

**HP**

**LaserJet**

**3150**

## User Guide





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Thank you for your purchase. Along with your product, you receive a variety of support services from Hewlett-Packard and our support partners designed to give you the results you need, quickly and professionally.

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### Obtaining Software

**Visit:** <http://www.hp.com/go/support> (site is in English)

**Call:**

**Australia:**

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**Canada and the US:**

(661) 257 5565

**Greece, Ireland, and the UK:**

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**Hong Kong, Malaysia, and Singapore:**

+65 740-4477

**India:**

(91) (11) 682 6035

**New Zealand:**

+64 9 356 6640 or 0800 445-543 (toll-free)

**South Africa:**

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**For other contact information, see "Ordering software" on page 222.**

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Call (1) (800) 538-8787 (U.S.) or (1) (800) 387-3154 (Canada).

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### HP Support Assistant compact disc (U.S., Canada, Hong Kong, Malaysia, and Singapore):

This support tool offers a comprehensive online information system designed to provide technical and product information on HP products. To subscribe to this quarterly service in the U.S. or Canada, call (1) (800) 457-1762. In Hong Kong, Malaysia, or Singapore, call Fulfill Plus at (65) 740-4477.

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### HP Service Information (U.S. and Canada):

To locate HP-authorized dealers, call (1) (800) 243-9816 in the U.S. or (1) (800) 387-3154 in Canada.

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## Customer Care Options Worldwide

In addition to the phone numbers listed below, the service and support chapter of this manual contains worldwide sales and service addresses and phone numbers.

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### HP Customer Care and Product Repair Assistance for the U.S. and Canada:

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Call (208) 323-2551 in the United States or (905) 206-4663 in Canada Monday through Friday 6 am to 10 pm and Saturday 9 am to 4 pm (Mountain Time) free of charge during the warranty period. However, your standard long-distance phone charges still apply. Have your system nearby and your serial number ready when calling.

If you know your printer needs repair, call 1-800-243-9816 to locate your nearest HP-Authorized service provider, or call 208-323-2551 for HP centralized service dispatch.

Post-warranty telephone assistance is available to answer your product questions. Call (1) (900) 555-1500 (\$2.50\* per minute, U.S. only) or call 1-800-999-1148 (\$25\* per call, Visa or MasterCard, U.S. and Canada) Monday through Friday from 7 am to 6 pm and Saturday from 9 am to 3 pm (Mountain Time). *Charges begin only when you connect with a support technician. \*Prices subject to change.*

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### European HP Customer Care and In-Country Support

Open Monday through Friday 8:30-18:00 CET

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HP provides a free telephone support service during the warranty period. By calling a telephone number listed below, you will be connected to a responsive team waiting to help you. If you require support after your warranty has expired, you can receive support for a fee through the same telephone number. The fee is charged on a per-incident basis. When calling HP, have the following information ready: product name and serial number, date of purchase, and description of the problem.

<b>Ireland:</b>	+353 (0)1 662 5525	<b>English in other</b>	
<b>U.K.:</b>	+44 (0)171 512 5202	<b>European countries:</b>	+44 (0)171 512 52 02
<b>Greece:</b>	+44 (0)171 512 52 02 (English)		

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### In-country/region support, all other countries/regions

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If you require telephone support, call the number below for your country/region. If you require additional product repair services, see "Worldwide Hewlett-Packard Sales and Service Offices" on page 249.

<b>Australia:</b>	+61 3 8877 8000	<b>New Zealand:</b>	+64 9 356 6640
<b>Hong Kong:</b>	800 96 7729	<b>Singapore:</b>	+65 272 5300
<b>India:</b>	91 11 682 6035	<b>South Africa:</b>	+27 (0)11 8061030
<b>Malaysia:</b>	+60 3 295 2566		

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## HP First (North America Only)

HP FIRST is a free, automated fax retrieval service that is available to end users and resellers 24 hours per day, 7 days per week. HP FIRST Fax will deliver detailed troubleshooting information on common software and troubleshooting tips for your HP product. Call from any Touch Tone phone and request up to three documents per call. These documents will be sent to the fax of your choice.

**Canada and the US:** 800-333-1917

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# HP LaserJet 3150 Product

## **User Guide**

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Local country/region laws may prohibit the use of this product outside of the countries/regions specified. It is strictly forbidden by law in most countries/regions to connect nonapproved telecommunications equipment (fax machines) to public telephone networks.



### Safety Information

#### WARNING!

#### Potential Shock Hazard

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

- 1 Read and understand all instructions in the user guide.
- 2 Use only a grounded electrical outlet when connecting the

HP LaserJet 3150 to a power source. If you don't know whether the outlet is grounded, check with a qualified electrician.

- 3 Do not touch the contacts on the end of the telephone cord or any of the sockets on the HP LaserJet 3150. Replace damaged cords immediately.
- 4 Never install telephone wiring during a lightning storm.
- 5 Observe all warnings and instructions marked on the product.
- 6 Unplug this product from wall outlets and telephone jacks before cleaning.
- 7 Do not install or use this product near water or when you are wet.
- 8 Install the product securely on a stable surface.
- 9 Install the product in a protected location where no one can step on or trip over the line cord and the line cord will not be damaged.
- 10 If the product does not operate normally, see chapter 8, "Troubleshooting and Maintenance."
- 11 Refer all servicing questions to qualified personnel.

Information regarding FCC Class B, Parts 15 and 68 requirements can be found in appendix A, "Specifications."

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## Glossary

## Index

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# 1

# Introduction

Thank you for purchasing the HP LaserJet 3150 product, a powerful business tool with the capabilities of a full range of office equipment. With the HP LaserJet 3150 product, you can:

- **Print** – Easily print documents with the laser quality you have come to expect from an HP LaserJet printer.
- **Fax** – Use the HP LaserJet 3150 product as a standalone fax machine (your computer does not have to be on) to send and receive laser-quality faxes, as well as perform advanced tasks such as forwarding faxes to another location. Use the software to send faxes from and receive them to your computer (PC faxing).
- **Copy** – Make superior laser-quality copies. You can make up to 99 copies of a 30-page original. You can also adjust the contrast, enlarge or reduce the copies, collate, and more.
- **Scan** – Scan important documents to create electronic files of them. Use the scanner to make a fax cover sheet from your letterhead, or scan documents for use with other software. You can also scan a document and attach it to an e-mail message (if you have an e-mail program).
- **Use Software** – Use the software to print, fax, copy, or scan. Also use the software to store and organize scanned documents so you can quickly find that invoice, receipt, or business card from weeks ago.

This multifunction product helps increase your productivity by allowing you to do more than one task at a time. Send an electronic fax while the HP LaserJet 3150 product makes copies, or scan a document while printing.

This user guide provides details for doing tasks from the product control panel, changing infrequently used settings, resolving problems, and contacting HP support. This guide also provides an overview of how the software works. For more detailed information about using the software, see the software Help.

# Using the product with your installation

The HP LaserJet 3150 product can function in one of three installations: as a standalone fax and copier not connected to a computer, connected to a network using an HP JetDirect print server, or directly connected to a computer. If it is connected to a computer, you can share the product with other network users.

The product works in any of these situations, but feature availability varies. This table shows which features are available depending on how you connect the product.

Feature or Function:	Connected directly to computer, local user*	Connected directly to computer (shared), other users**	Connected to network via HP JetDirect print server	Stand-alone, without software
Faxing to and from the HP LaserJet 3150 product (walk-up)	✓	✓	✓	✓
Copying from the HP LaserJet 3150 product (walk-up)	✓	✓	✓	✓
Access through the control panel to HP LaserJet 3150 product setup options, fax and copy options, and setup for one-touch keys and speed-dial and group-dial codes (walk-up)	✓	✓	✓	✓
Printing from your computer to the HP LaserJet 3150 product	✓	✓	✓	
Access to special copying features, such as two or four pages per sheet (2 up and 4 up) and collation for very large documents	✓			
Access to PC fax PhoneBooks	✓		✓	
Scanning from the HP LaserJet 3150 product to your computer	✓		✓	
Receiving faxes to your computer (PC faxing)	✓			
Faxing electronic documents from your computer (PC faxing)	✓		✓	
Optical character recognition (OCR) software for converting scanned images to editable text documents	✓		✓	
Quick access through the software to HP LaserJet 3150 product setup options, fax and copy options, and setup for one-touch keys and speed-dial codes	✓			

\* Available to user of the computer directly connected to the product.

\*\* Available to other users on the network when Windows sharing is enabled from the computer directly connected to the product.

---

## Using this guide with your installation

Because product functionality varies according to installation, all procedures in this guide will have one or more of the following icons next to them to denote from where you can do that procedure.



Appears next to procedures you can do from the control panel.



Appears next to procedures you can do from the Document Assistant or software when the product is directly connected to *your computer* using a parallel cable. The Document Assistant is only available to a computer directly connected to the product.



Appears next to procedures you can do from your computer if the product is directly connected to *someone else's computer* using a parallel cable and the other person has enabled Windows sharing. All procedures you can do are printing related.



Appears next to procedures you can do from your computer if the HP LaserJet 3150 product is connected to the network using an HP JetDirect print server.





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# 2 Faxing

## Introduction

This chapter provides an overview of the different faxing capabilities provided by the HP LaserJet 3150 product and the software.



**How do I send paper faxes from and receive them to the product?** This chapter provides those procedures, which have the icon shown at the left next to them.



**If my computer is directly connected to the product, how do I send paper faxes from the Document Assistant or send and receive electronic faxes from the software?** In this chapter, read the overview of the Document Assistant and software and about how to do the most common tasks. Also, procedures in the "Sending faxes from the product" and "Receiving faxes to the product" sections in this chapter that you can do with *paper* faxes from your computer have the icon shown at the left next to them. In the other sections in this chapter, the icon denotes information applicable to your connection situation, or software-related procedures you can do. All additional instructions for using the Document Assistant or faxing electronic documents are in the software Help, viewed by clicking **Help** on the Document Assistant or from any window in the JetSuite software.



**If the product is connected to the network using an HP JetDirect print server, how do I send electronic faxes from the software?** In this chapter, read the overview of the software and about how to do the most common tasks. The icon shown at the left indicates which sections apply to your situation. All additional instructions for using the software are in the software Help, viewed from any window in the JetSuite software.

**How do I get help changing default fax settings, printing reports, and programming one-touch keys and speed-dial codes?**

Because these are tasks you do infrequently, they are located in chapter 7, "Managing Basic Features."

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## Selecting and loading items

Follow the instructions below for selecting, orienting, and sending paper faxes.

### Selecting items for faxing, copying, and scanning

The HP LaserJet 3150 product can *scan* various sizes of items from 2 by 3.5 inches (51 by 89 mm) (the size of a business card) to 8.5 by 14 inches (215 by 356 mm). The product can *fax and copy* items, from 2 by 3.5 inches (51 by 89 mm) to 8.5 by 39 inches (215 by 991 mm). To fax or copy items longer than 39 inches, see “Sending long pages” on page 30.

The product accepts bond papers, onionskin papers, newspaper pages, magazine pages, recycled papers, transparencies, items in carrier sheets, and photographs in carrier sheets. Also, coarser papers scan more easily. While slick papers go through the HP LaserJet 3150 product, it may be more difficult. For best results, feed slick sheets one at a time.

You should not put anything in the HP LaserJet 3150 product that could get stuck in or damage the feed mechanism. Observe the following to minimize the possibility of jams.

- Remove self-stick notes.
- Remove staples and paper clips.
- Straighten any curls or wrinkles from documents before putting them into the document feeder tray.
- Do not send any document with glue, correction fluid, or wet ink on it.
- Do not send gum-backed paper or labels.
- Place documents with tears, perforations, or punch holes in a carrier sheet, which you can buy or make (see below).
- Avoid multiple copy forms.

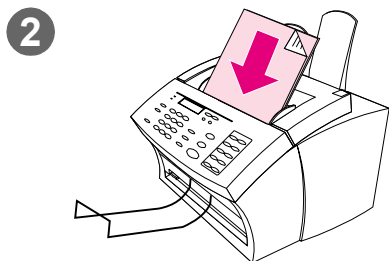
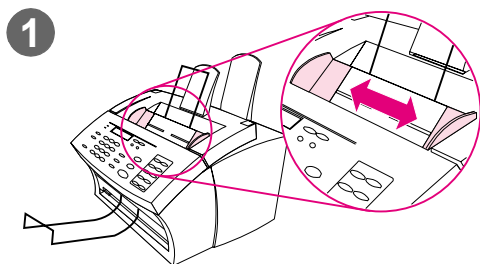
---

When loading items to be faxed, copied, or scanned, you need to protect small, fragile, lightweight (less than 12 lb, or 46 g/m<sup>2</sup>), or irregularly sized items such as receipts, newspaper clippings, photographs or old or worn documents. To do so, HP recommends that you do one of the following:

- Place the item in a carrier sheet. You can buy a carrier sheet, or you can make one by taping a transparency and piece of paper together along one of the short sides. Insert the item to be faxed, copied, or scanned into the carrier, and insert the carrier into the document feeder tray, taped edge first.
- Using clear tape, tape the leading and trailing edges of the item to a sheet of letter- or A4-size paper. If the item is not square or rectangular, tape all edges of the item to the paper.
- If you have access to a full-size copier, copy the item first and then send the copy through the scanner.

When sending items in a carrier sheet, you need to move the special media lever to the right and feed only one carrier sheet at a time. See “To load special items” on page 19.

If you have a problem with the HP LaserJet 3150 product, see chapter 8, “Troubleshooting and Maintenance.”



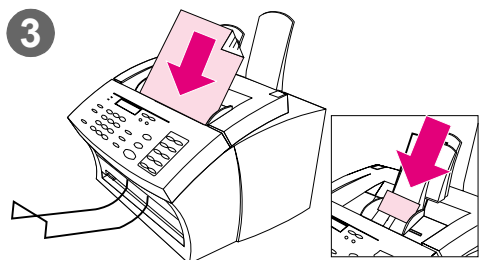
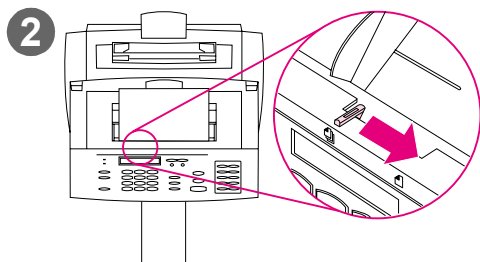
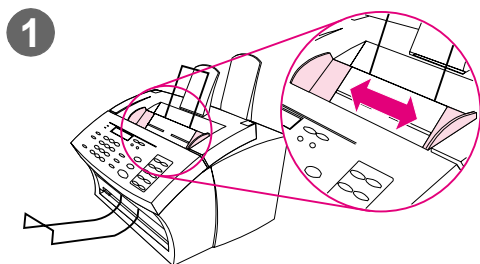
## Loading items to be faxed

Whether you want to fax, copy, or scan, the procedure for loading the document is the same. If your document is on a regular weight paper (from 12 to 28 lb or 46 to 105 g/m<sup>2</sup>), use “To load normal items” on page 18. If your document is a transparency, in a carrier sheet, or is not on regular weight paper, use “To load special items” on page 19.

### To load normal items

- 1 Adjust the guides in the document feeder tray to the size of the item you are loading.
- 2 Place up to 30 pages top first, face down, into the document feeder tray.

Wait for the HP LaserJet 3150 product to load the first page.



## To load special items

### CAUTION

Make sure to use a carrier sheet when faxing fragile items and photographs. Sent unprotected, fragile items can be damaged, and photographs will be scratched and can lose their finish.

- 1 Adjust the guides in the document feeder tray to the size of the item you are loading.
- 2 Locate the special media lever on the top edge of the control panel and move it to the right.

### CAUTION

Do not move the lever after the HP LaserJet 3150 product has begun sending the page.

- 3 Load only one sheet at a time, top first, face down, into the document feeder tray.

### Note

If you are loading a business card, place it with a **long** edge first.

Wait for the HP LaserJet 3150 product to load the page.

### Note

Move the special media lever back to the left after sending special items. A stack of regular pages sent with the lever at the right can go through in multiples and may cause jams.

---

## Overview of faxing from the product

Faxing to and from the HP LaserJet 3150 product is available to all users. The HP LaserJet 3150 product operates just like a regular fax machine; you don't have to install the software or have the computer on for it to work. From the HP LaserJet 3150 product, you can send and receive paper faxes and adjust all settings needed for faxing from the control panel.

Normally, received faxes are printed at the HP LaserJet 3150 product. However, you can choose to have incoming faxes stored in the HP LaserJet 3150 product's memory until you print them.

---

### Hint

If you want to improve the quality of a paper document before faxing it, scan the document to the viewer of the JetSuite Pro Desktop program first and straighten or clean the image. Then, send it as a fax from the software. See chapter 5, "Scanning," for more information.

---

## Sending faxes from the product

Follow the instructions in this section for adjusting options such as contrast and resolution for outgoing faxes, sending faxes now or later, redialing, or canceling pending jobs.



## Adjusting the contrast

The contrast setting affects the lightness or darkness of an outgoing fax as it is being sent. Using the following procedure changes the contrast for the current job only. After the fax has been sent, the contrast setting returns to the default.

---

### Note

To change the default contrast, see “Changing the default contrast” on page 152.

### To adjust the contrast

- 1 Press **CONTRAST** to display the current contrast setting.
- 2 Use the **<** and **>** keys to scroll through the choices. You can choose **NORMAL** (the default), **DARKER**, **DARKEST**, **LIGHTER**, or **LIGHTEST**.
- 3 Press **ENTER/MENU** to save the selection.



## Adjusting the resolution

Resolution affects the quality in dots per inch (dpi) of documents to be faxed. It also affects the transmission speed. For a discussion of which resolution to choose, see “Resolution options” on page 22.

Use this procedure to change the resolution for the current job only. After the fax has been sent, the resolution setting returns to the default.

---

### Note

To change the default resolution setting, see “Changing the default resolution” on page 151.

### To adjust the resolution

- 1 Press **RESOLUTION** to display the current resolution setting.
- 2 Use the **<** and **>** keys to scroll through the choices. You can choose **STANDARD**, **FINE** (the default), **SUPERFINE**, or **PHOTO**.
- 3 Press **ENTER/MENU** to save the selection.

## Resolution options

Use this table to determine which resolution setting to choose for your fax. Note that each increase in quality lengthens transmission time.

Choose this resolution:	For this result:
<b>Standard</b> (203 by 98 dpi)	<b>Standard quality for words.</b> <ul style="list-style-type: none"><li>● Use this setting when speed is more important than quality. This is the fastest of the resolution settings.</li><li>● All fax machines can receive at this quality.</li><li>● Words have better quality than graphics or photos.</li></ul>
<b>Fine</b> (203 by 196 dpi)	<b>Higher quality for words.</b> <ul style="list-style-type: none"><li>● Use this setting for good all-around quality.</li><li>● Most fax machines can receive at this setting. If they cannot, they will receive at Standard.</li><li>● Words have better quality than graphics or photos.</li></ul>
<b>Superfine</b> (300 by 300 dpi)	<b>Best quality for words.</b> <ul style="list-style-type: none"><li>● Words have better quality than graphics or photos.</li><li>● Only a few fax machines receive at this mode. If they cannot, they will receive at the highest supported resolution.</li><li>● Documents with this resolution are not scanned before the fax number connects.</li><li>● Faxes to a group, faxes to be polled, or delayed faxes cannot use this setting.</li></ul>
<b>Photo</b> (halftone images scan up to 300 by 300 dpi)	<b>Best quality for graphics and photos.</b> <ul style="list-style-type: none"><li>● Use this setting when the quality of graphics and photos in the document is more important than the quality of words.</li><li>● Only a few fax machines receive at this mode. If they cannot, they will receive at the highest supported resolution.</li><li>● The document will be scanned as a halftone image (which simulates shades of gray) at up to 300 by 300 dpi.</li><li>● This is the longest of the transmission times.</li><li>● Documents with this resolution are not scanned before the fax number connects.</li><li>● Faxes to a group, faxes to be polled, or delayed faxes cannot use this setting.</li></ul>





## Inserting a pause while dialing

You can insert pauses into a fax number you are dialing or programming to a one-touch key, speed-dial code, or group-dial code. Pauses are often needed when dialing internationally.

Press **REDIAL/PAUSE** to enter a two-second pause in your dialing sequence. A comma appears on the control panel display, indicating that the pause will occur at that point in the dialing sequence.

If you enter the pause at the end of a number you are programming into a one-touch key, speed-dial code, or group-dial code, the HP LaserJet 3150 product waits to dial this number until you enter another number. (This is also known as concatenated dialing.)



## Using special dialing symbols

After enabling special dialing symbols, you can use them when dialing a fax number or entering a fax number for a one-touch key, speed-dial code, or group-dial code.

---

### Note

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Before using special dialing symbols such as charge codes, you must enable them. See “Enabling special dialing symbols” on page 108.

### To use special dial symbols

- 1 When you reach the position in the fax number where you need the symbol, press **\***.
- 2 Use the **<** and **>** keys to scroll through the symbols until you reach the one you need and press **ENTER/MENU**.
- 3 The special symbol is entered into the fax number. It will be represented by a letter or punctuation mark.  
- Or -  
Depending on the symbol you chose, you may be asked to make additional choices before the symbol is entered into the fax number.

## Special dialing symbols options

The following table shows which dialing symbols can be entered into a fax number using the procedure on the previous page.

Choice in Menu	Symbol in fax number	Does this
Dial *	*	Dials a *.
Detect dial tone	D	Detects a dial tone in the dialing sequence.
Tone dial	T	Selects tone dialing.
Error correction	E	Disables error correction mode.
Fax speed	Ä, Î, or !	Chooses the maximum transmission speed.
Charge code	C or \$	Stores a charge code or pauses the dialing sequence to allow you to enter a charge code.
Hook flash	!	Performs an automatic hook switch.



## Sending faxes to one recipient

This procedure details how to send a fax to one recipient.

### To send a fax

- 1 Dial the fax number using one of the following methods:
  - Use the numeric keys.
  - If the fax number you are calling has a one-touch key, press that key.
  - If the fax number you are calling has a speed-dial code, press **SPEED DIAL**, enter the speed-dial code, and press **ENTER/MENU**.

---

#### Note

When dialing using the numeric keys, include any pauses or other needed numbers, such as an area code, an access code for numbers outside a PBX system (usually a 9 or 0), or a long distance prefix.

- 2 Load the document into the document feeder tray.
- 3 Adjust any options, such as contrast or resolution.
- 4 Press **START**.

After the last page of the fax has exited the HP LaserJet 3150 product, you can start sending another fax, copying, or scanning.

If you faxed a thick document, make sure to move the special media lever back to the left. A stack of regular pages sent while the lever is at the right may cause multiple feeds, jams, or both.

---

#### Hints

You can send a fax by loading the document first. Then, adjust any options, dial the number, and press **START**.

If there are fax numbers you use regularly, you can assign a one-touch key or speed-dial code for them. See “Programming speed-dial codes from the control panel” on page 111 for instructions.

If your computer is directly connected to the product, you can send a fax to a fax number that is programmed into the PC Fax Phone Book. After you have loaded the document into the document feeder tray, click **PC Fax** on the Document Assistant. Then, choose a fax number from the PC Fax Phone Book and send the fax.



## Sending faxes to multiple recipients

You can send a paper fax to several fax numbers at once. If you want to send a fax to a group of fax numbers you have assigned to a group-dial code, use “To send a fax using a group-dial code.” If you want to send to up to 100 numbers that do not have a group-dial code, use “To send a fax to an ad-hoc group.”

In the rare instance that your document does not fit into memory, you will need to send the document to each fax number one at a time, or use the Document Assistant.

### To send a fax using a group-dial code

- 1 Load the document into the document feeder tray.
- 2 Adjust any options, such as contrast or resolution. Only Standard or Fine resolution is available when sending to a group. If you choose Superfine or Photo, the resolution defaults to Fine.
- 3 Press the one-touch key for the group.  
- Or -  
Press **SPEED DIAL** and the group-dial code for the group.
- 4 Press **ENTER/MENU**.
- 5 Press **START**.

The HP LaserJet 3150 product scans the document into memory and sends the fax to each fax number specified. If a number in the group is busy, the HP LaserJet 3150 product dials the remaining numbers before attempting any redials.

---

#### Note

You can send a fax by dialing the number and then loading the document. Then, adjust any options and press **START**.

---

#### Hint

You can send a fax to a group programmed into the PC Fax Phone Book. After you have loaded the document into the document feeder tray, click **PC Fax** on the Document Assistant. Then, choose the group from the PC Fax Phone Book and send the fax.

---

---

**Hint**

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If you regularly send faxes to the same group of people, you can assign a group-dial code to their fax numbers. See “Programming group-dial codes from the control panel” on page 113 for instructions.

## To send a fax to an ad-hoc group

- 1 Dial the first fax number using one of the following methods:
  - Use the numeric keys.
  - If the fax number you are calling has a one-touch key, press that key.
  - If the fax number you are calling has a speed dial code, press **SPEED DIAL**, enter the speed-dial code, and press **ENTER**.

---

**Note**

---

When dialing using the numeric keys, include any pauses or other needed numbers, such as an area code, an access code for numbers outside a PBX system (usually a 9), or a long distance prefix.

- 2 Press **ENTER/MENU**.
- 3 Repeat steps 1-2 to continue entering numbers.  
- Or -  
Go to the next step.
- 4 Load the document into the document feeder tray.
- 5 Adjust any options, such as contrast or resolution. Only Standard or Fine resolution is available when sending to a group. If you choose Superfine or Photo, the resolution defaults to Fine.
- 6 Press **START**.

The HP LaserJet 3150 product scans the document into memory and sends the fax to each fax number. If a number in the group is busy, the HP LaserJet 3150 product dials the remaining numbers before attempting any redials.

---

**Note**

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You can send a fax to a group by loading the document first. Then, adjust any options, dial the numbers, and press **START**.

---

**Hint**

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You can send a fax to fax numbers programmed into the PC Fax Phone Book. After you have loaded the document into the document feeder tray, click **PC Fax** on the Document Assistant. Then, choose the fax numbers from the PC Fax Phone Book and send the fax.



## Using Manual Dial

Normally, the HP LaserJet 3150 product dials after you press **START**. There may be times, however, when you want the HP LaserJet 3150 product to dial each number as you press it. For example, if you're charging your fax call to a calling card, you'll need to dial the fax number, wait for the acceptance tone of your telephone company, and then dial the calling card number. When dialing internationally, you may need to dial part of the number and then listen for dial tones before continuing to dial.

### To use Manual Dial

- 1 Place the document in the document feeder tray.
- 2 Press **MANUAL DIAL**. The HP LaserJet 3150 product goes off hook, and you can hear the dial tone.
- 3 Begin dialing, up to a maximum of 60 characters. The fax number dials as you enter each digit. This allows you to wait for pauses, dial tones, international access tones, or calling card acceptance tones before continuing to dial.



## Sending a fax by dialing from a telephone

There may be times when you want to dial a fax number from a telephone connected to the same line as the HP LaserJet 3150 product. For example, if you are sending a fax to a person whose HP LaserJet 3150 product is in Manual mode, you can call them first to let them know the fax is coming.

### To send a fax by dialing from a telephone

- 1 Place the document in the document feeder tray.
- 2 Pick up the handset of a phone connected to the HP LaserJet 3150 product and dial the fax number using the phone's or the HP LaserJet 3150 product's numeric keys.
- 3 When the recipient answers, instruct them to start their fax machine.
- 4 When you hear the fax tones, press **START** to begin transmitting the fax, and then hang up the phone.



## Redialing manually

By factory default, the HP LaserJet 3150 product automatically redials busy numbers at specified intervals up to two times in Malaysia, three times in New Zealand, and five times in all other countries/regions. It does not redial if there is no answer.

If you want to send another document to the last fax number dialed, use this procedure to redial. If you are trying to resend the same document you sent the first time, you will probably want to wait until the automatic redials have stopped or you have stopped them yourself. Otherwise, the recipient may get the fax twice: once from this manual redial attempt and once from one of the automatic redial attempts.

---

### Note

To stop the current redial attempt for a fax, see “Canceling the current fax job” on page 33. To cancel all pending, automatic redial attempts for a fax, see “Canceling a fax job using Job Status” on page 33.

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---

### Note

To change the number of redials or time between redials, see “Adjusting number of redials” on page 123 and “Adjusting time between redials” on page 124.

---

## To redial manually

- 1 Load the document into the document feeder tray.
- 2 Press **REDIAL/PAUSE**.
- 3 Press **START**. The HP LaserJet 3150 product redials the last number and attempts to send the fax.

## Sending long pages

Normally, the HP LaserJet 3150 product stops feeding a page through the document feeder tray after 39 inches (991 mm) because it senses the page may have jammed. If you want to fax an item such as a banner that is longer than 39 inches (991 mm), you can feed it through the HP LaserJet 3150 product in one piece using one of the following procedures. Using the first one, the setting remains on for all jobs until you change it again. Using the second procedure only affects the current job.

---

### Note

---

The document prints at the receiving fax machine on as many pages as needed.



### To send long pages using Send Long Pages

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **FAX SETTINGS** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **OUTGOING FAXES** and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select **SEND LONG PAGES** and press **ENTER/MENU**.
- 5 Use the **<** and **>** keys to select **YES** and press **ENTER/MENU**.
- 6 Load the document into the document feeder tray.
- 7 Dial the fax number.
- 8 Press **START** to begin faxing.
- 9 After sending the fax, change this setting back to **NO** to avoid the possibility of making paper jams worse.



### To send long pages using Start

- 1 Load the long page into the document feeder tray.
- 2 When the page reaches the 39 inch (991 mm) mark, the HP LaserJet 3150 product beeps and displays **LONG PAGE? START TO CONTINUE** only for a few seconds. Quickly press **START**.
- 3 If you were not able to press **START** before the message disappeared, clear the document from the document feeder tray and repeat steps 1-2.





## Sending a fax at a future time

You can schedule a fax to be sent automatically at a future time to one or more people. Once you finish this procedure, the HP LaserJet 3150 product scans the document into memory and returns to the Ready state so you can do other tasks.

If the HP LaserJet 3150 product cannot transmit the fax at the scheduled time, it prints the fax out of memory. This may happen in the case of a no answer or busy signal with redial attempts failing.

---

### Note

If you choose Superfine or Photo when sending a delayed fax to a group, the resolution defaults to Fine.

---

### Hint

If you already set a fax to send at a future time but need to add something to it, you can send the additional information as another job. All faxes scheduled to go to the same fax number on the same date and time are automatically delivered using just one phone call.

## To send a fax at a future time

- 1 Load the document into the document feeder tray.
- 2 Press **ENTER/MENU**.
- 3 Press **>** once to display **FAX FUNCTIONS** and press **ENTER/MENU**.
- 4 Press **ENTER/MENU** to select **DELAYED FAX**.
- 5 Use the numeric keys to enter the start time. If you are set to a 12-hour clock and need to change the AM or PM designation, press **>**. Then, press **>** to select **AM** or **PM**.
- 6 Press **ENTER/MENU**.
- 7 Press **ENTER/MENU** to accept the default date.  
- Or -  
Use the numeric keys to enter the date and press **ENTER/MENU**.
- 8 Dial the fax number and press **ENTER/MENU**.
- 9 If you are only sending to one person, go to the next step.  
- Or -  
Dial the next number and press **ENTER/MENU**. Continue adding numbers this way until you have entered all numbers.
- 10 Press **START**. The HP LaserJet 3150 product scans the document into memory and sends it at the designated time.

## Canceling a fax being sent at a future time

To cancel a fax scheduled to be sent at a future time, see “Canceling a fax job using Job Status” on page 33.



## Setting up a fax for request (being polled)

Use the following procedure to scan a document into memory and have your HP LaserJet 3150 product send the document when another fax machine requests it. (This is also known as being polled.) After scanning the document into memory, your HP LaserJet 3150 product returns to the Ready state and then is available for other tasks.

After one fax machine polls the document, the document is cleared from memory. If you want the same document to be available for polling by another fax machine, you must repeat this procedure after the first document has been polled.

---

### Hint

If you already set up a fax to be polled but need to add something to it, you can send the additional information as another job. All jobs set to be polled will be delivered to the first person to call and request them.

## To set up a fax to wait for request (to be polled)

- 1 Load the document into the document feeder tray.
- 2 Press **ENTER/MENU**.
- 3 Press **>** once to display **FAX FUNCTIONS** and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select **POLLING** and press **ENTER/MENU**.
- 5 Use the **<** and **>** keys to select **SEND** and press **ENTER/MENU**.

Your HP LaserJet 3150 product scans the document into memory and sends it when the receiving HP LaserJet 3150 product requests it. If the recipient needs help requesting the fax, tell them to see their fax machine's documentation.

## Canceling the polling setup

If you need to cancel a fax set up to be polled, see “Canceling a fax job using Job Status” on page 33.



## Canceling the current fax job

Stop a single fax currently dialing or being transmitted or received using this procedure.

### To cancel the current fax job

Press **STOP/CLEAR** on the control panel. Any pages that have not already been transmitted are canceled.

---

#### CAUTION

---

Pressing **STOP/CLEAR** for five seconds also cancels current print or copy jobs.



## Canceling a fax job using Job Status

Use this procedure to cancel a fax that:

- Is waiting to redial after a busy signal or no answer.
- Is going to a group of numbers.
- Is scheduled to be sent at a future time.
- Is set up to wait for a request (being polled).

### To cancel a fax job using Job Status

- 1 Press **ENTER/MENU**.
- 2 Press **ENTER/MENU** to select **JOB STATUS**.
- 3 Press **>** to scroll through the pending jobs until you reach the job you want to clear.

---

#### Note

---

If you passed the job you wanted, press **BACK SPACE** and repeat steps 1-3.

- 4 Press **STOP/CLEAR** to cancel the job shown on the control panel display.
- 5 Press **ENTER/MENU** to confirm that you want the job to be canceled.
- 6 Press **BACK SPACE** to exit the Menu Settings.

---

# Receiving faxes to the product

Follow the procedures below for managing faxes routed to the HP LaserJet 3150 product.

## Loading paper for receiving faxes

The instructions for loading media in the paper input bin or single-sheet input slot are the same whether you are printing, faxing, or copying, except that faxes can only be printed on Letter-, A4-, or Legal-sized paper. See “Loading media” on page 54 for instructions.



## Setting the paper size

Set the paper size to the size of paper you normally load in the paper input bin. The HP LaserJet 3150 product uses this setting when printing reports and determining autoreduction for incoming faxes.

---

### Note

The printing function does not use this setting. If you are loading special-sized media only for your current print job, do not change this setting. After you have finished printing, reload the original paper.

## To set the paper size

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **USER DEFAULTS** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **PAPER SIZE** and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys until the size of paper loaded appears. You can choose **LETTER**, **A4**, or **LEGAL**.
- 5 Press **ENTER/MENU** to save your selection.
- 6 Press **STOP/CLEAR** to exit the Menu settings.

---

### Hint

If you are worried that faxes may come while you have a special type or size of media loaded for a print job, you can temporarily receive faxes to memory. When the print job finishes, reload the normal paper and print out the faxes. See “Receiving faxes to memory” on page 136 and “Printing faxes received to memory” on page 35.

---

## Receiving faxes when you hear fax tones

If you have a phone line receiving both fax and phone calls and you hear fax tones when you answer the phone, you can start the receiving process in one of two ways:



- If you are close to the HP LaserJet 3150 product, press **START** on the control panel.
- When you answer any phone connected to the line (an extension phone) and hear fax tones, the product should begin answering the call automatically. If not, press **\*\*\*** on the keypad and hang up.

---

### Note

For the second method to work, the extension phone setting must be set to Yes. See “Enabling an extension phone” on page 139 to check or change the setting.

---



## Printing faxes received to memory

Incoming faxes are stored in memory if you enabled confidential receive or remote retrieval. The top, right corner of the control panel display reads **PRINT FAXES** when faxes have been received to memory. Once you print the faxes using the following procedure, the faxes are cleared from memory.

---

### Note

If you normally want faxes to be received into memory until you print them (instead of printing automatically), see “Receiving faxes to memory” on page 136.

---

## To print faxes received to memory

- 1 Press **ENTER/MENU**.
- 2 Press **>** once to display **FAX FUNCTIONS** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **PRINT FAXES** and press **ENTER/MENU**. The HP LaserJet 3150 product prints all faxes stored in memory.



## Reprinting faxes

If a fax didn't print because the toner ran out or printed on the wrong type of media, you can try to reprint it. The HP LaserJet 3150 product reprints up to 10 of the most recently printed faxes; the actual number of faxes stored for possible reprinting is determined by how much memory is available. The order of printing is that the oldest fax available prints first, the most current fax prints last.

These faxes are continuously stored, and reprinting them does not clear them from memory. To clear these faxes from memory, see "Clearing faxes from memory" on page 37.

---

### Note

You do not need to use this procedure if faxes didn't print because of a paper jam or the paper ran out. During those situations, faxes are received to memory. As soon as you clear the jam or refill the paper, faxes automatically resume printing.

---

### To reprint faxes

- 1 Print a fax log to check which faxes may have been lost. See "Printing the fax log" on page 142 for instructions.
- 2 Press **ENTER/MENU**.
- 3 Press **>** once to display **FAX FUNCTIONS** and press **ENTER/MENU**.
- 4 Press **>** once to display **REPRINT LAST FAXES** and press **ENTER/MENU**. The HP LaserJet 3150 product begins reprinting the most recently printed faxes.

---

### Note

To stop the printing at any time, press **STOP/CLEAR**.



## Clearing faxes from memory

Only use this procedure if you are concerned someone else has access to your HP LaserJet 3150 product and may try to reprint faxes in the reprint memory.

### CAUTION

In addition to clearing the reprint memory, this procedure clears incoming faxes received to memory, faxes scheduled to be sent at a future time, and faxes set up to wait for a request (being polled). *Faxes cleared using this procedure are not retrievable.*

### To clear faxes from memory

- 1 Press **ENTER/MENU**.
- 2 Press **>** once to display **FAX FUNCTIONS** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **CLEAR MEMORY** and press **ENTER/MENU**.
- 4 Press **START**.



## Requesting a fax from another fax machine (polling)

If someone else has set up a fax to be polled, you can request that the fax be sent to your HP LaserJet 3150 product. (This is also known as polling another machine.)

### To request a fax from another fax machine

- 1 Press **ENTER/MENU**.
- 2 Press **>** once to display **FAX FUNCTIONS** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **POLLING** and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select **RECEIVE** and press **ENTER/MENU**.
- 5 Enter the number of the fax machine from which you want to request the fax and press **ENTER/MENU**.

Your HP LaserJet 3150 product dials the other fax machine and requests the fax.



## Using fax forwarding

You can set your HP LaserJet 3150 product to forward incoming faxes to another fax number. When the fax arrives at your HP LaserJet 3150 product, it is stored in memory. Then, your HP LaserJet 3150 product dials the fax number you have specified and sends the fax.

If it cannot forward a fax because of an error, such as the number was busy and redials failed, your HP LaserJet 3150 product prints the fax. If it runs out of memory while receiving a fax set to be forwarded, it terminates the incoming fax and only forwards the pages and partial pages already stored in memory.

To use this feature, your HP LaserJet 3150 product must be the one receiving faxes (not the computer) and must be set to Automatic mode.

### To use fax forwarding

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **FAX SETTINGS** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **INCOMING FAXES** and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select **FAX FORWARDING** and press **ENTER/MENU**.
- 5 Press **>** to select **YES** and press **ENTER/MENU**.
- 6 Enter the fax number where you would like the fax to go and press **ENTER/MENU**.
- 7 Press **STOP/CLEAR** to exit the Menu settings.

### Turning off fax forwarding

When you are ready to resume receiving faxes at the HP LaserJet 3150 product, turn off the feature by repeating steps 1-4 of the above procedure. Then, press **>** to select **NO** and press **ENTER/MENU**. Press **STOP/CLEAR** to exit the Menu settings.



---

## Using remote retrieval

If you are away from your HP LaserJet 3150 product but would like to retrieve your faxes, you can have them sent to a fax machine at your present location. To use this feature, your HP LaserJet 3150 product must be the one receiving faxes (not the computer) and must be set to Automatic mode.

There are two parts to this procedure: setting up before you leave and then retrieving the faxes once you arrive at the remote location. If faxes are normally received to memory (not printed), then you do not need to do the setup procedure.

---

### Note

---

If this is the first time you have used remote retrieval, you must enable the feature and set a password. See “Enabling remote retrieval and setting a password” on page 137.



### To set up before leaving

- 1 If faxes normally are received to memory, you do not need this procedure.  
- Or -  
If faxes normally print, go to the next step.
- 2 Press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **FAX SETTINGS** and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select **INCOMING FAXES** and press **ENTER/MENU**.
- 5 Use the **<** and **>** keys to select **MEMORY RECEIVE** and press **ENTER/MENU**.
- 6 Use the **<** and **>** keys to select **YES** and press **ENTER/MENU**.
- 7 Press **STOP/CLEAR** to exit the Menu settings.

---

### Hint

---

You can have the HP LaserJet 3150 product notify your when faxes arrive and then retrieve them while at a remote location. To do this, see “Using pager notification” on page 42 to enable that feature before you leave.

