HP Sprocket 200 Printer

Print, scan, and relive memories with the HP Sprocket 200!

Parts and Controls

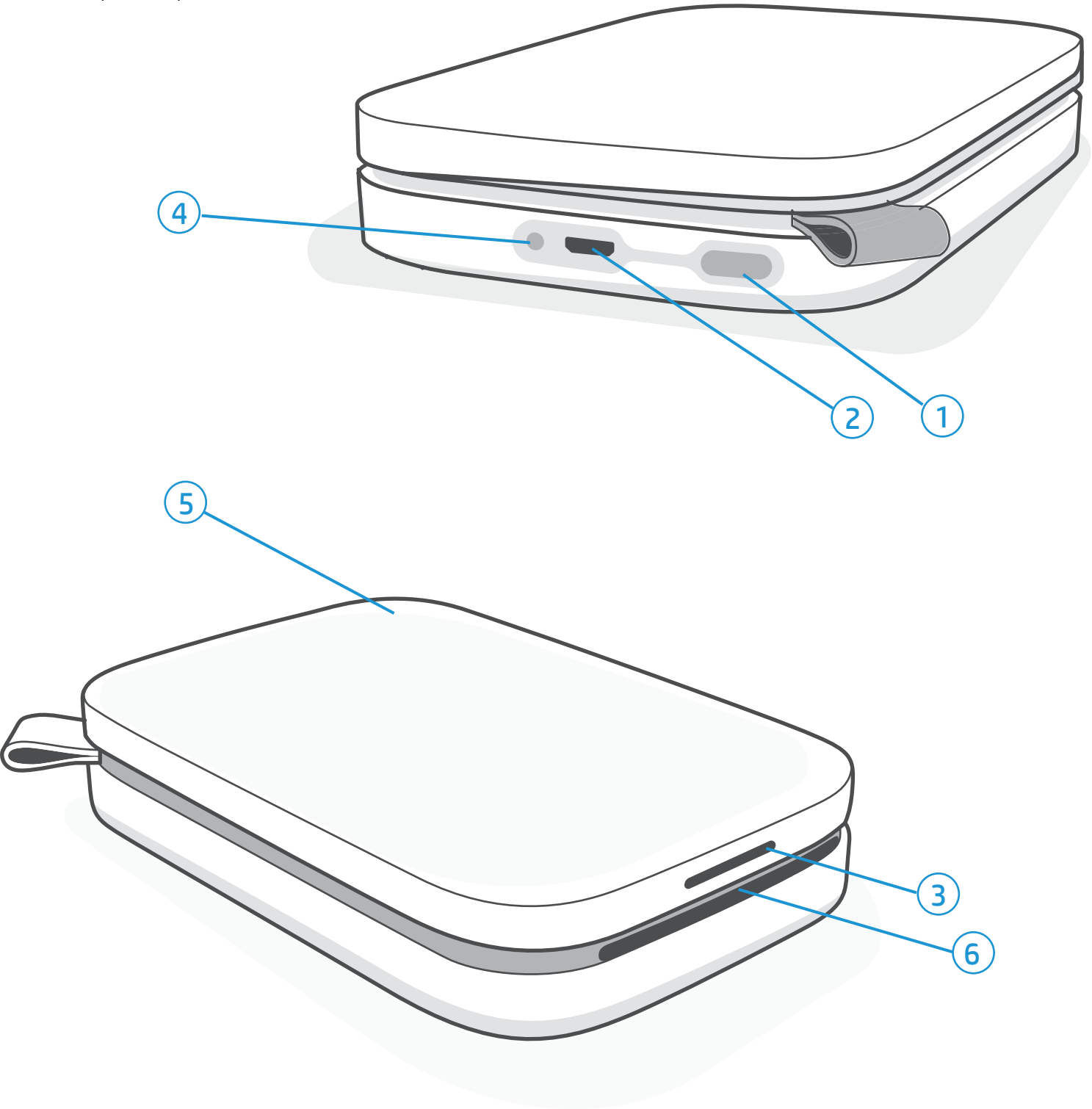## Supplied Items

- HP Sprocket 200 printer
- Setup Instructions
- HP Sprocket Photo Paper (10 sheets)
- USB Charging Cable
- Regulatory Information

