

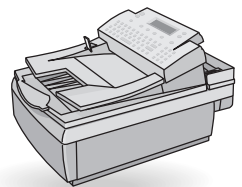


HP

Digital Sender

8100C

User Guide







# HP Digital Sender 8100C

**User Guide** \_\_\_\_\_

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**WARNING!**  
Electrical Shock Hazard

To avoid electrical shock, use only supplied power cords and connect only to properly grounded (3-hole) wall outlets.

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# 1 Getting started

## Introduction

Thank you for purchasing the HP Digital Sender 8100C. This color, network digital sender helps you quickly and conveniently distribute paper documents in electronic format. The digital sender works with other devices and programs so you can:

- **E-mail** — Send a document directly to e-mail destinations.
- **Fax** — If your company subscribes to a supported Internet fax service, fax a document to one or more destinations.
- **Send to an HP JetSend-enabled printer** — Send documents to HP JetSend-enabled printers on your LAN/WAN network. (For more information about HP JetSend technology and a list of HP JetSend-enabled printers, visit [www.jetseend.com](http://www.jetseend.com).)

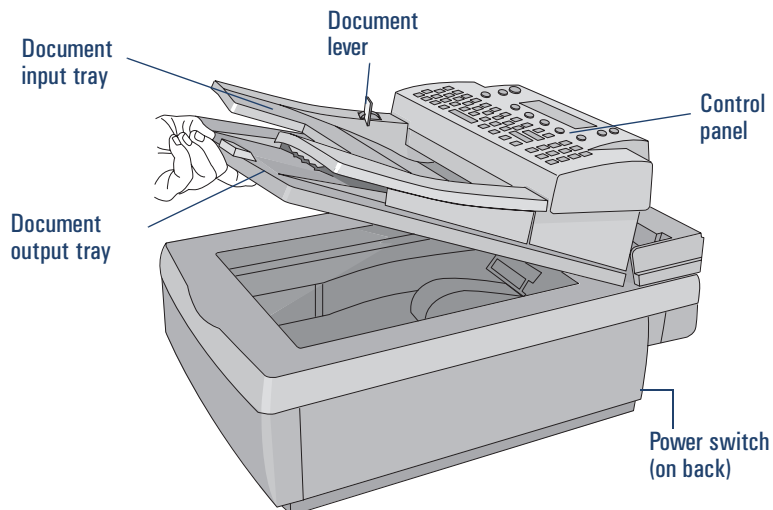
The digital sender also incorporates address books in which you can store e-mail addresses, fax numbers, and distribution lists.

This user guide is intended to be used after the digital sender has been set up and configured using the setup poster and the administrator guide. If the digital sender is not already set up, contact the administrator.

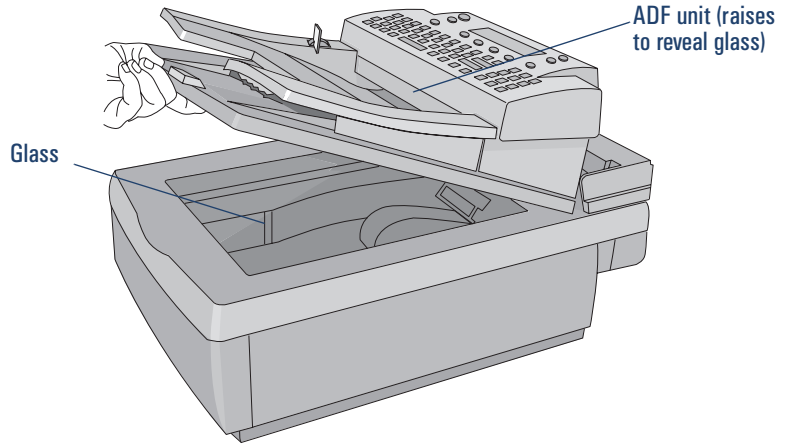
## Identifying digital sender parts

Before using the digital sender, use the diagram below to familiarize yourself with the parts of the digital sender .