## To retrieve faxes while at a remote location

- 1 When you arrive at the remote location, pick up the handset of the fax machine, a telephone connected to the fax machine, or any telephone and dial your fax number.
- 2 Wait for the fax tones. When you hear a pause between them, press **\***.
- 3 After you hear three beeps, press **#**, enter your four-digit password, and press **\*\***.
- 4 If your HP LaserJet 3150 product has not received any faxes, it generates a series of short, rapid tones and disconnects from the line.  
- Or -  
If the HP LaserJet 3150 product does not disconnect, there are faxes in memory. Do one of the following:
  - If you are calling from a handset or telephone connected to the fax machine where you want the faxes sent, go to step 5.
  - If you are at a telephone not connected to the fax machine or want the faxes sent to a different fax machine, enter that fax number and press **##**. (If *your* HP LaserJet 3150 product is on a PBX system, enter the access code, usually a 9 or 0, with the fax number.)
- 5 Select one of the following options:
  - Press **0#** to print the faxes at your current location and then delete them from your HP LaserJet 3150 product's memory.
  - Press **1#** to print the faxes at your current location and save them in your HP LaserJet 3150 product's memory.
  - Press **2#** to print the faxes only at your HP LaserJet 3150 product and delete them from memory.
- 6 If you are calling from the fax machine where you want the faxes sent, wait until you hear three beeps, press **START**, and hang up.  
- Or -  
If you entered a fax number in step 5, wait until you hear three beeps and hang up.  
Your HP LaserJet 3150 product implements the option you chose.



## Disabling Memory Receive and printing faxes

The remote retrieval feature can remain on at all times. However, faxes continue to be received to memory unless you disable memory receive. To disable it and have the HP LaserJet 3150 product print faxes, repeat “To set up before leaving,” except choose **NO** in step 6.

If you chose to have the HP LaserJet 3150 product keep in memory a copy of the faxes you printed at the remote location, or if more faxes have come since you last retrieved, **PRINT FAXES** appears on the control panel display. To print these faxes, see “Printing faxes received to memory” on page 35.



## Using pager notification

When you are away from the HP LaserJet 3150 product, you can have it notify your pager when a fax has arrived. To use this feature, your HP LaserJet 3150 product must be the one receiving faxes (not the computer) and must be set to Automatic mode. Faxes can be set to print or set to be received to memory.

### To use pager notification

- 1 Make sure fax forwarding is off or this feature will not work properly. To turn it off, see “Turning off fax forwarding” on page 38 in this chapter.
- 2 Press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **FAX SETTINGS** and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select **INCOMING FAXES** and press **ENTER/MENU**.
- 5 Use the **<** and **>** keys to select **PAGER NOTIFICATION** and press **ENTER/MENU**.
- 6 Use the **<** and **>** keys to select **YES** and press **ENTER/MENU**.
- 7 Enter your pager number and the number you want to appear on the pager display (up to 60 characters) and press **ENTER/MENU**. If you need help entering the number, see the documentation that came with your pager.

---

#### Note

If you need to wait for tones between digits in your pager number, pauses at the end of your pager number, or pauses between the pager number and display number, insert pauses by pressing **REDIAL/PAUSE**. If you do not know if you need pauses or how long they need to be, see the documentation for the pager, or contact your pager service.

---

- 8 Press **STOP/CLEAR** to exit the Menu settings.

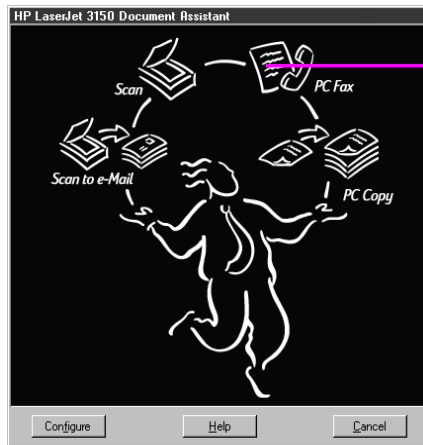
### Turning off pager notification

When you no longer want the HP LaserJet 3150 product to notify your pager when faxes arrive, turn off the feature by repeating steps 1-3 of the above procedure. Then, press **>** to select **NO** and press **ENTER/MENU**. Press **STOP/CLEAR** to exit the Menu settings.

# Sending paper faxes using the Document Assistant



To use the Document Assistant to send a paper fax, the product must be directly connected to your computer, you must have installed the software, and the computer must be on. The Document Assistant appears on the computer screen when you load a document into the document feeder tray.



Click here to begin faxing

After clicking **PC Fax**, you can fill out the recipient's information and send the fax. You also have access to settings for the HP LaserJet 3150 product.

The advantages to using the Document Assistant are that you can add an electronic cover sheet (stored on the desktop) and access fax numbers stored in the JetSuite PC Fax Phone Books. When using the control panel, you only have access to the one-touch keys and speed-dial codes.

Before using the Document Assistant to send a paper fax, see "Selecting items for faxing, copying, and scanning" on page 16 and "Loading items to be faxed" on page 18.

For more information on using the Document Assistant, click **Help** on the Document Assistant dialog box.

---

## Faxing using the software

This section contains an introduction to sending, receiving, and viewing faxes using the JetSuite Pro software, as well as creating your own cover page. All other software-related topics are covered in the software Help.



### Sending faxes from a program

You can fax electronic documents from your computer if the HP LaserJet product is connected to your computer or the network using an HP JetDirect print server and the software is installed on your computer.

If the document you want to fax is a JetSuite document, select it on the desktop or double-click it in the document viewer. Or, if the document is in a supported graphics file format (.bmp, .jpg, .dcx, .pcx, .tif), or in a format such as Word, Excel, or PowerPoint, select it on the desktop. Then, click the **PC Fax** icon in the **Manager** toolbar. The **JetSuite PC Send Fax** dialog box opens, and you can fill in the recipient's name and fax number, add a cover sheet (optional), and send the fax.

You can easily send other electronic documents directly from the program in which they were created, if the program is compatible. To find out if your program is compatible, simply open a document in the program, choose the **Print** command, and see if **JetSuite Fax** is a printer option. If so, select it. The JetSuite Pro software opens its **JetSuite PC Send Fax** dialog box, and you can proceed as described in the previous paragraph.



## Receiving faxes to your computer

To receive faxes to your computer, your computer must be directly connected to the product and you must enable the Receive to PC setting. (See the software Help for instructions.)

If your computer is off when faxes arrive, they are stored in the HP LaserJet 3150 product memory and automatically upload to the computer when you turn it on again.

There is a limitation to receiving faxes to the computer. If you have a phone line receiving both fax and voice calls (a shared line) and an answering machine or computer voicemail on the line, you must turn off the answering machine or voicemail to receive faxes to the computer. If you don't, either the answering system answers all calls, or the PC fax program does.

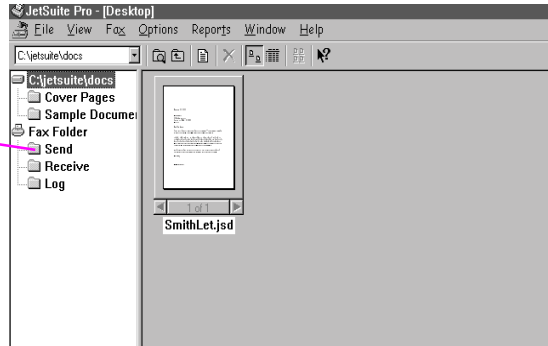
Because of this limitation, most users choose to receive faxes to the HP LaserJet 3150 product.

## Viewing faxes using the software



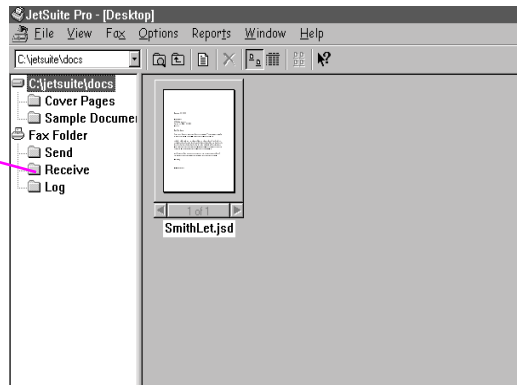
If the product is connected to the network or directly to your computer, you can view and manage faxes waiting to be sent or that have been recently sent. From the JetSuite Pro desktop, click the Send subfolder in the Fax Folder. By default, the Fax Folder is located in the root directory, which for most computers is the C: drive.

Click here to see faxes waiting to be sent, or recently sent



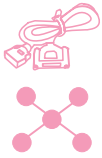
If the product is directly connected to your computer, you can also view and manage received faxes from the Receive folder on the JetSuite Pro desktop.

Click here to see faxes recently received to the computer



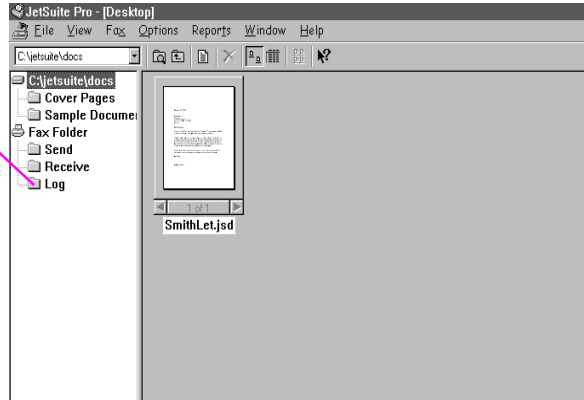
This folder is not visible to network users.



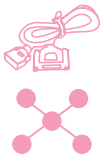


All faxes, whether they were sent from or received to the computer or the HP LaserJet 3150 product, will have an entry in the Log folder on the desktop. The Log entry is not the fax itself but a record of the basic information about the fax, such as when and to whom it was sent or when and from whom it was received.

Click here to see the log for faxes sent from or received to the computer or the HP LaserJet 3150 product



## Using the software for other fax tasks



If the product is directly connected to your computer or to the network using an HP JetDirect print server, you can also use the software to do the following:

- Control all the settings for the software and most of the settings for the HP LaserJet 3150 product.
- Change setup and header information.
- Add numbers to the PC Fax Phone Books. These numbers can be accessed when sending electronic faxes from a program or paper faxes from the Document Assistant.



If the product is directly connected to your computer, you can use the software to do the following additional tasks:

- Enter numbers for the one-touch keys and speed-dial codes. These numbers are accessed from the product.
- Upload speed dial numbers to the computer as a backup. This backup can be downloaded to the product if the speed dial numbers are lost during a prolonged loss of power to the product.

All information for PC faxing topics is in the software Help, which you can access by selecting **Contents** from the **Help** menu in the JetSuite Pro Desktop program.

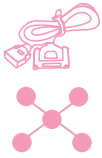


## Customizing your own fax cover sheet

You can use the cover page wizard in the software to customize a fax cover sheet. If you are not yet familiar with the software, see chapter 5, “Scanning,” before continuing.

### To customize you own fax cover sheet

- 1 Open the JetSuite software.
- 2 On the **Fax** menu, click **Create new cover page**.
- 3 The wizard will ask you if you want to scan a new template or begin with an existing one.
  - If you choose to scan a new one, the scan dialog box opens. Select the settings that are best for the type of document you are scanning. For more information, click **Help**.
  - If you choose to begin with an existing template, the **Open** dialog box opens. Select the template and click **Open**.
- 4 When the template you chose appears in the JetSuite viewer, use the Text Field Annotation Tool, which should be selected, to draw a box next to the first word for which you want to create a field, such as “To.” To do so, Place the crosshair cursor next to the first word, and while holding down the mouse button, draw a rectangle the shape you want and release the mouse button. The **Format Annotation Text** dialog box opens.
- 5 From the **Text Field** list, select the items you want in that field when you type a cover sheet and click **Insert**. For example, in the field next to the word “To,” you might want to select “First\_Name” and click **Insert** and then select “Last\_Name” and click **Insert**.
- 6 To change the font attributes for how this text will appear, click **Font**, make your selections, and click **OK**.
- 7 When you are finished adding items to this field, click **OK**.
- 8 To change the background color or border of the box, right-click the field and click **Text Field Annotation Properties**. Make your selections and click **OK**.
- 9 Repeat steps 4-9 to create more text boxes.
- 10 When you are finished making changes, on the **File** menu, click **Save** to save changes to the current file. Or, if you began with an existing template, you can click **Save As** to make a copy of the file that includes your changes. The original remains unchanged.



## Finding more information

For more information about using the software, see the software Help, to which you can gain access by clicking **Help** on any screen containing this command.

## Hints and help

In this section, find answers to commonly asked questions and suggestions for getting the most out of your HP LaserJet 3150 product. See chapter 8, "Troubleshooting and Maintenance," for a more complete list of common fax quality and usage problems and solutions.

### What If...

**I want to use more than one of the HP LaserJet 3150 product functions at the same time?** This product is specifically designed to allow you to do many tasks simultaneously, such as print while sending a fax.

Jobs also queue and wait until another job finishes. For example, if a fax is being received while you are printing, the fax is stored in memory and then prints automatically after the print job finishes. Or, if an incoming fax is being printed, you can start sending an outgoing fax. The outgoing fax is stored in memory and starts transmitting when the phone line is available. Only in rare instances will the HP LaserJet 3150 product run out of memory and cancel one job so it can complete another.

See "Simultaneous tasking features" on page 228 for a complete list of which features can be used at the same time.

---

**A fax comes while I'm printing and the HP LaserJet 3150 product is set to print faxes?** When a fax is received during a print job, the fax is stored in memory and printed after the print job finishes. In the rare instance that the HP LaserJet 3150 product runs out of memory while receiving the fax, it terminates the print job and prints the incoming fax.

**The HP LaserJet 3150 product runs out of toner while it's printing a fax and I'm not there?** The HP LaserJet 3150 product continues to print blank pages. However, the HP LaserJet 3150 product stores up to 10 of the most recently printed faxes. As soon as possible, use the "Reprinting faxes" procedure earlier in this chapter to try to reprint them.

**The memory is full due to an error, such as out of paper, and someone sends me a fax?** The HP LaserJet 3150 product receives faxes to memory until the memory is full. Once the memory is full, the HP LaserJet 3150 product no longer answers calls, and the control panel display shows any error conditions that need to be corrected. After the error is corrected, the faxes in memory print automatically, and the HP LaserJet 3150 product resumes answering calls.

**If I pick up an extension phone and hear an incoming fax?** Press \*\*\* on the phone's key pad and hang up. The HP LaserJet 3150 product begins receiving the incoming fax.

**A paper jam occurs while a fax is coming in?** The fax is received to memory. As soon as you remove the jam, the HP LaserJet 3150 product reprints the jammed page and continues printing the rest of the fax.

**I need to dial an international number?** You may want to dial using manual dialing so you can listen for different tones. See "Using Manual Dial" on page 28.

**I'm trying to dial a long fax number and it won't let me dial all the numbers?** The maximum number of digits or characters that can be entered into a fax number is 60.

# 3

## Printing

### Introduction

This chapter introduces you to the basics of loading media into the HP LaserJet 3150 product and choosing a paper output path, as well as tips for performing printing tasks with special media. Typically, all print-related commands are executed through the program used to create the document, so look in your program's documentation for instructions on sending jobs to print.

In order to print to the HP LaserJet 3150 product, the product must be connected directly to a computer or to the network using an HP JetDirect print server, and you must at least have the printer drivers for this product installed. (If you installed the software, the printer drivers have been installed.) Other HP printer drivers do *not* work with this product.

In this chapter, the following icons appear next to a procedure when:



You can do it from the product control panel.



You can do it from your computer if the product is directly connected to your computer.



You can do it from your computer if the product is directly connected to someone else's computer and shared using Windows sharing.



You can do it from your computer if the product is connected to the network using an HP JetDirect print server.

---

## Selecting print media

The type of media you select affects HP LaserJet 3150 product performance and print quality.

### Selecting media types

If available in your area, HP recommends that you use HP LaserJet or HP Multipurpose paper (since it has been designed specifically for use with your HP LaserJet 3150 product) or paper meeting HP's specifications. When it meets HP's requirements, you can also use paper with up to 100% recycled fiber content. To order HP paper or the *HP LaserJet Printer Family Paper Specification Guide*, see "Ordering parts" on page 221.

Some papers do not work as well as others. Make sure whatever paper stock you choose meets the specifications detailed in the paper specification guide.

Highly textured stock such as linen might not print evenly. Very slick papers might jam or repel toner. Multipart forms could wrinkle or get jammed in the HP LaserJet 3150 product. And paper in poor condition, such as if it contained tears, wrinkles, or bent edges, could jam.

Avoid envelopes with a very slick finish, ones that have self-stick adhesives, or those with clasps or windows. Also, avoid envelopes with thick, irregular, or curled edges or areas that are wrinkled, torn, or otherwise damaged.

For envelopes, do use a sturdy envelope of approximately 16 to 27 lb (7.25 to 12.25 kg) weight. Use tightly constructed envelopes and make sure the folds are sharply creased.

---

## Selecting media sizes

The paper input bin can hold up to 100 sheets of 20 lb (75 g/m<sup>2</sup>) print media. The single-sheet input slot is designed to hold one sheet. Both can be adjusted to hold media measuring from 3 by 5 inches (76.2 by 127 mm) to 8.5 by 14 inches (216 by 356 mm). This includes, but is not limited to, the following paper and envelope sizes:

- Letter  
(8.5 by 11 in;  
216 by 279 mm)
- A4  
(8.25 by 11.75 in;  
210 by 297 mm)
- Legal  
(8.5 by 14 in;  
216 by 356 mm)
- Executive  
(7.25 by 10.5 in;  
184 by 267 mm)
- COM10 Envelopes  
(4.125 by 9.5 in;  
105 by 241 mm)
- DL Envelopes  
(4.33 by 8.67 in;  
110 by 220 mm)
- C5 Envelopes  
(6.4 by 9 in;  
162 by 229 mm)
- B5 Envelopes  
(6.9 by 9.85 in;  
176 by 250 mm)
- Monarch Envelopes  
(3.875 by 7.5 in;  
98.5 by 190.5 mm)
- Other Custom Size  
Media

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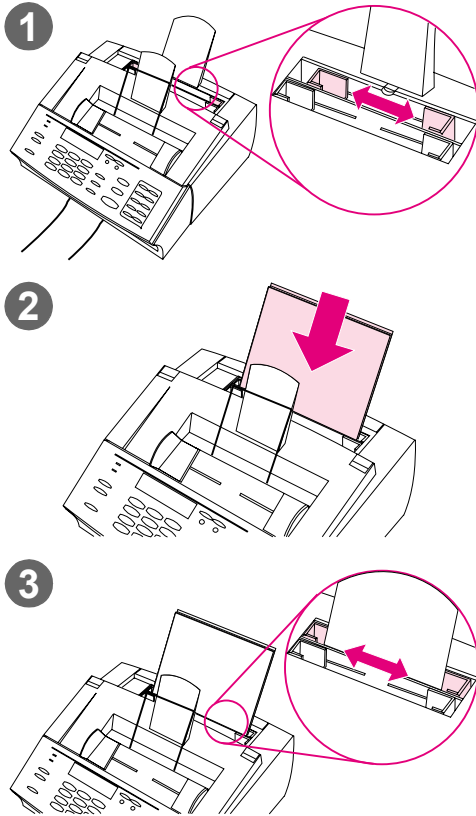
### Note

Insert all media vertically (portrait orientation) into the paper input bin or single-sheet input slot. If you want to print horizontally (landscape orientation), make this selection through your software. Do not print on paper smaller than 3 by 5 inches (76.2 by 127 mm).

---

# Loading media

You can load up to 100 sheets of media into the paper input bin or feed one sheet at a time into the single-sheet input slot.



## Loading the paper input bin

You can load up to 100 sheets of 20 lb (75 g/m<sup>2</sup>) paper into the paper input bin. The HP LaserJet 3150 product prints, copies, and prints received faxes using media from the paper input bin (or the single-sheet input slot).

### To load the paper input bin

- 1 Adjust the guides on the paper input bin to the size of media you are loading.
- 2 Insert up to 100 sheets of paper into the paper input bin. Be careful not to overfill the bin.

---

#### Note

When adding paper to an existing stack in the paper input bin, always remove the existing paper and realign it with the new paper before loading to reduce multiple feeds or jams.

---

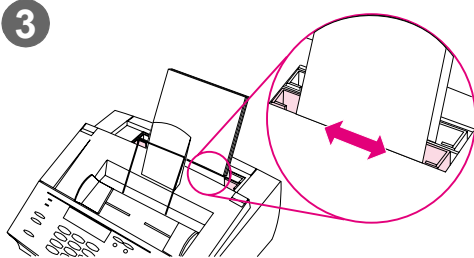
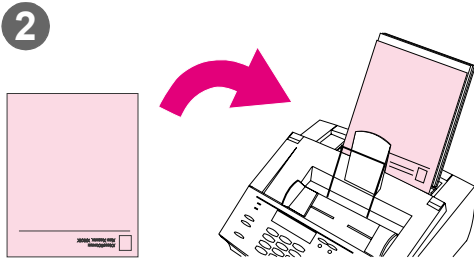
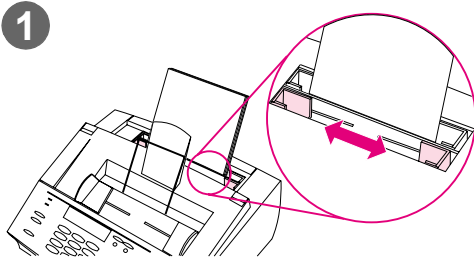
#### Note

If you have loaded special media, make sure to choose the lower paper output path. See "To select the output path" on page 56.

---

- 3 Readjust the guides to center the stack.





## Using the single-sheet input slot

Using the single-sheet input slot, you can print one sheet of media at a time without using the paper input bin. The HP LaserJet 3150 product takes media loaded in the single-sheet input slot before it takes from the paper input bin.

---

### Note

The single-sheet input slot is helpful when the first page of your job is different from the rest. For example, you may want the first page of your print job on letterhead, or you may want to print an envelope first.

---

## To use the single-sheet input slot

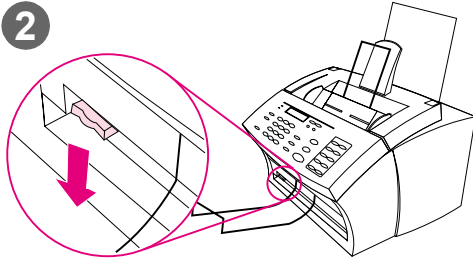
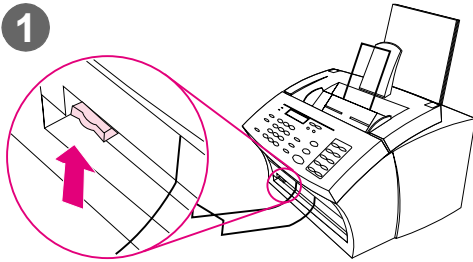
- 1 Adjust the guides to the approximate size of the sheet you are using.
- 2 Insert one sheet of print media into the single-sheet input slot. If loading special media or letterhead, insert media top first, facing forward.
- 3 Readjust the guides to center the sheet.

---

### Note

If you have loaded special media, make sure to choose the lower paper output path. See “To select the output path” on page 56.

---



## Selecting the output path

Use this procedure to determine if printed pages come out of the paper output bin or the front paper output slot. Choose the front paper output slot if you are printing on special media, such as 28 lb (100 g/m<sup>2</sup>) weight paper or heavier, envelopes, transparencies, or labels. This prevents wrinkling and paper curl.

---

### CAUTION

To avoid paper jams, do not switch the paper path lever once printing begins.

---

### To select the output path

- 1 Set the paper path lever to the **upper position** to use the paper output bin. Sheets stack in the correct order.
- 2 Set the paper path lever to the **lower position** to use the front paper output slot. Sheets stack in reverse order.

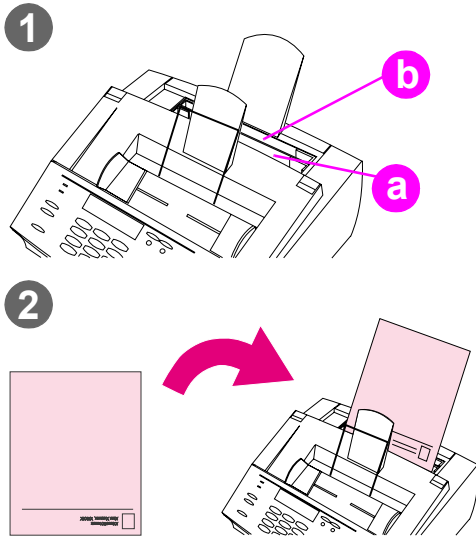
---

### Note

Keep the area in front of the front paper output slot clear so that media can easily exit the slot.

---

# Printing on letterhead and envelopes



This section provides tips for orienting letterhead and envelopes.

## To print on letterhead

- 1 If you are printing a sheet of letterhead followed by regular sheets of paper, place a sheet of letterhead into the single-sheet input slot (A) and regular sheets of paper into the paper input bin (B).  
- Or -  
If you are printing several sheets of letterhead in succession, fill the paper input bin (B) with the letterhead.
- 2 Insert the letterhead top first, print side up.

---

### Note

When adding paper to an existing stack in the paper input bin, always remove and realign all paper before reloading to avoid multiple paper feeds.

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### Note

If printing on embossed or preprinted paper, make sure the paper meets HP's paper specifications. To order the *HP LaserJet Printer Family Paper Specification Guide*, see "Ordering parts" on page 221.

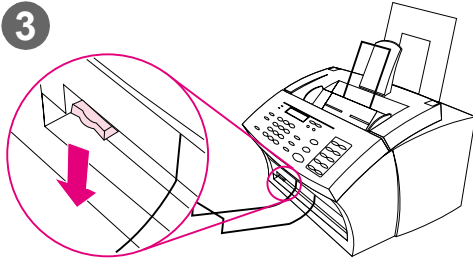
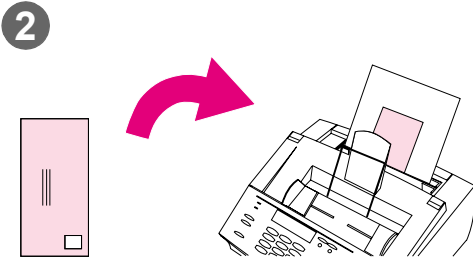
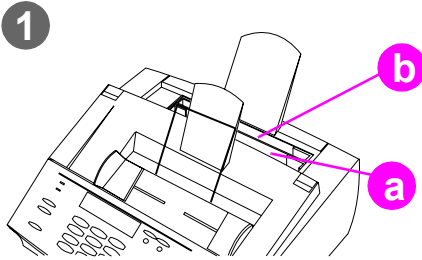
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### Note

If you are worried a fax will come while a special type of media is loaded, you can temporarily receive faxes to memory. See "Receiving faxes to memory" on page 136 and "Printing faxes received to memory" on page 35.

---



## To print on envelopes

**1** If you are printing one envelope followed by regular sheets of paper, place the envelope into the (a) single-sheet input slot and regular sheets of paper into the (b) paper input bin.

- Or -

If you are printing several envelopes in succession, fill the paper input bin (b) with seven to 10 envelopes at most, depending on envelope construction and operating environment.

- Or -

If you are printing only one envelope, use the single-sheet input slot (a).

**2** Insert the envelopes print side up, with the edge that will be stamped first.

**3** Set the paper path lever to the **lower position** to use the front paper output slot. This reduces wrinkling and curling.

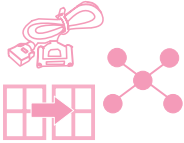
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# Printing tasks

With the HP LaserJet 3150 product you can stop a print job.

## Stopping a print job

There are two ways you can stop a print job:



- If your print job has not started to print, you can cancel it from the Print Manager in Windows 3.x or from the print spooler in Windows 95, 98, NT 4.0, or NT 2000.



- If the job has not started to print, you can also cancel it from the product control panel. Press **Enter/Menu** twice, use the **<** and **>** keys to select the job you want, and press **STOP/CLEAR**. Press **Enter/Menu** to confirm, and then press **Back Space**.



- If your print job is currently printing, press **STOP/CLEAR** on the control panel and hold it for five seconds.

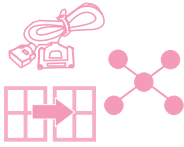
---

### CAUTION

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If a fax job currently is being transmitted or received, this procedure will also clear it.

# Printing on special media



The HP LaserJet 3150 product is designed to print on a variety of media, including transparencies, envelopes, and custom-made paper. It is recommended that you use HP media or media meeting HP's specifications. See "Ordering parts" on page 221 to order HP's special media or the *HP LaserJet Printer Family Paper Specification Guide*.

## To print on special media

- 1 Set the paper path lever to the lower position to use the front paper output slot for a straight-through paper path. This is important when printing media such as postcards, transparencies, labels, envelopes, and heavy paper (28- to 42-lb [100- to 157-g/m<sup>2</sup>] bond weight).
- 2 Adjust the guides to the approximate size of media you are using.
- 3 Insert the media print side forward and top side down into the single-sheet input slot or the paper input bin.
- 4 Readjust the guides to center the media.
- 5 Set the correct margins, paper size, and orientation in your software.
- 6 Choose **Print** in your software.

## Additional tips for custom sizes

- Do not print onto media smaller than 3 inches (76.2 mm) wide or 5 inches (127 mm) tall.
- Set margins of at least 0.25 inch (6.4 mm) in your software.
- Always insert media vertically (portrait orientation) into the HP LaserJet 3150 product. If you want to print in landscape mode, make this selection through your software.

---

## Additional tips for envelopes

- Low operating humidity (less than 50 percent, relative humidity) often results in a background gray cast. (This is often most noticeable during the winter months.) For best results, print envelopes with a humidity of 50 percent or more. Also, try to store envelopes in that same condition for at least 24 hours before printing. (Note that background gray cast is sometimes also evident just after installing a new toner cartridge.)
- If possible, verify that envelope adhesive can withstand 392° F (200° C). This is the temperature of the fusing assembly during printing.
- If envelopes are coming out wrinkled, try flattening the edges of the envelope with a ruler or other flat object. Or, try using a different brand of envelope.
- Keep the printer clean. Contaminants such as loose toner and paper dust can interfere with the printing process.

## Additional tips for transparencies

To avoid transparency curl, remove the transparency as it comes out of the HP LaserJet 3150 product and set it on a flat surface to cool.

## Additional tips for printing labels

- Do not use labels that are separating from the backing sheet or that are wrinkled or damaged in any way.
- Do not use any sheet of labels that has spaces in it where some of the labels have been removed.
- Do not feed a sheet of labels through your HP LaserJet 3150 product more than once.
- If possible, verify that label adhesive can withstand 392° F (200° C). This is the temperature of the fusing assembly during printing.

---

## Managing HP LaserJet toner cartridges

It is recommended that you use HP LaserJet toner cartridges. HP has designed the HP LaserJet 3150 product, toner cartridge, and toner formula to work together to give you optimal image quality and reliability from your HP LaserJet 3150 product. To order an HP LaserJet toner cartridge, see “Ordering parts” on page 221.

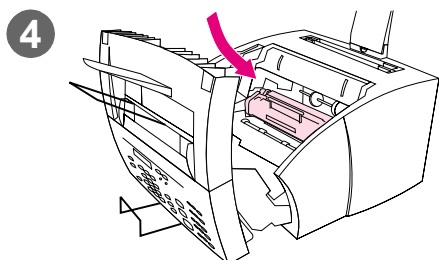
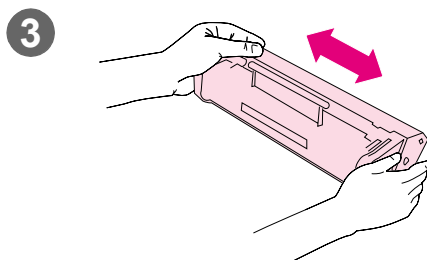
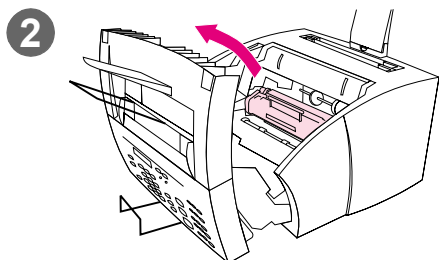
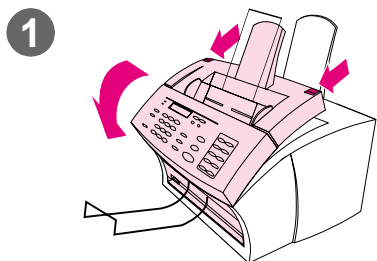
You can expect a toner cartridge to print approximately 2,500 pages when you are printing typical business letters with text covering about 5 percent of the page. A page containing graphics uses more toner and shortens the life of the cartridge.

It is very important to replace the toner cartridge when it is near the end of its life, which is often indicated by areas of faded print. If the toner runs out while faxes are being received, the faxes print as blank pages and you may lose the faxes. You can attempt to reprint these faxes. See “Reprinting faxes” on page 36 for instructions on attempting to reprint.

### Recycling toner cartridges

To reduce landfill waste, HP has adopted a recycling program for empty toner cartridges. A postage-paid shipping label can be found inside the new HP LaserJet toner cartridge box. Since 1990, the HP LaserJet Toner Cartridge Recycling Program has collected more than 25 million used HP LaserJet cartridges that otherwise may have been discarded in the world’s landfills. To join this recycling effort, follow the instructions provided in the new toner cartridge box.





## Extending toner life by redistributing toner

Areas of faded print are often an indicator that the toner cartridge is near the end of its toner life. You can temporarily re-establish print quality by redistributing the remaining toner in the cartridge. (This is typically successful only one time.)

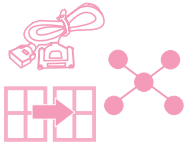
### To redistribute toner

- 1 Use the two latches on the printer door to pull it open.
- 2 Using the handle on the toner cartridge, remove the toner cartridge from the HP LaserJet 3150 product.
- 3 Shake the toner cartridge from side to side about two times per second to distribute the toner evenly.
- 4 Reinsert the toner cartridge and close the door.

---

## Creating custom printing options (software)

This section explains how to set a Quick Set to save often-used print settings and how to create a watermark. Both are created in the software. For information about other software tasks, see the software Help.



### Creating and using watermarks

When you want to print a document and select a watermark, the text of the watermark prints in the background of the document. You can use a predefined watermark or create one from within the Print window of most programs. Both types of watermarks are available when you print to the HP LaserJet 3150 product.

#### To create a watermark

- 1 In the Print window of any program, select the HP LaserJet 3150 product.
- 2 Click **Setup** and then click **Properties** (or the similar commands in your program).
- 3 Click the **Finishing** tab, and in the **Watermarks** box, click **Edit**.
- 4 In the **Watermark message** field, type the text you want to appear as a watermark.
- 5 (Optional) Change the orientation or font attributes and click **OK**.
- 6 Click **OK** again.

#### To use a watermark

- 1 Open the document you want to print in the document's program.
- 2 In the Print window, select the HP LaserJet 3150 product, click **Setup**, and then click **Properties** (or the similar commands).
- 3 Click the **Finishing** tab.
- 4 In the **Watermarks** box, select a watermark from the list and click **OK**.
- 5 Continue printing as you normally do.



## Creating and using Quick Sets

Quick Sets allow you to save the print settings you are using for a job you are printing so you can re-use the settings. You can create a Quick Set from within the Print window of most programs, and the Quick Set is available any time you print to the HP LaserJet 3150 product.

For example, if you regularly print your financial spreadsheets on legal paper in landscape orientation, draft mode (to save toner), and with a “Confidential” watermark, you could create a Quick Set named “Spreadsheet.” Then, you can select this Quick Set when you print those spreadsheets instead of choosing the individual settings each time.

### To create a Quick Set

- 1 In the Print window of any program, select the HP LaserJet 3150 product.
- 2 Click **Setup** and then click **Properties** (or the similar commands in your program).
- 3 In the HP LaserJet 3150 product **Properties** dialog box on any tab, select the **Quick Sets** field, type a name for this one, and click **Save**.
- 4 Select the settings on either or both the **Basics** and **Finishing** tabs you want and click **Apply**.
- 5 Click **OK**.

### To use a Quick Set

- 1 Open the document you want to print with the watermark in the document's program.
- 2 In the Print window, select the HP LaserJet 3150 product, click **Setup**, and then click **Properties** (or the similar commands).
- 3 In the **Quick Sets** box, select a Quick Set and click **OK**.
- 4 Continue printing as you normally do.

---

## Hints and help

In this section, find answers to commonly asked questions and suggestions for getting the most out of your HP LaserJet 3150 product. See chapter 8, "Troubleshooting and Maintenance," for a more complete list of common print quality and usage problems and solutions.

### What If...

**I want to use more than one of the HP LaserJet 3150 product functions at the same time?** This product is specifically designed to allow you to do many tasks simultaneously, such as print while sending a fax.

Jobs also queue and wait until another job finishes. For example, if a fax is being received while you are printing, the fax is stored in memory and then prints automatically after the print job finishes. Or, if an incoming fax is being printed, you can start sending an outgoing fax. The outgoing fax is stored in memory and starts transmitting when the phone line is available. Only in rare instances will the HP LaserJet 3150 product run out of memory and cancel one job so it can complete another.

See "Simultaneous tasking features" on page 228 for a complete list of which features can be used at the same time.

**I want to print from MS-DOS?** You must print from an MS-DOS program that runs under Windows. Also, you must use the HP LaserJet II printer driver (not included). Other HP LaserJet printer drivers do not work.

**A paper jam occurs while printing?** Once you have removed the jam, the HP LaserJet 3150 product, in most cases, reprints the jammed page and finishes the rest of the job. Once your print job has finished printing, check to make sure all pages printed.

---

**The document prints on the wrong side of the paper or upside down?** Check to make sure the paper is loaded correctly. See “Loading media” on page 54 or “Printing on letterhead and envelopes” on page 57.

**Both sides of the duplex job printed on the same side?** After printing the first side, you probably placed the sheet into the top paper input bin or the single-sheet input slot with the printed side facing you. When duplexing, make sure to place printed side facing back.

**Envelopes are not printing the correct way?** Check that the envelope is loaded correctly. See “Printing on letterhead and envelopes” on page 57. Also, there may be a special adjustment required by your program. See its documentation for instructions. You may also want to try to print the envelope on a blank sheet of Letter or A4 size paper so you can see where the words are printing.

**A fax comes in while envelopes are loaded?** Before you begin printing envelopes, you can receive faxes to memory and then print them after you have reloaded the normal paper. See “Receiving faxes to memory” on page 136 and “Printing faxes received to memory” on page 35.

If you couldn't remove the envelopes before the fax began printing, you can try to reprint the fax. See “Reprinting faxes” on page 36 for instructions.

## **Cleaning up spilled toner**

If toner spills on clothing, carpets, or upholstery, remove it using a clean cloth dipped in cold water. Wash clothing in cold water. Hot water and the heat of the dryer set toner into fabric.



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# 4

# Copying

## Introduction

Anyone can make copies by using the control panel on the HP LaserJet 3150 product. To use the Document Assistant, your computer must be directly connected to the product.

In this chapter, the following icons appear next to a procedure when:



You can do it from the product control panel. Using the product control panel is generally the quickest method.



You can do it from your computer (Document Assistant or software) if the product is directly connected to your computer. Use the Document Assistant or software to do large copy jobs or to gain access to features such as 2 or more pages per sheet.

Copying from the software is not an option if the product is connected to the network using an HP JetDirect print server.

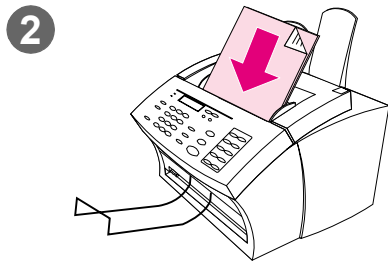
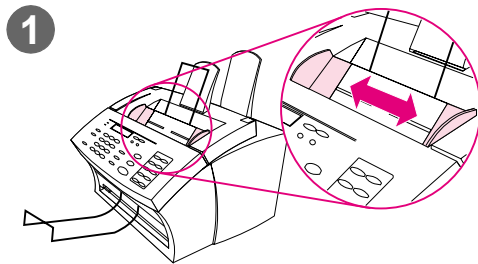
## Selecting items *to be copied*

The guidelines for selecting items are the same whether you are faxing, copying, or scanning. See “Selecting items for faxing, copying, and scanning” on page 16.

## Loading paper *for copy output*

You can copy *to* a size of media as small as an index card (3 by 5 inch or 76.2 by 127 mm) or as large as a sheet of legal-sized (8.5 by 14 in or 216 by 356 mm) paper. The instructions for loading this media are the same whether you are printing, faxing, or copying. See “Loading media” on page 54 for loading instructions.

## Loading items *to be copied*



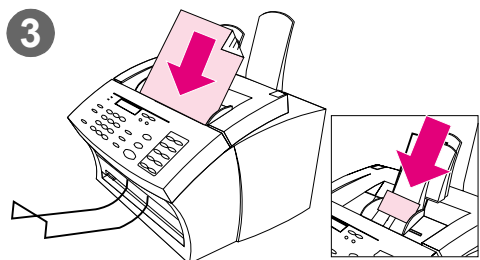
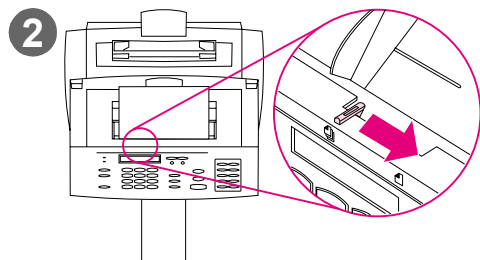
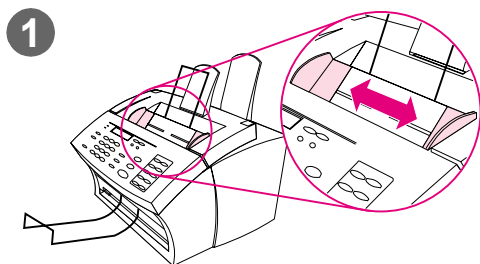
Whether you want to fax, copy, or scan, the procedure for loading the document is the same. If your document is on a regular weight paper (from 12 to 28 lb or 46 to 105 g/m<sup>2</sup>), use “To load normal items.” If your document is a transparency, in a carrier sheet, or is not on regular weight paper, use “To load special items.”