Product Overview

1. Power Button
2. Micro-USB Charging Port
3. Status LED Indicator Light
4. Charge LED Indicator Light
5. Paper Cover
6. Paper Output Slot

Charge LED Indicator Light

Charge LED: USB cable not connected

Color/Status	HP Sprocket Condition	Description
Green	Fully Charged	Device is fully charged, 90-100%
Amber	Medium Charge	Device charge is between 11-89%
Blinking Red	Low Charge	Device has a low battery and will need to be charged soon (4-10%).

If the USB cable is not connected and your printer battery is critically low (1-3% charged), the **Status LED** light will turn off and the printer will become unresponsive. You will not be able to print when the battery is critically low. The **Charge LED will continue to blink red**. Charge the printer as soon as possible.

Charge LED: USB cable connected

Green	Fully Charged	Device is fully charged.
Amber	Charging, 90-99% charged	Device is nearly charged.
Blinks Red 3 times, then solid Amber	Medium Charge	Device charge is 11-89%
Red	Low and Critically Low Charge	Device has a low battery and is charging.

Status LED Indicator Light

The color of the Status LED Indicator Light can be personalized in the Sprocket app. The default color is White, indicated in this table.

Color/Status	HP Sprocket Condition	Description
Off	Powered off/Sleep	Device is turned off, in Sleep mode, or the battery is completely drained. If the battery is Critically Low or drained, you cannot print.
White (default) (Or owner's personal color)	Idle	Printer is idle. The color of this LED can be personalized in the Sprocket app.
White (default), Blinking (Or owner's personal color)	Sprocket is printing from the Owner's mobile device	The LED will quickly flash white/personal color three times when a print job is sent from an Owner's mobile device. While printing, the LED will slowly pulse white/personal color.
Personal or Assigned Guest Color (Yellow, Blue, Green, Indigo, Purple, Pink. Color set in the Sprocket app)	Sprocket is printing from a Guest mobile device	The LED will quickly flash the owner/guest's color three times when a print job is sent by a particular user. While printing, the LED will slowly pulse the owner/guest's color.
Red, Blinking slowly	Printer Error State	Printer might be out of paper or the Paper Cover might be off. Check the Charge LED light for battery status. Resolve the error to continue printing.
Solid Red	Printer Error State	The printer is in an unrecoverable state. Complete a hardware reset to resolve.
Red, Blinking fast	Printer Error State	The printer might have a paper jam. The printer will restart and automatically clear the jam.
Alternating colors, Sparkling	Firmware Update	Printer firmware updating. Please do not close the Sprocket app during the update.

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, see Troubleshooting and FAQs in this document or the HP Support site.

How to Reset your Sprocket 200

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. Remove the Paper Cover and press and hold the small round button near the Paper Tray until the printer turns off. The printer will automatically restart. When you complete a hardware reset, your personalized settings will not be reset (Custom Name, Personal Color, etc.).