### Front and top view

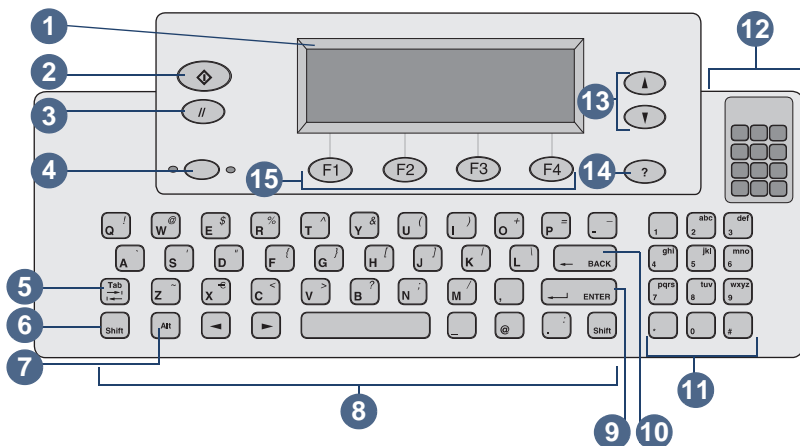




**Front view with ADF unit raised**

## Identifying control panel features

Use this diagram to familiarize yourself with control panel features.



- 1 ControlPanel Display — Displays information and messages.
- 2 Go key — Sends a document. In the manuals, this key is shown as this symbol:  
◇.
- 3 Cancel key — Stops sending process or returns to the main display screen. In the manuals, this key is shown as this symbol: //
- 4 Single-sided/double-sided key — Selects single-sided or double-sided original. When referring to this key in this manual, it will be shown like this:  
**SINGLE-/DOUBLE-SIDED.**
- 5 Tab key — Moves between fields on the control panel display.
- 6 Shift key — When used with a letter key, produces the capital case of that letter.
- 7 Alt key — When used with another key, enters the letter or symbol (in purple) displayed on the upper right corner of the other key. (For example, pressing **ALT + B** enters a "B".)
- 8 Alphabetic keys — Enter letters and symbols for names, passwords, and destinations.
- 9 Enter key — Accepts information on the control panel display or moves between fields. It is shown in this manual like this: **ENTER**.

- 10** Backspace key — Deletes the last typed character or removes destinations from the selection list. This key is located just above the **ENTER** key. When referring to this key in this manual, it will be shown like this: **BACKSPACE**
- 11** Numeric keys — Enter numbers or special characters for your language (except English).
- 12** Special characters sticker — Contains instructions for accessing the special characters available for your language (except English).
- 13** Scroll Arrow keys — Scroll up and down or through items in a field. In the manuals, these keys are shown as these symbols: ▲ and ▼.
- 14** Help key — Activates the Help window, which offers information on the selected screen or field. In the manuals, this key is shown as this symbol: . ?
- 15** Function keys — Each one performs the function displayed above the key. In this manual, these keys are shown in this way: **KEY NAME (Fx)**, where Fx is the number of the key.

## Managing your user profile

There are two different types of users for the digital sender:

- **Registered users.** Registered user must establish a user profile, and they have full access to all features.
- **Guest users** Guest users do not have to establish a user profile, but they also do not have full access to all features.

### Registered users

As a registered user, you have the following privileges:

- You can use the digital sender even if the administrator disables guest usage.
- You can store e-mail addresses and distribution lists in your personal address books on the digital sender.
- You can use e-mail addresses from your Personal or the Public E-Mail addresses book and distribution lists from your Personal or the Public E-Mail lists book.
- You can store fax numbers and fax distribution lists in the public Fax books.
- You can use fax numbers and fax distribution lists in the public Fax numbers book and the public Fax lists book.

### Guest users

If the administrator has disabled guest usage, you cannot use the digital sender.

If guest usage is enabled, you can:

- Use the digital sender.
- Use the Public E-Mail addresses book and lists book.
- Use the public Fax numbers book and lists book.

You do *not* have personal e-mail address and distribution lists books. To create personal e-mail address books, you must be a registered user. Register at the digital sender when prompted, or contact the administrator if the prompt does not appear.

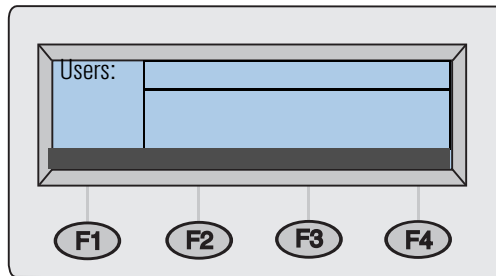
## Adding a registered user profile

The administrator decides whether or not you can add a registered user profile, or if only he or she can. If you try to add yourself and are asked for the administrator password, contact the administrator.