### To load normal items

- 1 Adjust the guides in the document feeder tray to the size of the item you are loading.
- 2 Place up to 30 pages top first, face down, into the document feeder tray.

Wait for the HP LaserJet 3150 product to load the first page.





## To load special items

### CAUTION

Make sure to use a carrier sheet when copying fragile items and photographs (see page 16). Sent unprotected, fragile items can be damaged, and photographs will be scratched and can lose their finish.

- 1 Adjust the guides in the document feeder tray to the size of the item you are loading.
- 2 Locate the special media lever on the top edge of the control panel and move it to the right.

### CAUTION

Do not move the lever after the scanner has begun sending the page.

- 3 Load only one sheet at a time, top first, face down, into the document feeder tray.

### Note

If you are loading a business card, place it with a **long** edge first.

Wait for the HP LaserJet 3150 product to load the page.

### Note

Move the special media lever back to the left after sending special items. A stack of regular pages sent with the lever at the right can go through in multiples and may cause jams.

---

# Copying from the product

The HP LaserJet 3150 product functions as a standalone copier – you do not have to have software installed or have the computer on to make copies.

Generally, making copies using the HP LaserJet 3150 product's control panel is the easiest and fastest method. You can adjust copy settings and do most copy tasks from the control panel. However, there are a few special tasks, discussed in the next section, that are available only when using the Document Assistant.



## Making copies

Use this procedure to make copies. You can make up to 99 copies of a document that is up to 30 pages long (depending on the thickness of the pages). If pages of the document are longer than 14 inches (356 mm), the copies of them print on multiple sheets of paper.

---

### Note

The factory default for collation is Yes. With the collation on, multiple copies print in sets. For example, if you are making two copies of a three-page document, the copies print in this order: 1,2,3,1,2,3. See “Setting the default collation” on page 153 for more information and instructions on changing this setting.

---

## To make copies

- 1 Load the document into the document feeder tray.
- 2 Adjust any options, such as contrast or copy size. (See the related procedures later in this chapter.)
- 3 If you are making only one copy, press **COPY**.  
- Or -  
If you are making multiple copies, enter the number of copies you want and press **COPY**.

The HP LaserJet 3150 product begins making copies. If you copied a thick item, make sure to push the special media lever back to the left when you are finished.

---

### Note

In the rare instance that the document does not fit into memory when making multiple copies and the collation is On, only one copy will print and the control panel will notify you of the problem. To resolve the problem, try making just one copy at a time, turning off the collation, or using the Document Assistant to make the copies.

---



## Adjusting the contrast

The contrast setting affects the lightness or darkness of the resulting copy. Using the following procedure changes the contrast for the current job only.

---

### Note

To change the default contrast, see “Changing the default contrast” on page 152.

### To adjust the contrast

- 1 Press **CONTRAST** to display the current contrast setting.
- 2 Use the **<** and **>** keys to scroll through the choices. You can choose **DARKEST**, **DARKER**, **NORMAL** (the default), **LIGHTER**, or **LIGHTEST**.
- 3 Press **ENTER/MENU** to save the selection.



## Adjusting the resolution

Normally the HP LaserJet 3150 product makes copies using Superfine resolution. This setting is the best for items containing mostly text. When making a copy of a photo or graphic, you can select Photo to increase the quality. Using the following procedure changes the resolution to Photo for the current job only.

### To adjust the resolution

- 1 Press **RESOLUTION** to display the current resolution setting.
- 2 Use the **<** and **>** keys to scroll through the choices until you reach **PHOTO**.
- 3 Press **ENTER/MENU** to save the selection.

---

### Note

You may only want to change the default resolution to Photo if you very frequently copy items containing mostly photos or graphics. However, changing the default resolution affects faxes, too. See “Changing the default resolution” on page 151 and read the discussion of default resolution before changing it.



## Reducing or enlarging copies

The HP LaserJet 3150 product can reduce copies to as little as 50 percent of the original or enlarge copies to as much as 200 percent of the original. It can also reduce or enlarge the following size documents automatically: Letter to A4, A4 to Letter, and Legal to Letter. Using the procedure below changes the reduction or enlargement for the current job only.

### Note

To change the copy size normally used (the default), see “Changing the default copy size” on page 155.

In addition to the automatic settings listed above, this table shows some of the most common reduction and enlargement settings that you might do using the Manual in % setting.

If you want to make this size document:	Fit on this size paper:	Choose this percent:
Letter	Legal	100
A4	Legal	100
Legal	A4	83
Legal	Executive	75

## To reduce or enlarge copies

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **COPY SETTINGS** and press **ENTER/MENU**.
- 3 Press **>** once to display **NEXT COPY SIZE** and press **ENTER/MENU**.
- 4 Enter the size to which you would like to reduce or enlarge the copies in this job. You can choose **MANUAL (IN %)**, **LEGAL TO LETTER**, **LETTER TO A4**, **A4 TO LETTER**, or **100%**.
- 5 Press **ENTER/MENU** to save your selection.
- 6 If you chose **MANUAL (IN %)**, type a percentage and press **ENTER/MENU**.
- 7 Press **STOP/CLEAR** to exit the menu settings.



## Copying long pages

Normally, the HP LaserJet 3150 product stops feeding a page through the document feeder tray after 39 inches (991 mm) because it senses the page may have jammed. If you want to copy an item longer than 39 inches (991 mm), such as a banner, you can feed it through the HP LaserJet 3150 product in one piece using one of the following procedures. Using the first procedure to change this setting affects all jobs until you change the setting again. Using the second procedure only affects the current job. Copies of long pages print on multiple sheets of paper.

### CAUTION

Do not try to feed paper longer than 14 inches (356 mm) through the paper input bin or single-sheet input slot. Doing so causes jams.

### To copy long pages using Send Long Pages

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **FAX SETTINGS** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **OUTGOING FAXES** and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select **SEND LONG PAGES** and press **ENTER/MENU**.
- 5 Use the **<** and **>** keys to select **YES** and press **ENTER/MENU**.
- 6 Load the document into the document feeder tray.
- 7 Enter the number of copies.
- 8 Press **COPY** to begin copying.
- 9 After making the copy, change this setting back to **NO** to avoid making paper jams worse.

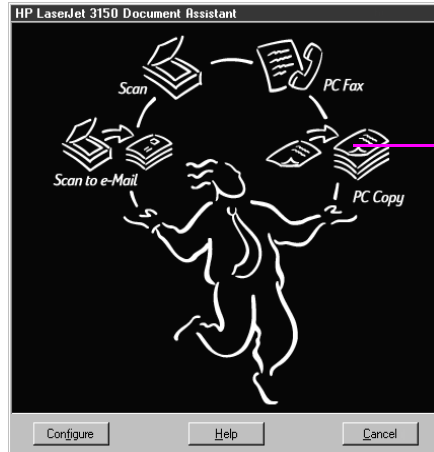
### To copy long pages

- 1 Load the document into the document feeder tray.
- 2 When the page reaches the 39 inch (991 mm) mark, the HP LaserJet 3150 product beeps and displays **LONG PAGE? START TO CONTINUE** only for a few seconds. Quickly press **START**.
- 3 If you were not able to press **START** before the message disappeared, clear the document from the document feeder tray and repeat steps 1-2.

## Using the Document Assistant, overview



If your computer is directly connected to the product, the computer is on, and you have installed the software, the Document Assistant appears when you load a document into the document feeder tray. Clicking anywhere on the Document Assistant activates it and displays the names of the functions.



Click here  
to begin  
making a  
copy

When you click **PC Copy**, you gain access to the copy options, such as adjusting contrast. You also have access to some special copy features that aren't available from the control panel, such as copying two or more pages per sheet (N-up), and collating very large jobs that do not fit into the HP LaserJet 3150 product's memory.

Using the Document Assistant instead of the control panel to copy takes longer because the document is first scanned to the computer before it is copied. Because the Document Assistant slows down the copying process, only use it to access special copying features. For more information on using the Document Assistant, click **Help** on the Document Assistant.

---

## Features available only through the software



The following copying features are only available when copying using the Document Assistant.

- Copying two or more pages on a single sheet (2 up or N up).
- Collating large jobs that don't fit into the HP LaserJet 3150 product's memory.

If you have an item you want to copy but it is difficult to read, scan it into the JetSuite ProDesktop first. Clean up the image and then print.

## Hints and help

In this section, find suggestions and answers to commonly asked questions. See chapter 8, "Troubleshooting and Maintenance," for a more complete list of common copy quality and usage solutions.

### What if...

**I want to use more than one of the HP LaserJet 3150 product functions at the same time?** This product is specifically designed to allow you to do many tasks simultaneously, such as print while sending a fax.

Jobs also queue and wait until another job finishes. For example, if a fax is being received while you are printing, the fax is stored in memory and then prints automatically after the print job finishes. Only in rare instances will the HP LaserJet 3150 product run out of memory and cancel one job so it can complete another.

See "Simultaneous tasking features" on page 228 for a complete list of which features can be used at the same time.

**Copies are too light or too dark?** Print a test page. If it prints properly, adjust the contrast before copying. If it does not print properly, check the print density setting. Or, if the test page was too light, check to see if the toner cartridge needs to be replaced.

**A paper jam occurs while copies are printing?** Once you have removed the jam, the HP LaserJet 3150 product, in most cases, reprints the jammed page and finishes the rest of the job. Once your copy job has finished printing, check to make sure all pages printed.





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# 5

# Scanning

## Introduction

Scanning is a function initiated from and performed by the software. The only task done from the HP LaserJet 3150 product is loading the item to be scanned. This chapter will show you how to load items and then briefly cover scanning-related topics, such as how the JetSuite Pro software works and how the optical character recognition (OCR) software works.

In this chapter, the following icons appear next to a procedure when:



You can do it from your computer if the product is directly connected to your computer. You can use the Document Assistant or the software to begin scanning. A shortcut for completing the scan from the control panel is also explained in this chapter.



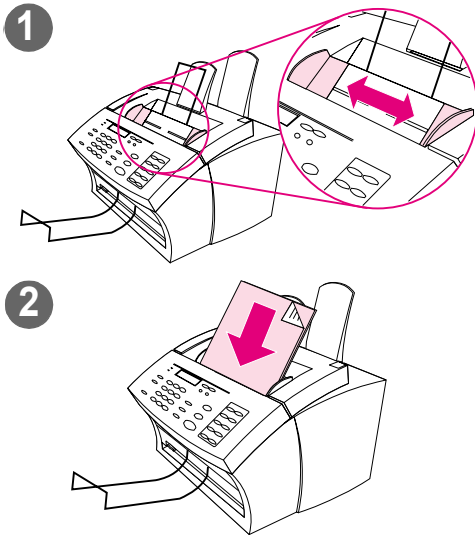
You can do it from your computer if the product is connected to the network using an HP JetDirect print server. You must begin scanning from the software, but a shortcut for completing the scan from the control panel is also explained in this chapter.

For more information and instructions on scanning, click **Help** on the **Document Assistant** or in the **Scan Settings** dialog box.

## Selecting items for scanning

The guidelines for selecting items are the same whether you are faxing, copying, or scanning an item. See “Selecting items for faxing, copying, and scanning” on page 16.

## Loading items to be scanned

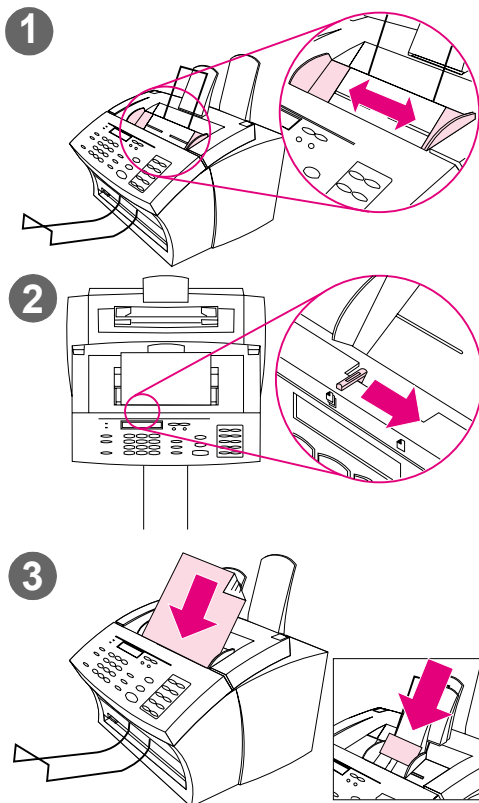


Whether you want to fax, copy, or scan, the procedure for loading the document is the same. If your document is on a regular weight paper (from 12 to 28 lb or 46 to 105 g/m<sup>2</sup>), use “To load normal items.” If your document is a transparency, in a carrier sheet, or is not on regular weight paper, use “To load special items.”

### To load normal items

- 1 Adjust the guides in the document feeder tray to the size of the item you are loading.
- 2 Place up to 30 pages top first, face down, into the document feeder tray.

Wait for the HP LaserJet 3150 product to load the first page.



## To load special items

### CAUTION

Make sure to use a carrier sheet when scanning fragile items and photographs. Sent unprotected, fragile items can be damaged, and photographs will be scratched and can lose their finish.

- 1 Adjust the guides in the document feeder tray to the size of the item you are loading.
- 2 Locate the special media lever on the top edge of the control panel and move it to the right.

### CAUTION

Do not move the lever after the HP LaserJet 3150 product has begun sending the page.

- 3 Load only one sheet at a time, top first, face down, into the document feeder tray.

### Note

If you are loading a business card, place a **long** edge first.

Wait for the HP LaserJet 3150 product to load the page.

### Note

Move the special media lever back to the left after sending special items. A stack of regular pages sent with the lever at the right can go through in multiples and may cause jams.

## Starting a scan

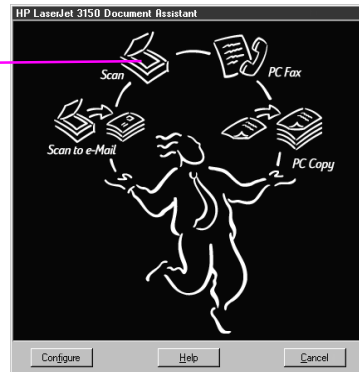
You can start a scan from the Document Assistant if your computer is directly connected to the product. You can start a scan from the desktop of the JetSuite Pro software if the product is directly connected to your computer or is on a network.



### Using the Document Assistant to scan

If your computer is directly connected to the product, the Document Assistant appears on the computer screen after you have loaded a document into the document feeder tray. Clicking anywhere on the Document Assistant activates it and displays the names of the functions. From here, click **Scan**.

Click here to initiate a scan



### Using the JetSuite Pro desktop to scan

If the HP LaserJet 3150 product is connected to the network using an HP JetDirect print server, you must start the scan using the JetSuite Pro desktop. If the product is connected directly connected to your computer, you can use the desktop to start a scan. Open the JetSuite Pro desktop by:

- using the Program Manager in Windows 3.x or the **Start** menu in Windows 95, 98, NT 4.0, or NT 2000
- double-clicking the HP LaserJet 3150 product icon on the Windows 95, 98, NT 4.0, or NT 2000 taskbar
- In Windows 95, 98, NT 4.0, or NT 2000, double-click the JetSuite Pro icon on the Windows desktop

Once the JetSuite desktop opens, click the Scan icon at the bottom of the window.

---

## Selecting a scan destination

Once you have started the scan from the Document Assistant or the JetSuite Pro desktop, the **HP LaserJet 3150 Scan Settings** dialog box opens. Select **Scan to JetSuite Desktop Viewer** (the default), **Scan to Text**, or **Scan to File** as the scan destination.

- Select **Scan to JetSuite Desktop Viewer** if you want the item to be scanned to the JetSuite Pro software and opened in the document viewer. From there, you can add annotations, save and store a document, clean up the document, and send it to print, fax, and more.
- Select **Scan to Text** for documents containing text you want to edit in a word-processing program. If the item contains graphics you want to use, click **Scan to JetSuite Desktop Viewer** instead.
- Select **Scan to File** to save the document as a file without viewing it now.

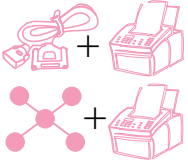
## Common scan modes

In the **Scan Settings** dialog box, you can choose a scan mode for your document. The following are the common scanning modes.

- Text mode – The item will be scanned at 300 dpi, resulting in a relatively small file size. Use for documents that contain only text or line art.
- Photo mode – The item will be scanned at 300 dpi dithered, resulting in a file size smaller than a file created using photo mode (high quality). Use for items containing a combination of text and images or only images that do not require the highest image quality.
- Photo mode (high quality) – The item will be scanned at 300 dpi with 256 shades of gray, resulting in a relatively large file size. Using this mode requires much longer scanning times. Use for images that require the highest image quality.
- 600 dpi Interpolated mode – The item is scanned at 300 dpi, but the JetSuite Pro software will enhance the image to 600 dpi by adding pixels, or visual information, to the scanned file.

## Completing the scan

After you have selected a scan destination and set other options, you start the scan in one of two ways:



- In the **Scan Settings** dialog box, click **Start Scan**.
- In the **Scan Settings** dialog box, select the **Use Start button on device to begin scan** check box. Then, at the HP LaserJet 3150 product, load the item to be scanned and press **START** on the control panel.



## Working with scanned items in the viewer

When you choose **Scan to Viewer**, the HP LaserJet 3150 product initiates the scan. When the scan is complete, the scanned item appears in the viewer:

Add annotations using tools from this tool bar

Send an item to fax, print and more using these icons



In this view, you can highlight text or objects, add hypertext links, or add electronic sticky notes to items. The following are a few possibilities for working with .jsd documents in the viewer:

- Highlight important information on a scanned newspaper or magazine article about your business or a current business trend. Save the article as part of your own electronic press kit, or send the article through PC fax or e-mail to a customer, media contact, or colleague at another location.
- Add notes to a proposal and file it for future reference.

To view this document on the desktop, close the document by selecting **Close** from the **File** menu. If this is a new, unsaved file, make sure to name it.



## Saving scanned items

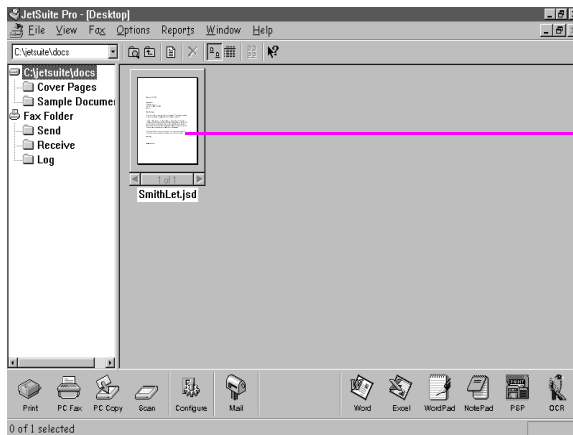
All items scanned to the JetSuite Pro software, whether they contain text, graphics, or both, are saved as *graphics* files, which you save in one of these formats: .jsd, .exe, .tif, .dcx, .pcx, or .bmp.

From the desktop or viewer, you can also send scanned items to other programs. For more information, see “Using link icons” on page 88. For more information about using the JetSuite Pro software and the scanning function, see the software Help.



## Working with the desktop

When you are in the JetSuite Pro software and no document is open, the desktop shows JetSuite documents, icons for documents in other supported file formats, and file folders. JetSuite documents appear as thumbnails (a small image) or as file names:



Thumbnail of a scanned item

---

On the desktop, you can view and organize scanned items, as well as faxes being sent from and received to the computer. The following are a few of the tasks you could accomplish using the desktop:

- After scanning business cards from contacts, use the desktop to organize them in an electronic file.
- Scan receipts and keep them as an electronic record of your business expenses.
- Organize received faxes as an electronic file of contact with customers (only for a user whose computer is directly connected. Network users cannot see or use options relating to receiving faxes to the computer.).

If you want to view a JetSuite document (.jsd file extension) and add notes or highlight information, double-click the thumbnail or file name of the item. The document appears in the viewer. HotSend.exe files or .exe files created using the Document Capture Driver also open in the viewer, but fewer options are available.

## **Working with file types other than .jsd**

In addition to .jsd files, you can see on the desktop graphics files using these formats: .tif, .jpg, .bmp, .dcx, and .pcx. You can also see documents create in programs such as Word, Power Point, and Excel.

When you double-click any file type other than .jsd or .exe, the file opens in the program associated with its extension on your computer. For example, a file ending in the “.doc” extension might open in Word.





## Stacking and unstacking files

On the desktop, you can stack .jsd documents to combine them into one document using one of the following three methods. You can also unstack a document one page at a time from the document viewer.

### To stack while deleting original documents

Click the document you want on top of the stack and drag it onto the document you want beneath it.

The first document you selected is deleted, and the new, combined document takes the name of the second document. Continue until all documents you want are stacked.

### To stack while keeping original documents

While pressing and holding **CTRL**, click the document you want on top of the stack and drag it onto the other document.

The original documents are kept, and the combined document becomes a new document.

### To stack while creating a new, combined document

- 1 On the desktop, click on the first document you want to stack.
- 2 While pressing and holding **CTRL**, click all other documents you want to include in the stack.
- 3 On the **File** menu, click **Combine Files**. The files stack in the order in which you selected them.
- 4 When the **Save As** dialog box opens, name the new file.

### To unstack pages of a document

- 1 Open the document in the document viewer.
- 2 With the page you want to cut or copy from this document visible, do one of the following:
  - To move or delete the page, on the **Page** menu, click **Cut**.
  - To move a copy of the page, on the **Page** menu, click **Copy**.
- 3 To move the page or a copy of the page, go to the location in this document or another one where you want to place it. On the **Page** menu, click **Paste**.



## Using link icons

You can send scanned items and faxes to other functions and programs. Icons for these functions and programs are in the **Manager** toolbar, which is at the bottom of the desktop or viewer window. The **Manager** toolbar shows the links for the print, fax, copy, and scan functions. The links that appear for programs depend on which **compatible** programs were installed on your computer when you installed the JetSuite Pro software. The following are a few of the links displayed automatically:



- **Print** – With an item selected, click this icon to print it.



- **Fax** – With an item selected, click this icon to fax the item. The PC fax program launches, and you can fill out the recipient's name and fax number, add a cover sheet (optional), and start the fax.



- **Copy** – Clicking this icon initiates a copy of an item in the document feeder tray. This icon is not visible to users if the product is connected to the network using an HP JetDirect print server.



- **Scan** – When you click this icon, you initiate a scan of an item loaded in the document feeder tray.



- **Configure** – Clicking this icon allows you to access configuration settings for the software and the HP LaserJet 3150 product.



- **E-Mail** – If you have a compatible e-mail program, this icon is available, and you can click it to e-mail a selected item. You will be asked to specify whether or not to send the item with a portable document viewer, and then the item appears as an attached file in a new e-mail message.
- **Word processor** – If you have one of the supported word processing programs (a list is in the Readme), an icon for that program appears. When you select an item and click this link, the OCR software first converts the image text into editable text. Then, the converted text opens as an unnamed file in the word-processing program associated with the link. See “About OCR software” on page 90 for more information.



- **OCR** – If you click this icon with an item selected, the item opens in the OCR software, where you can convert the item to editable text and then save the converted text as the file type for your word-processing program. Then, you can open the file in the word-processing program. See “About OCR software” on page 90 for more information.

If you are using an OCR program other than the included Readiris OCR program and it is compatible with the JetSuite software, you can change this link to open your other OCR program. See “Customizing the Manager toolbar” on page 90.

- **Other Programs** – If you have other types of compatible programs, such as image-editing or spreadsheet programs, links are created for them. Then, you can use the icons to send scanned (or faxed) items to those programs.

## To use a link icon

All icons are easy to use. From the viewer, just click the icon on the **Manager** toolbar for the function or program you want. From the desktop, first select the item and then click the icon you want.

Click one of the icons to begin a task



The task for that icon begins, or the program for that icon opens and the selected item appears in an unnamed file.

### Note

From the desktop, link icons can also be activated by “dragging and dropping” an item to the icon.



## Customizing the Manager toolbar

The links for functions such as printing and faxing always appear on the **Manager** toolbar. The **Manager** toolbar also shows link icons for up to six programs you have that are compatible with the JetSuite software. If you have more than six compatible programs, or if you do not want to see some of the currently displayed links, you can change which links appear.

### To customize the Manager toolbar

- 1 Right-click on the **Manager** toolbar. A list of programs you have that are compatible with the JetSuite software appears.
- 2 Select up to six link icons for the programs you want to appear and click **OK**.



## Scanning to text using OCR

When you are scanning an item and choose **Scan** on the Document Assistant or in the JetSuite Pro software, select the **Scan to Text** option, and click **Start Scan**, the JetSuite Pro software initiates the scan using the best settings for text. Then, the OCR software converts the text to editable text. When the OCR software has finished, the converted text appears as an untitled file in your word-processing program. Because OCR conversions are never perfect, proof the converted text carefully.

### About OCR software

A scanned item becomes an image on your computer. Text on the scanned item cannot be edited by a word-processor program unless it is first run through OCR software. The HP LaserJet 3150 product came with OCR software, which was installed with your other software.

After you have accessed the OCR software, it discards graphics and then compares each character of the text to a programmed library of characters. When it is finished, it will place the converted text in the specified word-processing or spreadsheet program.

---

You can access the OCR software in one of the following ways:

- From the Document Assistant, click **Scan** and then click **Scan to Text**.
- From the viewer or with a document selected on the desktop, click the link icon on the **Manager** toolbar for your word-processing or spreadsheet program.
- From the viewer or with a document selected on the desktop, click the OCR icon on the **Manager** toolbar.

Keep in mind that this technology is not perfect. Proofread the converted document carefully to ensure the characters have been correctly interpreted by the OCR software.

## Choosing documents to OCR

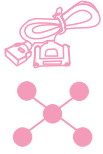
Generally, documents containing text in standard fonts convert well. Spreadsheets, forms, and items containing handwriting, graphics, or tables degrade OCR results. To obtain the best possible results when using the OCR software, do the following:

- Process only pages that have crisp, clear text. Letters that have gaps, that “bleed” along their edges, or that touch other letters will not work well with the OCR software. Note that underlined text and text that is close to non-text items, such as graphics, will also degrade OCR results.
- Process only pages that contain 9-point text or larger.

For more information on using the OCR software, see the software Help. If you have problems with your OCR software, see chapter 8, “Troubleshooting and Maintenance,” or the software Help.

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## Scanning from a TWAIN-enabled program



The HP LaserJet 3150 product is a TWAIN-compliant device and works with Windows-based programs that support TWAIN-compliant scanning devices. While in a TWAIN-enabled program, you can access the scanning feature and scan an image directly into the open document. To do so, follow the program's instructions for acquiring an image using TWAIN. If asked what source to acquire the image from, select **HP LaserJet 3150**. For more specific information, consult the documentation or software Help for the program.

## Scanning long pages

The longest page you can scan is 14 inches (356 mm). (The length is determined by the Paper Size setting in the HP LaserJet 3150 Scan Settings dialog box.) Although the document feeder tray continues scanning items longer than 14 inches (356 mm), the JetSuite Pro Desktop program only keeps the first 14 inches (356 mm) of data on the page and discards the rest.

If you want to scan an item that is longer than 14 inches (356 mm), first copy the item onto multiple pages and then scan the copies. See “Copying long pages” on page 75.

---

## Hints and help

In this section, find answers to commonly asked questions and suggestions for getting the most out of your HP LaserJet 3150 product. See chapter 8, "Troubleshooting and Maintenance," for a more complete list of common scan quality and usage problems and solutions.

### What if...

**I want to use more than one of the HP LaserJet 3150 product functions at the same time?** This product is specifically designed to allow you to do many tasks simultaneously, such as print while sending a fax.

Jobs will also queue to wait until another job has finished. For example, if a fax is being received while you are printing, the fax will be stored into memory and then print automatically after the print job finishes. Or, if an incoming fax is being printed, you can start sending an outgoing fax. The outgoing fax will be stored in memory and will start transmitting when the phone line is free. Only in rare instances will the HP LaserJet 3150 product run out of memory and cancel one job so it can complete another.

See "Simultaneous tasking features" on page 228 for a complete list of which features can be used at the same time.

**Scanning is slow even when using Text mode?** You may need to change the parallel port mode. See chapter 8, "Troubleshooting and Maintenance."





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# 6

# E-Mailing Portable Documents

## Introduction

The HP LaserJet 3150 product and the JetSuite Pro software work with your e-mail program so you can send two types of documents you normally couldn't: paper documents and electronic documents created in a program the recipient doesn't have. The recipient can read and print these documents as long as they have a Windows operating system version 3.1x or higher.

This chapter describes the basics of using the HP LaserJet 3150 product and the JetSuite Pro software with your e-mail program. You must already have an e-mail program and an active e-mail service provider to use the information in this chapter. (The JetSuite Pro software does *not* contain an e-mail program.) In addition to this chapter, see the software Help for more information.

In this chapter, the following icons appear next to a procedure when:



You can do it from your computer if the product is directly connected to your computer. You scan to e-mail from the Document Assistant or the software. A shortcut for scanning to e-mail from the control panel is also explained in this chapter.



You can do it from your computer if the product is connected to the network using an HP JetDirect print server. You must scan an item and then send it to e-mail from the software.

---

## Introducing the portable document viewer

The JetSuite Pro software has a feature that enables you to create truly portable documents. This feature, called the portable document viewer (or HotSend) is a small, self-contained program. This portable viewer can be “wrapped” around almost any electronic document. It then allows recipients to view and print the document you send them, whether the original was paper or electronic. If the original was electronic, you could have created it in any program. As long as the recipients are using Windows 3.x or higher, they can view it by double-clicking on it.

Using the portable document viewer, you could:

- E-mail a contract created in Word to a client who does not have Word so he or she can review it.
- Scan an invoice and e-mail the electronic copy to a customer for printing and review.

The portable document viewer also has applications in areas besides e-mail. If you have a website, you could use it to create documents about your business containing words and graphics that anyone with a Windows operating system could download and read.

Sending e-mail attachments using the portable document viewer adds approximately 150K of file size to the e-mail message.

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### Note

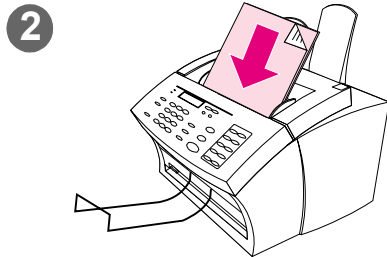
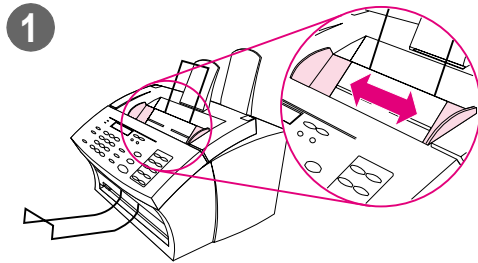
If you want to send a document to someone who has the JetSuite Pro software, you do not need to send it using the portable document viewer or HotSend. Just save the file with a .jsd extension and attach it to an e-mail message as you normally would.

---

## Selecting items for scanning to e-mail

The guidelines for selecting items are the same whether you are faxing, copying, scanning, or e-mailing. See “Selecting items for faxing, copying, and scanning” on page 16.

## Loading items to be scanned to e-mail

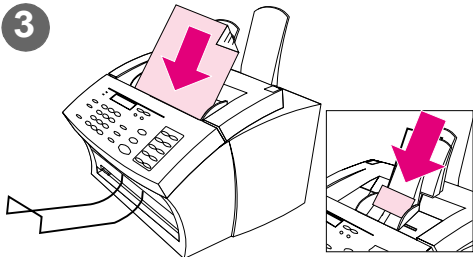
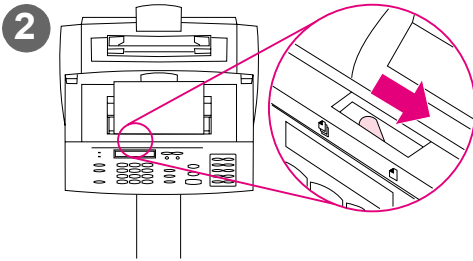
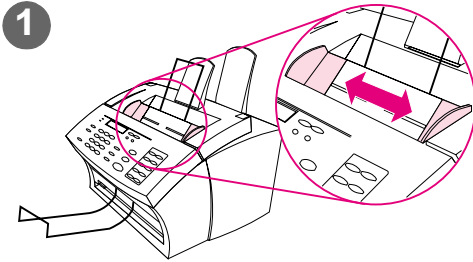


Use these procedures to load a paper document you want to scan to e-mail. If your document is on a regular weight paper (from 12 to 28 lb or 46 to 105 g/m<sup>2</sup>), use “To load normal items.” If your document is a transparency, in a carrier sheet, or is not on regular weight paper, use “To load special items.”

### To load normal items

- 1 Adjust the guides in the document feeder tray to the size of the item you are loading.
- 2 Place up to 30 pages top first, face down, into the document feeder tray.

Wait for the HP LaserJet 3150 product to load the first page.



## To load special items

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### CAUTION

Make sure to use a carrier sheet when scanning fragile items and photographs. Sent unprotected, fragile items can be damaged, and photographs will be scratched and can lose their finish.

---

- 1 Adjust the guides in the document feeder tray to the size of the item you are loading.
  - 2 Locate the special media lever on the top edge of the control panel and move it to the right.
- 

### CAUTION

Do not move the lever after the HP LaserJet 3150 product has begun sending the page.

---

- 3 Load only one sheet at a time, top first, face down, into the document feeder tray.
- 

### Note

If you are loading a business card, place a *long* edge first.

---

Wait for the HP LaserJet 3150 product to load the page.

---

### Note

Move the special media lever back to the left after sending special items. A stack of regular pages sent with the lever at the right can go through in multiples and may cause jams.

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## E-mailing documents from the product



This feature allows you to scan a document to e-mail by using a one-touch key, speed-dial code, or group-dial code at the control panel. To use this feature, a computer must be directly connected to the product and that computer must have a compatible e-mail program installed. If the “Scan to Email” option appears on the Document Assistant, the e-mail program is compatible.

To program one-touch keys, speed-dial codes, or group-dial codes, from the control panel or the software, see chapter 7.

### To e-mail from the product

- 1 Ensure that the computer directly connected to the product is on.
- 2 Load the document into the document feeder tray.
- 3 Adjust any options, such as contrast or resolution.
- 4 Do one of the following:
  - Press a one-touch key.
  - Enter a speed-dial or group-dial code and press **ENTER/MENU**.
- 5 Press **START**.

The product sends the document to e-mail recipients as an .exe file attachment with a default general message. (The **From** field of the message contains the address for the e-mail program on the computer directly connected to the product.) If you sent the document to a group-dial code also containing fax numbers, the product sends document as a regular fax to those fax numbers.

After the last page of the paper document has exited the HP LaserJet 3150 product, you can start sending another e-mail, sending a fax, copying, or scanning.

---

#### Hint

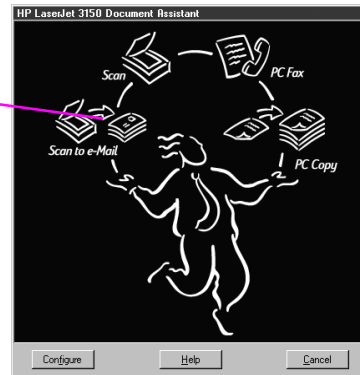
You can send to several recipients and groups at a time, and they can include e-mail addresses, fax numbers, or a combination of the two types. At step 4, press a one-touch key, enter a speed-dial code, enter a group-dial code, or type a fax number and press **ENTER/MENU**. Continue adding recipients or groups, making sure to press **ENTER/MENU** between each one. When finished, press **START**.

# E-mailing paper documents from the Document Assistant



Your computer must be directly connected to the product to see and use the Document Assistant. If you have an e-mail program that is compatible with the JetSuite software, the **Scan to Email** button appears on the Document Assistant. Click on the Document Assistant to activate it.

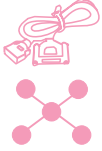
Click here to scan an item directly to your e-mail program



When you click **Scan to Email** you have access to options affecting the item to be e-mailed. In the **Mail** dialog, select **Self-Viewing Portable Document** and then click **Start Mail**. You might be asked for the profile name, and your e-mail program opens automatically. The file appears as an attachment in a new message. You can type a message and send the e-mail as you normally would. See the software Help for more information.

---

## E-mailing paper documents by scanning first



If you do not have a compatible e-mail program (the **Scan to Email** button does not appear on the Document Assistant), do not have access to the Document Assistant, or would like to add highlight annotations on hypertext links to the paper document, you can still e-mail a document. Load the item, use the Document Assistant or JetSuite Pro software to *scan* the document to the desktop or document viewer, and then save the file as a Self-Viewing Portable Document. (See chapter 5, "Scanning," and the software Help.) Then, open your e-mail program and attach the file as you normally would.

## E-mailing portable documents from the JetSuite Pro software



You can create and e-mail self-viewing copies of JetSuite documents. If you have an e-mail program that is compatible with the JetSuite Pro software, the **Mail** icon is available in the **Manager** toolbar at the bottom of the desktop or viewer window:



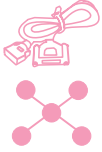
If this icon is available, you can create and e-mail a self-viewing file of a JetSuite document in one step. With the document selected on the desktop or open in the viewer, click the icon. In the **Mail** dialog, select **Self-Viewing Portable Document** and then click **Start Mail**. You might be asked for the profile name, and the e-mail program opens automatically. The file appears as an attachment in a new message. You can type a message and send the e-mail as you normally would.

If the **Mail** icon is unavailable, you can still send the JetSuite document as a self-viewing file. With the document open in the viewer, select **Create Self-Viewer...** from the **File** menu. In the **Self-Viewer Save As** dialog box, name the file and select the directory where you want it saved. Then, you can open your e-mail program and attach the file to a message as you normally would.

For more information on using the JetSuite Pro software, see chapter 5, "Scanning," and the software Help.

---

## E-mailing portable documents from other programs



If the document is not a JetSuite document, you can still create a self-viewing file of it for e-mailing. To do so, open the document in its program and:

- Choose the **Print** command, select **HotSend Email Attacher** and click **OK** (the command may vary).
- On the **HotSend** menu, click **Email this Document**. (This method only works if the program in which you are working is compatible with HotSend.)

The document becomes an .exe file, and it is automatically attached to a new message in your e-mail program.



---

# 7 Managing Basic Features

## Introduction

This chapter contains the procedures for printing reports and altering default settings for the HP LaserJet 3150 product.

In this chapter, the following icons appear next to a procedure when:

You can do it from the product control panel.



You can do it from your computer (using the Document Assistant or software) if the product is directly connected to your computer.



You can do it from your computer (using the software) if the product is connected to the network using an HP JetDirect print server.



**Caution!** When changing settings in a network environment, you are changing settings for all users.

Adjusting settings from the software is often the easiest method. To gain access to the settings, click the Configure icon on the **Manager** toolbar in the JetSuite Pro software. If your computer is directly connected to the computer, you can also click **Configure** on the Document Assistant.

*For further instructions on adjusting HP LaserJet 3150 product settings from the software or adjusting settings that only pertain to PC faxing, see the software Help.*

---

## Using the control panel menu

Using the control panel menu, you can access all copy and fax features and settings. Follow these general steps to familiarize yourself with the control panel menu. See the related instructions later in this chapter for specific tasks. See "The Menu tree" below for a list of menu items.



### To use the control panel menu

- 1 Press **ENTER/MENU**. This gives you access to the Menu choices.
- 2 Use the **<** (left arrow) and **>** (right arrow) keys to scroll through the menu items that appear on the control panel display.
- 3 When you find the item you want, press **ENTER/MENU** to save the selection. A new series of options relating to the item you chose appears.

---

#### Note

If you accidentally chose an incorrect item, press **BACK SPACE**. This takes you back to the set of options you had before you pressed **ENTER/MENU**.

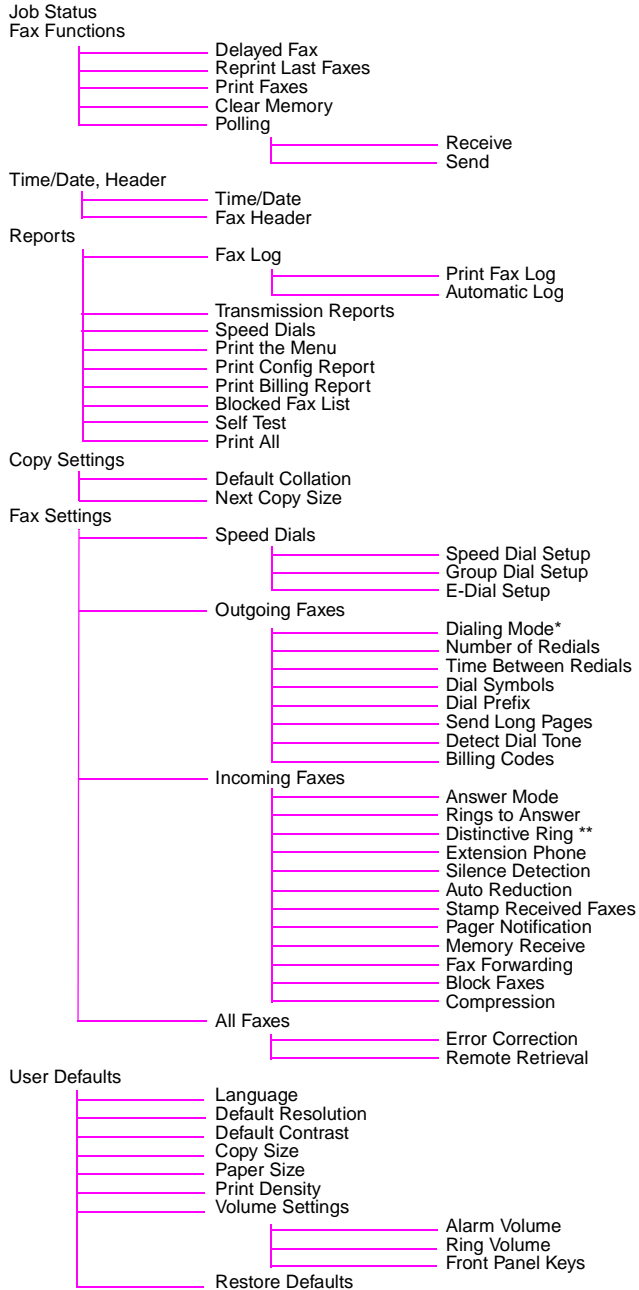
- 4 Use the **<** and **>** keys to scroll through the new Menu items. When you find the item you want, press **ENTER/MENU** to save the selection.
- 5 When you have saved the final selection, press **STOP/CLEAR** to exit the menu and return the HP LaserJet 3150 product to the Ready state.