> ### What if my HP Sprocket isn't responding or won't connect to my mobile device?
> If you have trouble connecting or other issues, reset the device. Remove the Paper Cover and press and hold the small button near the Paper Tray until the printer turns off. Restart the device.
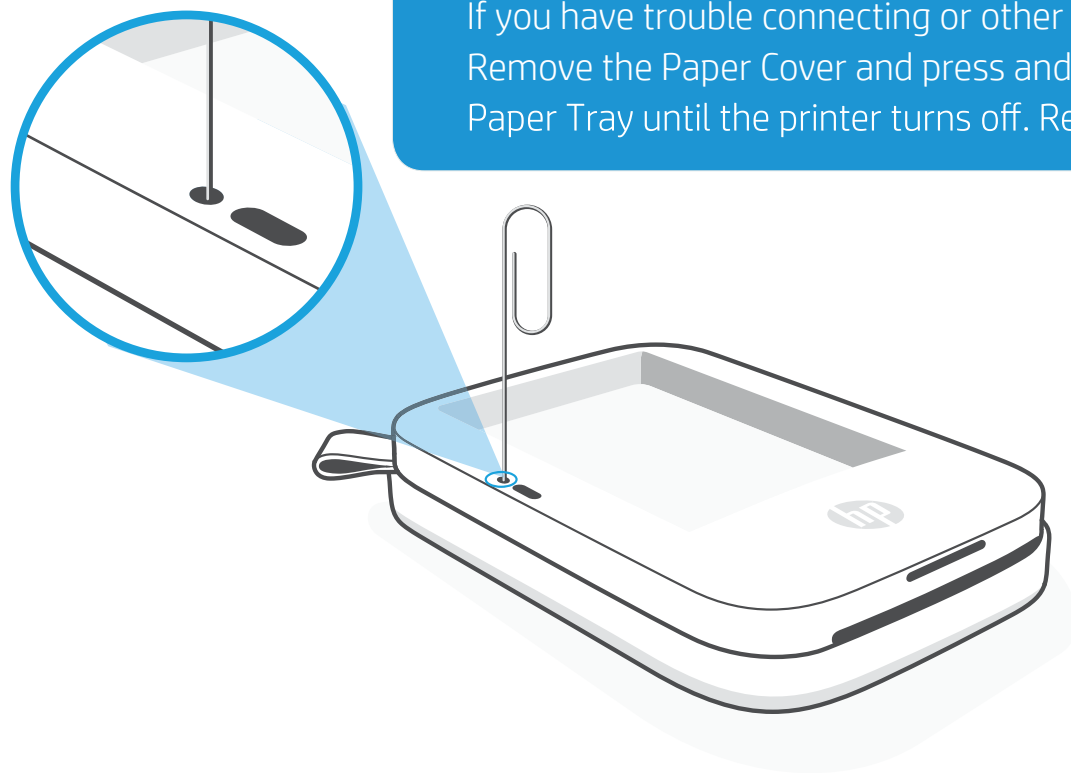
Factory Reset
If you need to return to the factory default settings or want to gift your Sprocket to someone else, perform a factory reset. A factory reset might also be used if Privacy is turned on for your mobile device and the device is lost. Completing a factory reset would allow a new phone to connect. 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 the USB charging cable is NOT connected to the printer.

1. Hold the power button for about 7 seconds. After 3 seconds, the Status LED light will turn off to indicate the printer is shutting down; continue to hold the Power button until the LED lights start to flash.
2. Release the power button. The LEDs will continue blinking for about 6 seconds.
3. While the LEDs are blinking, press and release the power button. The device will remain off until you power on again.
4. Power on; the printer will be reset to factoring settings. After a factory reset, all settings are reset to factory defaults (Custom Name, LED color, Sleep Time, Auto-Off, etc.).

If you decide you do **NOT** want to reset the printer to factory defaults, you can abandon the reset. While the LEDs are blinking, do not press the Power button as directed in step three above. This will cancel the factory reset.

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

Caring for your HP Sprocket 200

- Remove fingerprints, dust, and dirt from the printer using a dry microfiber cloth.
- Keep the Paper Cover on to prevent dust and debris from entering the paper path.
- 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. Your printer must be charged to 25% or higher before a firmware update.
- Keep your Sprocket app updated. If you don't have your mobile app set to automatically update, go to the appropriate app store and make sure the latest version is installed.

Getting Started

Installing Mobile App

To use your HP Sprocket 200 with your mobile device, you must download the companion HP 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 v4.4 and above and compatible with 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 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 previoulsy installed the HP Sprocket app, you can access setup instructions for HP Sprocket 200 in the Help & How To menu.

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Loading Paper

1. Take off the Paper Cover by lifting up. This will release the lid and allow you to lift off the Paper Cover to load paper. The lid is attached with magnets.

2. Unwrap a pack of HP Sprocket Photo Paper (10 sheets). Make sure the included blue Print Quality Card (formerly called the Smartsheet®) is on the bottom of the stack with the barcodes and HP logo facing down. Stack the photo paper on top of the Smartsheet® with the HP logos facing down. The shiny side of the paper should be facing up in the tray.