If the administrator allows you to set up your own profile, you can do so from the **Users** menu, or from the login dialog box the first time you send an e-mail or try to add to an e-mail or fax book (You need a registered user profile to have personal books.) For more information about e-mail and fax books, see chapter 3 [“Managing address books” on page 31](#).

### To add a registered user profile from the Users menu

- 1 Press **ALT + SETUP (F4)**.
- 2 Press **USERS (F1)**. This dialog box opens:



- 3 In the **Users** field, type your name and press **ENTER**. A new dialog box opens.
- 4 In the **E-Mail** field, type your e-mail address and press **ENTER**.
- 5 In the **Password** field, type a password (optional) and press **ENTER**.
- 6 In the **Confirm** field, type the password you just typed and press **ENTER**.
- 7 To enable the **Receipt** or **Auto BCC** options, do the following:
  - a Press **OPTIONS (F2)**.
  - b To receive an e-mail confirmation for each document you send, press **YES (F1)** at the Receive confirmations prompt.

#### Note

To receive confirmations, your e-mail server and the links between your e-mail and the recipient's e-mail must support Delivery Service Notification (DSN).

- c To receive a copy of every e-mail message you send, press **YES (F1)** at the Auto CC prompt.
- 8 Press **OK (F1)**, and then press **BACK (F4)**.

## To add a registered user profile when you send an e-mail or access address books

- 1 Press **EMAIL** (F1) or **LISTS** (F4).
- 2 If you selected **LISTS** in the previous step, use the **▲** and **▼** keys to select **Personal E-Mail addresses** or **Personal E-Mail lists** and press **ENTER**.
- 3 In the **Name** or **From** field, type your name and press **ENTER**.
- 4 At the **Would you like to register as a user?** prompt, press **YES** (F1).

---

### Note

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If the prompt does not appear, see the administrator to register.

- 5 In the **E-Mail** field, type your e-mail address and press **ENTER**.
- 6 In the **Password** field, type a password (optional) and press **ENTER**.
- 7 In the **Confirm** field, type the password you just typed and press **ENTER**.
- 8 To enable the **Receipt** or **Auto BCC** options, do the following:
  - a Press **OPTIONS** (F2).
  - b To receive an e-mail confirmation for each document you send, press **YES** (F1) at the **Receive confirmations** prompt.

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### Note

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To receive confirmations, your e-mail server and the links between your e-mail and the recipient's e-mail must support **Delivery Service Notification (DSN)**.

- c To receive a copy of every e-mail message you send, press **YES** (F1) at the **Auto CC** prompt.
- 9 Press **OK** (F1) twice.
  - 10 Finish sending a document to e-mail or finish adding entries to the books. See the appropriate procedure in chapter 2 ([starting on page 15](#)).

## Changing options for your profile

If you want to change your password, user name, or other registered user information, you can do so if the administrator allows it. If not, you receive a message to contact the administrator.

### To change options for your profile

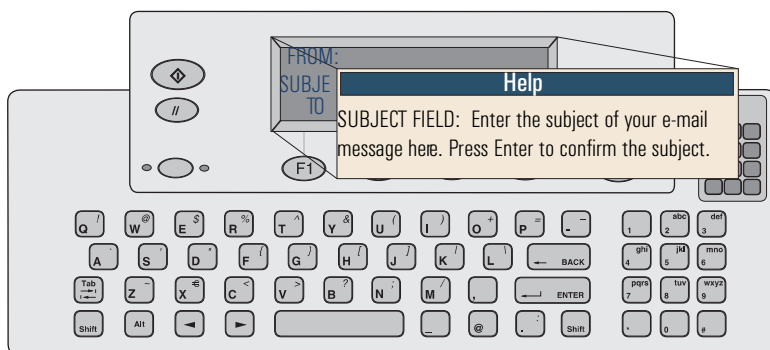
Do one of the following:

- Access the **Users** menu and change your profile as you added it. Click [here](#) to see instructions.
- As you are e-mailing a document, accessing Lists, or logging in, type your user name and password, and then press **MODIFY (F3)**.