## The Menu tree

Below is the layout of the Menu settings in a hierarchical diagram. You may want to refer to this menu tree before making changes to settings and features. To print a copy of this Menu tree, see "Printing a Menu tree" on page 147.

To see which settings are currently selected, print a configuration report. All currently selected settings are marked with an asterisk (\*). See "Printing a configuration report" on page 146 for instructions.

Press **ENTER/MENU** to begin. Use the **<** and **>** keys to select one of the choices below and press **ENTER/MENU**. Use the **<** and **>** keys to select one of the choices below and press **ENTER/MENU**. Use the **<** and **>** keys to select one of the choices below and press **ENTER/MENU**, or see the display.



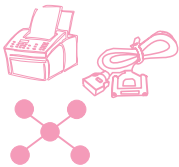
\*Not available in New Zealand.

\*\*Only available for Australia, Canada, New Zealand, and the United States.

# Setting send fax options

The section describes how to change options that only relate to sending faxes. The topics include:

- Inserting a pause or wait into a fax number
- Using dialing characters
- Enabling and using special dial symbols
- Programming one-touch and speed-dial keys
- Programming group dial keys
- Backing up one-touch keys, speed-dial codes, and group-dial codes
- Changing fax header information
- Setting current date and time
- Adjusting how many times the HP LaserJet 3150 product autoredials fax calls
- Adjusting the time between redials
- Choosing tone or dialing



## Inserting a pause or wait

You can insert pauses into a fax number you are dialing or programming to a one-touch key, speed-dial code, or group-dial code. Pauses are often needed when dialing internationally.

Press **REDIAL/PAUSE** to enter a two-second pause in your dialing sequence. A comma appears on the control panel display, indicating that the pause will occur at that point in the dialing sequence.

If you enter the pause at the end of a number you are programming into a one-touch key, speed-dial code, or group-dial code, the HP LaserJet 3150 product waits to dial this number until you enter another number. (This is also known as concatenated dialing.)



## Using dialing characters

When using the control panel to type your name in the header or type a name for a one-touch key, speed-dial code, group-dial code, or e-mail dial code, you press a numeric key repeatedly until the letter you need appears. Then, you press > to select that letter and move to the next space.

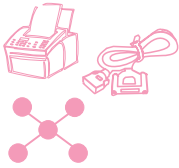
This table shows you which letters and numbers appear on each numeric key when the default language is set to English:

Key number	Contains these characters
1	1
2	A B C 2
3	D E F 3
4	G H I 4
5	J K L 5
6	M N O 6
7	P Q R S 7
8	T U V 8
9	W X Y Z 9
0	0
*	* @ . , _ ' " & + - ( ) /
#	#

If you choose a different default language, additional characters appear after the number in keys 2, 3, 4, 5, 6, and 8.

### Hint

Entering or changing your name and names and entries for one-touch keys, speed-dial codes, and group-dial codes is much easier using the software.

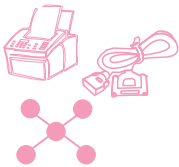


## Enabling special dialing symbols

If you need access to special dialing symbols such as hook flash, use this procedure to enable them. You generally do not need these symbols. The default is Off.

### To enable special dialing symbols

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **FAX SETTINGS** and press **ENTER/MENU**.
- 3 Press the **>** key once to select **OUTGOING FAXES** and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select **DIAL SYMBOLS** and press **ENTER/MENU**.
- 5 Use the **<** and **>** keys to select **ENABLED** or **DISABLED** and press **ENTER/MENU**.
- 6 Press **STOP/CLEAR** to exit the Menu settings.



## Using special dialing symbols

After enabling special dialing symbols, you can use them when dialing a fax number or entering a fax number or calling card number for a one-touch key, speed-dial code, or group-dial code.

### To use special dial symbols

- 1 When you reach the position in the fax number where you need the symbol, press **\***.
- 2 Use the **<** and **>** keys to scroll through the symbols until you reach the one you need and press **ENTER/MENU**.
- 3 The special symbol is entered into the fax number. It will be represented by a letter or punctuation mark.  
- Or -  
Depending on the symbol you chose, you may be asked to make additional choices before the symbol is entered into the fax number.

## Special dialing symbols options

The following table shows which dialing symbols can be entered into a fax number using the procedure on the previous page.

Choice in Menu	Symbol in fax number	Does this
Dial *	*	Dials a *.
Detect dial tone	D	Detects a dial tone in the dialing sequence.
Tone dial	T	Selects tone dialing.
Error correction	E	Disables error correction mode.
Fax speed	Ä, Î, or 'I	Chooses the maximum transmission speed.
Charge code	C or \$	Stores a charge code or pauses the dialing sequence to allow you to enter a charge code.
Hook flash	!	Performs an automatic hook switch.

---

## About one-touch keys, speed-dial codes, and group-dial codes

To simplify the dialing process for a fax number you dial frequently from the control panel, store it into a one-touch key, speed-dial code, or group-dial code. If your computer is directly connected to the product using a parallel cable and you have a compatible e-mail program installed, you can also program e-mail addresses as one-touch keys, speed-dial codes, or group-dial codes.

You can program up to 225 speed-dial codes and 25 group-dial codes in any order. Speed-dial or group-dial codes using numbers 1-10 are also associated with the corresponding one-touch key on the control panel. Procedures for programming these codes from the control panel and software appear in this chapter.

Fax numbers (and e-mail addresses) programmed into one-touch keys, speed-dial codes, and group-dial codes are in addition to, and totally separate from, the 500 fax numbers that can be stored in the JetSuite software's PC Fax Phone Books. Numbers in one-touch keys, speed-dial codes, and group-dial codes are only available when you send paper faxes from the product control panel. Numbers in the PC Fax Phone Books are only available when you send paper faxes using the Document Assistant or electronic faxes from the JetSuite Pro software or another program.

Even though one-touch keys, speed-dial codes, and group-dial codes can be programmed from the software, this information is stored completely separately from the PC Fax Phone Books. Changing one-touch keys, speed-dial codes, and group-dial codes using the software in no way affects the PC Fax Phone Books.

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### CAUTION

If the product loses power for a significant period of time, one-touch, speed-dial, and group-dial codes might be lost. Regularly print a one-touch, speed-dial, and group-dial report so you have a current copy.

Also, if the product is directly connected to your computer, the software tries to rebuild the codes when power is again available. However, you can back up the dial codes to the computer and then download the codes back to the product when needed. See "Backing up and restoring codes" on page 117.

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## Programming speed-dial codes from the control panel

You can program any 225 of the 250 total codes with speed-dials. Speed-dial codes using numbers 1-10 are also associated with the corresponding one-touch key on the control panel.

To create speed-dial codes (and one-touch keys) containing fax numbers, use "To program speed-dial codes for fax numbers" below. If your computer is directly connected to the product and you have a compatible e-mail program installed, you can also create speed-dial codes (and one-touch keys) containing e-mail addresses. Use "To program speed-dial codes for e-mail addresses" on page 112.

### Hint

Speed-dial codes (and one-touch keys) can be more easily programmed from the software. See "Programming speed-dial codes from the software" on page 115. Programming one-touch keys and speed-dial codes from the software will *not* add numbers to or alter numbers in the PC Fax Phone Books.

### To program speed-dial codes for fax numbers

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **FAX SETTINGS** and press **ENTER/MENU**.
- 3 Press **ENTER/MENU** to select **SPEED DIALS**.
- 4 Press **ENTER/MENU** to select **SPEED DIAL SETUP**.
- 5 Enter the number of the speed-dial code you want to associate with this fax number and press **ENTER/MENU**. Choosing 1-10 also associates the fax number with the corresponding one-touch key.
- 6 Enter the fax number. Include any pauses or other needed numbers, such as an area code, an access code for numbers outside a PBX system (usually a 9 or 0), or a long distance prefix.
- 7 Press **ENTER/MENU**.
- 8 Enter a name for the fax number. To do so, repeatedly press the numeric key for the letter you need until the letter appears. (See "Using dialing characters" on page 107 for a list of characters.) For example, if the first letter you need is a "C," press **2** repeatedly until a **C** appears. Press **>** to go to the next space.

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**Note**

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To insert punctuation, press \* repeatedly until the character you want appears and then press > to go to the next space. To delete a letter, press > until you reach the space to the right of the letter and press **BACK SPACE**.

- 9 Press **ENTER/MENU** to save the information.
- 10 If you have more speed-dial numbers to enter, repeat steps 4-9.  
- Or -  
Press **STOP/CLEAR** to exit the Menu settings.

## To program speed-dial codes for e-mail addresses

- 1 Press **ENTER/MENU**.
- 2 Use the < and > keys to select **FAX SETTINGS** and press **ENTER/MENU**.
- 3 Press **ENTER/MENU** to select **SPEED DIALS**.
- 4 Use the < and > keys to select **E-DIAL SETUP** and press **ENTER/MENU**.
- 5 Enter the number of the speed-dial code you want to associate with this e-mail address and press **ENTER/MENU**. Choosing 1-10 also associates the address with the corresponding one-touch key.
- 6 Enter the e-mail address.

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**Note**

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To insert punctuation such as the @ symbol, press \* repeatedly until the character you want appears, and then press > to go to the next space. To delete a letter, press > until you reach the space to the right of the letter and press **BACK SPACE**.

- 7 Press **ENTER/MENU**.
- 8 Enter a name for the e-mail address. To do so, repeatedly press the numeric key for the letter you need until the letter appears. (See "Using dialing characters" on page 107 for a list of characters.) For example, if the first letter you need is a "C," press **2** repeatedly until a **C** appears. Press > to go to the next space.
- 9 Press **ENTER/MENU** to save the information.
- 10 If you have more speed-dial numbers to enter, repeat steps 4-9.  
- Or -  
Press **STOP/CLEAR** to exit the Menu settings.



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## Programming group-dial codes from the control panel

If you regularly send information to the same group of people, you can program a group-dial code for them. You can program any 25 codes with group-dial codes. Group-dial codes using numbers 1-10 are also associated with the corresponding one-touch key on the control panel. A group can contain up to 225 speed-dial codes.

Anyone can create group-dial codes (and one-touch keys) containing fax numbers. However, if the product is directly connected to your computer and you have a compatible e-mail program, you can also create group-dial codes (and one-touch keys) that contain e-mail addresses or a mixture of e-mail addresses and fax numbers.

Each group member must have an assigned speed-dial code (or one-touch key). You use those speed-dial codes or one-touch keys to program the group-dial code. To print a list of which one-touch keys and speed-dial codes are programmed, see “Printing a one-touch, speed-dial, and group-dial report” on page 146.

---

### Hint

Group-dial codes can be more easily programmed from the software. See “Programming group-dial codes from the software” on page 116. Programming the group-dial codes from the software will *not* add numbers to or alter numbers in the PC Fax Phone Books.

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## To program group-dial codes (and one-touch keys) from the control panel

- 1 Assign a speed-dial code to each fax number (or e-mail address) you want in this group. See “Programming speed-dial codes from the control panel” on page 111.
- 2 Press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **FAX SETTINGS** and press **ENTER/MENU**.
- 4 Press **ENTER/MENU** to select **SPEED DIALS**.
- 5 Use the **<** and **>** keys to select **GROUP DIAL SETUP** and press **ENTER/MENU**.
- 6 Enter the number you want to associate with this group and press **ENTER/MENU**. Choosing 1-10 also associates this group with the corresponding one-touch key.
- 7 For the first member you want to add to the group: press the one-touch key for the member you want. *Or*, press **SPEED DIAL**, enter the speed-dial code for the member, and press **ENTER/MENU**.
- 8 Repeat step 7 for each member you want to add.
- 9 When finished, press **ENTER/MENU**.
- 10 Enter a name for the group. To do so, repeatedly press the numeric key for the letter you need until the letter appears. (See “Using dialing characters” on page 107 for a list of characters.) For example, if the first letter you need is a “C,” press **2** repeatedly until a **C** appears. Press **>** to go to the next space.

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### Note

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To delete a letter, press **>** until you reach the space to the right of the letter and then press **BACK SPACE**.

- 11 Press **ENTER/MENU** to save the information.
- 12 If you have more group-dial codes to enter, press **ENTER/MENU** and repeat steps 5-11.  
- Or -  
Press **STOP/CLEAR** to exit the Menu settings.

For instructions on using a group-dial code containing only fax numbers, see “Sending faxes to multiple recipients” on page 26. For instructions on using a group-dial code for a group containing even one e-mail address, see “E-mailing documents from the product” on page 99.



## Programming speed-dial codes from the software

Using this procedure, you can use the software to program up to 225 speed-dial codes with fax numbers you use often. If the product is directly connected to your computer using a parallel cable and the computer has a compatible e-mail program, you can also program speed-dial codes that contain e-mail addresses.

Speed-dial codes can be assigned to any 225 of the 250 total codes, and fax numbers (or e-mail addresses) you associate with speed-dial codes 1-10 will also be associated with the corresponding one-touch key. After you assign speed-dial codes using this procedure, the codes are downloaded to and stored in the product. *Assigning codes using this procedure in no way affects the PC Fax Phone Books.*

### To program speed-dial codes (and one-touch keys) from the software

- 1 Open the JetSuite software and click the Configure icon.
- 2 Click the Modify device configuration settings for your HP LaserJet 3150 icon.
- 3 Click **Speed Dial Configuration**.
- 4 In the # field in the **Speed Dial Information** box, type the number of the speed-dial code (1 through 250) you want to use and press **TAB**.
- 5 In the **Name** field, type a name for this fax number or e-mail address.
- 6 In the **Fax number or Email Address** field, type a fax number or e-mail address. *In order for you to assign an e-mail address, your computer must be directly connected to the product and you must have a compatible e-mail program installed.*
- 7 Click **OK** to add this one-touch key or speed-dial code.

For instructions on using a one-touch key or speed-dial code containing a fax number, see "Sending faxes to one recipient" on page 25. For instructions on using a one-touch key or speed-dial code containing an e-mail address, see "E-mailing documents from the product" on page 99.



## Programming group-dial codes from the software

You can use the software to program up to 25 group-dial codes with fax numbers you use often. If the product is directly connected to your computer using a parallel cable and the computer has a compatible e-mail program, you can also program group-dial codes that contain e-mail addresses or combinations of fax addresses and e-mail addresses. A group can contain up to 225 speed-dial codes.

Group-dial codes can be assigned to any 25 of the 250 total codes, and group-dial codes 1-10 are associated with the corresponding one-touch keys. After you assign group-dial codes using this procedure, the codes are downloaded to and stored in the product. *Assigning codes using this procedure in no way affects the PC Fax Phone Books.*

### To program speed-dial codes (and one-touch keys) from the software

- 1 Open the JetSuite software and click the Configure icon.
- 2 Click the Modify device configuration settings for your HP LaserJet 3150 icon.
- 3 Click **Speed Dial Configuration**.
- 4 In the # field in the **Speed Dial Information** box, type the number of the group-dial code (1 through 250) you want to use and press **TAB**.
- 5 Click **Add Group**.
- 6 In the **Group Name** field, type a name for this group.
- 7 In the All Individuals list, select a member for this group and click **Add**. (If your computer is directly connected to the product and you have a compatible e-mail program installed, e-mail addresses you have assigned to speed-dial codes are available.)
- 8 Repeat step 7 to add more members to the group.
- 9 Click **OK** to add this group-dial code.

For instructions on using a group-dial code containing fax numbers only, see “Sending faxes to multiple recipients” on page 26. For instructions on using a group-dial code containing at least one e-mail address, see “E-mailing documents from the product” on page 99.



## Backing up and restoring codes

If the product loses power for a significant period of time, numbers in one-touch keys, speed-dial codes, and group-dial codes might be lost. If the product is directly connected to your computer, the software tries to rebuild the codes, but it may not be successful. Using the following procedure, you can regularly create a complete back up of the one-touch keys, speed-dial codes, and group-dial codes. Then, you can download the codes back to the product when needed.

### To back up codes to the computer

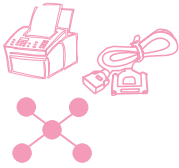
- 1 In the JetSuite Pro software, on the **Options** menu, click **Device**.
- 2 Click **Modify device settings on your HP LaserJet 3150**.
- 3 Click **Speed Dial Configuration**.
- 4 In the **Speed Dial Configuration** dialog box, click **Save**.
- 5 In the **Save as** dialog box, choose a location in which to save the file and name the file. (You might want to include the date as part of the file name.)
- 6 Click **OK**. The file is saved with an .spd extension.

### To restore codes to the product

#### CAUTION

When you restore, the backed up file replaces *all* data in the current file.

- 1 In the JetSuite Pro software, on the **Options** menu, click **Device**.
- 2 Click **Modify device settings on your HP LaserJet 3150**.
- 3 Click **Speed Dial Configuration**.
- 4 In the **Speed Dial Configuration** dialog box, click **Load**.
- 5 Locate and select the backed up file and click **Open**.



## Programming a one-touch key for alternate long distance service

If you use an alternate long distance service, you can program a one-touch key to dial the service's access number before a fax number. When you need to use this one-touch key, press it, enter the fax number, and then press **START**. Both the access number and the fax number are then dialed together.

If the access number has fewer than 10 digits and you dial it almost every time you dial a fax, it might be easier to program the access number as a dialing prefix (see "Enabling a dialing prefix" on page 120). Use the procedure on this page if the access number has more than 10 numbers, if you only need to use the access number occasionally, or if you want to conceal a PIN number.

---

### Hint

Programming this one-touch key can be more easily accomplished from the software, unless you want to conceal a PIN number. See "To program speed-dial codes for e-mail addresses" on page 112.

## To program a one touch for alternate long distance

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### Note

If you have a PIN number you want to conceal, enable the special dialing symbols before proceeding. See "Enabling special dialing symbols" on page 108.

- 1 Follow steps 1-6 of "To program speed-dial codes for fax numbers" on page 111. When entering the fax number in step 6, you may also have to do one or more of the following:
  - If you have to wait for an access tone at some point in the number, enter one or more two-second pauses by pressing **REDIAL/PAUSE**.
  - If you use pulse, rather than tone, dialing, press \* after the access number. (If you enabled special dialing symbols, press \* and then **ENTER/MENU**.)
  - Enter a PIN number, if applicable. If you want to conceal the PIN number, use "To conceal a PIN number" below at the point at which you need to enter that number.



- 
- 2 When you are finished entering the access number, press **REDIAL/PAUSE**. A pause at the end of the string tells the HP LaserJet 3150 product not to dial this number until you dial the fax number.
  - 3 Continue with steps 7-10 of “To program speed-dial codes for fax numbers” on page 111.
  - 4 If you enabled special dialing symbols just for this procedure, disable them again. See “Enabling special dialing symbols” on page 108.

### **To conceal a PIN number**

- 1 Press **\***.
- 2 Use the **<** and **>** keys to select **CHARGE CODE** and press **ENTER/MENU**.
- 3 Press **ENTER/MENU** to select **ENTER NOW**.
- 4 Enter your PIN number. Each digit of the PIN number appears as a #.
- 5 Press **\***.

---

## Enabling a dialing prefix

A dialing prefix is a number or numbers that are automatically added to the beginning of every fax number you enter at the control panel or from the software. By default, this setting is disabled. You may want to enable it and enter a prefix if, for example, you have to dial a number such as “9” to get a phone line outside your company’s phone system.

While this setting is enabled, you can still dial a fax number without the dial prefix by using Manual Dial. See “Using Manual Dial” on page 28.



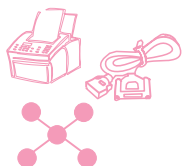
### To define the dialing prefix using the control panel

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **FAX SETTINGS** and press **ENTER/MENU**.
- 3 Press **>** once to select **OUTGOING FAXES** and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select **DIAL PREFIX** and press **ENTER/MENU**.
- 5 Use the **<** and **>** keys to select **ENABLED** or **DISABLED** and press **ENTER/MENU**.
- 6 If you chose **ENABLED**, type the prefix and press **ENTER/MENU**. You can use numbers, pauses, and dialing symbols (if enabled).
- 7 Press **STOP/CLEAR** to exit the Menu settings.



### To define the dialing prefix using the software

- 1 Open the JetSuite software and click the Configure icon.
- 2 Click the Modify device settings on your HP LaserJet 3150 icon.
- 3 In the **Dial Prefix** field, type the prefix and click **OK**.



## Changing the time and date

You or your computer already entered this information when you first set up the HP LaserJet 3150 product. You only need this procedure to change the date or time.

The date and time information is included in the header that prints at the top of faxes you send. **In the United States, setting the time and date is a legal requirement.** The time and date also show on the control panel display when the HP LaserJet 3150 product is idle.

### To change the time and date

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **TIME/DATE**, **HEADER** and press **ENTER/MENU**.
- 3 Press **ENTER/MENU** to select **TIME/DATE**.
- 4 Use the **<** and **>** keys to select a 12-hour or 24-hour clock and press **ENTER/MENU**.
- 5 Enter the current time using the numeric keys.
- 6 If you chose the 24-hour clock, press **ENTER/MENU**.  
- Or -  
If you need to change the AM or PM designation, use the **<** and **>** keys to select the correct one, and then press **ENTER/MENU**.
- 7 Enter the current date using the numeric keys. Make sure to enter the month and day using both digits, such as "05" for May and then press **ENTER/MENU**.

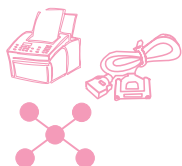
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#### Note

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If you enter a number incorrectly, press **BACK SPACE** until you reach the entry. Then re-enter the number.

- 8 Press **STOP/CLEAR** to exit the Menu settings.



## Changing the fax header

You already entered this information when installing the software or when you first set up the HP LaserJet 3150 product. You only need this procedure if you want to change the information from the control panel.

The header contains information about your name or your company's name and your fax number. When a fax you sent arrives at its destination, this header is printed at the top of the page. *Filling in this information is a legal requirement.*

---

### Hint

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The fax header can be more easily changed from the software. See the software Help for more information.

### To change the fax header information

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **TIME/DATE**, **HEADER** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **FAX HEADER** and press **ENTER/MENU**.
- 4 Enter your fax number and press **ENTER/MENU**. To separate numbers, press **>** to insert spaces. To add a plus sign, press **\***.
- 5 Use the numeric keys to add the name of your company. To do so, repeatedly press the numeric key for the letter you need until the letter appears. (See "Using dialing characters" on page 107 for a list of characters.) For example, if the first letter you need is a "C," press **2** repeatedly until a C appears. Use the **>** key to go to the next space.

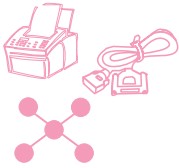
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### Note

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To insert punctuation, press **\*** repeatedly until the character you want appears, and then press **>** to go to the next space.  
To delete a letter, press **<** or **>** until you reach the space to the right of the letter, and then press **BACK SPACE**.

- 6 When you have finished, press **ENTER/MENU**.
- 7 Press **STOP/CLEAR** to exit the Menu settings.

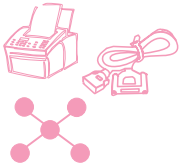


## Adjusting number of redials

The HP LaserJet 3150 product is set to redial busy numbers 2 times automatically in Malaysia, 3 times automatically in New Zealand, and 5 times automatically in all other countries/regions. You can set this to a different number. Or, if you do not want it to redial automatically, set the number to 0.

### To adjust number of autoredivals

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **FAX SETTINGS** and press **ENTER/MENU**.
- 3 Press **>** once to select **OUTGOING FAXES** and press **ENTER/MENU**.
- 4 Press **>** once to select **NUMBER OF REDIALS** and press **ENTER/MENU**.
- 5 Enter the number of times you would like the product to redial. In Malaysia, you can choose from 0 (this turns the feature off) to 2. In all other countries/regions, you can choose 0 to 9.
- 6 Press **ENTER/MENU** to save the selection.
- 7 Press **STOP/CLEAR** to exit the Menu settings.

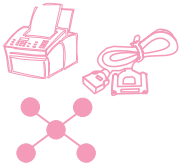


## Adjusting time between redials

If the HP LaserJet 3150 product is set to redial automatically, you can adjust the amount of time it waits between redial attempts. The default is 3 minutes.

### To adjust the time between redials

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **FAX SETTINGS** and press **ENTER/MENU**.
- 3 Press **>** once to select **OUTGOING FAXES** and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select **TIME BETWEEN REDIALS** and press **ENTER/MENU**.
- 5 Enter the number of minutes between redials. In Australia, Malaysia, and New Zealand, you can choose any number from 2 to 255. In all other countries/regions, you can choose any number from 1 to 255.
- 6 Press **ENTER/MENU** to save the selection.
- 7 Press **STOP/CLEAR** to exit the Menu settings.



## Selecting tone or pulse dialing mode

Except in New Zealand, you can use this procedure to set the HP LaserJet 3150 product to tone or pulse dialing mode. (Pulse mode is not available in New Zealand.) You can use this procedure to set the HP LaserJet 3150 product to tone or pulse dialing mode. The default is set to Tone. Leave this as Tone unless you know your telephone is incapable of tone dialing.

### To select tone or pulse dialing

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **FAX SETTINGS** and press **ENTER/MENU**.
- 3 Press **>** once to select **OUTGOING FAXES** and press **ENTER/MENU**.
- 4 Press **ENTER/MENU** to select **DIALING MODE**.
- 5 Use the **<** and **>** keys to select **TONE** or **PULSE** and press **ENTER/MENU**.
- 6 Press **STOP/CLEAR** to exit the Menu settings.



## Changing detect dial tone

Normally, the HP LaserJet 3150 product waits for a dial tone before attempting to dial a fax number. If you are using the HP LaserJet 3150 product with a PBX system and the HP LaserJet 3150 product is not dialing out, the PBX system may be generating an unusual dial tone that the HP LaserJet 3150 product cannot detect. If this is happening, change this setting to Disabled so the HP LaserJet 3150 product will not wait for the dial tone before dialing. In Australia, this setting is already set to Disabled by default.

### To change detect dial tone

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **FAX SETTINGS** and press **ENTER/MENU**.
- 3 Press **>** once to select **OUTGOING FAXES** and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select **DETECT DIAL TONE** and press **ENTER/MENU**.
- 5 Use the **<** and **>** keys to select **ENABLED** or **DISABLED** and press **ENTER/MENU**.
- 6 Press **STOP/CLEAR** to exit the Menu settings.



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## Enabling billing codes

With the billing codes setting enabled, you can track faxes you send. Each time you send a fax, you are prompted to enter a one-, two-, or three-digit number. You can enter a number, or press **START** to leave the bill code blank.

As long as this setting is enabled, a billing log, which lists faxes with the billing code you entered, prints automatically each time you print a fax log. You can also print a billing log separately. See “Managing logs and reports” on page 141.

### About using billing codes

You can enable billing codes from the control panel or the software, and you can associate a client or company with a billing code from the software. However, billing codes defined with a client or company on one computer are not synchronized with the billing codes defined on any other computer or on the product.

To ensure that all users are using billing codes consistently, create in a word-processing program a list of the billing codes and their associated client or company. Give everyone a copy of the list, and post a copy of the list at the product. Ensure that everyone uses those billing codes for all faxes sent from the software and the product.



### To enable billing codes using the control panel

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **FAX SETTINGS** and press **ENTER/MENU**.
- 3 Press **>** once to select **OUTGOING FAXES** and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select **BILLING CODES** and press **ENTER/MENU**.
- 5 Use the **<** and **>** keys to select **ENABLED** or **DISABLED** and press **ENTER/MENU**.
- 6 Press **STOP/CLEAR** to exit the Menu settings.



## To enable and define bill codes from the software

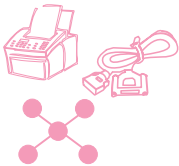
- 1 Open the JetSuite software and click the Configure icon.
- 2 If you have not yet enabled billing codes at the control panel, click the Modify device configuration settings on your HP LaserJet 3150 icon. On the **Fax** tab, select the **Billing Codes** check box, click **OK**, and click the Configure icon again.
- 3 Click the Modify settings for sending faxes to and receiving faxes from your PC icon.
- 4 Click the **Billing Codes** tab.
- 5 Do one of the following:
  - To create a new billing code: Click **New**. In the **Description** field, type a description, and in the **Billing Code** field type a 1-, 2-, or 3-digit code. Then, click **OK**.
  - To edit an existing billing code: In the **Code/Description** box, select a code and click **Edit**. Change either or both the **Description** and **Billing Code** fields and click **OK**.
  - To delete an existing billing code: In the **Code/Description** box, select a code and click **Delete**. Click **Yes** to confirm.
- 6 Click **OK**.

---

## Setting receive fax options

The section describes how to change options that only relate to receiving faxes. The topics include:

- Enabling distinctive ring detection (Australia, Canada, New Zealand, and the United States)
- Blocking or unblocking fax numbers
- Turning on or off error correction
- Changing the page stamp option
- Setting faxes to be received to memory
- Enabling remote retrieval and setting a password
- Setting autoreduction for incoming faxes
- Changing the silent detect mode
- Enabling an extension phone
- Changing compression for received faxes



### Changing answer mode and rings to answer

You set the answer mode and rings to answer when you set up the product. You may only need to change these settings if you change what devices are connected to this phone line.

If you need to check or change these settings, see “Option C: Completing a standalone installation” *in the getting started guide*.

---

## Blocking or unblocking fax numbers

If there are people or businesses from whom you do not want to receive faxes, you can block their fax numbers using the control panel or the software. When you block a fax number and someone from that exact number sends you a fax, your product shows a “Blocking” message, and the fax does not print and is not saved in memory. Faxes from blocked fax numbers appear in the fax log with a “blocked” designation.

If you have blocked fax numbers, you can also unblock them individually. You can also unblock all blocked fax numbers at once.

---

### Note

To print a list of numbers you have blocked, see “Printing the Block Fax list” on page 143. Or, see the software Help for an easy way to print this list from the software.

---

### CAUTION

If the product loses power for a significant period of time, blocked fax numbers might be lost. If the product is directly connected to your computer, the software tries to rebuild the blocked faxes when power is restored, but it may not be completely successful. HP recommends regularly printing a blocked fax report so you have a current copy.



### To block or unblock fax numbers using the control panel

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **FAX SETTINGS** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **INCOMING FAXES** and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select **BLOCK FAXES** and press **ENTER/MENU**.

5 Do one of the following:

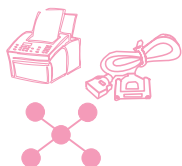
- To block a fax number: use the < and > keys to select **ADD** and press **ENTER/MENU**. Using the numeric keys, type a name for the blocked number and press **ENTER/MENU**. Enter the fax number exactly as it appears in the header of a fax sent by this company or person and press **ENTER/MENU**. (Press > to insert spaces. To add a plus sign, press \*.)
- To unblock a single fax number: use the < and > keys to select **DELETE** and press **ENTER/MENU**. Use the < and > keys to select the fax number you want and press **START** to confirm the deletions.
- To unblock all blocked fax numbers: use the < and > keys to select **CLEAR ALL** and press **ENTER/MENU**. Press **START** to confirm the deletions.

6 Press **STOP/CLEAR** to exit the Menu settings.



## To block or unblock fax numbers using the software

- 1 Open the JetSuite software and click the Configure icon.
- 2 Click the Modify device configuration settings on your HP LaserJet 3150 icon.
- 3 On the **Fax** tab, click **Block Faxes**.
- 4 Do one of the following:
  - To block a fax number: In the **Name and Fax information** box at the top of the window, type a name for this blocked number **Name** field, and type the number you want to block exactly in the **Number** field. Click **Add** to block the number.
  - To unblock a single fax number: In the **Name and Fax number** list in the middle of the window, select the name of the entry you want to unblock and click **Delete** to unblock it.
  - To unblock all blocked fax numbers: Click **Delete All** to unblock all numbers in the **Name and Fax number** list in the middle of the window. Click **Yes** to confirm.
- 5 Click **OK** twice.



## Enabling distinctive ring detection

If you subscribe to distinctive ring service with your telephone company and live in Australia, Canada, New Zealand, or the United States, use this procedure to enable the HP LaserJet 3150 product to detect distinctive ring patterns. *If you do not have distinctive ring service, do not change this setting, or the HP LaserJet 3150 product will not be able to receive faxes.*

### What is distinctive ring service?

Distinctive ring service is currently available from some local telephone companies. It allows you to have two or three phone numbers on one line. This costs less than paying for two or three separate lines. Each of the phone numbers will have a different ring pattern.

### How do I get it?

If you would like to have distinctive ring service, call your local telephone company to check availability and to subscribe. As of this printing, the service is only available in some areas.

If distinctive ring is available and you choose to subscribe to it, keep the following points in mind:

- Make sure the telephone company assigns the correct ring pattern for the fax number. For the United States and Canada, it's a double ring; for Australia, it's a triple ring; and for New Zealand, it's a double ring with long pauses.
- While distinctive ring service may allow you to have up to three phone numbers on the same line, the HP LaserJet 3150 product only supports two numbers. The HP LaserJet 3150 product cannot detect the difference between the second and third ring patterns and would answer calls coming to both the second and third numbers.

---

## To enable distinctive ring detection

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### Important!

Only change this setting to Yes if you have distinctive ring service from your telephone company. *If you do not have distinctive ring service, do not change this setting or the HP LaserJet 3150 product will not be able to receive faxes.*

---

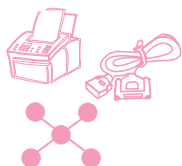
- 1 Call your local telephone company and subscribe to distinctive ring service. Make sure the telephone company assigns the correct ring pattern to the fax number.
- 2 Press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **FAX SETTINGS** and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select **INCOMING FAXES** and press **ENTER/MENU**.
- 5 Use the **<** and **>** keys to select **DISTINCTIVE RING** and press **ENTER/MENU**.
- 6 Use the **<** and **>** keys to select **YES** or **NO** and press **ENTER/MENU**.
- 7 Press **STOP/CLEAR** to exit the Menu settings.

---

### Note

If you have an answering machine or computer voicemail connected to this line for the other phone number (on the single ring pattern), make sure the HP LaserJet 3150 product's rings to answer is set to a *lower* number than the rings to answer on the answering machine or voicemail. If it isn't, the HP LaserJet 3150 product will be unable to receive fax calls.

---



## Turning on or off error correction

Normally, the HP LaserJet 3150 product monitors the signals on the telephone line while it is sending a fax, which it sends in pieces. If the HP LaserJet 3150 product detects an error signal while it is sending a piece of the fax, it can resend that piece.

The factory default for this setting is On. Only change it to Off if you are having trouble sending or receiving a fax and want to accept the errors in the transmission. Turning the setting off might be useful when you are trying to send a fax overseas or using a satellite telephone connection.

### To turn on or off error correction

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **FAX SETTINGS** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **ALL FAXES** and press **ENTER/MENU**.
- 4 Press **ENTER/MENU** to select **ERROR CORRECTION**.
- 5 Use the **<** and **>** keys to select **ON** or **OFF** and press **ENTER/MENU**.
- 6 Press **STOP/CLEAR** to exit the Menu settings.
- 7 After sending the fax, repeat steps 1-6 to return the setting to **ON**.

---

#### Hint

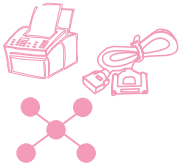
Instead of changing this setting, you can turn off error correction only for certain numbers. To do so, you must have special dialing symbols enabled (see “Enabling special dialing symbols” on page 108).

Then, when dialing a fax number that needs error correction turned off, press **\***, use the **<** and **>** keys to select **ERROR CORRECTION**, and press **ENTER/MENU**. Press **>** to select **YES** and press **ENTER/MENU**. An **E** appears on the control panel display. Finish dialing the number, and then load and send the fax. Error correction is off only for this job.

You could also enter this symbol in any number you assign to a one-touch key or speed-dial code. Error correction turns off every time you use this one-touch key or speed-dial code and then turns back on again. If the one-touch key or speed-dial code also appears in a group-dial code, error correction is turned off just for that member of the group.

---





## Changing the page stamp option

Incoming faxes print with the sender's identification and the date and time at the top. If you change the page stamp option to Yes, incoming faxes are stamped with a second line repeating the sender's identification and date and time, but also show how many pages were transmitted. This helps confirm that you received all pages and the order of the pages. The default for page stamping is No.

---

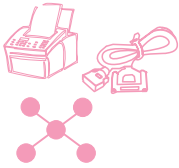
### Note

If you turn on the page stamp option, make sure the autoreduction is set to Fit to Page or 97%. If it is turned off, a couple of lines of each received fax page might print on a second page. See "Setting autoreduction for incoming faxes" on page 138.

---

### To change the page stamp option

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **FAX SETTINGS** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **INCOMING FAXES** and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select **STAMP RECEIVED FAXES** and press **ENTER/MENU**.
- 5 Use the **<** and **>** keys to select **YES** or **NO** and press **ENTER/MENU**.
- 6 Press **STOP/CLEAR** to exit the Menu settings.



## Receiving faxes to memory

If you have faxes routed to the HP LaserJet 3150 product and enable memory receive, faxes are stored in memory until you retrieve them. If memory receive is turned off, faxes print. The factory default is No.

---

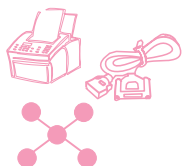
### Note

When faxes are in memory, `PRINT FAXES` appears on the control panel display. For instructions on retrieving faxes from memory, see “Printing faxes received to memory” on page 35.

---

### To receive faxes to memory

- 1 Press `ENTER/MENU`.
- 2 Use the `<` and `>` keys to select `FAX SETTINGS` and press `ENTER/MENU`.
- 3 Use the `<` and `>` keys to select `INCOMING FAXES` and press `ENTER/MENU`.
- 4 Use the `<` and `>` keys to select `MEMORY RECEIVE` and press `ENTER/MENU`.
- 5 Use the `<` and `>` keys to select `YES` or `NO` and press `ENTER/MENU`.
- 6 Press `STOP/CLEAR` to exit the Menu settings.



## Enabling remote retrieval and setting a password

This feature must be enabled if you want to be able to retrieve your faxes to a fax machine at another location. This setting can remain on at all times. The only time you might not want it enabled is if you are afraid someone else has your password and may try use it to retrieve your faxes at another location. The default is Off.

A password is required when you use remote retrieval. Use this procedure to set your password also.

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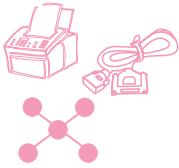
### Note

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This procedure just enables the feature. For instructions on using the feature, see “Using remote retrieval” on page 39.

### To enable remote retrieval and set a password

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **FAX SETTINGS** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **ALL FAXES** and press **ENTER/MENU**.
- 4 Press the **>** key once to select **REMOTE RETRIEVAL** and press **ENTER/MENU**.
- 5 Use the **<** and **>** keys to select **ON** or **OFF** and press **ENTER/MENU**.
- 6 To enter a password, enter four digits and press **ENTER/MENU**.  
- Or -  
To accept the current password, press **ENTER/MENU**.
- 7 Press **STOP/CLEAR** to exit the Menu settings.



## Setting autoreduction for incoming faxes

If this feature is set to Auto (the default), the HP LaserJet 3150 product automatically reduces long faxes to fit on the paper. If the feature is turned off, long faxes print at full size on multiple pages.

If you have the page stamp option on, you may want to choose 97%. This reduces incoming faxes just slightly to prevent the page stamp from forcing a received fax page onto two pages.

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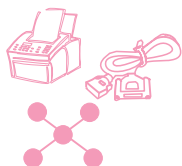
### Note

---

Make sure the paper size setting matches the size of paper loaded in the paper input bin. See “Setting the paper size” on page 154 for instructions.

### To set autoreduction

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **FAX SETTINGS** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **INCOMING FAXES** and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select **AUTO REDUCTION** and press **ENTER/MENU**.
- 5 Use the **<** and **>** keys to select **FIT TO PAGE** (the default), **97%**, or **OFF** and press **ENTER/MENU**.
- 6 Press **STOP/CLEAR** to exit the Menu settings.



## Changing the silence detect mode

This setting controls whether or not you can receive faxes from older-model fax machines that don't emit a fax signal during fax transmissions. At the time of this publication, these silent-model fax machines represented very few of the fax machines in use.

The default is No. It should be changed only if you regularly receive faxes from someone with an older-model fax machine.