3. Place both the paper and Print Quality Card into the Paper Tray.

4. Replace the Paper Cover to finish loading paper. You will feel the magnets latch the lid into place.
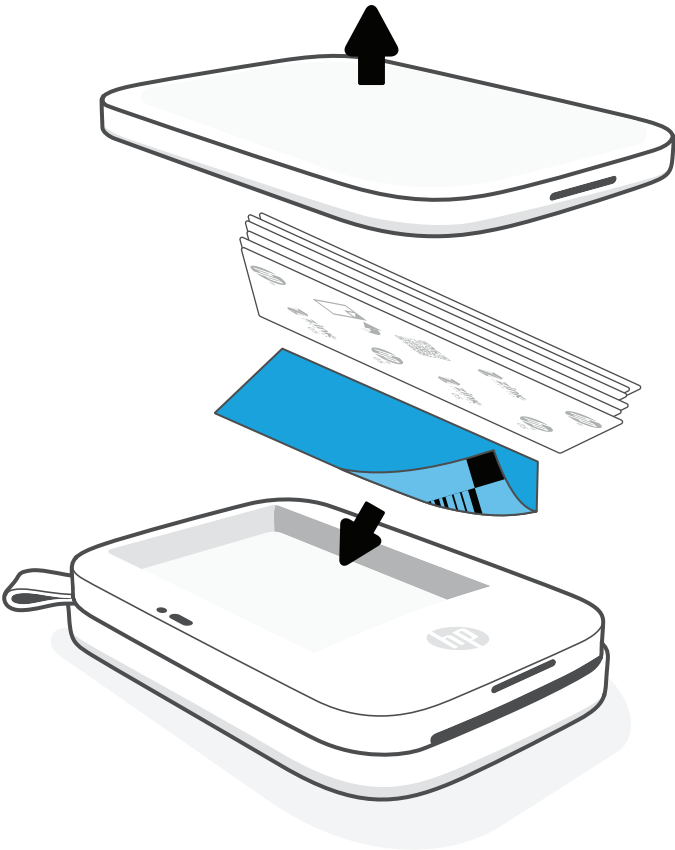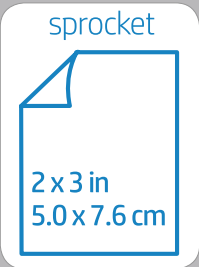
Print Quality Card Use:
Load the Print Quality Card (formerly the Smartsheet®) with each new pack of paper. Each foil-pack has an included colored card; the card is specially-made to prepare your printer for the paper in that pack. The Print Quality Card cleans and calibrates the printer for the pack of paper that it came in. The card will pass through the HP Sprocket 200 printer automatically when you send your first print after loading paper.

If you notice print quality issues, load the colored card again. Discard the colored card after you have printed all ten sheets in the foil-pack. You will get a new Print Quality Card for the next pack of paper you load.

What size paper do I need to buy for my HP Sprocket?

Only use 2 x 3" (5 x 7.6 cm) HP Sprocket Photo Paper with HP Sprocket 200. You can purchase additional paper in the Sprocket app by tapping "Buy Paper" in the Main Menu or from hpsprocket.com/start.