## Finding help

This user guide provides instructions to help you use the digital sender, and it will also help you troubleshoot if you experience a problem. Additionally, the digital sender itself houses Help to assist you.

The Help for the digital sender contains context-sensitive Help. When you press **?**, help appears for the active field on the control panel display. For example, if you were sending an e-mail message and pressed **?** with the cursor in the **Subject** field, a message like this would appear:



Press **?** again or press **CLOSE** to exit the Help.

If Help is not available for a field or key, then you receive a message to see the administrator for the digital sender.



# 2 Sending documents

## Introduction

The HP Digital Sender 8100C lets you send a variety of single- and double-sided documents to e-mail addresses and distribution lists. You can also send to any fax number if your company subscribes to an Internet fax service.

Sending a document is a simple, two-step process:

1. Load the document.
2. Choose a destination.

## Guidelines for documents

The HP Digital Sender 8100C is both a sheetfed and a flatbed digital sender. You can insert up to 25 pages (single- or double-sided) into the automatic document feeder (ADF) and quickly send them. On the glass, you can place documents that you cannot put in the ADF, such as photographs, pages from books, newspaper clippings, and fragile or lightweight documents.

### Guidelines for using the ADF

Using the ADF is a fast, convenient way to send documents. The ADF accepts documents that meet the following specifications:

- Documents on standard Letter-, A4-, and Legal-size paper.
- Documents consisting of up to 25 pages (for all functions except printing to a black-and-white HPJetSend-enabled printer, for which the limit is 20 pages).
- Documents can range in size from 148.5 by 210mm (5.9 by 8.3 inches) to 215.9 by 355.6 mm (8.5 by 14 inches).
- Documents can range in weight from 60 to 105 g/m<sup>2</sup> (16 to 28 lb).
- Documents should be square or rectangular and in good condition (not fragile or worn).
- Documents should be free of tears, perforations, or punch holes.
- Documents should be free of glue, correction fluid, or wet ink.

Additionally, you should avoid multipart forms with carbon pages.

*Before placing a document in the ADF, prepare the document by doing the following:*

- Remove curls or wrinkles.
- Remove staples, paper clips, paper sticky notes, and any other materials from documents.

See [“To load a document in the ADF” on page 18](#) to load a document into the ADF. If your document does not meet the guidelines or you cannot prepare it as stated above, send the document by placing it on the glass.

## Guidelines for using the glass

The glass is the best way to send unusual documents. Examples of unusual documents include:

- Documents on media lighter than 60 g/m<sup>2</sup> (16 lb) or heavier than 105 g/m<sup>2</sup> (28 lb).
- Irregular sizes or shapes, such as newspaper clippings, receipts, or business cards.
- Transparencies
- Gum-backed paper.
- Multipart forms with carbon pages.
- Old or worn photographs or documents.
- Documents containing tears, perforations, punchholes, wrinkles, or curls.

Place these types of documents on the glass one at a time and send them. See [“To load a document on the glass” on page 19](#) for instructions.

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**Note**

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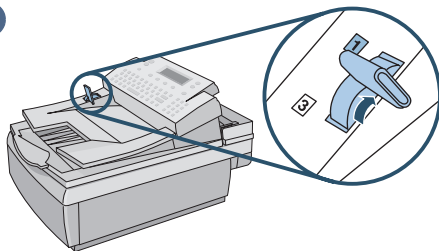
The maximum length the glass can accept is 297 mm (11.7 inches). If your document is longer but you need to use the glass, send the document in multiple sections.

## Sending double-sided documents

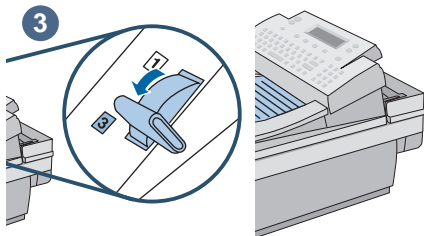
You can send double-sided documents using the glass, or ADF as long as the document meets the requirements specified in [“Guidelines for using the ADF” on page 16](#). You will find steps for sending double-sided documents in the actual procedures for loading and sending documents.