### To change the silence detect mode

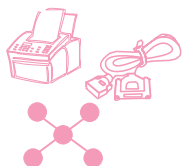
- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **FAX SETTINGS** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **INCOMING FAXES** and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select **SILENCE DETECTION** and press **ENTER/MENU**.
- 5 Use the **<** and **>** keys to select **YES** or **NO** and press **ENTER/MENU**.
- 6 Press **STOP/CLEAR** to exit the Menu settings.



## Enabling an extension phone

With this setting enabled, you can start receiving fax calls from any extension phone by pressing **\*\*\***. The default is Yes. Do not disable this setting unless you have a service from your telephone company that also uses the **\*\*\*** sequence and the service is not working because of the conflict.

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **FAX SETTINGS** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **INCOMING FAXES** and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select **EXTENSION PHONE** and press **ENTER/MENU**.
- 5 Use the **<** and **>** keys to select **YES** or **NO** and press **ENTER/MENU**.
- 6 Press **STOP/CLEAR** to exit the Menu settings.



## Changing compression for incoming faxes

The HP LaserJet 3150 product is capable of using JBIG compression, [ITU-T Recommendation t.30 (1996)] which allows faster fax transmissions. However, not all fax machines can process the JBIG information and they may disconnect. Because this issue rarely arises in the United States and Canada, the default is set to Enabled. In all other countries/regions, the default is set to Disabled in order to maximize compatibility with other fax machines. *Having this setting disabled does not prevent you from sending JBIG-compressed faxes to compatible machines.*

If this setting is disabled you can enable it. *Please be advised that if you choose to enable JBIG compression for received faxes on your product, non-compatible fax machines will not be able to send faxes to you.*

If the setting is enabled and you notice that a fax machine trying to send a fax to you abruptly disconnects at the beginning (negotiation phase) of the transmission, that fax machine may not be capable of processing JBIG information. In order to receive faxes from these types of machines, JBIG compression for incoming faxes must be disabled on your product. Use the procedure below to change the setting.

### To change compression for incoming faxes

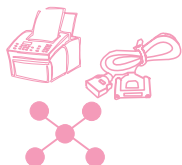
- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **FAX SETTINGS** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **INCOMING FAXES** and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select **COMPRESSION** and press **ENTER/MENU**.
- 5 Use the **<** and **>** keys to select **ENABLED** or **DISABLED** and press **ENTER/MENU**.
- 6 Press **STOP/CLEAR** to exit the Menu settings.

---

## Managing logs and reports

From the control panel, you can do the following:

- Print a log of the last 40 faxes sent (the fax log) and a billing log (if enabled)
- Printing a billing log only (if enabled)
- Printing a list of blocked fax numbers (if enabled)
- Choose when the fax log prints automatically
- Choose when transmission reports for each sent fax print
- Print report of what numbers are assigned to one-touch keys and speed-dial and group-dial numbers
- Print a configuration report
- Print a report for the results of a self-test
- Print a Menu tree
- Print all of the reports



## Printing the fax log

On demand, you can print a log of the last 40 faxes. This log includes entries for:

- All faxes received to the HP LaserJet 3150 product
- All faxes sent from the control panel
- All faxes sent from the Document Assistant (for computers directly connected to the product)
- All faxes sent from the JetSuite PC fax program

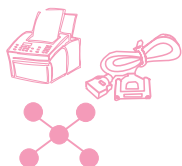
This log never shows entries for faxes sent from another PC fax program, such as WinFax.

When you print the fax log, the billing log also prints if you have the billing codes setting enabled (see “Enabling billing codes” on page 127) and if you have entered a billing code for at least one outgoing fax.

### To print the fax log and the billing log (if enabled)

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **REPORTS** and press **ENTER/MENU**.
- 3 Press **ENTER/MENU** to select **FAX LOG**.
- 4 Press **ENTER/MENU** to select **PRINT FAX LOG**. The HP LaserJet 3150 product exits the Menu settings and prints the log.





## Printing the billing log only

Use this procedure if you only need to print the billing log and not the fax log. The billing log, which prints according to billing code, does not include any faxes for which you did not enter a billing code. The report can only print if the Billing Codes setting is enabled (see “Enabling billing codes” on page 127) and you have entered a billing code for at least one outgoing fax.

### To print the billing log only

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **REPORTS** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **PRINT BILLING LOG** and press **ENTER/MENU**. The HP LaserJet 3150 product exits the Menu settings and prints the log. The log is cleared once you print it.



## Printing the Block Fax list

Use this procedure to print a list of the fax numbers you have blocked. This list only prints if you have blocked one or more fax numbers from sending faxes to your machine. See “Blocking or unblocking fax numbers” on page 130.

### To print the Block Fax list

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **REPORTS** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **PRINT BLOCK FAX LIST** and press **ENTER/MENU**. The HP LaserJet 3150 product exits the Menu settings and prints the list.

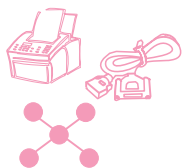


## Setting when the fax log prints

You can decide whether or not you want the fax log to print automatically after every 40 faxes sent or received. The factory default is Yes. See “Printing the fax log” on page 142 for a description of which faxes have entries in the fax log.

### To set when the fax log prints

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **REPORTS** and press **ENTER/MENU**.
- 3 Press **ENTER/MENU** to select **FAX LOG**.
- 4 Press **>** once to select **AUTOMATIC LOG** and press **ENTER/MENU**.
- 5 Use the **<** and **>** keys to select **YES** or **NO** and press **ENTER/MENU**.
- 6 Press **STOP/CLEAR** to exit the Menu settings.



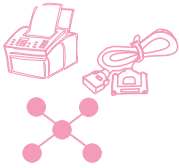
## Setting when transmission reports print

A transmission report contains information about a specific outgoing fax. You can choose to have this report print each time a fax is sent, only if the fax failed, or never. The default is If Fax Fails. If you choose Never, you have no indication a fax failed to transmit unless you print a fax log.

The value of this setting, which you change at the control panel, determines when transmission reports print for paper faxes *sent from the control panel*. To set when transmission reports print for paper faxes sent from the Document Assistant and electronic faxes sent by the JetSuite Pro software, use the software configuration settings. See the software Help for more information.

### To set when transmission reports print

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **REPORTS** and press **ENTER/MENU**.
- 3 Press the **>** key once to select **TRANSMISSION REPORTS** and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select the option for when you want the transmission reports to print. You can choose **ALWAYS**, **NEVER**, or **IF FAX FAILS**.
- 5 Press **ENTER/MENU** to save the selection.
- 6 Press **STOP/CLEAR** to exit the Menu settings.

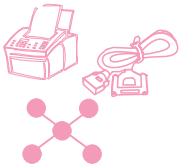


## Printing a one-touch, speed-dial, and group-dial report

This report is a list of what fax numbers are assigned to the one-touch keys and speed-dial and group-dial codes.

### To print a one-touch, speed-dial and group-dial report

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **REPORTS** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **SPEED DIALS** and press **ENTER/MENU**. The HP LaserJet 3150 product exits the Menu settings and prints the report.

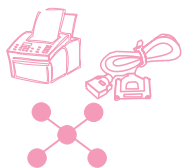


## Printing a configuration report

Use this procedure to print a configuration report, which shows what settings are currently selected. These settings are marked with an asterisk (\*).

### To print a configuration report

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **REPORTS** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **PRINT CONFIG REPORT** and press **ENTER/MENU**. The HP LaserJet 3150 product exits the Menu settings and prints the report.



## Printing a self-test report

When you request this report, the HP LaserJet 3150 product runs a self-test and then prints the results. This report includes information such as the speed of the modem, how many pages have been printed, and a list of the most recent error messages.

### To print a self-test report

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **REPORTS** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **SELF TEST** and press **ENTER/MENU**. The HP LaserJet 3150 product exits the Menu settings and prints the report.



## Printing a Menu tree

Use this procedure if you'd like to print a copy of the Menu tree shown earlier in this chapter. This Menu tree may be a useful reference as you alter settings in the Menu.

### To print a Menu tree

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **REPORTS** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **PRINT THE MENU** and press **ENTER/MENU**. The HP LaserJet 3150 product exits the Menu settings and prints the Menu tree.



## Printing all reports at once

You can print all of the reports in this section at once by following the procedure below.

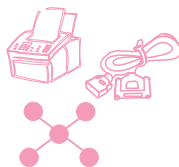
### To print all reports at once

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **REPORTS** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **PRINT ALL** and press **ENTER/MENU**. The HP LaserJet 3150 product exits the Menu settings and prints the report.

## Adjusting general defaults

This section contains instructions for:

- Controlling sound volume
- Setting default resolution
- Setting default contrast
- Setting the copy collation feature
- Programming the size of media loaded in the paper input bin
- Setting the default copy size
- Changing the language on the display panel
- Resetting factory defaults



## Controlling sound volume

You can control the volume of the following:

- The speaker for sounds associated with incoming and outgoing faxes.
- The ring for incoming faxes
- The volume of sounds the HP LaserJet 3150 product emits when it requires attention, such as when the printer door is open.
- The beeps emitted when you press control panel keys.

---

## To adjust the fax sounds (line monitor) speaker volume

---

### Note

The default set at the factory for the ringer is 3.

- 1 Press **VOLUME**.
- 2 Use the **<** and **>** keys to select OFF, 1, 2, 3, 4, 5, or 6, or HIGH and press **ENTER/MENU**.

## To adjust ring volume

---

### Note

The default set at the factory for ring volume is Medium.

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select USER DEFAULTS and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select VOLUME SETTINGS and press **ENTER/MENU**.
- 4 Press the **>** key once to select RING VOLUME and press **ENTER/MENU**.
- 5 Use the **<** and **>** keys to select LOW, MEDIUM, HIGH, or OFF and press **ENTER/MENU**.
- 6 Press **STOP/CLEAR** to exit the Menu settings.

---

## To turn on or off alarms

---

### Note

The default set at the factory for the attention sounds is Low.

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **USER DEFAULTS** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **VOLUME SETTINGS** and press **ENTER/MENU**.
- 4 Press **ENTER/MENU** to select **ALARM VOLUME**.
- 5 Use the **<** and **>** keys to select **HIGH, LOW, or OFF** and press **ENTER/MENU**.
- 6 Press **STOP/CLEAR** to exit the Menu settings.

## To turn on or off control panel key beeps

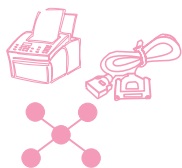
---

### Note

The default set at the factory for the beeps is Low.

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **USER DEFAULTS** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **VOLUME SETTINGS** and press **ENTER/MENU**.
- 4 Press the **>** key once to select **FRONT PANEL KEYS** and press **ENTER/MENU**.
- 5 Use the **<** and **>** keys to select **LOW, HIGH, or OFF** and press **ENTER/MENU**.
- 6 Press **STOP/CLEAR** to exit the Menu settings.





## Changing the default resolution

Resolution affects the quality, in dots per inch (dpi), of your fax or copy documents. It also affects the transmission speed of faxes. Use this procedure to change the default resolution, which is the resolution normally used. The choices for this setting are Standard (the factory default), Fine, Superfine, or Photo. *If you choose Superfine or Photo, faxes are not scanned before the fax number dials and connects.* This means the document feeder tray will be unavailable until the fax number connects.

Outgoing faxes are transmitted using whichever of the four choices you select. Copies are made always using Superfine and won't be affected by this setting unless you choose Photo. For more information about resolution choices, see "Resolution options" on page 22.

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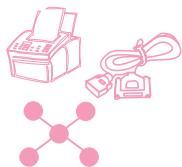
### Note

If you only want to change the resolution for the fax or copy job you are currently sending, see "Adjusting the resolution" on page 21 or chapter 4, "Copying."

---

### To change the default resolution

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **USER DEFAULTS** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **DEFAULT RESOLUTION** and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select the default resolution you want. You can choose **STANDARD** (the default), **FINE**, **SUPERFINE**, or **PHOTO**.
- 5 Press **ENTER/MENU** to save your selection.
- 6 Press **STOP/CLEAR** to exit the Menu settings.



## Changing the default contrast

The default contrast is the contrast normally applied to items being faxed and copied. The default set at the factory is Normal.

---

### Note

---

If you only want to change the contrast for the current job, see “Adjusting the contrast” on page 21 for faxing or “Adjusting the contrast” on page 73 for copying.

### To change the default contrast

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **USER DEFAULTS** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **DEFAULT CONTRAST** and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select the default contrast. You can choose **DARKEST**, **DARKER**, **NORMAL** (the default), **LIGHTER**, or **LIGHTEST**.

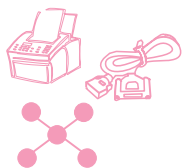
---

### Note

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Lighter or Lightest makes all faxes or copies lighter than the originals. Darker or Darkest makes all faxes or copies darker than the originals.

- 5 Press **ENTER/MENU** to save your selection.
- 6 Press **STOP/CLEAR** to exit the Menu settings.



## Setting the default collation

You can set the HP LaserJet 3150 product to collate multiple copies into sets. For example, if you are making two copies of three pages and the collation is on, the pages would print in this order: 1,2,3,1,2,3. If the collation is off, the pages would print in this order: 1,1,2,2,3,3.

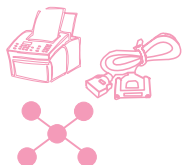
The collation setting you choose is in effect for all copies until you change the setting. The default set at the factory is Yes.

To use collation, the original document must fit into memory. In the rare instance that it doesn't, the HP LaserJet 3150 product makes only one copy and displays a message notifying you of the change. If that happens, you have several alternatives for finishing the job:

- Split the job into smaller jobs containing fewer pages.
- Make only one copy of the document at a time.
- Turn off the collation.
- Use the Document Assistant to copy and collate the job. You can collate larger jobs using the Document Assistant.

### To set the default collation

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **COPY SETTINGS** and press **ENTER/MENU**.
- 3 Press **ENTER/MENU** to select **DEFAULT COLLATION**.
- 4 Use the **<** and **>** keys to select **YES** or **NO** and press **ENTER/MENU**.
- 5 Press **STOP/CLEAR** to exit the Menu settings.



## Setting the paper size

The paper size should be set to the size of paper you normally load in the paper input bin. The HP LaserJet 3150 product uses this setting for printing reports and determining autoreduction for incoming faxes.

---

### Note

The printing function does not use this setting. If you are loading special size media just for your current print job, do not change this setting. After you have finished printing, reload the original paper.

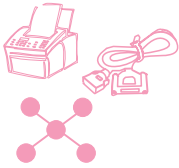
## To set the paper size

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **USER DEFAULTS** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **PAPER SIZE** and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys until the size of paper you have loaded appears. You can choose **LETTER**, **A4**, or **LEGAL**.
- 5 Press **ENTER/MENU** to save your selection.
- 6 Press **STOP/CLEAR** to exit the Menu settings.

---

### Hint

If you are worried that faxes may come while you have a special type or size of media loaded for a print job, you can temporarily receive faxes to memory. When the print job finishes, reload the normal paper and print out the faxes. See “Receiving faxes to memory” on page 136 and “Printing faxes received to memory” on page 35.



## Changing the default copy size

The default copy size is the size to which copies are normally reduced or enlarged. If you keep the factory default size set to 100 percent, all copies will be the same size as the original document. You probably will not need to change this setting and should leave it set to 100 percent.

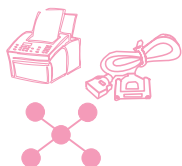
---

### Note

If you only want to change the copy size for the job you are currently copying, see “Reducing or enlarging copies” on page 74.

### To change the default copy size

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select `USER DEFAULTS` and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select `COPY SIZE` and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select the option for how you want to reduce or enlarge copies normally. You can choose `MANUAL (IN %)`, `LEGAL TO LETTER`, `LETTER TO A4`, `A4 TO LETTER`, or `100%`.
- 5 Press **ENTER/MENU** to save your selection.
- 6 If you chose `MANUAL (IN %)`, type the percent by which you *normally* want copies reduced or enlarged and press **ENTER/MENU**.
- 7 Press **STOP/CLEAR** to exit the Menu settings.

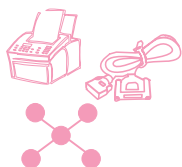


## Changing the language on the display panel

Use this procedure to have the control panel display messages in a language other than the default.

### To change the language on the display panel

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **USER DEFAULTS** and press **ENTER/MENU**.
- 3 Press **ENTER/MENU** to select **LANGUAGE**.
- 4 Use the **<** and **>** keys to select the language you want. You can choose **ENGLISH**, **FRANCAIS**, **DEUTSCH**, **NEDERLANDS**, **ESPANOL**, **ITALIANO**, or **PORTUGUESE**.
- 5 Press **ENTER/MENU** to save your selection.
- 6 Press **STOP/CLEAR** to exit the Menu settings.



## Restoring factory defaults

This procedure returns all settings to the factory defaults and clears the fax header name and phone number. This procedure does *not* clear fax numbers and names associated with one-touch keys and speed-dial codes.

### To restore factory defaults

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **USER DEFAULTS** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **RESTORE DEFAULTS** and press **ENTER/MENU**.
- 4 If you want to continue, press **START**. The factory defaults are restored.

---

## Hints and help

In this section, find suggestions and answers to commonly asked questions. See chapter 8, "Troubleshooting and Maintenance," for a more complete list of common copy quality and usage solutions.

### What If...

**I need to dial an international number?** You may want to dial using manual dialing so you can listen for different tones. See "Using Manual Dial" on page 28.

**I'm trying to dial a long fax number and it won't let me dial all the numbers?** The maximum number of digits or characters that can be entered into a fax number is 60. If you need to enter a calling card number plus a fax number or a long international number, you can split the number between two one-touch keys or speed-dial codes. Program the first one-touch key or speed-dial code with the calling card number or first part of the international number and press **REDIAL/PAUSE** at the end of the number. Then, program the second one-touch key or speed-dial code with the fax number or second part of the international number. To use them, press the first one-touch key and then the second, or enter the first speed-dial code and then the second, one after the other. The HP LaserJet 3150 product dials both strings of numbers as if they were a single number.





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# 8

# Troubleshooting and Maintenance

## Basic troubleshooting steps

If the HP LaserJet 3150 product doesn't work properly, first check the following:

- The **Ready** (green) light is on and not blinking. If the **Error** (yellow) light is on, check the control panel display for a message.
- No error messages are displayed on the computer screen or the HP LaserJet 3150 product's control panel display.
- The power cord is securely connected to the HP LaserJet 3150 product and plugged into a live electrical outlet.
- The parallel cable between the HP LaserJet 3150 product and the computer is connected securely.
- The telephone cord between the HP LaserJet 3150 product and the wall is securely connected.
- Too many programs were open when trying to do a task. Try closing other programs not in use or restarting the computer before retrying the task.
- The parallel cable is functioning properly. To check, try connecting a different size-C parallel cable.
- Paper is in the paper input bin.

Most answers for software-related issues are in the software Help. See this chapter for basic printing, scanning, and PC faxing help topics, then see the software Help.

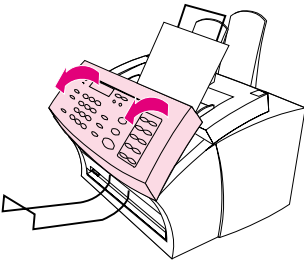
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## Clearing jams from the scanner area

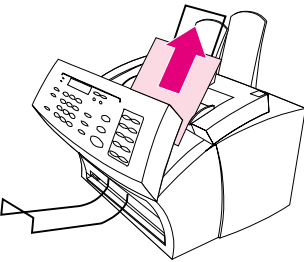
The following is a list of possible causes for jams in the scanning mechanism:

- Too many pages were loaded into the document feeder tray.
- A special media item was loaded but the special media lever was to the left.
- Multiple sheets of a document were loaded but the special media lever was to the right.
- The item loaded contained tears, frayed edges, etc. or didn't meet the guidelines for documents (see "Selecting items for faxing, copying, and scanning" on page 16).
- The item was not loaded correctly.
- The item was smaller than 2 by 3.5 inches (51 by 89 mm) (the size of a business card).

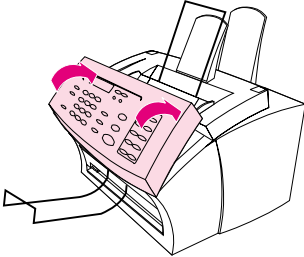
1



2



3



## To clear jams from the scanner area

- 1 Using both hands, pull the document release door (control panel) toward you.
- 2 Remove any jammed media.

---

### CAUTION

Only use your hands to remove jammed paper. Using other objects can damage internal parts.

---

- 3 Make sure all pieces of media are removed and then close the door.
- 4 To prevent future jams, make sure the special media lever is in the correct position for the document you are loading. See the loading instructions at the beginning of the fax, copy, or scan chapters for more information.

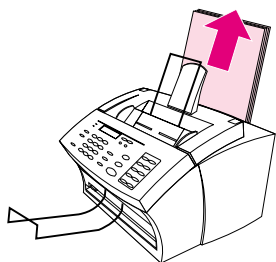
---

## Clearing jams from paper path areas

Occasionally, paper can become jammed in the paper input bin, single-sheet input slot, paper output bin, or front paper output slot. The following list shows some possible causes:

- The paper was loaded improperly.
- The paper input bin was overfilled.
- The guides weren't adjusted to the correct position.
- More paper was added without unloading the bin and straightening all media first.
- The paper output bin was too full.
- The paper path lever was adjusted while a job was printing.
- The printer door was opened while a job was printing.
- The paper being used does not meet HP's specifications.
- The paper being used was smaller than 3 by 5 inches (76.2 by 127 mm).
- The power was interrupted while a job was printing.

1



## To clear feed jams in the input areas

- 1 If most of the jammed sheet of paper is visible from the paper input bin or single-sheet-input slot, carefully pull the jammed paper straight up and out using both hands. Realign the media, and reload it.

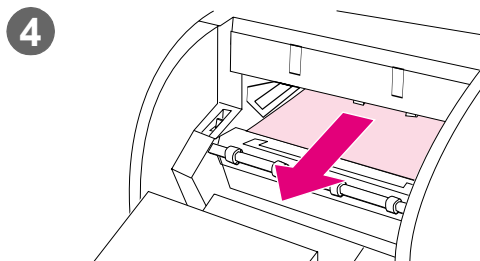
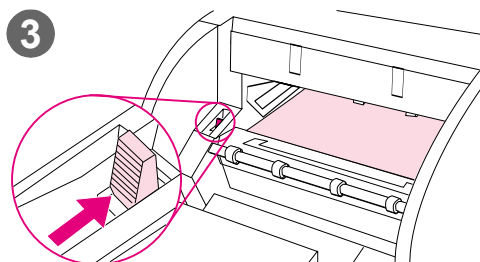
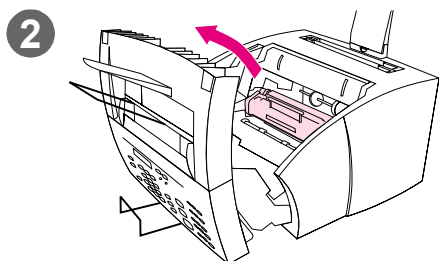
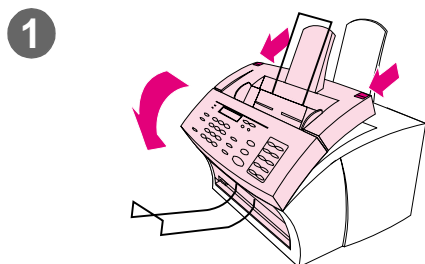
---

### Note

Be sure to center print media with the paper guides. Also, verify that the paper guides are adjusted snugly without crinkling or bending the media.

---

The HP LaserJet 3150 product, in most cases, reprints the jammed page and finishes the rest of the job. Once your job has finished printing, check it to make sure all pages printed.



## To clear a jam from the interior area

- 1 If the jam is not visible in the input area, use the two printer door release latches to pull open the printer door.
- 2 Remove the toner cartridge. Be sure to protect it from light while it is outside the HP LaserJet 3150 product.

---

### CAUTION

Avoid touching the long, black, sponge roller inside the product. Touching it may reduce output quality.

---

- 3 Push the green paper release lever toward the back.
- 4 If the paper jam is in the toner cartridge area but has *not* reached the fuser and roller area, reach inside and carefully pull the sheet straight forward and out.

---

### CAUTION

Do not pull the sheet straight up. This can damage the printer.

---

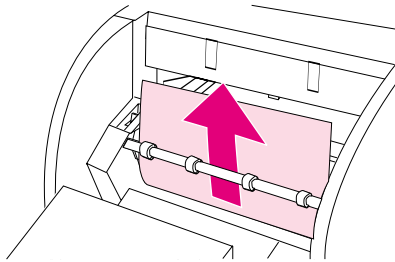
---

### CAUTION

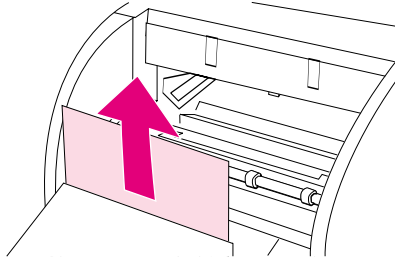
Only use your hands to remove jammed paper. Using other objects can damage internal parts.

---

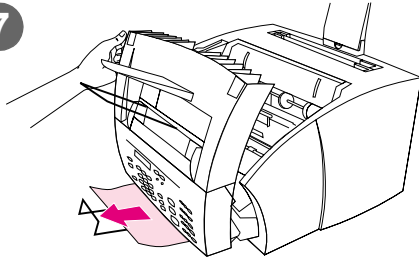
5



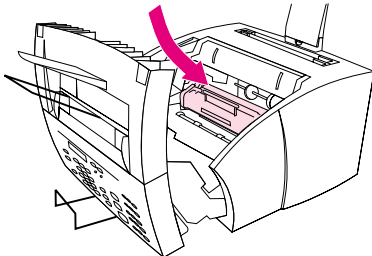
6



7



8



- 5 If the paper jam is between the rollers, grasp the sheet with both hands and slowly pull it straight up and out.
- 6 If the jam has entered the front output slot, grasp the sheet and carefully pull it straight up and out.
- 7 If the jam is only visible from the front of the front output slot, raise the front cover part way with one hand. With the other hand, grasp the sheet and pull it toward you.
- 8 After removing all sheets and fragments of paper, replace the toner cartridge and close the printer door.

The HP LaserJet 3150 product, in most cases, reprints the jammed page and finishes the rest of the job. Once your job has finished printing, check to make sure all pages printed.

---

## Resetting the HP LaserJet 3150 product

You may need to reset the HP LaserJet 3150 product if an error occurs. Resetting the HP LaserJet 3150 product accomplishes the following:

- Clears all unprinted data from the HP LaserJet 3150 product's memory.
- Clears current incoming and outgoing fax jobs.
- Clears current copy jobs.
- Removes some error conditions.

### To reset the HP LaserJet 3150 product

Press **STOP/CLEAR** and hold it down for seven seconds. The HP LaserJet 3150 product resets. After resetting, the **Ready** light will be lit and not blinking if no errors are found.

If this does not work, unplug the HP LaserJet 3150 product's power cord from the power source for 10 seconds, and then replug it in.



# Resolving control panel error messages

These control panel error messages are listed alphabetically. Messages are accompanied by cause for the message and steps to take to resolve the problem.

Message	Cause	Solution
(number) is a Group Group not Allowed	The group-dial code you entered is assigned to a group, but a group cannot be dialed at this point.	Enter a different one-touch or speed-dial code that is not assigned.
Already in Group	While programming a group-dial code, you have tried to add a fax number that is already in the group.	Continue by adding the next fax number you want to the group.
Busy	The fax line to which you were sending a fax was busy. The HP LaserJet 3150 product automatically redials the busy number for the number of times specified. (See "Adjusting number of redials" on page 123.)	Check the fax number and try resending the fax. Try again later, or try sending to another fax machine.
Cancel Group Edit ENTER to Confirm	You pressed <b>BACK SPACE</b> while in a group-dial code in the Group Dial Setup menu.	Press <b>START</b> to return to the group-dial code and continue editing. Press <b>ENTER/MENU</b> to go to the Group Dial Setup menu. (Press <b>ENTER/MENU</b> again to choose a different group-dial code.) Press <b>STOP/CLEAR</b> to exit the Menu settings.
Clear Document From Scanner	Your document jammed while being fed through the document feeder tray, or the HP LaserJet 3150 product loaded multiple sheets of the document.  The special media lever was in the wrong position for the document being sent.	Pull the document release door open, remove the jammed item, and close the door.  Remove the jammed item as detailed above. Then, check the special media lever. It should be to the left for regular-weight items or to the right for thick items, which must be loaded one at a time.

Message	Cause	Solution
Communication Error	An error occurred while trying to transmit a fax.	<p>Try resending the fax.</p> <p>Try faxing to another fax number.</p> <p>Check that the telephone cord is securely connected by unplugging and replugging in the cord.</p> <p>Check for a dial tone on the phone line by pressing <b>MANUAL DIAL</b>.</p> <p>Ensure the phone is working by disconnecting the HP LaserJet 3150 product, plugging in a telephone to the phone line, and making a voice call.</p> <p>Connect the HP LaserJet 3150 product to a different phone line.</p> <p>Reset the product by pressing and holding <b>STOP/CLEAR</b> for seven seconds.</p> <p>See "Solving fax problems" on page 177.</p>
Configuration Err # (number 1-4)	An error was detected in the SRAM.	<p>Unplug the power cord from the power source, wait 10 seconds, and replug in the power cord.</p> <p>Try plugging the power cord into a different power source.</p>
Decoding Error #(number 1-3)	There was an error in decoding with the image processing chip.	<p>Unplug the power cord from the power source, wait 10 seconds, and replug in the power cord.</p> <p>Try plugging the power cord into a different power source.</p>
Documents Were Lost START to Continue	Power to the HP LaserJet 3150 product was interrupted, and documents in memory were lost.	<p>Press <b>START</b>. The HP LaserJet 3150 product prints a report. Check the Status column for the "Fax Document was Lost" message. The associated incoming and outgoing faxes need to be re-sent.</p>
Errors Likely in Pages	The fax transmission was completed, but there are likely to be errors in the pages specified.	<p>Try resending the fax or asking the sender to resend the fax to you.</p> <p>Try faxing to another fax number.</p> <p>If the problem persists, try connecting the product to a different phone line.</p> <p>See "Solving fax problems" on page 177.</p>

Message	Cause	Solution
<b>Fax Document was Lost</b>	Faxes in memory were lost due to a power failure.	If you set up faxes to be sent at a future time or to be polled, or if the product was set to receive faxes to memory, print a fax log (see page 142) to identify which ones were lost and then resend them, or ask them to be re-sent.
<b>Fax Memory Error #(number 1-5)</b>	An error was detected in DRAM.	Unplug the power cord from the power source, wait 10 seconds, and replug in the power cord. Try a different power outlet or surge protector.
<b>Group is Empty, Use ONE-TOUCH/SPEED DIAL</b>	Appears when you are creating a group-dial code.	Begin adding fax numbers to the group-dial code. See "Programming group-dial codes from the control panel" on page 113.
<b>Input Limit Reached</b>	Too many fax numbers were dialed when trying to send to an ad-hoc group.	The maximum number of fax numbers that can be added to an ad-hoc group is 100. Resend the fax to 100 or fewer numbers.
<b>Invalid Date or Time</b>	An invalid time or date was entered, such as 25:99 PM or June 35.	Re-enter the date and time.
<b>Long Page? START to Continue</b>	The HP LaserJet 3150 product senses a document over 39 inches (991 mm), such as a banner, may be feeding through the document feeder tray or that a paper jam has occurred.	If there is no jam, quickly press <b>START</b> to continue. If <b>START</b> is not pressed within a few moments, the HP LaserJet 3150 product assumes a page has jammed and cancels the job. If there is a jam, remove it and restart the job. If you are sending a fax longer than 39 in (991 mm), you can also use the Sending long pages (page 30) procedure.
<b>Memory Full - Send Unscanned Pages</b>	During the fax job the memory filled. All pages of the fax have to be in memory for a fax job to work correctly. Only the pages that fit into memory were sent.	Reload the pages that did not send and send them.

Message	Cause	Solution
Memory is Full	The HP LaserJet 3150 product memory has been completely filled during a copy or a scan.	This message should clear automatically when the next task starts (for example when you start a copy or receive a fax).
Modem Error # (number 1-3)	An error was detected with the modem.	Check that the telephone cord is securely connected between the HP LaserJet 3150 product and the wall. Unplug the product power cord, wait 10 seconds, and replug in the cord. Try a different power outlet or surge protector.
No Answer	You tried to send a fax, but the receiving fax line did not answer.	Check the fax number and try resending the fax. Try sending to another fax machine or try again later.
No Dial Tone	The HP LaserJet 3150 product could not detect a dial tone.	Unplug the telephone cord from both the HP LaserJet 3150 product and the wall and replug in the cord. Press and hold <b>STOP/CLEAR</b> for seven seconds to check for a dial tone. Unplug the product telephone cord from the wall, plug in a telephone, and try making a call. Plug the product phone cord into a jack for another phone line. See "Solving fax problems" on page 177.
No Fax in (number) Tries	The HP LaserJet 3150 product failed to connect to the receiving fax machine in the number of redials specified.	Check the fax number and try resending the fax. If the message appears again, try sending to another fax machine or try again later.
No Fax Pages in Memory to Reprint	The HP LaserJet 3150 product attempted to execute "Reprint Last Fax" when nothing was in memory.	Wait for a fax, then as soon as a fax is in the memory, the HP LaserJet 3150 product will reprint the fax.

Message	Cause	Solution
No Memory for Report Erase/Print Document	<p>Memory needed to print a report may be being used to store faxes that have been received to memory.</p> <p>Needed memory may be being used to store faxes set up to be sent at a future time or to be polled.</p>	<p>Print faxes that have been received to memory (see "Printing faxes received to memory" on page 35).</p> <p>If you have several faxes set up to be sent at a future time or to be polled, try clearing these faxes using Job Status (see "Canceling a fax job using Job Status" on page 33).</p>
No Modem Installed	The product cannot detect its internal modem.	<p>Unplug the power cord from the power source, wait 10 seconds, and replug in the power cord.</p> <p>Plug the product to a different power source.</p>
No Room in Fax Log	The fax log was unable to print due to an error, such as the product is out of paper.	Fix the error condition so the product can print the log.
Not Enough Memory	There is not enough memory to complete the job indicated.	Try resending the job. If the error persists, press and hold <b>STOP/CLEAR</b> for seven seconds to reset the product.
Not Enough Memory to Duplicate for COPY	The HP LaserJet 3150 product does not have enough memory to complete the copy job.	<p>Divide the copy job into smaller sections and then try copying again.</p> <p>Use the Document Assistant to do the copy job.</p>
Nov-22-93 06:30 PM (An incorrect date appears.)	The battery inside the HP LaserJet 3150 product has failed, causing all Menu features to revert to the factory settings. Settings that contained alphabetic and numeric characters you entered, such as header information and speed-dial names and numbers, have been erased.	<p>You can continue to use the HP LaserJet 3150 product without the battery, but any information you enter will be erased again if power is lost. The product must be serviced. To contact HP's customer care center, see the front of this manual.</p>
Paper Bin is Empty Please Add Paper	The paper input bin is empty.	Load paper. If paper is already loaded, remove it. Check for and remove any jammed paper and then reload the paper stack in the paper input bin.
Password must be 4 Digits	Attempt was made to enter a password that was not 4 digits.	Re-enter 4-digit password.

Message	Cause	Solution
Paused (Memory Full)	The HP LaserJet 3150 product's memory is full, and the current job in the document feeder tray is paused to wait for memory to become available.	Reduce activity on the HP LaserJet 3150 product, or wait for other jobs to finish so memory will be freed. If there are faxes set up to be polled or sent at a future time, you may want to cancel these jobs to free memory.
PC Not Detected Address Invalid	If you are trying to send a document to an e-mail address in a one-touch key, speed-dial code, group-dial code, or that you entered manually at the control panel, the product must be directly connected to a computer using a parallel cable, the computer must be on, and a compatible e-mail program must be installed on the computer.	<p>Ensure that the computer connected to the product is on.</p> <p>Check that the parallel cable is securely connected between the computer and the product.</p> <p>Ensure that a compatible e-mail program and the JetSuite Pro software are installed on the computer.</p>
PC Print Timed Out	The print job took too long to print, and the HP LaserJet 3150 product timed out.	Let the "print jobs retry" continue for up to five minutes. If the HP LaserJet 3150 product still does not print, cancel the current print job and resend it.
Phone Number Error	Too many characters were entered when dialing a phone number.	The maximum number of characters that can be entered is 60. If you have a number longer than 60 characters, break the number into smaller chunks. Enter the first part of the number, and press <b>REDIAL/PAUSE</b> . Then, enter the second part of the number as if it were a second number going to a group. When the product dials, it will treat both numbers as if they are one. See "Sending faxes to multiple recipients" on page 26.
Polling-In Error	The HP LaserJet 3150 product tried to poll another fax machine. The poll failed because there was no answer, the line was busy, or the other fax machine was not ready to be polled.	Check with the other person to verify that fax machine is ready to be polled and check the fax number you are dialing is correct. See "Requesting a fax from another fax machine (polling)" on page 37.

Message	Cause	Solution
Printer Comm Error	There was an error in communicating with the HP LaserJet 3150 product.	Check that the parallel cable is securely connected between the HP LaserJet 3150 product and the computer. Unplug the HP LaserJet 3150 product's power cord from the power source, wait 10 seconds, and then replug it in. Try plugging the product into a different power source.
Printer Cover Open or No Cartridge	The printer door is open or the toner cartridge is not installed properly.	Make sure the printer door is closed. Check the toner cartridge for proper installation. See "Installing the toner cartridge" in the user guide for instructions.
Printer Fixing Error Replace Fixing Unit	The product is plugged into an uninterruptible power supply or battery backup.  There is an error with the print engine of the product.	Only plug the product power cord into a surge protector or grounded power outlet.  Unplug the power cord from the power source, wait 10 seconds, and replug in the cord. Try plugging the product into a different power source. If the error persists, service is required. See the front of this manual for support information.
Printer Laser Error Call for Service	The printer door is not latched securely.  A problem has occurred with the print engine.	Open the printer door, and then close it again, making sure both latches are securely closed.  Unplug the power cord from the power source, wait 10 seconds, and replug in the cord. Try plugging the product into a different power source. If the error persists, service is required. See the front of this manual for support information.

Message	Cause	Solution
Printer Motor Error Call for Service	A problem has occurred with the print engine.	Unplug the power cord from the power source, wait 10 seconds, and replug in the cord. Try plugging the product into a different power source. If the error persists, service is required. See the front of this manual for support information.
Printer Paper Jam Check Paper Path	The HP LaserJet 3150 has detected that a paper jam has occurred.	Clear the jam. (See "Clearing jams from paper path areas" on page 162.) The job should continue to print. If it doesn't, try reprinting the job.
Printer Signal Error	The printer door is not latched securely.  There was an error in the HP LaserJet 3150 product print unit.	Open the printer door, and then close it again, making sure both latches are securely closed.  Unplug the power cord from the power source, wait 10 seconds, and replug in the cord. Try plugging the product into a different power source. If the error persists, service is required. See the front of this manual for support information.
Receive Error	An error occurred while the HP LaserJet 3150 product was receiving a fax.	See "Solving fax problems" on page 177.
Redial Failed	Attempts to redial a fax number failed.	Call the recipient to ensure that fax machine is on and ready. Check that you are dialing the correct fax number. Unplug the telephone cord from both the HP LaserJet 3150 product and the wall and replug in the cord. Press and hold <b>STOP/CLEAR</b> for seven seconds to check for a dial tone. Unplug the product telephone cord from the wall, plug in a telephone, and try making a call. Plug the product phone cord into a jack for another phone line. See "Solving fax problems" on page 177.



Message	Cause	Solution
Remote Fax was Busy	The fax number dialed was busy.	Try calling later.
Scan Reference Error	There was an error detected in the HP LaserJet 3150 product.	Recalibrate the scanner. See "Recalibrating the scanner" on page 215.
Scanner Error #1	An error has occurred in the SRAM.	Press and hold <b>STOP/CLEAR</b> for seven seconds to reset the product. Unplug the power cord from its power source, wait 10 seconds, and then replug in the power cord. Try plugging the product into a different power source. If the error persists, service is required. See the front of this manual for support information.
Scanner isn't Available	The scanner mechanism is in use.	Wait until the scanner has finished the current job before sending the next job.
Scanner Jam - Reload	A document has jammed in the scanner area.	Pull open the document release door and then remove the jammed document. See "Selecting items for faxing, copying, and scanning" on page 16 for more information about preparing documents.
Speed Dial (number) is not Assigned	You tried to dial a speed-dial code that does not have a fax number stored in it or to assign a non-defined one-touch key to a group.	Choose a speed-dial code to which you have already assigned a fax number. To check which speed-dial codes are assigned, see "Printing a one-touch, speed-dial, and group-dial report" on page 146.
System Error	An error has occurred that may require servicing.	Unplug the power cord from its power source, wait 10 seconds, and then replug in the power cord. Try plugging the product into a different power source. If the error persists, service is required. See the front of this manual for support information.

Message	Cause	Solution
There are No Documents in Memory	HP LaserJet 3150 product tried to print faxes from memory when no faxes had been received to memory.	No action is required. There are no faxes to retrieve.
Unrecognized Format	When printing, the incorrect printer driver was selected or an error occurred on the parallel interface.	After selecting the <b>Print</b> command in the program from which you are printing, select the <b>HP LaserJet 3150</b> as the printer. Reprint the job. Disconnect and reconnect the parallel cable from both the product and the computer.
Unsuccessful Call	The fax number entered could not be reached.	Check the fax number and try resending the fax. Try sending to another fax machine or try again later.