Make sure to use genuine HP Sprocket Photo Paper. You can purchase genuine HP Sprocket Photo Paper from the app or from other retailers.
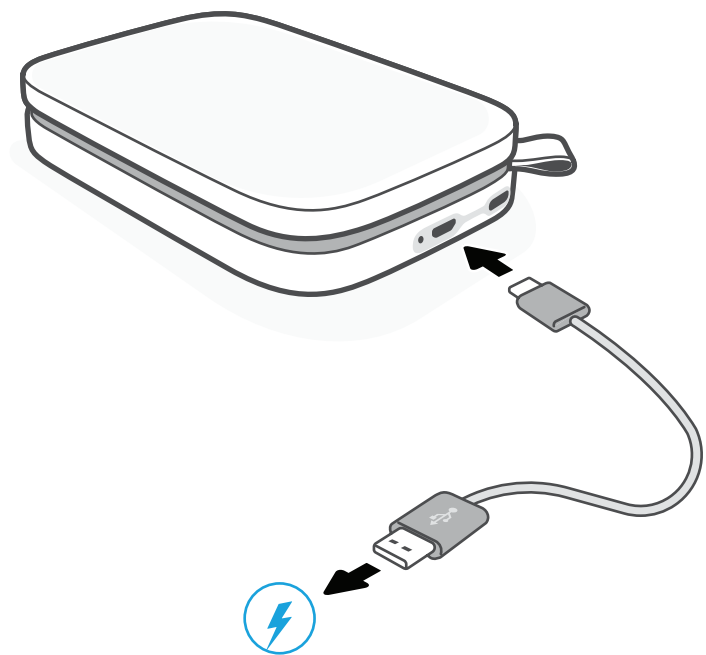
sprocket

2 x 3 in
5.0 x 7.6 cm

⚠ Caution:

- Do not insert more than 1 pack of HP Sprocket Photo Paper (10 sheets plus the Print Quality Card) into the device at a time to avoid paper jams or print errors.

- Only use 2 x 3" (5 x 7.6 cm) HP Sprocket Photo Paper with the device 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 device off and on again to automatically eject the paper.

- 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 or damage for best print quality.

Charging Battery and Powering On/Off

1. To charge, insert the Micro-USB Charging Cable into the HP Sprocket 200.
2. Connect the Micro-USB Cable to a power source.
3. When connected, the Charge LED Indicator Light will turn on to indicate charging. See "LED Indicator Lights: Charge and Status" for more information.
4. To charge fully, allow the device to charge until the Charge LED Indicator Light turns green.
5. Turn on the device by pressing the Power Button until the Status LED Indicator Light illuminates and turns solid white (default) or personalized color. The printer can also be turned on by connecting the USB cable to power.
6. Turn off the device by pressing the Power Button until the Status LED Indicator Light goes dark.

   • Continued use during charging will slow down the charging speed.
   • Connect the Micro-USB Cable to a power source capable of supplying 5 V DC/1 A.

Pairing a Mobile Device and the HP Sprocket 200

Pair quickly and easily with your HP Sprocket 200 using the in-app setup instructions. On first launch of the Sprocket app, select "Setup". **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. When successfully connected, a green dot will appear by "sprocket" in the Main Menu.

You can also pair in your operating system menu, as a backup.

For Android™

1. Press and hold the Power Button until the Status LED Indicator Light turns white when 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** and then **Printers** to pair your printer with your mobile device or tablet. A pop up message will direct you to Android™ **Settings** to pair your printer. Select the printer from the list of available devices.

For iPhone®

1. Press and hold the Power Button for 3 seconds to turn on the printer. The Status LED Indicator Light will turn 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.

   • A reminder message will appear if you try to print a photo and are not paired with your printer.
   • If your mobile device and printer will not pair, try resetting the printer.

Check out the HP Sprocket app user guide to learn more about how to use the Sprocket app and all the fun features available for your printer!

Troubleshooting and FAQs

What if the device will not print?

- **Turn on the printer.** By default, the device is set to sleep after 5 minutes (default) and turn off after 2 hours. You can adjust the sleep and auto-off time windows in the HP sprocket app on your mobile device. Tap ☰ , tap Sprocket, and then adjust your desired timing.

- **Charge the printer.** If the Charge LED Indicator is blinking red, you need to charge your printer.

- **Confirm Bluetooth is turned on and paired with your printer.**
   If the printer is not connecting, turning Bluetooth off and on again may resolve the issue.

- **Make sure the device has photo paper in the input tray.** Load up to 10 sheets of HP Sprocket Photo Paper with the colored HP Print Quality Card (formerly the HP ZINK™ Smartsheet).

- **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. Your printer must be charged to 25% or higher before a firmware update.

- **Reset the printer.** On the printer, locate the round reset button under the Paper Cover and press it until the printer turns off. The printer will automatically restart. If the Status LED light is red, you will want to reset the printer.

