no charge, using new or refurbished replacement parts, (2) exchange the Product with a Product that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original device, or (3) refund the purchase price of the Product.

A replacement Product or part thereof shall enjoy the warranty of the original Product for the remainder of the Warranty Period, or ninety (90) days from the date of replacement or repair, whichever provides you longer protection. When a Product or part is exchanged, any replacement item becomes your property, while the replaced item becomes the Company’s property. Refunds can only be given if the original Product is returned.

This Warranty does not apply to:

- (a) Any non-HP Sprocket Studio Plus Printer product, hardware or software, even if packaged or sold with the Product;
- (b) Damage caused by use with non-HP Sprocket Studio Plus Printer products;
- (c) Damage caused by accident, abuse, misuse, flood, fire, earthquake, or other external causes;
- (d) Damage caused by operating the Product outside the permitted or intended uses described by the Company;
- (e) Damage caused by third party services;
- (f) A Product or part that has been modified to alter functionality or capability without the written permission of the Company;
- (g) Consumable parts, such as batteries, fuses, and bulbs;
- (h) Cosmetic damage; or
- (i) If any HP Sprocket Studio Plus Printer serial number has been removed or defaced.

This Warranty is valid only in the country where the consumer purchased the Product, and only applies to Products purchased and serviced in that country.

The Company does not warrant that the operation of the Product will be uninterrupted or error-free. The Company is not responsible for damage arising from your failure to follow instructions relating to its use.

NOTWITHSTANDING ANYTHING TO THE CONTRARY AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE COMPANY PROVIDES THE PRODUCT “AS-IS” AND “AS-AVAILABLE” FOR YOUR CONVENIENCE AND THE COMPANY AND ITS LICENSORS AND SUPPLIERS EXPRESSLY DISCLAIM ALL WARRANTIES AND CONDITIONS, WHETHER EXPRESSED, IMPLIED, OR STATUTORY, INCLUDING THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, QUIET ENJOYMENT, ACCURACY, AND NON-INFRINGEMENT OF THIRD-PARTY RIGHTS. THE COMPANY DOES NOT GUARANTEE ANY SPECIFIC RESULTS FROM THE USE OF THE PRODUCT, OR THAT THE COMPANY WILL CONTINUE TO OFFER OR MAKE AVAILABLE THE PRODUCT FOR ANY PARTICULAR LENGTH OF TIME. THE COMPANY FURTHER DISCLAIMS ALL WARRANTIES AFTER THE EXPRESS WARRANTY PERIOD STATED ABOVE.

YOU USE THE PRODUCT AT YOUR OWN DISCRETION AND RISK. YOU WILL BE SOLELY RESPONSIBLE FOR (AND THE COMPANY DISCLAIMS) ANY AND ALL LOSS, LIABILITY, OR DAMAGES RESULTING FROM YOUR USE OF THE PRODUCT.

NO ADVICE OR INFORMATION, WHETHER ORAL OR WRITTEN, OBTAINED BY YOU FROM THE COMPANY OR THROUGH ITS AUTHORIZED SERVICE PROVIDERS SHALL CREATE ANY WARRANTY.

IN NO EVENT WILL THE COMPANY’S TOTAL CUMULATIVE LIABILITY ARISING FROM OR RELATED TO THE PRODUCT, WHETHER IN CONTRACT OR TORT OR OTHERWISE EXCEED THE FEES ACTUALLY PAID BY YOU TO THE COMPANY OR ANY OF ITS AUTHORIZED RESELLERS FOR THE PRODUCT AT ISSUE IN THE LAST YEAR FROM YOUR PURCHASE. THIS LIMITATION IS CUMULATIVE AND WILL NOT BE INCREASED BY THE EXISTENCE OF MORE THAN ONE INCIDENT OR CLAIM. THE COMPANY DISCLAIMS ALL LIABILITY OF ANY KIND OF ITS LICENSORS AND SUPPLIERS. IN NO EVENT WILL THE COMPANY OR ITS LICENSORS, MANUFACTURERS, AND SUPPLIERS BE LIABLE FOR ANY INCIDENTAL, DIRECT, INDIRECT, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES (SUCH AS, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROFITS, BUSINESS, SAVINGS, DATA, OR RECORDS) CAUSED BY THE USE, MISUSE, OR INABILITY TO USE THE PRODUCT.

Nothing in these terms shall attempt to exclude liability that cannot be excluded under applicable law. Some countries, states, or provinces do not allow the exclusion or limitation of incidental or consequential damages or allow limitations on warranties, so certain limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may have other rights that vary from state to state or province to province. Contact your authorized retailer to determine if another warranty applies.

Get in Touch:

www.sprocketprinters.com/pages/support

Bluetooth is a trademark of Bluetooth SIG, Inc. USA.

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