# Solving fax problems

Use the following table to solve fax problems. See also “Solving image quality problems” on page 201 and “Solving paper feed problems” on page 209.

Problem	Cause	Solution
No parallel port is available or the parallel port is being shared by another device.	The HP LaserJet 3150 product might need to be directly connected to the computer's parallel port. It might not be able to share the parallel port with another device.	If you have a device such as an external disk drive or switch box connected to the parallel port try unhooking it and connecting the product directly to the computer parallel port. If it works and you want to continue using both devices, you must get two parallel ports on your computer.
The HP LaserJet 3150 product isn't working.	The HP LaserJet 3150 product may not be receiving power.  The computer's processor is too busy.  The hard drive on the computer may be very full or is fragmented.	Check that all cords are plugged in at the HP LaserJet 3150 product and the computer and that they are plugged into a live power outlet or power strip. Also, try removing the power cord from the back of the HP LaserJet 3150 product and then reinserting it. If the <b>Ready</b> message is displayed on the control panel, the HP LaserJet 3150 product is receiving power.  Try running fewer programs at the same time on the computer. Do not perform I/O or processor-intensive tasks (such as sending a fax or playing a video game) on the computer while printing.  Free disk space or defragment the hard drive. See the computer documentation for help.
Unable to start receiving faxes from an extension phone.	The Extension Phone setting may be disabled.  The telephone's cord may not be securely connected.	See “Enabling an extension phone” on page 139 for instructions on changing this setting.  Check that the telephone cord is securely connected between the phone and the HP LaserJet 3150 product (or other device connected to the HP LaserJet 3150 product).

Problem	Cause	Solution
<p>You receive one of the following messages on the computer screen:</p> <ul style="list-style-type: none"> <li>• JetSuite Fax failed to open the fax port.</li> <li>• Com X in use by another program.</li> <li>• Device attached is not an HP device.</li> <li>• COM X is busy.</li> <li>• JetSuite Fax has detected that the HP LaserJet 3150 is switched off or is not connected to the computer.</li> </ul>	The parallel cable may be loose.	Disconnect and reconnect the parallel cable from the product and the computer.
	The product may have an error condition.	Press and hold <b>STOP/CLEAR</b> for seven seconds to reset the product.
	The product may not be receiving adequate power, or there may be voltage fluctuations.	Plug the product into a different power source.
	Other programs running on the computer may be interfering with communication.	Quit any other open programs.
	The computer parallel port may not adequately support bidirectional communication.	Ensure that the computer has a parallel port with a bidirectional data bus. (EPP or unidirectional ports are not supported.) Change the parallel port mode setting in the computer's BIOS. HP recommends setting it to ECP or bidirectional, but other modes may also work. For instructions on changing the setting, see Appendix C, see the computer documentation, or contact the computer manufacturer.
	Another device may be interfering.	If there is another device connected to the computer parallel port, disconnect it and connect the HP LaserJet 3150 product directly to the computer parallel port. You might also have to remove software for the other device before the product will work.
	There may be a COM port conflict.	Change the COM port setting. NOTE: This option is not available for Windows NT 4.0 or 2000. In the JetSuite Pro software, press and hold down <b>CTRL+SHIFT</b> and click the Configure icon. Select "Modify Port Settings for the HP LaserJet 3150" and change the COM port. For example, if the COM port for the product is COM 8, change it to the next free COM port, such as 7 or 6.
There may be a conflict with WinModem software.	Contact your hardware manufacturer to obtain a software update. If not available, try uninstalling and reinstalling the modem software.	

Problem	Cause	Solution
Voice calls aren't being received by the phone or answering machine connected to the line.	The telephone cords may not be connected properly.	See "Connecting" in the getting started guide to check the installation. The HP LaserJet 3150 product must be the first device connected to the phone line.
	The answer mode or rings to answer on settings may not be set properly.	See "Changing answer mode and rings to answer" on page 129 to determine which settings you need.
	The answering machine or phone may not be functioning.	Connect the phone or answering machine directly to the phone line and see if it works by itself.
Items loaded in the document feeder tray fall forward out of the tray.	The item is on a very lightweight media.	Do not try to pull the page out because you may damage the scanner. To remove the page, see "Clearing jams from the scanner area" on page 160. Then, curl or roll the item in the direction of the printed side, unroll it, and reload the item.
Incoming fax calls are not being answered by the HP LaserJet 3150 product.	The answer mode may be set to Manual.	If the answer mode is set to Manual, the HP LaserJet 3150 product never answers calls. You have to answer the phone and start receiving the fax yourself.
	The rings to answer setting may not be set correctly.	Check the rings to answer setting for your configuration. See "Setting the answer mode and rings to answer" in the getting started guide to determine which settings you need.
	The distinctive ring feature may be turned on and you do not have the service, or you do have the service and have not enabled the feature (Australia, Canada, New Zealand, and US only).	Check the distinctive ring feature to ensure it is set properly. See "Enabling distinctive ring detection" on page 132.
	The telephone cords may not be connected properly, or the telephone cord is not working.	See "Connecting telephone cords" the getting started guide to check the installation, or replace the telephone cord.

Problem	Cause	Solution
<p>Incoming fax calls are not being answered by the HP LaserJet 3150 product (CONTINUED).</p>	<p>A voice messaging service may be interfering with the product answering calls.</p>	<p>Do one of the following:</p> <ul style="list-style-type: none"> <li>• Discontinue the messaging service.</li> <li>• Get a phone line dedicated to fax calls.</li> <li>• Set the product to answer in Manual mode. In Manual mode, you must start the fax receive process yourself.</li> <li>• Leave the product set to Automatic mode and lower the rings to answer for the product below the rings to answer for the voice mail (see the getting started guide for the limits in your country/region). The product will answer <i>all</i> incoming calls.</li> </ul>
	<p>The Receive to PC option may be selected.</p>	<p>To see if the computer is receiving faxes, start the JetSuite Pro software. On the <b>Options</b> menu, click <b>PC Fax</b>, and then select the <b>Receive</b> tab. To receive faxes to the product, clear the <b>Receive to PC</b> check box and click <b>OK</b>.</p>
	<p>The product may be out of paper and the memory is full.</p>	<p>Refill the paper input bin. The HP LaserJet 3150 product prints faxes received to memory and resumes answering fax calls.</p>
	<p>There may be too many devices connected to the phone line.</p>	<p>Try removing the last device connected and see if the HP LaserJet 3150 product works. If not, keep removing devices and retrying.</p>
	<p>The phone line may not be working.</p>	<p>Connect the product to a jack for another phone line. Connect a telephone to the outlet in place of the product and make a telephone call to ensure the phone line is working.</p>
	<p>Fax forwarding may be enabled.</p>	<p>See "Using fax forwarding" on page 38 to disable fax forwarding.</p>

Problem	Cause	Solution
Faxes quit during sending.	There may be a poor connection to the phone line.	Try sending again later.
	The fax machine to which you are sending may be malfunctioning.	Try sending to another fax machine.
	The product memory may be full if the Receive to Memory setting is enabled.	Check the control panel display. If it displays "Print Faxes," there are faxes in memory that need to be printed. See "Printing faxes received to memory" on page 35.
	Your phone line may not be working.	Connect the product to a different phone line and try sending. Also, try connecting a phone directly to the phone line and making a call to check the phone line.
The HP LaserJet 3150 product is receiving faxes but is not sending them.	If your HP LaserJet 3150 product is on a PBX system, the PBX system may be generating a dial tone the HP LaserJet 3150 product cannot detect.	Disable the detect dial tone setting. See "Changing detect dial tone" on page 126.
	There may be a poor phone connection.	Try again later.
	The fax machine to which you are sending may be malfunctioning.	Try sending to another fax machine.
	Your phone line may not be working.	Connect the product to a different phone line and try sending. Also, try connecting a phone directly to the phone line and making a call to check the phone line.
Outgoing fax calls keep dialing.	If the call was busy, the HP LaserJet 3150 product redials for the number of times specified.	To stop the redials while the HP LaserJet 3150 product is dialing, press <b>STOP/CLEAR</b> . If it is waiting to redial, stop the job using Job Status. See "Canceling a fax job using Job Status" on page 33. To see how many times the HP LaserJet 3150 product is set to redial, print a configuration report (see "Printing a configuration report" on page 146) and check the "Number of redials" entry. See "Adjusting number of redials" on page 123 if you need to change the setting.

Problem	Cause	Solution
One-touch keys, speed-dial codes, or group-dial codes aren't working.	The one-touch key, speed-dial code, or group-dial code may not be assigned or assigned properly.	Print a one-touch, speed-dial, and group-dial report (see "Printing a one-touch, speed-dial, and group-dial report" on page 146) to see which numbers are assigned. Also check that the fax number (or e-mail address) was entered correctly. See "Programming speed-dial codes from the control panel" on page 111 or "Programming group-dial codes from the control panel" on page 113 to assign or correct information.
Faxes sent at Superfine or Photo mode aren't scanning into memory.	Faxes sent with Superfine or Photo resolution won't scan into memory before sending. They wait until the call is placed and has connected before beginning to transmit.	To have the fax scan into memory, set the resolution to Standard or Fine. See "Adjusting the resolution" on page 21. Also, check that the default resolution is set to Standard or Fine. See "Changing the default resolution" on page 151.
Faxes routed to the computer are being received by the HP LaserJet 3150 product instead.	The HP LaserJet 3150 product will intercept the phone line if it detects fax tones.	Disconnect the product from the phone line or unplug the product if you do not want it to take phone calls.



Problem	Cause	Solution
Faxes are transmitting or being received very slowly.	You may be sending or receiving a very complex fax, such as one with many graphics.	Complex faxes take longer to be sent or received.
	The receiving fax machine may have a slow modem speed.	The HP LaserJet 3150 product only sends the fax at the fastest modem speed the receiving fax machine can use.
	The resolution at which the fax was sent or is being received is very high. A higher resolution typically results in better quality, but also requires a longer transmission time.	<p>If you are receiving the fax, call the sender and ask them to lower the resolution and resend the fax.</p> <p>If you are sending, lower the resolution and resend the fax. See “Adjusting the resolution” on page 21 to change the current resolution setting or “Changing the default resolution” on page 151 to check the default setting. The current resolution setting overrides the default.</p>
	If there is a poor phone line connection, the HP LaserJet 3150 product and the receiving fax machine slows down the transmission to adjust for errors.	<p>Hang up and resend the fax.</p> <p>Have the phone company check the phone line.</p>
	If you are sending an electronic fax, there may be too many programs open besides the PC fax program.	Other programs may be using needed memory. Try closing all other open programs and resending the document.

Problem	Cause	Solution
Faxes are not printing or are printing incorrectly at the HP LaserJet 3150 product.	There is no paper in the paper input bin.	Load paper. Any faxes received during the paper out were stored in memory and print once the paper has been refilled.
	If you have noticed areas of faded print or other indications of the end of the toner cartridge life, the toner may have run out and blank pages continue to print.	Replace the toner cartridge. To try recovering faxes that printed as blank pages, see "Printing faxes received to memory" on page 35. If this doesn't work, see "Solving image quality problems" on page 201.
	The memory receive option may be selected and faxes are being stored in the HP LaserJet 3150 product until you print them.	Print a configuration report (see "Printing a configuration report" on page 146) and check the "Memory Receive" entry. If it is set to Yes, faxes are being stored in memory. See "Printing faxes received to memory" on page 35 to print any faxes. See "Receiving faxes to memory" on page 136 to change the setting.
	The Receive to PC option may be selected and faxes are being received by the computer.	To see if the computer is receiving faxes, start the JetSuite Pro software. On the <b>Options</b> menu, click <b>PC Fax</b> , and then select the <b>Receive</b> tab. To receive faxes to the product, clear the <b>Receive to PC</b> check box and click <b>OK</b> .
Faxes you send aren't arriving at the receiving fax machine.	The receiving fax machine may be off or have an error condition such as out of paper.	Call the recipient to make sure his or her fax machine is on and ready to receive faxes.
	A fax may be in memory because it is waiting to redial a busy number, there are other jobs ahead of it waiting to be sent, or the fax is set up for a delayed send.	If a fax job is in memory for any of the mentioned reasons, an entry for the job appears in the fax log. Print the fax log (page 142) and check the Status column for jobs with a Pending designation.
Faxes are printing on two pages instead of one.	The autoreduction setting may not be set correctly.	If you want faxes to be reduced to fit on one page, the autoreduction setting should be set to Fit to Page or 97%. If the setting is off, faxes may print on multiple pages. Print a configuration report (see page 146) to check the setting, and then see "Setting autoreduction for incoming faxes" on page 138 to adjust the setting.

Problem	Cause	Solution
Document stops feeding in the middle of faxing.	<p>The maximum length of a page you can load is 39 inches (991 mm). Faxing of a page longer than that stops at 39 inches (991 mm).</p> <p>The minimum scannable page length is 2 by 3.5 inches (51 by 89 mm). If the item is too small, it may jam inside the scanner area.</p>	<p>If there is no jam, quickly press <b>START</b> to continue scanning. If you do not, the product assumes a page has jammed and cancels the job.</p> <p>If there is a jam, see "Clearing jams from the scanner area" on page 160. Then, resend the job.</p> <p>If you are sending a fax longer than 39 in (991 mm), you can also use the Sending long pages (page 30) procedure.</p> <p>If there is a jam, see "Clearing jams from the scanner area" on page 160.</p>
Fax logs or transmission reports are printing at unwanted times.	The fax log or transmission reports settings are not set correctly.	Print a configuration report (see page 146) and check when the reports print. See "Setting when the fax log prints" on page 144 and "Setting when transmission reports print" on page 145 to change the settings.
There are dark streaks or lines on sent faxes or the image quality is poor.	The scanner glass may be dirty.	<p>Make a copy of the item you are faxing. If the same problem appears, the scanner glass may be dirty. See "Cleaning the scanner path" on page 213 for cleaning instructions.</p> <p>If the copy is OK, try adjusting the resolution and contrast on the fax and resend it. If the quality is still not good, there may be a problem with the receiving fax machine. If not, try recalibrating the product. See "Recalibrating the scanner" on page 215.</p>
The volume for sounds coming from the HP LaserJet 3150 product is too high or too low.	The volume setting needs to be adjusted.	See "Controlling sound volume" on page 148 for instructions on changing volume settings.

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<b>Problem</b>	<b>Cause</b>	<b>Solution</b>
Long pages aren't feeding.	The page may be longer than 39 inches (991 mm).	<p>If there is no jam, quickly press <b>START</b> to continue scanning. If you do not, the product assumes a page has jammed and cancels the job.</p> <p>If there is a jam, see "Clearing jams from the scanner area" on page 160. Then, resend the job.</p> <p>If you are sending a fax longer than 39 in (991 mm), you can also use the Sending long pages (page 30) procedure.</p>

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# Solving printing problems

Use this section to solve common printing problems. See also “Solving image quality problems” on page 201 and “Solving paper feed problems” on page 209.

Problem	Cause	Solution
No parallel port is available or the parallel port is being shared by another device.	The HP LaserJet 3150 product must be directly connected to the computer's parallel port. It cannot share the parallel port with another device.	If you have a device such as an external disk drive or switch box connected to the parallel port and want to continue using it, you must get two parallel ports on your computer.
Garbled text or unwanted characters are printing.	The parallel cable may not be securely connected or may be faulty.	Make sure the parallel cable is securely connected between the HP LaserJet 3150 product and the computer. Try plugging in another size C parallel cable if you have one. If you have another parallel port on the computer, try connecting the cable to it. If you have another computer, try setting up the product with the other computer.
The Document Assistant blinks on and off on the computer screen even when no document is loaded in the document feeder tray.	The HP LaserJet 3150 product is connected to a parallel port being shared with another device.	The HP LaserJet 3150 product cannot be connected to the same parallel port on the computer as another device. You must buy an additional parallel port or disconnect one of the two.
Printed pages are coming out in the incorrect order.	The incorrect output source may be selected, or the incorrect output setting has been chosen in the program from which you are printing.	Pages sent to the paper output bin print in correct order. Pages sent to the front paper output slot print in reverse order. Use the front paper output slot by pushing the paper path lever to the lower position. See “Selecting the output path” on page 56. If you need to print pages to the front paper output slot in correct order, select the reverse order output option in the program from which you are printing. See the program's documentation for more information.

Problem	Cause	Solution
<p>The HP LaserJet 3150 product is not responding after "Print" is selected in the software or you receive a message on the computer screen stating there was an error printing to the parallel port.</p>	<p>The printer may be printing a complex image.</p>	<p>Allow extra time for the computer to send the image.</p>
	<p>The printer may be paused.</p>	<p>Resume printing from the Printers window (95, 98, or NT 4.0 or 2000) or Print Manager (3.1x).</p>
	<p>The parallel cable between the HP LaserJet 3150 product and the computer may not be connected properly.</p>	<p>Disconnect and reconnect the parallel cable between the HP LaserJet 3150 product and the computer.</p>
	<p>The wrong printer was selected in your software.</p>	<p>Check the printer selection menu in your program to see if you selected the HP LaserJet 3150.</p>
	<p>The software for your HP LaserJet 3150 product is not configured for the correct port.</p>	<p>Check your software's printer selection menu to make sure it is accessing the correct port. If your computer has more than one parallel port, make sure the parallel cable is connected to the correct one.</p>
	<p>The computer parallel port may not adequately support bidirectional communication.</p>	<p>Ensure that the computer has a parallel port with a bidirectional data bus. (EPP or unidirectional ports are not supported.) Change the parallel port mode setting in the computer's BIOS. HP recommends setting it to ECP or bidirectional, but other modes may also work. For instructions on changing the setting, see Appendix C, see the computer documentation, or contact the computer manufacturer.</p>
	<p>The product may not be receiving adequate power, or there may be voltage fluctuations.</p>	<p>Plug the product into a different power source.</p>
	<p>Another device may be interfering.</p>	<p>If there is another device connected to the computer parallel port, disconnect it and connect the HP LaserJet 3150 product directly to the computer parallel port. You might also have to remove software for the other device before the product will work.</p>
<p>The parallel cable is defective or the parallel port on the computer is malfunctioning.</p>	<p>Try plugging in another size C parallel cable if you have one. If you have another parallel port on the computer, try plugging the cable into it instead. If you have another computer, try connecting the product to the other computer.</p>	

Problem	Cause	Solution
<p>The HP LaserJet 3150 product isn't responding after "Print" is selected in the software or you receive a message on the computer screen stating there was an error printing to the parallel port (CONTINUED).</p>	<p>There may be a conflict with WinModem software.</p> <p>The HP LaserJet 3150 product is malfunctioning.</p>	<p>Contact your hardware manufacturer to obtain a software update. If not available, try uninstalling and reinstalling the modem software.</p> <p>Try printing from another program. Try printing a self-test report (see page 147).</p>
<p>You received a message on the computer screen that there was an error printing to the LPT port.</p>	<p>You may have the wrong type of parallel port, or it may not be properly connected to the computer.</p> <p>Another device is conflicting with the parallel port.</p>	<p>Be sure that you have connected the parallel cable that came in your package to the correct parallel port on the back of your computer. If you have another parallel port, try attaching the parallel cable to the other port. Make sure you have a bi-directional or ECP-compliant parallel port on your computer. A bi-directional parallel port is the minimum; an ECP parallel port is strongly recommended. For more information on your parallel port, see Appendix C and your computer documentation.</p> <p>The HP LaserJet 3150 product cannot share a parallel port. If you have a sound card, external hard drive, or network switchbox connected to the same parallel port as the HP LaserJet 3150 product, the other device may be interfering. You must unhook the other device to connect and use the HP LaserJet 3150 product, or you must use two parallel ports on the computer. You may need to add another parallel interface card. An ECP parallel interface card is strongly recommended. Please see Appendix C or your computer's documentation for information on installing an additional parallel interface card or resolving conflicts.</p>
<p>The image or words on printed pages are the wrong size.</p>	<p>The Layout (Pages-per-Sheet or N-Up) feature is selected in the program you are using (if it has this feature), or the reduction/enlargement setting is incorrect in the program or printer driver.</p>	<p>Check the settings in the program you are using or in the printer driver. See the software Help for printer driver issues.</p>

Problem	Cause	Solution
When printing on both sides of the page, the print quality is reduced, pages curl, or duplexing results in incorrect or multiple page feeds.	When you print on both sides, there will be a difference in the way the product performs. You may also experience incorrect or multiple feeds.	<p>Instead of duplexing manually, use the Layout (Pages-per-Sheet or N-Up) feature in the program from which you are printing, if available. See the program's documentation for information.</p> <p>Allow sheet to cool and flatten before printing the second side.</p> <p>Make sure the leading edge of sheets are not bent or curled.</p> <p>To minimize curl, set the paper path lever to the lower position (for front paper output slot). This allows a straight-through paper path.</p> <p>If all printed pages are printing with poor quality, frequent duplexing might be the cause. See "Using a cleaning page" on page 219.</p>
The HP LaserJet 3150 product isn't working.	<p>The HP LaserJet 3150 product may not be receiving power.</p> <p>The computer's processor is too busy.</p> <p>The hard drive on the computer may be very full or is fragmented.</p>	<p>Check that all cords are plugged in at the HP LaserJet 3150 product and the computer and that they are plugged into a live power outlet or power strip. Also, try removing the power cord from the back of the HP LaserJet 3150 product and then reinserting it. If the <b>Ready</b> message is displayed on the control panel, the HP LaserJet 3150 product is receiving power.</p> <p>Try running fewer programs at the same time on the computer. Do not perform I/O or processor-intensive tasks (such as sending a fax or playing a video game) on the computer while printing.</p> <p>Free disk space or defragment the hard drive. See the computer documentation for help.</p>



Problem	Cause	Solution
Print jobs fail to print when sent to an HP LaserJet printer driver other than the one included with the product.	The HP LaserJet 3150 product uses a host-based printing technology and does not print using other HP LaserJet printer drivers.	Use the printer driver included with the product.
A print job sent from DOS is not printing.	<p>The DOS program must be able to run from a DOS prompt in Windows.</p> <p>You must print using an HP LaserJet II or PCL Level 4 compatible printer driver.</p>	<p>Run the DOS program from a DOS prompt in Windows. If the DOS program is incapable of doing so, you cannot print the the HP LaserJet 3150 product.</p> <p>Install or set up one of the compatible drivers and configure it to print to the LPT1 port. See the documentation for your MS-DOS program for instructions.</p>
When printing from a DOS program, the print job won't print until the program is closed.	When printing from a DOS program such as WordPerfect 5.1, the print job cannot spool until the program closes.	Run the DOS program from a DOS window in Windows instead of pure DOS. Or, edit the PIF file for the program. To do so, start the PIFedit.exe in the Windows directory. Open the PIF file for the DOS program. (It should be in the directory for the program.) Under <b>Execution</b> , clear the <b>Exclusive</b> check box.
When printing from a DOS program running in Windows, this message appears: "There was an error writing to LPT1: for the printer (name of a printer, unknown, or it is blank): Cannot access a port..."	The <b>Spool MS-DOS Print Jobs</b> check box may be selected for other printer drivers on your computer.	On the Windows 95 or 98 desktop, click the My Computer icon, and then double-click the Printers icon. Double-click the icon for the first printer and then click the <b>Details</b> tab. If there is a <b>Port Settings</b> button, click it. In the dialog box that opens, clear the <b>Spool MS-DOS Print Jobs</b> check box. If there is no <b>Port Settings</b> button or clicking it did not open a dialog box, then that printer is not interfering. Repeat the procedure for all other printers on the computer except for the HP LaserJet 3150 product.

# Solving copying problems

Use this section to troubleshoot common copy problems. See also “Solving image quality problems” on page 201 and “Solving paper feed problems” on page 209.

Problem	Cause	Solution
No parallel port is available or the parallel port is being shared by another device.	If you are copying from the Document Assistant or the JetSuite Pro software, the HP LaserJet 3150 product must be directly connected to the computer's parallel port. It cannot share the parallel port with another device.	If you have a device such as an external disk drive or switch box connected to the parallel port and want to continue using it, you must get two parallel ports on your computer.
Items loaded in the document feeder tray fall forward out of the tray.	The item is on a very lightweight media.	Do not try to pull the page out because you may damage the scanner. To remove the page, see “Clearing jams from the scanner area” on page 160. Then, curl or roll the item in the direction of the printed side, unroll it, and reload the item.
The HP LaserJet 3150 product isn't working.	The HP LaserJet 3150 product may not be receiving power.  The computer's processor is too busy.  The hard drive on the computer may be very full or is fragmented.	Check that all cords are plugged in at the HP LaserJet 3150 product and the computer and that they are plugged into a live power outlet or power strip. Also, try removing the power cord from the back of the HP LaserJet 3150 product and then reinserting it. If the <b>Ready</b> message is displayed on the control panel, the HP LaserJet 3150 product is receiving power.  Try copying from the control panel. Try running fewer programs at the same time on the computer. Do not perform I/O or processor-intensive tasks (such as sending a fax or playing a video game) on the computer while printing.  Free disk space or defragment the hard drive. See the computer documentation for help.

Problem	Cause	Solution
<p>The message on the computer screen says there was a problem opening scanner. Unable to activate TWAIN source.</p>	<p>The computer parallel port may not adequately support bidirectional communication.</p>	<p>Ensure that the computer has a parallel port with a bidirectional data bus. (EPP or unidirectional ports are not supported.) Change the parallel port mode setting in the computer's BIOS. HP recommends setting it to ECP or bidirectional, but other modes may also work. For instructions on changing the setting, see Appendix C, see the computer documentation, or contact the computer manufacturer.</p>
	<p>Another device such as an external drive or switchbox may be interfering.</p>	<p>If there is another device connected to the computer parallel port, disconnect it and connect the HP LaserJet 3150 product directly to the computer parallel port. You might also have to remove software for the other device before the product will work. Or, use a second parallel port on the computer.</p>
	<p>The wrong TWAIN source is selected within the program.</p>	<p>Verify the correct TWAIN source is selected. In the JetSuite Pro software, check the TWAIN source by clicking <b>Select Source</b> from the <b>File</b> menu.</p>
	<p>Another driver or status window may be loading from previously installed devices such as scanners, software you installed, or software that came with the computer.</p>	<p>Check the Load= and Run= lines in the WIN.INI file. Place a semicolon in front of each line to remark them out: ;load=xxxx and ;run=xxxx. If you need further assistance, contact the computer manufacturer.</p> <p>Check the [386enh] section of the SYSTEM.INI file for device conflicts. If you need further assistance, contact the computer manufacturer.</p>

Problem	Cause	Solution
Documents stop feeding in the middle of copying.	<p>The maximum scannable page length is 39 inches (991 mm). If the page is longer, scanning stops at 39 inches (991 mm).</p> <p>The minimum scannable page length is 2 by 3.5 inches (51 by 89 mm). If the item is too small, it may jam inside the scanner area.</p> <p>A business card (2 by 3.5 inches; 51 by 89 mm) was fed using the wrong orientation.</p>	<p>If there is no jam, quickly press <b>START</b> to continue scanning. If you do not, the product assumes a page has jammed and cancels the job.</p> <p>If there is a jam, see “Clearing jams from the scanner area” on page 160 and resend the job.</p> <p>If you are copying a document longer than 39 in (991 mm), you can also use the Sending long pages (page 30) procedure.</p> <p>To remove the page, see “Clearing jams from the scanner area” on page 160.</p> <p>Then, see “Selecting items for faxing, copying, and scanning” on page 16.</p> <p>To remove the page, see “Clearing jams from the scanner area” on page 160.</p> <p>Then, see “To load special items” on page 71.</p>
The Document Assistant blinks on and off on the computer screen even when no document is loaded in the document feeder tray.	The HP LaserJet 3150 product is connected to a parallel port being shared with another device.	The HP LaserJet 3150 product cannot be connected to the same parallel port on the computer as another device. You must buy an additional parallel port to use both devices.
Copies print on the wrong size paper.	The page size may be set incorrectly.	<p>Change the paper size to the size you are copying. See “Setting the paper size” on page 154.</p> <p>Try reducing or enlarging the copies. See “Reducing or enlarging copies” on page 74.</p>
Only one copy of a job printed although I specified multiple copies.	The entire document to be copied must fit into memory, or only one copy prints.	Use the Document Assistant to make multiple copies of large documents. Break the job into smaller jobs containing fewer pages.

Problem	Cause	Solution
Copying is extremely slow.	The product is scanning a file using a high resolution.	If you chose Photo, Photo (high quality), 8-bit grayscale, or a custom resolution that is very high, you may have created a very large file that is slow to scan. To speed up the scanning process, try choosing a lower resolution and rescanning.
	If you are using the Document Assistant, it may be waiting for you to make a selection.	Click anywhere on the inactive Document Assistant, and then click <b>Copy</b> .
	If you are using the Document Assistant to copy, there are too many other programs open or the base system resources are stressed.	Quit other open programs. Increase system resources.
	The parallel port mode may not be set to its optimal setting.	Ensure that the computer has a parallel port with a bidirectional data bus. (EPP or unidirectional ports are not supported.) Change the parallel port mode setting in the computer's BIOS. HP recommends setting it to ECP or bidirectional, but other modes may also work. For instructions on changing the setting, see Appendix C, see the computer documentation, or contact the computer manufacturer.
Either light or dark vertical lines run through the copy.	The scanner mirror may be dirty.	Print a test page on the product. See "Printing a self-test report" on page 147. If the test page shows the line, see "Recalibrating the scanner" on page 215. Reprint a test page. If lines continue to appear, see "Solving image quality problems" on page 201. If the test page does not show the line, clean and recalibrate the scanner. See "Cleaning the scanner path" on page 213 and "Recalibrating the scanner" on page 215.
Copies are too light or too dark.	The contrast may not be set correctly.	Adjust the contrast setting. See "Adjusting the contrast" on page 73.
Copy quality of an image or text is poor.	The resolution may not be set correctly.	See "Adjusting the resolution" on page 73.
	The scanner path may be dirty.	See "Cleaning the scanner path" on page 213

# Solving scanning problems

Use the following table to solve problems with quality of scans. See also “Solving image quality problems” on page 201 and “Solving paper feed problems” on page 209.

Problem	Cause	Solution
The message on the computer screen says there was a problem opening scanner. Unable to activate TWAIN source.	The computer parallel port may not adequately support bidirectional communication.	Ensure that the computer has a parallel port with a bidirectional data bus. (EPP or unidirectional ports are not supported.) Change the parallel port mode setting in the computer's BIOS. HP recommends setting it to ECP or bidirectional, but other modes may also work. For instructions on changing the setting, see Appendix C, see the computer documentation, or contact the computer manufacturer.
	Another device such as an external drive or switchbox may be interfering.	If there is another device connected to the computer parallel port, disconnect it and connect the HP LaserJet 3150 product directly to the computer parallel port. You might also have to remove software for the other device before the product will work. Or, use a second parallel port on the computer.
	The wrong TWAIN source is selected within the program.	Verify the correct TWAIN source is selected. In the JetSuite Pro software, check the TWAIN source by clicking <b>Select Source</b> from the <b>File</b> menu.
	Another driver or status window may be loading from previously installed devices such as scanners, software you installed, or software that came with the computer.	Check the Load= and Run= lines in the WIN.INI file. Place a semicolon in front of each line to remark them out: ;load=xxxx and ;run=xxxx. If you need further assistance, contact the computer manufacturer. Check the [386enh] section of the SYSTEM.INI file for device conflicts. If you need further assistance, contact the computer manufacturer.
No parallel port is available or the parallel port is being shared by another device.	The HP LaserJet 3150 product must be directly connected to the computer's parallel port. It cannot share the parallel port with another device.	If you have a device such as an external disk drive or switch box connected to the parallel port and want to continue using it, you must get two parallel ports on your computer.

Problem	Cause	Solution
The HP LaserJet 3150 product isn't working.	The HP LaserJet 3150 product may not be receiving power.	Check that all cords are plugged in at the HP LaserJet 3150 product and the computer and that they are plugged into a live power outlet or power strip. Also, try removing the power cord from the back of the HP LaserJet 3150 product and then reinserting it. If the <b>Ready</b> message is displayed on the control panel, the HP LaserJet 3150 product is receiving power.
	The computer's processor is too busy.	Try copying from the control panel. Try running fewer programs at the same time on the computer. Do not perform I/O or processor-intensive tasks (such as sending a fax or playing a video game) on the computer while printing.
	The hard drive on the computer may be very full or is fragmented.	Free disk space or defragment the hard drive. See the computer documentation for help.
Scanner stops in the middle of scanning.	The maximum scannable page length is 14 inches (356 mm). If the page is longer, the scanner continues to scan, but it only keeps the first 14 inches (356 mm) of data on the page and discards the rest.	Do not try to pull the page out because you may damage the scanner. To remove the page, see "Clearing jams from the scanner area" on page 160. If you want to scan an item that is longer than 14 inches (356 mm), first copy the item onto multiple pages and then scan the copies. See "Copying long pages" on page 75.
	The minimum scannable page length is 2 by 3.5 inches (51 by 89 mm). If the item is too small, it may jam inside the scanner area.	To remove the page, see "Clearing jams from the scanner area" on page 160. Then, see "Selecting items for faxing, copying, and scanning" on page 16.
	A business card (2 by 3.5 inches; 51 by 89 mm) was fed using the wrong orientation.	To remove the page, see "Clearing jams from the scanner area" on page 160. Then, see "To load special items" on page 81.

Problem	Cause	Solution
Scanning is extremely slow.	If you are using the Document Assistant, it may be waiting for you to make a selection.	Click anywhere on the inactive Document Assistant, and then click <b>Copy</b> .
	If you are using the Document Assistant, there are too many other programs open or the base system resources are stressed.	Quit other open programs. Increase system resources.
	The parallel port mode may not be set to its optimal setting.	Ensure that the computer has a parallel port with a bidirectional data bus. (EPP or unidirectional ports are not supported.) Change the parallel port mode setting in the computer's BIOS. HP recommends setting it to ECP or bidirectional, but other modes may also work. For instructions on changing the setting, see Appendix C, see the computer documentation, or contact the computer manufacturer.
The Document Assistant blinks on and off on the computer screen even when no document is loaded in the document feeder tray.	The HP LaserJet 3150 product is connected to a parallel port being shared with another device.	The HP LaserJet 3150 product cannot be connected to the same parallel port on the computer as another device. You must buy an additional parallel port or disconnect one of the two.
Scanned items are not appearing on the computer.	The item may not have been saved as a file.	Make sure you save scanned items as files. See "Saving scanned items" on page 85.
Scanned text is not editable.	If the item is in the JetSuite Pro software, the text cannot be edited. The text must be converted using an OCR program (one is included with the HP LaserJet 3150 product) and then opened in a word-processing program.	From the desktop or viewer, click the link for your word-processing program (at the bottom of the window). The text is converted to editable text and opens as an untitled file in your word-processing program.
Not enough disk space.	The JetSuite Pro software requires at least 40 MB of available disk space to be installed. More disk space may be needed if you are processing a complex image.	Try deleting unnecessary files or archiving older data to floppy disks or some other medium.



Problem	Cause	Solution
Items lose their formatting or have strange formatting codes in them.	The correct word-processing program may not be associated with the link.	The link for your word-processing program should automatically appear. If it doesn't or isn't working correctly, you must configure the word processor link, specifying the correct output word processor. See the software Help for instructions. If the problem persists, you may want to reinstall the JetSuite Pro software.
The OCR link for your word processing program is missing on the Manager toolbar.	The program is not supported.	You will not be able to use that word-processing program with the JetSuite Pro software.
	The word-processing program is not selected to appear on the Manager toolbar. The toolbar can show up to six programs.	See "Customizing the Manager toolbar" on page 90.
A high percentage of incorrect characters appear in an item that was converted with the OCR link.	The toolbar is too large and the icon cannot be seen.	Reduce the number of programs on the toolbar. See "Customizing the Manager toolbar" on page 90. Increase the resolution of your computer screen.
	The accuracy of the OCR link depends on the quality, size, and structure of the original document and on the quality of the scan itself.	To obtain the best possible results when using the OCR link, choose the scan setting for text and process only crisp, clear text. Tables, spreadsheets, and handwriting do not translate well. Scan text using the 300 dpi, 1 bit per pixel setting. See "About OCR software" on page 90. Print a document from a word-processing program, scan it, and then OCR it to see if the results are better. Calibrate the scanner. See "Cleaning the scanner path" on page 213.
Items loaded in the document feeder tray fall forward out of the tray.	The item is on a very lightweight media.	Do not try to pull the page out because you may damage the scanner. To remove the page, see "Clearing jams from the scanner area" on page 160. Then, curl or roll the item in the direction of the printed side, unroll it, and reload the item.

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## Solving general software problems

Use the following table to solve two common, general software problems. See the software Help for more software troubleshooting information

Problem	Cause	Solution
On a computer such as a laptop that is regularly disconnected from the product, you receive the following message: "JetSuite Fax has detected that the HP LaserJet 3150 is switched off or is not connected to the computer.	The message always appears if the software detects the product is not connected.	In the installation program, there is an option to select if you have a laptop. Rerun the installation program and select this option.
In Windows 95 or 98, the New Hardware Found dialog box re-appears each time the computer restarts.	Windows Plug and Play is continuing to detect the HP LaserJet 3150 product.	<p><i>For Windows 95:</i> If it is available, select the <b>Do not install a driver (Windows will not prompt you again)</b> option and click <b>OK</b> on the dialog box. Otherwise, when the dialog box appears, click <b>Next</b> and then click <b>Finish</b>.</p> <p><i>For Windows 98:</i> Click <b>Next</b>. When asked to choose Search or Display, click <b>Search</b> and click <b>Next</b>. When asked for the location to search, clear all three check boxes and click <b>Next</b>. Click <b>Next</b> again and then click <b>Finish</b>.</p>

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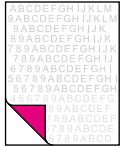
# Solving image quality problems

Use the following table to help solve problems with printed pages. See also “Solving paper feed problems” on page 209.

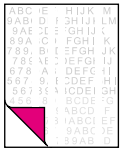
Problem	Cause	Solution
Parts of the page around the edges aren't printing.	<p>The HP LaserJet 3150 product cannot print right up to the edge of the paper. The HP LaserJet 3150 product has minimum margins on each edge of 0.25 in (6.4 mm).</p> <p>If printing or copying, the reduction setting may be set incorrectly.</p>	<p>To get the image to fit into this printable area, you must slightly reduce the size of the image.</p> <p>For printing, check the reduction setting in the Print window from within the program you are using. For copying, check the reduction setting on the control panel (page 72) or from the Document Assistant.</p>
Images will not print.	<p>The HP LaserJet 3150 product may not be plugged in.</p> <p>The parallel cable may be loose.</p> <p>The toner cartridge tape may not have been removed.</p>	<p>Make sure that the HP LaserJet 3150 product is plugged into a live wall outlet or power strip.</p> <p>Check that the parallel cable is securely connected between the HP LaserJet 3150 product and the computer.</p> <p>Remove the toner cartridge and make sure the tape has been removed. See “Installing the toner cartridge” in the getting started guide.</p>
Faxes you send or copies are too light or too dark.	The contrast may not be set correctly.	Adjust the contrast and resolution settings from the control panel or the Document Assistant.



Problem	Cause	Solution
Faxes you send or copies are too light.	If you are faxing or copying a document printed on colored paper there may not be enough contrast between the ink and paper colors.	Adjust the contrast and resolution settings from the control panel or the Document Assistant. Also, if possible, use originals printed with black ink on white paper.



Print is faded or you notice a block of vertically aligned white streaks.	The toner cartridge may be getting low on toner.  The paper you are using may not meet HP's paper specifications (for example, it may be too moist or too rough).	See "Managing HP LaserJet toner cartridges" on page 62.  Order HP's paper specification guide. See "Ordering parts" on page 221.
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Toner density setting may need to be adjusted.	Adjust the setting from the front panel.
A part of the HP LaserJet 3150 product may be damaged.	Contact the HP Customer Care for service. See the front of this manual for support information.

Stains or smudges appear as small, round, black dots on the front or back of a page. Sometimes inconsistent stains appear.	The paper you are using may not meet HP's paper specifications (for example, it may be too moist or too rough).  You may be printing on the wrong side of the paper.	Order HP's paper specification guide. See "Ordering parts" on page 221.  Remove the paper from the paper input bin and turn it over. (The wrapper on many reams of paper has an arrow indicating the print side.)
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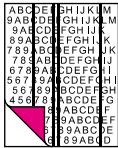
The HP LaserJet 3150 product may need cleaning.	See "Cleaning the scanner path" on page 213 and "Using a cleaning page" on page 219.
The toner cartridge may be damaged.	See "Managing HP LaserJet toner cartridges" on page 62. Replace the toner cartridge if maintenance procedures do not improve print quality.

Problem	Cause	Solution
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Vertically-aligned black streaks or smears appear on successive pages.

The toner cartridge may be damaged.

See "Managing HP LaserJet toner cartridges" on page 62. Replace the toner cartridge if maintenance procedures do not improve print quality.



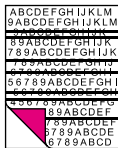
The HP LaserJet 3150 product may need cleaning.

See "Cleaning the scanner path" on page 213.

Horizontally aligned black streaks or smears appear.

The toner cartridge may not be properly installed.

Make sure you removed the entire length of the sealing tape from the toner cartridge before you installed it. See "Installing the toner cartridge" in the getting started guide.



The toner cartridge may be defective and need replacing.

The toner cartridge may still be under warranty. See "Warranty information" on page 243.

Light character shadows or repetitive marks appear on the page.

The HP LaserJet 3150 product may need cleaning.

See "Cleaning the scanner path" on page 213.

If you are using transparencies, they may not meet HP's specifications.

Order HP's paper specification guide. See "Ordering parts" on page 221.