What can I do to improve print quality?

Use these recommendations and the Sprocket app editing capabilities to improve print quality.

- **Use genuine HP Sprocket Photo Paper.** ZINK™ makes custom photo paper for a variety of printers. HP recommends using HP Sprocket Photo Paper for best results. To purchase genuine HP Sprocket Photo Paper, go to hpsprocket.com/start. You can also purchase genuine HP Sprocket Photo Paper from other retailers.

- **Always load the blue HP Print Quality Card (formerly the ZINK™ Smartsheet) from the same pack of photo paper currently in the printer.** Load the blue card into the paper tray with the barcode facing down and the photo paper with the HP logos facing down. Each blue card is specifically calibrated to improve best print quality for that specific pack of photo paper (10 sheets). Using a blue card from other packs of paper might not provide ideal results.

- **Allow the printer a few minutes to cool down between print jobs.** The Sprocket app will alert you when the printer is cooling down and won't print the next image until a cooler temperature is reached.

- **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.

- **Update the printer firmware.**

Safety Information

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

⚠️ ## 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.

Specifications

Specification	Description
Product numbers	1AS85A; 1AS86A; 1AS87A; 1AS88A; 1AS89A; 1AS90A; 1AS91A
Dimensions and weight	• Dimensions: 3.15 x 4.63 x 0.98 in (80 x 117.5 x 25 mm) • Weight: 0.379 lb (0.172 kg)
Connectivity	Bluetooth 5.0
Printer management	HP Sprocket app
Power supply	Li-Polymer 7.4 V – 2 cell internal rechargeable battery 850 mAh Li-ion polymer battery
Charge time	120 minutes
Power consumption	0.9 W (standby) Average 15.91 W (based on first print) Maximum 34.49 W at 77° F (25° C)
Print technology	Thermal printing with a ZINK™ Zero Ink® printer • Note: The HP Sprocket does not use ink cartridges to print.
Supported paper	HP Sprocket Photo Paper—2 x 3" (5 x 7.6 cm)
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	64 MB
Print quality	313 x 400 dots per inch (dpi)
Mobile connectivity	• Supported by Android™ devices using OS v4.4 and above / iOS 8.0 and above. • Compatible with 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 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; Reset Button; Charge and Status Indicator LED Lights
Environmental parameters	• Operating humidity: 5% to 90% RH (recommended) • Non-operating humidity: 5% to 90% RH • Operating temperature: 41° to 104° F (5° to 40° C) • Recommended operating temperature: 59° to 90° F (15° to 32° C) • Storage temperature: -22° to 158° F (-30° to 70° C)
Warranty	One-year limited hardware warranty Visit hpsprocket.com/start 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-1801.

Technical Information

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.

Modifications (part 15.21)

Any changes or modifications made to this device that are not expressly approved by HP may void the user's authority to operate the equipment.

For further information, contact:

Manager of Corporate Product Regulations

HP Inc.

1501 Page Mill Road, Palo Alto, CA 94304, U.S.A

Email contact: (techregshelp@hp.com) or Telephone contact: +1 (650) 857-1501

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.
The device has been evaluated to met general RF exposure requirement. The device can be used in portable exposure condition without restriction.

Exposure to radio frequency radiation

CAUTION! The radiated output power of this device is far below the FCC radio frequency exposure limits. Nevertheless, the device shall be used in such a manner that the potential for human contact during normal operation is minimized. This product and any attached external antenna, if supported, shall be placed in such a manner to minimize the potential for human contact during normal operation. In order to avoid the possibility of exceeding the FCC radio frequency exposure limits.

Notice to users in Canada

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

This device complies with ISED Canda's applicable license-exempt RSSs. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

WARNING! Exposure to Radio Frequency Radiation. The radiated output power of this device is below the Industry Canada radio frequency exposure limits. Nevertheless, the device should be used in such a manner that the potential for human contact is minimized during normal operation.

Get in Touch:

www.sprocketprinters.com/pages/support

Made for 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 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).

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