The paper's texture may be too coarse.

Try changing to a paper with a smoother finish.

The toner cartridge may be damaged, causing a repetitive black flaw on every printout.

The toner cartridge may still be under warranty. See "Warranty information" on page 243.

The toner cartridge's photosensitive drum may have been overexposed to bright light, causing repetitive defects (usually a fuzzy black area).

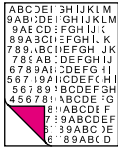
The toner cartridge may still be under warranty. See "Warranty information" on page 243.

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**Problem****Cause****Solution**

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Vertical white stripes appear on the page.



The scanning device may need to be recalibrated.

If you noticed the lines on a copy output page or on a fax you sent to a recipient, scan an item and see if similar lines appear on the scanned image. (If the lines were on the scanned image, make a copy and check for the lines.) If similar lines appear, see “Recalibrating the scanner” on page 215.

The HP LaserJet 3150 product's internal mirror may be contaminated.

Contact the Customer Service Center for service. See the front of this manual for support information.

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Character voids appear (white areas within the parts of characters that should be solid black).



The paper or transparencies may not meet HP's specifications.

Order HP's paper specification guide. See “Ordering parts” on page 221.

You may be printing on the wrong surface of the paper.

Remove the paper and turn it around. (The wrapper on many reams of paper has an arrow indicating the print side.)

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Background scatter appears on a printed page.

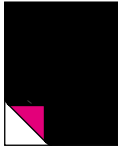



Background scatter results from bits of toner distributed on the front or back of a printed page. Background scatter often is isolated to a specific area of the page.


Change the paper type, weight, or surface finish. To order HP's paper specification guide, see “Ordering parts” on page 221.

If background scatter occurs on an envelope, try moving the text to an area with no seams. Printing on seams can cause this problem.

This problem may be caused by spilled toner inside the HP LaserJet 3150 product or the pick rollers being dirty. See “Cleaning the print path” on page 216.

Problem	Cause	Solution
<p>The page is completely black.</p> 	The toner cartridge may not be installed properly.	Remove the cartridge and reinstall it. See "Installing the toner cartridge" in the getting started guide.
	The toner cartridge may be defective and need replacing.	The toner cartridge may still be under warranty. See "Warranty information" on page 243.
	The HP LaserJet 3150 product may need to be repaired if the problem continues after replacing the toner cartridge.	See the front of this manual for support options.

<p>Characters are only partially printed (also referred to as dropouts).</p> 	A single sheet of paper may be defective.	Try reprinting the job.
	The print density may need adjusting.	Adjust the print density from the front panel.
	The moisture content of the paper may be inconsistent or the paper may have moist or wet spots on the surface.	Use paper from a fresh ream or a different source. To order HP's paper specification guide, see "Ordering parts" on page 221.
	The paper may have been damaged by inconsistent manufacturing processes.	Try using paper from a different supplier. To order HP's paper specification guide, see "Ordering parts" on page 221.

<p>The bottom of the printed page is blank or part of a graphic's image is cut off.</p> 	The page may be too complex. (There is not enough memory to process the page.)	Set the resolution to 300 dpi through your software or printer driver. See the software Help for printer driver issues.
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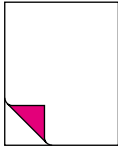
**Problem****Cause****Solution**

---

Blank pages print occasionally.

Page length and margins are not set correctly for the paper size.

If you are printing on small paper and your page is blank, try printing on larger paper to see where the image is printing. Adjust the margins accordingly.



Your HP LaserJet 3150 product may be feeding two or more sheets of paper at a time because the paper is difficult to separate.

Remove the paper from the paper input bin and align the edges of the paper. "Break" the ream of paper by curving it into an upside-down u-shape; this may decrease multifeeds. Try turning the paper around to feed the other end first.

Your program may be sending an extra page-eject command.

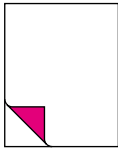
Check your software's printing configuration information. If you are using a word-processing program, check for a natural page break and a forced page break that are close to each other.

---

Blank pages are always printing

The toner cartridge may be improperly installed.

Make sure you removed the entire length of the sealing tape from the toner cartridge before you installed it. See "Installing the Toner Cartridge" in the getting started guide.



The toner cartridge may be completely out of toner.

Replace the toner cartridge. See "Ordering parts" on page 221.

The HP LaserJet 3150 product may need to be serviced.

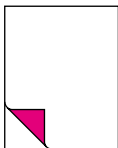
Print a self-test page. See "Printing a self-test report" on page 147. If the page is still blank, see the front of this manual for support options.

---


Faxing a document, copying or scanning results in blank pages


The item may have been loaded incorrectly.


Load the document face down. See the procedure for loading documents in chapter 2, "Faxing," chapter 4, "Copying," chapter 5, "Scanning," or chapter 6, "E-Mailing Portable Documents."





Problem	Cause	Solution
Print is misaligned on the page (skewed pages).	The paper input bin may be too full.	Try removing some of the paper.
	The guides may not be adjusted properly.	Be sure to center the paper with the paper guides. Also, verify that the paper guides are not adjusted too tightly or too loosely against the paper.
	The paper's weight or surface finish may not meet HP's specifications.	Print a self-test page from the control panel or the software to verify the HP LaserJet 3150 product is working. See "Printing a test page" in the getting started guide. To order HP's paper specification guide, see "Ordering parts" on page 221.

Scanned images are too light or too dark.	The original image may be very light or dark.	Adjust the resolution and/or contrast setting(s) from the dialog box that appears after you click <b>Scan</b> on the Document Assistant.
		If it is too dark, the original may be on colored paper.
	The HP LaserJet 3150 product may need recalibrating.	See "Ordering parts" on page 221.

Scanned images have unwanted lines through them.	There may be ink, glue, white-out, or some other substance on the scanner's image sensor.	For more information about cleaning the HP LaserJet 3150 product, see "Cleaning the scanner path" on page 213.
		If you tried to scan a slick paper, the scanner may have had trouble scanning it.
	The HP LaserJet 3150 product may need recalibrating.	See "Recalibrating the scanner" on page 215.

---

**Problem****Cause****Solution**

---

Scanned images have black dots or streaks in top and bottom margins.

There may be ink, glue, white-out, or some other substance on the scanner's image sensor.

For more information about cleaning the HP LaserJet 3150 product, see "Cleaning the scanner path" on page 213.



---

Scanned text is not clear.

The contrast, resolution, or brightness may need to be adjusted before scanning.

Adjust the resolution, contrast and/or brightness setting(s) from the dialog box that appears after you click **Scan** on the Document Assistant.

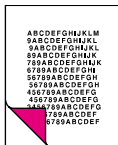


The original may be on colored paper.

If the original was on a colored paper, including a brown recycled paper, the text may not be clear. Try adjusting the resolution, contrast, and/or brightness settings from the dialog box that appears after you click **Scan** on the Document Assistant.

---

Scanned images print at a reduced size.



If necessary, the JetSuite Pro software automatically reduces the size of the image to fit it on the page. For example, if you scan an 8.5- by 11-inch (215.9- by 279.4-mm) page, then the image in the JetSuite Pro software will be the exact same size edge to edge. However, most printers cannot print right up to the edge of the paper. To get the image to fit into this printable area, you must slightly reduce the size of the image.

---

# Solving paper feed problems

Use the following table to solve problems related to moving paper or documents through the HP LaserJet 3150 product.

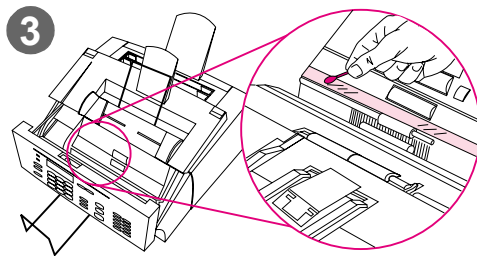
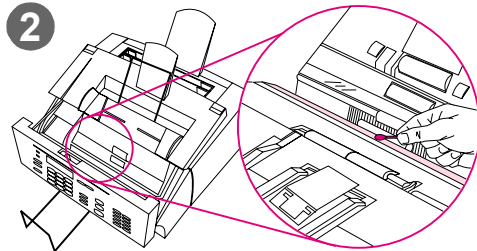
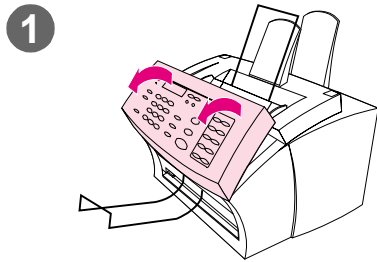
Problem	Cause	Solution
Pages are coming out of the HP LaserJet 3150 product curled or wrinkled.	Paper is curled or wrinkled when using the paper output bin.	Use the front paper output slot by pushing the paper path lever to the lower position. See "Selecting the output path" on page 56.
	Paper may not be stored properly.	Whenever possible, store paper in its sealed ream at room temperature.
Printed pages are coming out in the incorrect order.	The incorrect output source may be selected, or the incorrect output setting has been chosen in the program from which you are printing.	Pages sent to the paper output bin print in correct order. Pages sent to the front paper output slot print in reverse order. Use the front paper output slot by pushing the paper path lever to the lower position. See "Selecting the output path" on page 56. If you need to print pages to the front paper output slot in correct order, select the reverse order output option in the program from which you are printing. See the program's documentation for more information.
Long pages aren't feeding.	The maximum scannable page length is 39 inches (991 mm). If the page is longer, scanning stops at 39 inches (991 mm).	Do not try to pull the page out because you may damage the scanner. To remove the page, see "Clearing jams from the scanner area" on page 160. Then, rescan the page. When the scanner reaches the 39 in (991 mm) mark, the control panel displays <code>Long Page? START to Continue</code> for a few moments only. Quickly press <b>START</b> to continue scanning. If you do not, the message disappears and the scanner stops scanning because it thinks the page has jammed. If you are sending a fax or copying a document longer than 39 in (991 mm), you can also use the Sending long pages (page 30) procedure. That procedure ensures that long pages go without having to monitor the task and press Start before the scanner shuts off.

<b>Problem</b>	<b>Cause</b>	<b>Solution</b>
<p>Print is misaligned on the page (skewed pages).</p>	The paper input bin may be too full.	Try removing some of the paper.
	The paper guides may not be adjusted properly.	Be sure to center the paper with the guides. Also, verify that the guides are not adjusted too tightly or too loosely against the paper.
	The paper's weight or surface finish may not meet HP's specifications.	Print a self-test page from the control panel or the software to verify the HP LaserJet 3150 product is working. See "Printing a test page" in the getting started guide. To order HP's paper specification guide, see "Ordering parts" on page 221.
<p>Scanned items are crooked.</p>	The document feeder tray guides may not be adjusted properly.	Be sure to center the paper with the guides. Also, verify that the guides are not adjusted too tightly or too loosely against the paper.

Problem	Cause	Solution
<p>The HP LaserJet 3150 product is feeding multiple sheets or jams frequently from the paper input bin or single-sheet input slot.</p>	Guides are not adjusted properly.	Remove the paper from the paper input bin or the single-sheet input slot. Tap the sides of the paper stack together, then reinsert the stack. Or reinsert the single sheet into the slot. Slide the guides against the sides of the stack in the paper input bin or against the single sheet in the single-sheet input slot to center the paper. Make sure the guides are not adjusted too tightly.
	The paper input bin is too full.	Remove some of the sheets. The paper input bin can hold up to 100 sheets of 20-lb (75g/m <sup>2</sup> ) bond weight paper (less for heavier paper) or up to 7 to 10 envelopes, depending on envelope construction and operating environment
	More than one sheet was placed in the single-sheet input slot.	Place only one sheet at a time in the single-sheet input slot. If printing more than one sheet of the same type of media, use the paper input bin.
	The paper was poorly cut by the manufacturer and is sticking together.	“Break” the ream of paper by curving it into an upside-down u-shape; this may effectively decrease multifeeds. You may also try turning the paper around to feed the opposite end first, or use a different type of paper.
	The paper does not meet HP’s specifications for print media.	Order HP’s paper specification guide. To order, see “Ordering parts” on page 221.
	The output capacity was exceeded in the paper output bin or front paper output slot.	Do not allow more than 100 sheets of 20-lb (75 g/m <sup>2</sup> ) bond weight paper (less for heavier paper) to fill the paper output bin. Do not allow media to stack up in front of the front paper output slot.
	The pick rollers are dirty and are not grabbing the paper.	See “Cleaning the print path” on page 216.
	There may be a sensor that is not operating properly.	Contact the Customer Service Center for service. See the front of this manual for support information.

Problem	Cause	Solution
The HP LaserJet 3150 product is feeding multiple sheets or jams frequently from the document feeder tray.	The special media lever may be in the incorrect position.	The special media lever should be to the left if you are sending regular weight documents. The lever should be to the right if you are sending thick documents, which can only be loaded one page at a time.
	Guides are not adjusted properly.	Remove the document from the document feeder tray. Straighten the item, then reinsert it. Slide the guides against the sides of the item to center it. Make sure the guides are not adjusted too tightly.
	The document feeder tray is too full.	Remove some of the sheets. The document feeder tray can hold up to 30 pages, depending on the thickness of the pages.
	The item was too thick, too slick, or otherwise did not meet specifications.	See "Selecting items for faxing, copying, and scanning" on page 16.
	The output capacity was exceeded in the document output tray.	Do not allow more than 30 pages to stack up in the document output tray.
	The pick rollers and pads may be dirty and aren't grabbing the paper.	See "Cleaning the print path" on page 216.
	There may be a sensor that isn't operating properly.	Contact the Customer Service Center for service. See the front of this manual for support information.
Items loaded in the document feeder tray fall forward out of the tray.	The item is on a very lightweight media.	Do not try to pull the page out because you may damage the scanner. To remove the page, see "Clearing jams from the scanner area" on page 160. Then, curl or roll the item in the direction of the printed side, unroll it, and reload the item.

# Cleaning the scanner path



You may need to clean parts of the scanner if the ink on items you are scanning can be smudged with your hand or they have excessive amounts of dust or dirt on them. You may also need to clean these parts if there are smudges or other marks on documents or scans of documents.

---

## **WARNING!**

Before cleaning the HP LaserJet 3150 product, disconnect it from the power source.

---

- 1 Open the document release door.
- 2 If the long, white strip on the inside of the document release door is dirty, clean it with a dry cotton swab. If there is still something on the strip, dab a swab in a small amount of isopropyl alcohol and gently clean the strip.

---

## **WARNING!**

Alcohol is flammable. Keep it away from open flame. Allow alcohol to dry completely before closing the printer and plugging in the power cord.

---

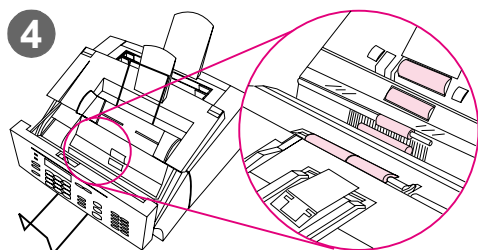
---

## **CAUTION**

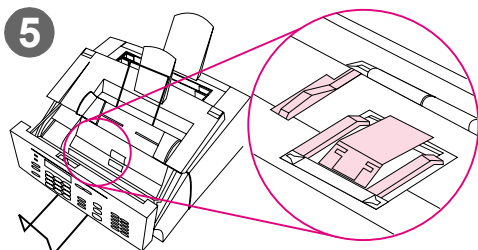
If you must use alcohol, only use a very small amount. Exposing internal parts to dripping alcohol can damage them.

---

- 3 If the long strip of glass opposite the long, white strip is dirty, clean it with a dry cotton swab. If there is still something on the glass strip, dab a swab in a small amount of isopropyl alcohol and gently clean the glass.



- 4 Inspect each of the six rollers in the scanner area for dirt or debris. Clean any dirty rollers with a lint-free cloth (such as lens tissues) dampened with a small amount of isopropyl alcohol.

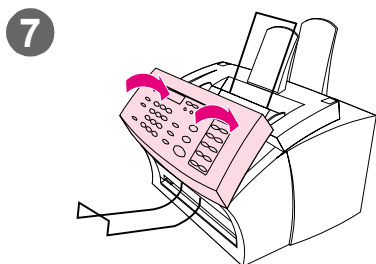


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**CAUTION**

Do not spray alcohol or any other liquid directly into the HP LaserJet 3150 product. Doing so can damage the product.

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**CAUTION**

As much as possible, avoid touching the white strip and glass strip with alcohol.

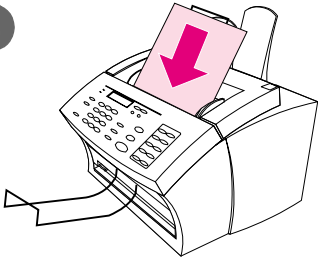
---

- 5 Near the top, inside edge of the document release door, inspect the three pressure feet and pad for dirt or debris. If they are dirty, clean them with a lint-free cloth sprayed with a small amount of alcohol.
- 6 Using a dry, lint-free cloth, wipe rollers, pads, and feet in a side-to-side motion to remove loosened dirt.
- 7 After alcohol inside the scanner area has dried completely, close the document release door.
- 8 Go to “Recalibrating the scanner” on page 215.

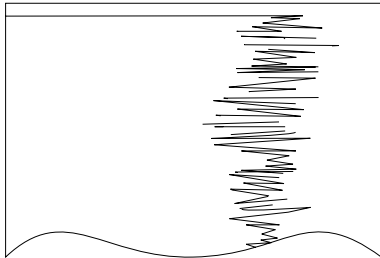


## Recalibrating the scanner

5



6

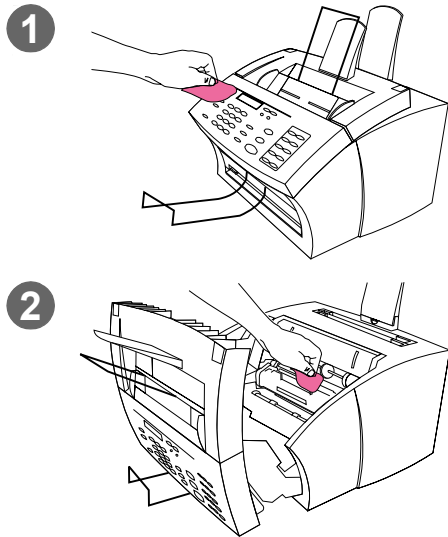


The HP LaserJet 3150 product was calibrated at the factory. However, you may need to recalibrate the scanner if you notice that sent faxes, copies, or items scanned to the computer have black or white lines running through them.

### To recalibrate the scanner

- 1 Clean the HP LaserJet 3150 product before recalibrating it. (See “To clean the HP LaserJet 3150 product” on page 216.)
- 2 On the control panel, press **ENTER/MENU**.
- 3 Press **<** once to display **SERVICE** and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select **SCAN CORRECTION** and press **ENTER/MENU**.
- 5 Insert a blank, bright white piece of letter (8.5 by 11 inches or 216 by 279 mm) or A4 (8.3 by 11.7 inches or 210 by 297 mm) paper into the document feeder tray.
- 6 The HP LaserJet 3150 product pulls the piece of paper through and then prints a recalibration test page. Discard this page. The recalibration procedure is complete.

## Cleaning the print path



You may need to clean the print path to re-establish print quality if you frequently duplex or notice other marks on printed pages.

---

### WARNING!

Before cleaning the HP LaserJet 3150 product, disconnect it from the power source.

---

### To clean the HP LaserJet 3150 product

- 1 Clean the outside of the device with a slightly damp cloth (use only water).

---

### CAUTION

Using ammonia-based cleaners on or around the HP LaserJet 3150 product can cause damage to it. Also, do not touch the long black sponge roller in the bottom. Touching it can reduce the print quality of output.

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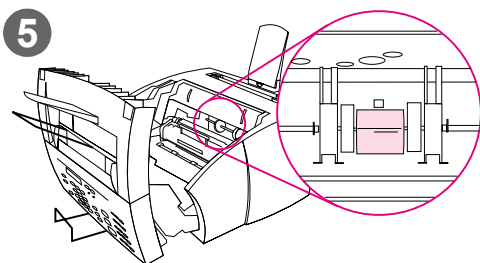
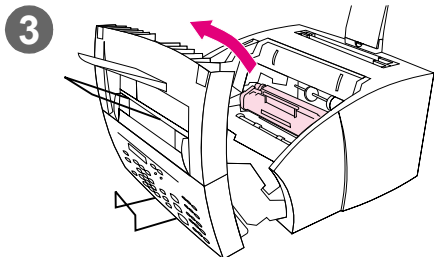
- 2 Use the two latches on the printer door to open it. Clean the inside of the HP LaserJet 3150 product with a dry, lint-free cloth. Remove all dust, spilled toner, and particles of paper.

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### Note

Only use a dry, lint-free cloth to remove dust and toner. Using a vacuum or other device to clean inside the product can damage it.

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**Note**

If toner gets on your clothing, wipe it off with a dry cloth and wash clothing in cold water. Hot water and the heat of the dryer sets toner into the fabric.

---

- 3 Remove the toner cartridge.
- 

**Note**

If you notice excessive amounts of toner inside the HP LaserJet 3150 product, the toner cartridge may be defective. Use HP LaserJet toner cartridges to ensure high quality printing and to reduce incidents of excessive toner.

---

- 4 Dab a lint-free cloth in isopropyl alcohol.
- 

**WARNING!**

Alcohol is flammable. Keep it away from open flame. Allow alcohol to dry completely before closing the printer and plugging in the power cord.

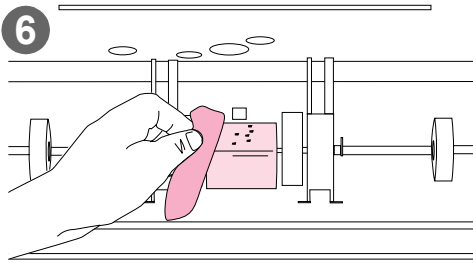
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- 5 Locate the light gray pickup roller near the center in the opening.
- 

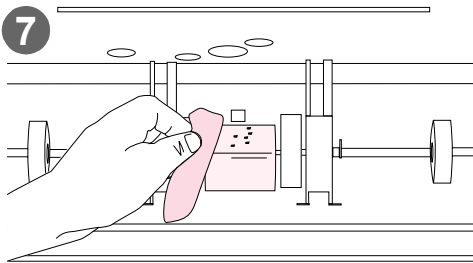
**CAUTION**

Do not touch the long black sponge roller inside the product. Touching it can reduce the print quality of output.

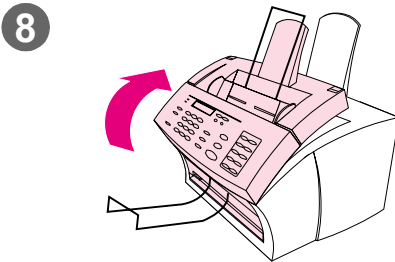
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**6** Scrub the exposed area (top and front) of the light gray roller using a side-to-side motion. Do not rotate the roller to clean the non-exposed sides.

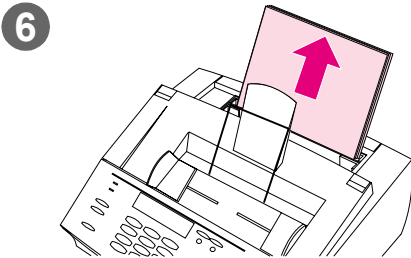
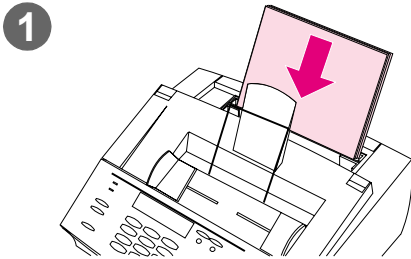


**7** Using a dry, lint-free cloth, wipe the exposed area of the light gray roller in a side-to-side motion to remove loosened dirt.



**8** After the alcohol inside the printer has dried completely, replace the toner cartridge and close the printer door.

## Using a cleaning page

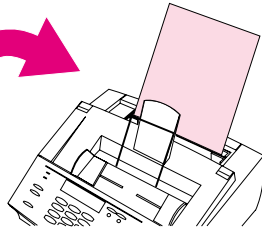
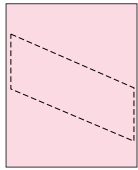


After you have cleaned the printer parts, use this procedure to print and use a cleaning page. This cleaning page may help remove toner specks on your printed pages.

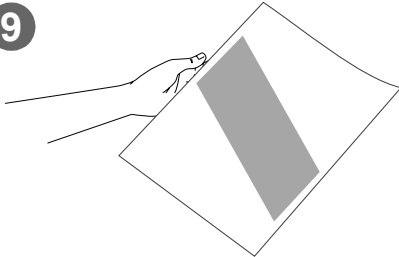
### To use a cleaning page

- 1 Place a stack of regular paper into the paper input bin. (Do not use bond or rough paper.)
- 2 For Windows 95, 98, and NT 4.0 or 2000, open Windows Explorer.  
- Or -  
For Windows 3.1x, open File Manager.
- 3 Open the JetSuite folder. If you allowed the JetSuite Pro software to be installed to the default location, the path is "C:\JetSuite."
- 4 Double-click **CleanPg.jsd** to open it.
- 5 When the document opens in the JetSuite Pro software, click **Print** in the link icon bar at the bottom of the dialog box.
- 6 After the cleaning page has printed, remove the stack of paper from the paper input bin.

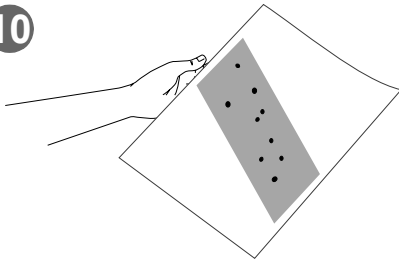
7



9



10



- 7 Place the cleaning page into the paper input bin, top first, face down.
- 8 Print a different file.
- 9 Inspect the page. If there are no shiny, black spots on the page's black strip, the print path is clean. Discard the page, and the procedure has been completed.
- 10 If there are shiny, black spots on the page's black strip, toner has been cleaned from the print path. Discard the page. You may need to repeat steps 1-9 to clean the print path completely.

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#### Note

If toner specks appear often and there is a frequent need to clean the print path, try using a different type of paper, and make sure the paper meets HP paper specifications. To order the HP paper specification guide, see "Ordering parts" on page 221.

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## Ordering parts

The following table lists items available from HP:

<b>Part:</b>	<b>Part Number:</b>
HP LaserJet Toner Cartridge	C3906A
Power Cord	US and Canada: 8120-6812 Ireland and the UK: 8120-6809 Greece: 8120-6811 Australia and New Zealand: 8120-6810 Hong Kong: 8120-8706 Malaysia and Singapore: 8120-8454 India and South Africa: 8120-6813
Telephone Cord	US and Canada: 5040-9078 Hong Kong, New Zealand, and the UK: C3948-60113 Australia, Greece, India, Ireland, Malaysia, Singapore, and South Africa: 5040-9208
Modular Double Adaptor (Splitter)	Australia, Greece, India, Ireland, Malaysia, Singapore, and South Africa: C3948-60106 All other countries/regions: Not applicable
HP LaserJet size C Printer Parallel Cable (IEEE-1284)	C2946A (3 meters A to C) C2947A (10 meters A to C)
Paper Input Support	RB2-3362-000CN
Paper Output Support	RB2-3410-000CN
Document Feeder Support	RB2-3455-000CN
Document Output Support	RB2-3470-000CN
Overlay for one-touch keypad	RB2-3393-000CN
Scanner Separation Pad	RB1-3430-000CN
Scanner Separation Pad Holder	HB1-2895-000CN
HP JetDirect print servers	170X (J3258B), 300X (J3263), or 500X (J3265)
HP LaserJet Printer Family Paper Specification Guide Bundle	5040-9072
HP MultiPurpose Paper	HPM 1120 - High bright, 20 lb, 8.5 by 11 in
HP LaserJet Paper	HPJ 1124 - Extra bright, 24 lb, 8.5 by 11 in
Transparencies	92296T (Letter); 92296U (A4)

### To order parts:

- In the U.S., call HP Direct Ordering at (800) 538-8787 for most items. To order HP LaserJet paper, call (800) 471-4701.  
- Or -  
To find a dealer near you, or if your dealer is temporarily out of stock, call the HP Customer Information Center (800) 752-0900.
- Outside the U.S., see “HP sales and service offices” on page 249 for ordering locations and phone numbers.

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## Ordering software

To order the software on a replacement CD-ROM if yours is damaged, contact Hewlett-Packard.

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### In the United States and Canada:

Request by Phone: 661-257-5565

Request by Fax: 661-257-6695

Request by Mail: U.S. Driver Fulfillment for Hewlett-Packard  
P.O. Box 907  
Santa Clarita, CA 91380-9007 USA

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### In Europe and the Middle East:

Request by Phone: +44 (0) 1429 865 511 (English)  
+44 (0) 1429 863 343 (French)  
+44 (0) 1429 863 353 (German)  
+44 (0) 1429 520 013 (Italian)  
+44 (0) 1429 890 466 (Portuguese)  
+44 (0) 1429 520 012 (Spanish)

Request by Fax: +44 (0) 1429 866 000

Request by Mail: European Fulfillment for Hewlett-Packard  
c/o Starpak International, LTD  
P.O. Box 63  
Hartlepool, Cleveland  
TS25 2 YP  
United Kingdom

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### In the Asia and Pacific regions:

Request by Phone: 61 3 9272 8511

Request by Fax: 61 3 9272 8408

Request by Mail: Hewlett-Packard Customer Support Center  
31-41 Joseph St.  
Blackburn, Vic 3130



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# Uninstalling the software

The Uninstall option of the setup program allows you to remove the HP LaserJet 3150 product and Readiris software from your computer. During the uninstall process, you can choose to remove your JetSuite PC Fax Phone Books, quick sets, billing codes, blocked faxes, or documents created using the HP LaserJet 3150 product or the JetSuite Pro software. Otherwise, those items remain on your computer.

## To uninstall the software for Windows 95, 98, and NT 4.0 and 2000

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### Note

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To uninstall the software from Windows NT 4.0 or 2000, you must log on with administrator privileges.

- 1 Click **Start**, select **Programs**, then select **JetSuite Pro for the HP LaserJet 3150**.
- 2 Select the **JetSuite Uninstall** option, and then follow the directions on the screen. The software is removed from the computer.

## To uninstall the software for Windows 3.1x

In Program Manager, double-click **JetSuite Uninstall** in the JetSuite Pro program group, and then follow the directions on the screen. The software is removed from the computer.



# A

# Specifications

## HP LaserJet 3150 Product Specifications

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### Input for paper input bin and single-sheet input slot

Maximum media size	8.5 by 14 inches (216 by 356 mm)
Minimum media size	3 by 5 inches (76.2 by 127 mm)
Paper input bin capacity	Up to 100 sheets of media, 20 lb (75 g/m <sup>2</sup> ) weight or lighter, or up to 10 envelopes

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### Input for document feeder tray

Maximum item size	8.5 by 39 inches (216 by 991 mm); 8.5 by 118 inches (216 by 2997 mm) with long pages enabled
Minimum item size	2 by 3.5 inches (51 by 89 mm)
Document feeder tray capacity	Up to 30 pages of 12 to 20 lb (46 to 75 g/m <sup>2</sup> ) weight Fewer pages of up to 28 lb (105 g/m <sup>2</sup> ) weight One page at a time of 12 to 69 lb (42 to 260 g/m <sup>2</sup> ) weight using special media lever

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### Output

Paper output bin capacity	Up to 100 sheets
Front paper output slot capacity	Up to 20 pages of an item at 20 lb (75 g/m <sup>2</sup> ) weight or lighter
Document output tray capacity	Up to 30 pages of an item at 28 lb (105 g/m <sup>2</sup> ) weight or lighter

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## Resolution

Print resolution	600 dpi
Scan resolution	600 dpi enhanced; 300 dpi optical with 256 levels of gray
Fax resolution	Standard: 203 by 98 dpi; Fine: 203 by 196 dpi; Superfine: 300 by 300 dpi (no halftone); Photo: 300 by 300 dpi (halftone enabled)

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## Environment

Operating (working or standby)	Temperature: 15 to 32.5° C Humidity: 10% to 80% relative humidity (no condensation)
Storage (unplugged)	Temperature: -20° C to 40° C (toner cartridge) -20° C to 60° C (device) Humidity: 10% to 90% relative humidity (no condensation)
Location	Place product on sturdy, level surface in a well-ventilated area.

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## Electrical specifications

Power requirements	100 to 127 volts +/-10% 50 to 60 hertz 220 to 240 volts +/-10% 50 hertz
Power consumption (in continuous copy mode)	135 watts
Minimum recommended circuit capacity	4.2 amps (110 volts) 2 amps (220 volts)
Idle power	9 watts

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## Acoustical emissions (Per ISO 9296)

While copying	5.7 Bel sound power level
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## Physical

Height	10.8 in (272 mm)
Depth	15.4 in (390 mm)
Width	15.1 in (384 mm)
Weight (cartridge installed)	23.4 lb (10.6 kg)

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## Features and other specifications

Print speed	6 pages per minute (ppm)
Copy speed	6 ppm
Fax transmission speed	6 seconds/page (ITU-T Test Image #1)
Margins for scanned items	.12 in (3.05 mm) right and left .16 in (4.06 mm) top and bottom
Margins for printed pages	.25 in (6.3 mm) right and left .2 in (5.08 mm) top and bottom
Fax compatibility	ITU Group 3
Fax coding schemes	MMR, MH, MR, and JBIG
Modem speed	14,400 bits per second
Speed dialing	Yes
Distinctive ring detect	Yes
Multiple copies	Up to 99 per job
Copy Reduction or Enlargements	50 to 200%
Memory	2 megabytes (MB)
Printer Duty Cycle	6,000 single-sided pages per month
Scanner Duty Cycle	2,000 single-sided items per month

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## Simultaneous tasking features

If the product is directly connected to your computer, this table shows what functions will work when another function is already in use.

If the HP Laser Jet 3150 product is:	Can I?						
	Send a print job	Receive a paper fax	Send a paper fax	Receive a PC fax	Send a PC fax	Scan to the PC	Copy
Printing a file	Yes. Prints when first print job ends.	Yes. Prints when file print job ends.	Yes.	Yes.	Yes.	Yes.	Yes. Copies when print job ends.
Printing a paper fax	Yes. Prints when fax printing ends.	Yes. Prints when first job ends.	Yes.	Yes.	Yes.	Yes.	Yes. Copies when fax prints.
Receiving a paper fax	Yes. Prints when fax printing ends.	No. Phone line is in use.	No. Phone line is in use.	No. Phone line is in use.	Yes. Sent when first fax job ends.	Yes.	Yes. Copies when fax prints.
Sending a paper fax	Yes.	No. Phone line is in use.	No. Phone line is in use.	No. Phone line is in use.	Yes. Sent when first fax job ends.	Yes, if the fax has scanned to memory.	Yes, if the fax has scanned to memory.
Copying	Yes. Prints when copying ends.	Yes. Prints when copying ends.	Yes, if the copy item has scanned to memory.	Yes.	Yes.	Yes, if the copy item has scanned to memory.	No.
Receiving a PC fax	Yes.	No. Phone line is in use.	No. Phone line is in use.	No. Phone line is in use.	Yes. Sent when first fax job ends.	Yes.	Yes.
Sending a PC fax	Yes.	No. Phone line is in use.	No. Phone line is in use.	No. Phone line is in use.	Yes. Sent when first fax job ends.	Yes.	Yes.
Scanning	Yes.	Yes.	No. Document feeder tray is in use.	Yes.	Yes.	No. Document feeder tray is in use.	No. Document feeder tray is in use.

If the product is connected to the network using an HP JetDirect print server, this table shows what functions will work when another function is already in use by you or another network user.

If the HP Laser Jet 3150 product is:	Can I?						
	Send a print job	Receive a paper fax	Send a paper fax	Receive a PC fax	Send a PC fax	Scan to the PC	Copy from the control panel
Printing a file	Yes. Prints when first print job ends.	Yes. Prints when file print job ends.	Yes.	No. Not available to network users.	Yes.	Yes.	Yes. Copies when print job ends.
Printing a paper fax	Yes. Prints when fax printing ends.	Yes. Prints when first job ends.	Yes.	No. Not available to network users.	Yes.	Yes.	Yes. Copies when fax prints.
Receiving a paper fax	Yes. Prints when fax printing ends.	No. Phone line is in use.	No. Phone line is in use.	No. Not available to network users.	Yes. Sent when first fax job ends.	Yes.	Yes. Copies when fax prints.
Sending a paper fax	Yes.	No. Phone line is in use.	No. Phone line is in use.	No. Not available to network users.	Yes. Sent when first fax job ends.	Yes, if the fax has scanned to memory.	Yes, if the fax has scanned to memory.
Copying	Yes. Prints when copying ends.	Yes. Prints when copying ends.	Yes, if the copy item has scanned to memory.	No. Not available to network users.	Yes.	Yes, if the copy item has scanned to memory.	No.
Receiving a PC fax	Yes. Network users cannot receive pc faxes.	Yes. Network users cannot receive pc faxes.	Yes. Network users cannot receive pc faxes.	No. Not available to network users.	Yes. Network users cannot receive pc faxes.	Yes. Network users cannot receive pc faxes.	Yes. Network users cannot receive pc faxes.
Sending a PC fax	Yes.	No. Phone line is in use.	No. Phone line is in use.	No. Not available to network users.	Yes. Sent when first fax job ends.	Yes.	Yes.
Scanning	Yes.	Yes.	No. Document feeder tray is in use.	No. Not available to network users.	Yes.	No. Document feeder tray is in use.	No. Document feeder tray is in use.

## Paper weight equivalence table (approximate)

This table contains specifications for paper you load for printing, copy output, and incoming faxes. Use this table to determine equivalent points in weight specifications other than US bond weight. For example, to determine the equivalent of 20 lb. US bond weight paper in US cover weight, locate the bond weight in the second column and scan across the row to the cover weight (fourth column). The equivalent is 28 lb.

- When using the paper output bin, the product supports basis weights of 16 to 28 lb. bond (60 to 105 g/m<sup>2</sup>).
- When using the front paper output, the product supports basis weights of 16 to 42 lb. bond (60 to 157 g/m<sup>2</sup>).

Shaded areas indicate a standard weight for that grade.

	US Post Card* thickness (mm)	US Bond Weight (lb)	US Text/ Book Weight (lb)	US Cover Weight (lb)	US Bristol Weight (lb)	US Index Weight (lb)	US Tag Weight (lb)	Europe Metric Weight (g/m <sup>2</sup> )	Japan Metric Weight (g/m <sup>2</sup> )
1		16	41	22	27	33	37	60	60
2		17	43	24	29	35	39	64	64
3		20	50	28	34	42	46	75	75
4		21	54	30	36	44	49	80	80
5		22	56	31	38	46	51	81	81
6		24	60	33	41	50	55	90	90
7		27	68	37	45	55	61	100	100
8		28	70	39	49	58	65	105	105
9		32	80	44	55	67	74	120	120
10		34	86	47	58	71	79	128	128
11		36	90	50	62	75	83	135	135
12	.18	39	100	55	67	82	91	148	148
13	.19	42	107	58	72	87	97	157	157
14**	.20	43	110	60	74	90	100	163	163
15**	.23	47	119	65	80	97	108	176	176

\*US Post Card measurements are approximate. Use for reference only.

\*\*This media weight may perform to your satisfaction, but is beyond the product's specifications.

### Note

For best results, use the front paper output when printing heavier paper (rows 9 to 13). See "Selecting the output path" on page 56.



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# Product specifications

## Transportation

Non-operating Magnetic Field Emissions, IATA Packaging Instructions 902

## Laser safety statement

The Center for Devices and Radiological Health (CDRH) of the U.S. Food and Drug Administration has implemented regulations for laser products manufactured since August 1, 1976. Compliance is mandatory for products marketed in the United States. This printer is certified as a “Class 1” laser product under the U.S. Department of Health and Human Services (DHHS) Radiation Performance Standard according to the Radiation Control for Health and Safety Act of 1968. Since radiation emitted inside this printer is completely confined within protective housings and external covers, the laser beam cannot escape during any phase of normal user operation.

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### **WARNING!**

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Using controls, making adjustments, or performing procedures other than those specified in this manual may result in exposure to hazardous radiation.

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## FCC regulations

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. If is not installed and used in accordance with the instructions, it 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 separation between equipment and receiver.
- Connect equipment to an outlet on a circuit different from that to which the receiver is located.
- Consult your dealer or an experienced radio/TV technician.

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### Note

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

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### Note

Use of a shielded interface cable is required to comply with the Class B limits of Part 15 of FCC rules.

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## FCC part 68 requirements

This equipment complies with FCC rules, Part 68. On the back of this equipment is a label that contains, among other information, the FCC registration number and ringer equivalence number (REN) for this equipment. If requested, this information must be provided to the telephone company.

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The REN is used to determine the quantity of devices which may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all, areas, the sum of the RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to the line, as determined by the total RENs, contact the telephone company to determine the maximum REN for the calling area.

This equipment uses the following USOC jacks:

#### RJ11C

An FCC-compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack which is Part 68 compliant.

This equipment cannot be used on telephone company-provided coin service. Connection to Party Line Service is subject to state tariffs.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications in order to maintain uninterrupted service.

If trouble is experienced with this equipment, please see the numbers in the front of this manual for repair and (or) warranty information.

If the trouble is causing harm to the telephone network, the telephone company may request you remove the equipment from the network until the problem is resolved.

The following repairs can be done by the customer:

Replace any original equipment that came with the HP LaserJet 3150 product. This includes the toner cartridge, the supports for trays and bins, the power cord and the telephone cord.

It is recommended that the customer install an AC surge arrestor in the AC outlet to which this device is connected. This is to avoid damage to the equipment caused by local lightning strikes and other electrical surges.

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## Telephone consumer protection act (US)

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including fax machines, to send any message unless such message clearly contains, in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent and an identification of the business, other entity, or individual sending the message and the telephone number of the sending machine or such business, other entity, or individual. (The telephone number provided may not be a 900 number or any other number for which charges exceed local or long-distance transmission charges.)

In order to program this information into your facsimile, please see “Changing the fax header” on page 122 and “Changing the time and date” on page 121.

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## IC CS-03 requirements

**NOTICE:** The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirement document(s). The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

**Caution:** Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

The Ringer Equivalence Number (REN) of this device is 0.7.

**NOTICE:** The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Number of all the devices does not exceed 5.

The standard connecting arrangement code (telephone jack type) for equipment with direct connections to the telephone network is CA11A.

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## Regulatory information for European Union countries

The equipment has been approved in accordance with Council Decision 98/482/EC for pan-European single terminal connection to the public switched telephone network (PSTN). However, due to differences between the individual PSTNs provided in different countries, the approval does not, of itself, give an unconditional assurance of successful operation on every PSTN network termination point.

In event of problems, you should contact your equipment supplier in the first instance.

This equipment has been designed to work in all of the countries of the European Economic Area (Public Switched Telephone Networks) only. Network compatibility is dependent on internal software settings. Contact your equipment supplier if it is necessary to use the equipment on a different telephone network. For further product support, contact Hewlett-Packard at the phone numbers provided in the front of this user guide.

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## New Zealand Telecom Regulatory Notices

This device may be subject to ringing or bell tinkle when certain other devices are connected to the same line. If this occurs, the problem should not be referred to the Telecom Faults Service.

This device may be subject to ringing or bell tinkle when calls are made from another device on the same line. If this occurs, the problem should not be referred to the Telecom Faults Service.

The grant of a Telepermit for any item of terminal equipment indicated on that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicated no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

This equipment should not be used under any circumstances which may constitute a nuisance to other Telecom customers.

By default, the Remote Retrieval setting on the product is enabled so you can retrieve faxes from remote locations. In very rare instances, this setting may interfere with the product recognizing tones sent from a telephone. For example, the product may not recognize your password when you enter it on a telephone at a remote location to begin retrieving a fax remotely. Or, the product may not begin receiving a fax after you have pressed \*\*\* on an extension phone. If this happens, retry the procedure and hold down the appropriate telephone keys for a slightly longer period of time.

# Declaration of conformity

according to ISO/IEC Guide 22 and EN 45014

**Manufacturer's Name:** Hewlett-Packard Company

**Manufacturer's Address:** 11311 Chinden Boulevard  
Boise, Idaho 83714-1021, USA

**declares, that the product**

**Product Name:** HP LaserJet 3150 product

**Model Number:** C4256A

**Product Options:** ALL

**conforms to the following Product Specifications:**

**Safety:** IEC 950:1991+A1+A2+A3+A4 / EN 60950:1992+A1+A2+A3+A4+A11  
EN 41003:1993  
IEC 825-1:1993+A1 / EN 60825-1:1994+A11 Class 1 (Laser/LED)

**EMC:** CISPR 22:1993+A1:95+A2:96/ EN 55022:1994+A1:95+A2:97<sup>1</sup>  
EN 50082-1:1992  
IEC 801-2:1991 / prEN 55024-2:1992-3kV CD, 8kV AD  
IEC 801-3:1984 / prEN 55024-3:1991-3 V/m  
IEC 801-4:1988 / prEN 55024-4:1992-0.5 kV Signal Lines  
1.0 kV Power Lines

FCC Title 47 CFR, Part 15 Class B<sup>2</sup> / ICES-003, Issue 2  
AS / NZS 3548:1995 / CISPR 22:1993 Class B<sup>1</sup>

**Supplementary Information:**

The product herewith complies with the requirements of the following Directives and carries the CE-marking accordingly:

- the EMC directive 89/336/EEC
- the Low Voltage Directive 73/23/EEC

<sup>1</sup>This product was tested in a typical configuration with Hewlett-Packard Personal Computer Systems.

<sup>2</sup>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.

May 1, 1999

**For Compliance Information ONLY, contact:**

**Australia Contact:** Product Regulations Manager, Hewlett-Packard Australia Ltd., 31-41 Joseph Street, Blackburn, Victoria 3130, Australia

**European Contact:** Your Local Hewlett-Packard Sales and Service Office or Hewlett-Packard GmbH, Department HQ-TRE / Standards Europe, Herrenberger Strasse 130, D-71034 Böblingen (FAX: +49-7031-14-3143)

**USA Contact:** Product Regulations Manager, Hewlett-Packard Company, PO Box 15, Mail Stop 160, Boise, ID, 83707-0015 (Phone: 208-396-6000)



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## Canadian DOC regulations

Complies with Canadian EMC Class B requirements.

Conforme à la classe B des normes canadiennes de compatibilité électromagnétiques. << CEM>>.

## Environmental product stewardship program

### Protecting the environment

Hewlett-Packard Company is committed to providing quality products in an environmentally sound manner. This HP LaserJet printer has been designed with several attributes to minimize impacts on our environment. Please visit HP's Commitment to the Environment website at <http://www.hp.com/abouthp/environment> for more information.

#### **This HP LaserJet printer design eliminates:**

##### **Ozone production**

The printer does not use high-voltage corona wires in the electrophotographic process and therefore generates no appreciable ozone gas (O<sub>3</sub>). Instead, this printer uses charging rollers in the toner cartridge and in the print engine.

#### **This HP LaserJet printer design reduces:**

##### **Energy consumption**

Energy usage drops to as little as 9 W while in idle mode. Not only does this save natural resources, but it also saves money without affecting the high performance of this product. This product qualifies for ENERGY STAR. ENERGY STAR is a voluntary program established to encourage the development of energy-efficient office products. ENERGY STAR is a U.S. registered service mark of the U.S. EPA.



As an ENERGY STAR partner, Hewlett-Packard Company has determined that this product meets ENERGY STAR Guidelines for energy efficiency.

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## **Toner consumption**

Depending on the type of printer driver you have, you may be able to select a “draft” mode which uses about 50% less toner, thereby extending the life of the toner cartridge. This is only available using printer driver properties when printing or making copies from the software.

## **Paper use**

Depending on the type of program you use, you may be able to print 2 or 4 document pages on each printed page. This “N-up” printing practice and the printer’s manual duplex capability (two-sided printing) reduce paper usage and the resulting demands on natural resources.

## **The design of this HP LaserJet printer facilitates the recycling of:**

### **Plastics**

Plastic parts have marking according to international standards that enhance the ability to identify plastics for recycling purposes at the end of the product’s life.

## **HP LaserJet Printing Supplies**

In many countries/regions, this product's printing supplies (e.g., toner cartridge, drum, fuser) can be returned to HP through the HP Planet Partners Printing Supplies Environmental Program. An easy-to-use and free takeback program is available in more than 20 countries/regions. Multi-lingual program information and instructions are included in every new HP LaserJet toner cartridge and consumables package.

### **HP Planet Partners Printing Supplies Environmental Program Information**

Since 1990, the HP LaserJet Toner Cartridge Recycling Program has collected more than 25 million used LaserJet toner cartridges that otherwise may have been discarded in the world’s landfills. The HP LaserJet toner cartridges and consumables are collected and bulk shipped to our resource and recovery partners who disassemble the cartridge. After a thorough quality inspection, selected parts such as nuts, screws, and clips are reclaimed for use in new cartridges. Remaining materials are separated and converted into raw materials for use by other industries to make a variety of useful products.

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## Returns

For a more environmentally responsible return of used cartridges and consumables, HP encourages the use of bulk returns. Simply bundle two or more cartridges or consumables together and use the single, pre-paid, pre-addressed UPS label that is supplied in the package.

For more information in *the U.S.* or Canada, call (1) (800) 340-2445 (U.S.) or (1) (800) 387-3867. Or, visit the HP LaserJet Supplies website at <http://www.ljsupplies.com/planetpartners/>.

For more information in *Mexico*, call 258-40-44 (Mexico City) or (1) (800) 900-7200 (outside Mexico City). Or, visit the website at <http://www.hp.com/latinamerica>.

All other customers should call their local HP Sales and Service Office (see page 249), or visit the following websites for further information regarding availability of the HP Planet Partners LaserJet Toner Cartridge and Consumables Recycling Program.

*Latin America:* <http://www.hp.com/latinamerica>

*Asia/Pacific Region:* <http://www.asiapacific.hp.com/planp1>

*Europe:* [http://www.hp.com/pays/eur\\_supplies/english/planetpartners](http://www.hp.com/pays/eur_supplies/english/planetpartners)

## Paper

This printer is suited for the use of recycled papers when the paper meets the guidelines outlined in the HP LaserJet Printer Family Paper Specification Guide, HP part number 5040-9072. This printer is suited for the use of recycled paper according to DIN 19 309.

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## Material safety data sheet

The Material Safety Data Sheet for the toner cartridge can be obtained by contacting the HP LaserJet supplies website at <http://www.hp.com/go/msds>. If you are in the U.S. and do not have access to the Internet, you can call U.S. HP FIRST (Fax Information Retrieval Support Technology) at 1 (800) 231-9300. After connecting, press 1. Then, request document number 10164. International customers without Internet access should see the front of this manual for appropriate phone numbers and information.

## Battery Specifications

**Battery material:** Poly-carbon Monoflouride Lithium

**Battery type:** Button/Coin Cell Battery

**Quantity per product:** 1

**Weight:** about 2.5 grams

**Lithium type:** solid

**Battery manufacturers:** Rayovac, Madison, WI, USA; and  
Panasonic, Secaucus, NJ, USA.

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# B

# Service and Support Information

## Warranty information

### Hewlett-Packard limited warranty statement

HP LaserJet 3150 product      ONE-YEAR LIMITED WARRANTY

- 1 HP warrants to you, the end-user customer, that HP hardware, accessories, and supplies, will be free from defects in materials and workmanship after the date of purchase, for the period specified above. If HP receives notice of such defects during the warranty period, HP will, at its option, either repair or replace products which prove to be defective. Replacement products may be either new or like-new.
- 2 HP warrants to you that HP software will not fail to execute its programming instructions after the date of purchase, for the period specified above, due to defects in material and workmanship when properly installed and used. If HP receives notice of such defects during the warranty period, HP will replace software media which does not execute its programming instructions due to such defects.
- 3 HP does not warrant that the operation of HP products will be uninterrupted or error free. If HP is unable, within a reasonable time, to repair or replace any product to a condition as warranted, you will be entitled to a refund of the purchase price upon prompt return of the product.
- 4 HP products may contain remanufactured parts equivalent to a new in performance or may have been subject to incidental use.
- 5 Warranty does not apply to defects resulting from (a) improper or inadequate maintenance or calibration, (b) software, interfacing, parts or supplies not supplied by HP, (c) unauthorized modification or misuse, (d) operation outside of the published

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environmental specifications for the product, or (d) improper site preparation or maintenance.

- 6 HP MAKES NO OTHER EXPRESS WARRANTY OR CONDITION WHETHER WRITTEN OR ORAL.** TO THE EXTENT ALLOWED BY LOCAL LAW, ANY IMPLIED WARRANTY OR CONDITION OR MERCHANTABILITY, SATISFACTORY QUALITY, OR FITNESS FOR A PARTICULAR PURPOSE IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTY SET FORTH ABOVE. Some countries, states or provinces do not allow limitations on the duration of an implied warranty, so the above limitation or exclusion might not apply to you. This warranty gives you specific legal rights and you might also have other rights that vary from country to country, state to state, or province to province.
- 7 TO THE EXTENT ALLOWED BY LOCAL LAW, THE REMEDIES IN THIS WARRANTY STATEMENT ARE YOUR SOLE AND EXCLUSIVE REMEDIES.** EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HP OR ITS SUPPLIERS BE LIABLE FOR LOSS OF DATA OR FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. Some countries, states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.
- 8 (AUSTRALIA AND NEW ZEALAND ONLY) THE WARRANTY TERMS CONTAINED IN THIS 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 THIS PRODUCT TO YOU.**

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## Obtaining hardware service

If your hardware should fail during the warranty period, HP offers the following support options:

- **HP repair services.** HP will arrange to pick up the unit, repair it, and return it to you within 5 to 10 days, depending on your location. You can also choose to return the unit to an HP repair office.
- **Express Exchange.** In the United States and Canada only, HP provides a reconditioned permanent replacement printer to you on the next working day for calls received before 2 p.m. PST.
- **HP authorized service provider.** Except in Europe, you can return the unit to a local authorized service dealer.

## Returning the unit

When shipping equipment, HP recommends insuring it. Also, include a copy of your proof of purchase. Please also fill out the Service information Form below to ensure the most accurate repairs.

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### CAUTION

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Shipping damage as a result of inadequate packaging is the customer's responsibility. See "Repackaging guidelines" below.

For technical support assistance regarding the unit within the one-year warranty period, see the front of this manual.

## Repackaging guidelines

- Remove and retain the toner cartridge.
- If possible, print a self-test page (see "Printing a self-test report" on page 147) before you turn off the unit and send the self-test report with the unit.
- Include the completed copy of the Service information form below. Note on the form which items were returned.
- Use the original shipping container and packaging materials, if possible.
- Include samples that illustrate the problems you are having, if applicable.
- Include 5 sheets of the paper or other media you are having trouble printing, scanning, faxing, or copying.

## Service information form

Who is returning the equipment? Person to contact:			Date:
			Phone:
Alternate contact:			Phone:
Return shipping Address:			Special shipping instructions:
What is being sent?:	Model number:	Serial number:	
Please attach any relevant printouts when returning equipment. <b>Do not</b> ship accessories that are not required to complete the repair (manuals, cleaning supplies, etc.).			
<b>What needs to be done?</b>			
1. Describe the conditions of the failure. (What was the failure? What were you doing when the failure occurred? What software were you running? Is the failure repeatable?)			
2. If the failure is intermittent, how much time elapses between failures?			
3. Is the unit connected to any of the following? (Give manufacturer and model number.)			
Personal computer:	Modem:	Network:	
Other:			
4. Additional comments:			



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# HP sales and service offices

Before calling an HP Sales and Service office, be sure to contact the appropriate Customer Support Center number listed in the “HP Support” section in the front of this manual. Products should not be returned to the offices listed below. Product return information is available through the appropriate Customer Support Center in “HP Support” in the front of this manual.

## Worldwide Hewlett-Packard Sales and Service Offices

### Argentina

Hewlett-Packard Argentina  
Montañeses 2140  
1428 Buenos Aires  
Phone: (54) (1) 787-7115  
Fax: (54) (1) 787-7287

### Australia

Hewlett-Packard Australia Ltd.  
31-41 Joseph Street  
Blackburn, VIC 3130  
Phone: (61) (3) 272-2895  
Fax: (61) (3) 898-7831  
Hardware Repair Center:  
Phone: (61) (3) 272-8000  
Extended Warranty Support:  
Phone: (61) (3) 272-2577  
Customer Information Center:  
Phone: (61) (3) 272-8000

### Austria

Hewlett-Packard GmbH  
Lieblgasse 1  
A-1222 Vienna  
Phone: (43) (1) 25000-555  
Fax: (43) (1) 25000-500

### Belgium

Hewlett-Packard Belgium S.A. NV  
Boulevard de la Woluwe-Woluwedal 100-102  
B-1200 Brussels  
Phone: (32) (2) 778-31-11  
Fax: (32) (2) 763-06-13

### Brazil

Hewlett-Packard Brasil  
Rua Lauro Mueller, 116  
Grupo 803 Edificio Torre Rio Sul  
22290-160 Botafogo  
Rio de Janeiro  
Phone: (55) (21) 541-4404  
Fax: (55) (21) 295-2195

### China

China Hewlett-Packard Co. Ltd.  
Level 5, West Wing Office  
China World Trade Center  
No. 1, Jian Guo Men Wai Avenue  
Beijing 100004  
Phone: (86) (10) 6505-3888,x. 5450  
Fax: (86) (10) 6505-1033  
Hardware Repair Center and Extended  
Warranty Support:  
Phone: (86) (10) 6262-5666x. 6101/2  
(86) (10) 6261-4167

## Worldwide Hewlett-Packard Sales and Service Offices

### Czech Republic

Hewlett-Packard s. r. o.  
Novodvorská 82  
CZ-14200 Praha 4  
Phone: (42) (2) 613-07111  
Fax: (42) (2) 471-7611

### Far East Region

Hewlett-Packard Asia Pacific Ltd.  
17-21/F Shell Tower, Times Square  
1 Matheson Street, Causeway Bay  
Hong Kong  
Phone: (852) 2599-7777  
Fax: (852) 2506-9261  
Hardware Repair Center:  
Phone: (852) 2599-7000  
Extended Warranty Support:  
Phone: (852) 2599-7000  
Customer Information Center:  
Phone: (852) 2599-7066

### France

Hewlett-Packard France  
42 Quai du Point du Jour  
F-92659 Boulogne Cedex  
Phone: (33) (146) 10-1700  
Fax: (33) (146) 10-1705

### Greece

Hewlett-Packard Hellas  
62, Kifissias Avenue  
GR-15125 Maroussi  
Phone: (30) (1) 689-6411  
Fax: (30) (1) 689-6508

### Denmark

Hewlett-Packard A/S  
Kongevejen 25  
DK-3460 Birkerød  
Denmark  
Phone: (45) 3929 4099  
Fax: (45) 4281-5810

### Finland

Hewlett-Packard Oy  
Piispankalliontie 17  
FIN-02200 Espoo  
Phone: (358) (9) 887-21  
Fax: (358) (9) 887-2477

### Germany

Hewlett-Packard GmbH  
Herrenberger Strasse 130  
71034 Böblingen  
Phone: (49) (180) 532-6222  
(49) (180) 525-8143  
Fax: (49) (180) 531-6122

### Hungary

Hewlett-Packard Magyarország Kft.  
Erzsébet királyné útja 1/c.  
H-1146 Budapest  
Phone: (36) (1) 343-0550  
Fax: (36) (1) 122-3692  
Hardware Repair Center:  
Phone: (36) (1) 343-0312  
Customer Information Center:  
Phone: (36) (1) 343-0310

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### Israel

Computation and Measurement Systems  
(CMS) Ltd.  
11, Hashlosha Street  
Tel Aviv 67060  
Phone: 972 (03) 538-03-80  
Fax: 972 (03) 537-50-55  
Telex: 371234 HPCMS

### India

Hewlett-Packard India Ltd.  
Paharpur Business Centre  
21 Nehru Place  
New Delhi 110 019  
Phone: (91) (11) 647-2311  
Fax: (91) (11) 646-1117  
Hardware Repair Center and Extended  
Warranty Support:  
Phone: (91) (11) 642-5073  
(91) (11) 682-6042

### Italy

Hewlett-Packard Italiana SpA  
Via Giuseppe di Vittorio, 9  
Cernusco Sul Naviglio  
I-20063 (Milano)  
Phone: (39) (2) 921-21  
Fax: (39) (2) 921-04473

### México

Hewlett-Packard de México, S.A. de C.V.  
Prolongación Reforma No. 700  
Lomas de Santa Fe  
01210 México, D.F.  
Phone: 01-800-22147  
Outside Mexico City  
Phone: 01 800-90529

### Netherlands

Hewlett-Packard Nederland  
BV Startbaan 16  
NL-1187 XR Amstelveen  
Postbox 667  
NL-1180 AR Amstelveen  
Phone: (31) (020) 606-87-51  
Fax: (31) (020) 547-7755

### New Zealand

Hewlett-Packard (NZ) Limited  
Ports of Auckland Building  
Princes Wharf, Quay Street  
P.O. Box 3860  
Auckland  
Phone: (64) (9) 356-6640  
Fax: (64) (9) 356-6620  
Hardware Repair Center and Extended  
Warranty Support:  
Phone: (64) (9) 0800-733547  
Customer Information Center:  
Phone: (64) (9) 0800-651651

### Norway

Hewlett-Packard Norge A/S  
Postboks 60 Skøyen  
Drammensveien 169  
N-0212 Oslo  
Phone: (47) 2273-5600  
Fax: (47) 2273-5610

### Poland

Hewlett-Packard Polska  
Al. Jerozolimskic 181  
02-222 Warszawa  
Phone: (48-22) 608-7700  
Fax: (48-22) 608-76-00

## Worldwide Hewlett-Packard Sales and Service Offices

### Russian Federation

Hewlett-Packard Company  
Representative Office  
Kosmodamianskaya naberezhnaya 52,  
Building 1  
113054 Moscow  
Phone: (7) (095) 9169811  
Fax: (7) (095) 916848

### Slovakia

S&T Slovakia  
Hewlett-Packard Distributor  
Polianky 5  
SK 844 J4 Bratislava  
Phone: (+4217) 82 20 26 or 82 20 98  
Fax: (4217) 76 34 08

### Spain

Hewlett-Packard Española, S.A.  
Carretera de la Coruña km 16.500  
E-28230 Las Rozas, Madrid  
Phone: (34) (1) 626-1600  
Fax: (34) (1) 626-1830

### Switzerland

Hewlett-Packard (Schweiz) AG  
In der Luberzen 29  
CH-8902 Urdorf/Zürich  
Phone:(41) (084) 880-11-11  
Fax:(41) (1) 753-7700  
Warranty Support:  
0800-55-5353

### Ukraine

S&T Ukraine Ltd.  
50, Popudrenko Street  
243660 Kiev  
Phone: 380-44-559 4763  
Fax: 380-44-559 5033

### Singapore

Hewlett-Packard Singapore  
(Sales) Pte Ltd  
450 Alexandra Road  
Singapore (119960)  
Phone: (65) 275-3888  
Fax: (65) 275-6839  
Hardware Repair Center and Customer  
Information Center:  
Phone: (65) 272-5300  
  
Extended Warranty Support:  
Phone: (65) 272-5333

### South Africa

Hewlett-Packard South Africa (Pty.) Ltd.  
PO Box 120, Howard Place  
7450 Capetown  
Phone: 27 21 658-6100  
Fax: 27 21 685-3785

### Sweden

Hewlett-Packard Sverige AB  
Skalholtsgatan 9  
S-164 97 Kista  
Phone: (46) (8) 444-2000  
Fax: (46) (8) 444-2666

### Turkey

Hewlett-Packard Company  
Bilgisayar Ve ölçüm Sistemleri AS  
19 Mayıs Caddesi Nova  
Baran Plaza Kat: 12  
80220 Sisli-Istanbul  
Phone: (90) (212) 224-5925  
Fax: (90) (212) 224-5939

### United Kingdom

Hewlett-Packard Ltd.  
Cain Road  
Bracknell  
Berkshire RG12 1HN  
Phone: (44) (134) 436-9222  
Fax: (44) (134) 436-3344

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# C

# Changing Parallel Port Modes

This chapter provides the steps to follow to ensure that the computer's parallel port is configured to provide the best performance with HP LaserJet 3150 product.

The mode for the computer's parallel port determines how the parallel port performs with the HP LaserJet 3150 product. This mode can be defaulted to a number of different settings by your computer. Unfortunately, there is no automatic way to choose the best setting when you install the HP LaserJet 3150 software. Therefore, you need to check this setting yourself.

To check, and possibly change, the computer's parallel port setting, locate your brand of computer in the list below and follow the corresponding instructions. If your brand of computer is not included below, please see the instructions at the end of the list. The directions given for the specific manufacturers may not be exactly what you see for your computer. The web page addresses for the manufacturers have been included should you have questions regarding your specific computer model.

## ACER

[www.acer.com](http://www.acer.com)

- 1 While your computer is booting, to enter Setup, follow the directions on the screen: "To enter Setup, press CTRL-ALT-ESC."
- 2 Follow the legend on how to scroll through the options.
- 3 When you reach the **Parallel Port Mode** option, choose **ECP** if it is a choice. Otherwise, choose **Bi-directional**. (ECP mode will provide the best printing and scanning performance.)
- 4 Follow the legend directions for saving and exiting.

---

## AST

[www.ast.com](http://www.ast.com)

- 1 While your computer is booting, follow the directions on the screen: "To enter Setup, press CTRL-ALT-ESC." (If you have a 486, it may say to press CTRL-ALT-DEL).
- 2 Follow the legend on how to scroll through the options.
- 3 When you reach the **Parallel Port Mode** option, choose **ECP** if it is a choice. Otherwise choose **Enhanced**. (ECP mode will provide the best printing and scanning performance.)
- 4 Follow the legend directions for saving and exiting.

## Compaq

[www.compaq.com](http://www.compaq.com)

Pentium computers should already have the parallel port mode in ECP or bi-directional mode. Refer to your computer's documentation for instructions on checking the parallel port mode. If you have a 486, you may need an external ECP port card.

## Dell

[www.dell.com](http://www.dell.com)

- 1 While your PC is booting, follow the directions on the screen: "To enter Setup, press DEL." (If you have a 486, it may say to press F2).
- 2 Press **ALT+P** and choose **Parallel Mode**.
- 3 There should be a list of modes available. If **ECP** is a choice, choose **ECP**. Otherwise, choose **Bi-directional**. (ECP mode will provide the best printing and scanning performance.)
- 4 Follow the legend directions for saving and exiting.



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## Gateway 2000

[www.au.gw2k.com](http://www.au.gw2k.com)

- 1 While your PC is booting, follow the directions on the screen: "To enter Setup, press F1."
- 2 Click on **Advanced** on the Menu Bar.
- 3 Choose **Integrated Peripherals**.
- 4 Follow the legend directions and choose **ECP** if it is a choice for the mode. Otherwise, choose **Bi-directional**. (ECP mode will provide the best printing and scanning performance.)
- 5 Follow the legend directions to save and exit.

## HP Pavilion

[www.hp.com](http://www.hp.com)

- 1 At the HP Blue Screen, press **F1** to enter Setup.
- 2 Choose **Advanced** on the Menu Bar.
- 3 Following the legend directions, choose **I/O Device Configuration**, which opens the **Peripheral Configuration** (for example, the serial port and parallel port IRQs and modes).
- 4 Arrow down to **Parallel Port Mode**.
- 5 Choose **ECP** if it is given as a choice for the mode. Otherwise choose **Bi-directional**. (ECP mode will provide the best printing and scanning performance.)
- 6 Follow the legend directions for saving and exiting.

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## HP Vectra

www.hp.com

- 1 While your PC is booting, follow the directions on the screen: “Press F2 to Enter Setup,” which will be displayed at the bottom of the **Hewlett Packard System Hardware Test** screen.
- 2 Use the arrow keys to select **Parallel Port Mode**.
- 3 Follow the legend directions on how to change the options.
- 4 Choose **ECP** if it is a choice for the mode. Otherwise set the port mode to **Bi-directional**. (ECP mode will provide the best printing and scanning performance.)
- 5 Follow the legend directions on how to save and exit.

## IBM Aptiva

www.ibm.com

- 1 While your computer is booting, follow the directions on the screen: “Press F1 to Enter Setup.”
- 2 Follow the legend on how to scroll through the setup options until you reach **Input/Output Ports**.
- 3 Choose **ECP** if it is a choice for the mode. Otherwise, choose **PS/2 Bi-directional**. (ECP mode will provide the best printing and scanning performance.)
- 4 Follow the legend directions to save and exit.

## Micron

www.micron.com

- 1 While your computer is booting, follow the directions on the screen: “Press F2 to Enter Setup.”
- 2 Click on **Advanced** on the Menu Bar.
- 3 Follow the legend directions to choose **Integrated Peripherals**.
- 4 Arrow down to **LPT Mode**.
- 5 Choose **ECP** if it is a choice for the mode. Otherwise choose **PS/2**. (ECP mode provides the best printing and scanning performance.)
- 6 Follow the legend directions to save and exit.

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## Packard Bell

[www.packardbell.com](http://www.packardbell.com)

- 1 While your computer is booting, follow the directions on the screen: "Press F2 to Enter Setup." (It may be F1 on some models.)
- 2 Click **Advanced** on the Menu Bar.
- 3 Follow the legend directions to choose **Integrated Peripherals** (or **Peripheral Configuration** on some models).
- 4 Choose **ECP** if it is a choice for the mode. Otherwise choose **Bi-directional**. (ECP mode will provide the best printing and scanning performance.)
- 5 Follow the legend directions to save and exit.

## Toshiba

[www.toshiba.com](http://www.toshiba.com)

- 1 At the startup screen (Toshiba in red), press **F2** to enter setup.
- 2 At the Main screen, press **>** until you reach the **Advanced** menu.
- 3 Arrow down to the **Peripheral Configuration** menu and press **ENTER**.
- 4 Arrow down to **Parallel Port** and press **ENTER**.
- 5 Change the value to **Enabled** and press **ENTER**.
- 6 Under **Parallel Port**, arrow down to **Mode** and press **ENTER**.
- 7 Change the value to **Bi-Directional** and press **ENTER**.
- 8 Press **F10** and **ENTER** to save and restart.

---

## General information

Within computer manufacturers' range of products, there are usually different BIOS options. The directions given above for various manufacturers are general and may not be specific for your computer. Changing the parallel port mode is similar for all computers if they have that capability built in. However, you should refer to your computer documentation for specific instructions on changing the parallel mode for your computer. A circumstance to be aware of is that even though the label on the parallel port mode may say ECP, it may not follow the protocol. If the port mode option you choose does not work, then try another option in the Setup. If your computer does not have EPC capability built in, another parallel port card can be added to give it this functionality.

## Other areas of potential conflict

In addition to the parallel port mode being set incorrectly, there may be other areas of potential parallel port conflict involving software and hardware from other manufacturers. The HP LaserJet 3150 product cannot share the parallel port with other peripherals. If none of the options in the Setup allow the HP LaserJet 3150 product to talk to the computer or you have other devices that need a parallel port, you can add another ECP parallel port card to your computer. Then, connect the HP LaserJet 3150 product to one of the parallel ports and connect the other devices you have to the other parallel port. These parallel port cards are available at computer stores and will allow your HP LaserJet 3150 product to communicate with your computer without conflicting with other devices.

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# Glossary

## **10-BaseT**

A type of Ethernet network that uses twisted pair cabling to attach nodes to the network.

## **100-BaseTX**

A type of Ethernet network, also known as Fast Ethernet, that uses twisted pair cabling to attach nodes to the network.

## **10/100-BaseTX**

This term indicates that a product is compatible with both 10-BaseTX and 100-BaseTX. Many network products are compatible with both of these, including some HP JetDirect print server models.

## **actual size**

The size of the page when it was scanned (not enlarged using zoom in or reduced using zoom out).

## **annotation**

A word, note, mark, or highlighting added to an item.

## **Automatic mode**

An HP LaserJet 3150 product feature that allows the fax machine either to answer incoming calls after the number of rings to answer specified or “listen” for fax tones when an answering machine connected to the line answers first. Automatic mode is the default setting, and the default number of rings to answer is 5.

## **bit depth**

The number of bits used to process scanned images. The greater the number of bits, the more levels of gray that can be used to display the image.

## **.bmp file**

A Microsoft Windows bitmap file that has the extension .bmp. A bitmap file defines an image (such as the image of a scanned page) as a pattern of dots (pixels).

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## **BNC**

A type of network connector generally used with coaxial network cabling. A BNC connector has two slots that lock onto two matching knobs on a network interface card when you twist the connector.

## **brightness**

A measure of the overall intensity of the image. The lower the brightness value, the darker the image; the higher the value, the lighter the image will be.

## **collapse**

The process of reducing a sticky note to an icon.

## **collate**

The process of printing a multiple-copy job in sets. When collate is selected, the HP LaserJet 3150 product prints an entire set before printing additional copies. Otherwise, the device prints the desired number of copies of a page together before printing the following pages.

## **comma (,)**

A comma in a dial sequence indicates that the fax machine will pause at that point in the dialing sequence.

## **contrast**

The difference between the dark and light areas of an image. The lower the number value, the more closely the shades will resemble each other. The higher the number, the more the shades will stand out from each other.

## **container program**

A program into which an OLE object is inserted. That program contains the object.

## **crop**

To remove part of an image. The portion of the image that is selected remains, while the portion that is not selected is removed.

## **.dcx**

A multi-page .PCX format where each page is a .PCX file. Since this is a multi-page format, it is widely used for receiving and sending faxes to and from the computer. A single DCX document can store up to 1,023 pages.

---

**dedicated line**

A single telephone line that is used exclusively for either voice calls or fax calls.

**desktop**

The view in the JetSuite Pro Desktop software where folders are visible and where JetSuite documents, supported graphics files, and other documents appear as thumbnails or file names. Faxes and JetSuite documents are managed from here. See also document viewer and JetSuite Pro Desktop software.

**distinctive ring**

A feature offered by some telephone companies in the Australia, Canada, New Zealand, the United States, and the United Kingdom that allows two or three phone numbers to be set up on the same telephone line. Each phone number has a different ring pattern, and the fax machine can be configured to recognize the distinctive ring of the fax number.

**Document Assistant dialog box**

An HP LaserJet 3150 product software screen used when working with documents from a computer. When the document is loaded into the document feeder, the Document Assistant appears on the computer screen, allowing you to begin faxing, copying, or scanning the document.

**document viewer**

The view of the JetSuite Desktop software that allows you to see a full-page view of a .jsd document. Using this view, you can add annotations, straighten pages, and more for .jsd documents that were originally scanned or PC fax items. You can see .jsd documents created using the JetSuite Capture driver in the document viewer, but fewer tools are available. Also see *portable document viewer*.

**dots per inch (dpi)**

A measurement of resolution used for scanning and printing. Generally, more dots per inch mean a higher resolution, a greater amount of visible detail in the image, and a larger file size.

**e-mail (electronic mail)**

An abbreviation for electronic mail. Software that you can use to electronically transmit items over a communications network.

---

## **Ethernet**

A common type of local area network recognized as the industry standard. Ethernet is also known as IEEE 802.3. Information is broken into “packets” that are transmitted in order until they arrive at the destination without colliding with any other “packet.” A network node is either transmitting or receiving a packet at any instant.

## **expand**

A process to restore a collapsed sticky note from an icon to its original size.

## **export**

A function that allows you to save a copy of a JetSuite item as a backup or in another graphics format, such as a .tif, .gif, or .jpg.

## **fax**

An abbreviation for facsimile. The electronic encoding of a printed page and the transmission of the electronic page over a telephone line. The JetSuite software can send items to electronic fax programs, which require a modem and fax software.

## **fax functions**

Fax-related tasks you do from the control panel that only affect the current job, or that you only do once before returning to the Ready state, such as clearing memory. These functions are in their own section in the control panel menu.

## **fax settings**

Fax-related items that when you set or change them continue to use the choice you make until you change them again. An example would be the number of times you set for the product to redial a busy number. These settings are in their own section of the control panel menu.

## **file format**

The way the contents of a file are structured by a program or group of programs.

## **.gif**

Graphics Interchange Format, an image used by CompuServe and other online formats.

## **grayscale**

Shades of gray that represent light and dark portions of an image. Color images can also be converted to grayscale where colors are represented by various shades of gray.



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## **halftone**

An image type that simulates grayscale by varying the number of dots. Highly colored areas consist of a large number of dots, while lighter areas consist of a smaller number of dots.

## **HP JetDirect print server**

An external, standalone print server. To use the HP LaserJet 3150 product on the network, you can connect the product (or a printer) to the print server, instead of a computer, using a parallel cable. The print server then connects to the network using a standard network connector. For the HP LaserJet 3150 product and its supported HP JetDirect external prints servers, the connector can be 10-BaseT, 10/100BaseTX, BNC, or token ring.

## **HP Web JetAdmin software and HP JetAdmin software**

Network peripheral management software that lets you configure and manage from a computer any peripheral connected to an HP JetDirect print server. For the HP LaserJet 3150 product, you may or may not need to use the HP JetAdmin or Web JetAdmin software (or bootp, DHCP, or telnet) to configure the product on the network.

## **hypertext links**

A link from one part of a document to another. When a linked word or phrase or graphic is clicked, the user will jump to the linked word, phrase, or graphic.

## **import**

A function that allows you to bring files saved in graphics formats such as .bmp and .tif into the JetSuite software.

## **IPX/SPX**

A network protocol made popular by Novell, Inc. as the basic protocol in its Novell NetWare network operating system. In order for the HP LaserJet 3150 product to work on the network, you must have the TCP/IP or IPX/SPX network protocol running in addition to NetBEUI.

## **JetSuite Pro Desktop software**

Software that allows you to manage documents and make them accessible to others. The JetSuite Pro Desktop software can be used to annotate scanned documents, create hypertext links, and more.

## **.jpg**

(also JPEG) Joint Photographic Experts Group, an international standard for compressing digital photographic images.

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**link**

A connection to a program or device that you can use to send information from JetSuite to other programs, such as e-mail, electronic fax, and OCR links.

**Link Bar**

The icons on the bottom of the desktop or viewer that represent programs installed on your computer, such as e-mail software.

**linked program**

A program installed on your computer that you can use with JetSuite. For example, you can use OCR software to translate a JetSuite item into text.

**Manual mode**

An HP LaserJet 3150 product feature that prevents the fax machine from answering calls. To receive a fax, the fax receiving process must be started either from the fax machine itself, the software, or from a telephone connected to the same line as the fax machine.

**NetBEUI (NetBIOS Extended User Interface)**

The network transport protocol used by all of Microsoft's network systems and IBM's LAN Server based systems. In order for the HP LaserJet 3150 product to work on the network, you must have the TCP/IP or IPX/SPX network protocol running in addition to NetBEUI. If you only have NetBEUI, you can only share the product on the network using Windows sharing. This means only the printing function is available to network users. (The local user can still use the full product functionality.)

**NetWare**

Novell, Inc.'s proprietary networking operating system for the PC environment. NetWare uses the IPX/SPX, NetBEUI, or TCP/IP network protocols. It supports MS-DOS, Microsoft Windows, OS/2, Macintosh and Unix clients. NetWare 2.2 is a 16-bit operating system, versions 4.x and 3.x are 32-bit operating systems.

**node**

A computer (server or user) or peripheral, such as the HP LaserJet 3150 product, that is connected to a network.

**optical character recognition (OCR) software**

OCR software converts an electronic image of text, such as a scanned document, into a form word processor, spreadsheet, and database programs can use.

---

## **PC faxing**

Using the software to send paper faxes from the Document Assistant, send electronic faxes from the computer, and receive electronic faxes to the computer. A PC fax program came with the HP LaserJet 3150 product.

## **.pcx**

A common graphic file format that many graphic programs accept the .pcx file format. This is a popular format in which to store scanned images.

## **portable document viewer**

A mini-program that can be attached to an electronic document and e-mailed. The recipient will be able to view, annotate, and print the document, no matter what program was used to create the document.

## **print server**

See *HP JetDirect print server*.

## **Private Branch Exchange (PBX)**

A small telephone switching system that typically is used by large businesses or universities to connect all telephone extensions within the organization. A PBX also connects to the public switched telephone network (PSTN) and may be either manual or dial, depending on the method used by extensions to place incoming or outgoing calls. Normally, the equipment is owned by the customer rather than leased from the telephone company.

## **public switched telephone network (PSTN)**

The worldwide dial-up telephone network or a portion of that network. Users are assigned unique phone numbers, which allow them to connect to the PSTN through local telephone exchange companies. Often, this phrase is used when referring to data or other non-telephone services carried over a path initially established using normal telephone signaling and ordinary switched long distance telephone circuits.

## **resolution**

The sharpness of an image, measured in dots per inch (dpi). The higher the dpi, the greater the resolution.

## **RJ45**

A network connector that looks much like a standard telephone connector, except it is wider (it houses 8 wires instead of 4). Both Ethernet (10/100BaseTX) and Token Ring networks use this type of network connector.

---

**shared line**

A single telephone line that is used for both voice and fax calls.

**sticky note**

An annotation that is a multiline, resizable note. Similar to a paper sticky note, it covers the item information beneath it. You can move a sticky note or collapse it to an icon. You can search for words in a sticky note by using the Find command.

**summary information**

Information about the item, such as creator or keywords, that you can add to an item in the Summary Information dialog box to help you find the item quickly.

**TCP/IP**

The de facto standard Ethernet protocol. TCP/IP stands for (Transmission Control Protocol over Internet Protocol). In order for the HP LaserJet 3150 product to work on the network, you must have the TCP/IP or IPX/SPX network protocol running in addition to NetBEUI.

**.tif**

Stands for Tagged Image File Format. A .tif (or TIFF) is a graphic file format that was developed to capture scanned images. It is a format used on IBM-compatible computers, Macintosh computers, and UNIX computers. Many graphic programs accept the .tif file format.

**Token ring**

A local area network in which transmission conflicts are avoided by the granting of “tokens” that give permission to send. A network node keeps the token while transmitting a message, if it has a message to transmit, and then passes the token on to the next node. IEEE 802.5 is the most common type of token-ring network.

**TWAIN**

An industry-standard for scanners and software. Using a TWAIN-compliant scanner with a TWAIN-compliant program, you can initiate a scan from within the program.

**Twisted pair**

A type of network cable commonly used in Ethernet networks.

**viewer**

See *document viewer*.

---

## **Windows sharing**

A method of peer-to-peer networking that uses Windows products. If you have a network installed, you can share resources with your co-workers, most commonly the HP LaserJet 3150 product, printers, and hard disks, by simply using Windows tools such as Explorer and Print Manager. When the HP LaserJet 3150 product (or any printer) is shared using Windows sharing, network users need to install the printer drivers using the Add Printers utility in the Windows Printers folder.

### **zoom in**

To make a page larger on the screen so you can see more detail.

### **zoom out**

To make a page smaller on the screen so you can have a broader view of the page.



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