## Step 1 Load a document

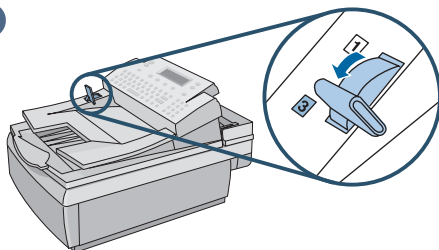
2



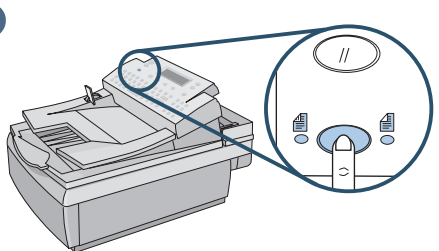
3



4



5



You can load a stack of pages in the ADF or load one page at a time on the glass. See "[To load a document in the ADF](#)" or "[To load a document on the glass](#)."

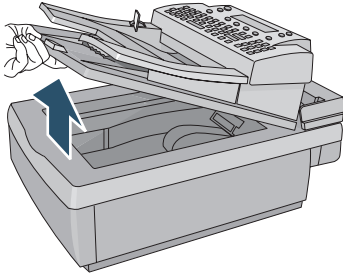
### CAUTION

Before using the ADF, remove from the document anything such as self-adhesive notes, paper clips, or staples, that could get caught in the digital sender and damage it.

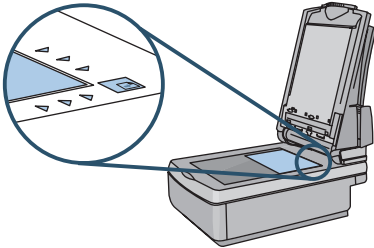
### To load a document in the ADF

- 1 Raise the ADF unit and ensure nothing is on the glass. Then, close ADF unit.
- 2 Move the paper load lever to the number 1 position.
- 3 Slide the document (up to 25 pages) face up, top of page first, into the ADF until the document stops.
- 4 Move the paper load lever to the number 3 position.
- 5 Press the **SINGLE-/DOUBLE-SIDED** key until the light under the correct icon is lit.

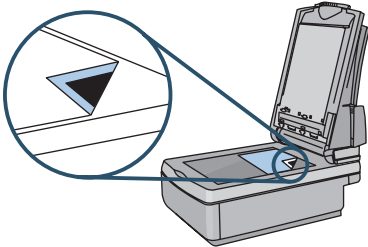
1



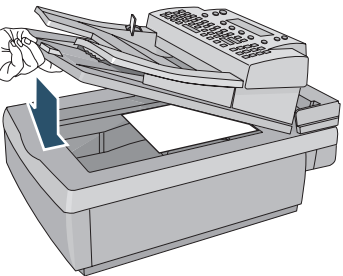
2



3



4



## To load a document on the glass

- 1 Raise the ADF unit to reveal the glass.
- 2 Place the page face down on the glass, top edge toward the back.
- 3 Align the document in the upper-right corner of the glass.
- 4 Lower the ADF unit.

## Step 2 Choose a destination

You can send a document to:

- e-mail addresses or distribution lists
- fax numbers or distribution lists (if your company subscribes to a supported Internet fax service)
- HP JetSend-enabled printers

### E-mailing documents

When you e-mail from the digital sender, it creates a message and attaches your document as a file. You can send to e-mail addresses by typing an address or choosing an address or distribution list stored in an address book. Public address books are available to all users, while personal address books are only available to registered users. (For more information about address books, see chapter 3 [“Managing address books” on page 31.](#))

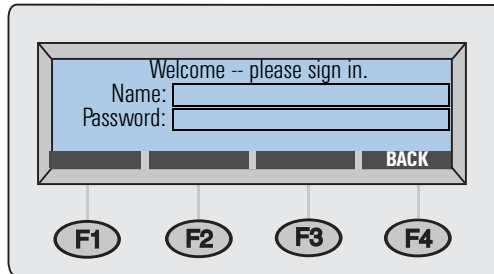
If the administrator has configured the digital sender to work with an LDAP server, you can also choose addresses stored on the LDAP server.

## To send to e-mail destinations

### Note

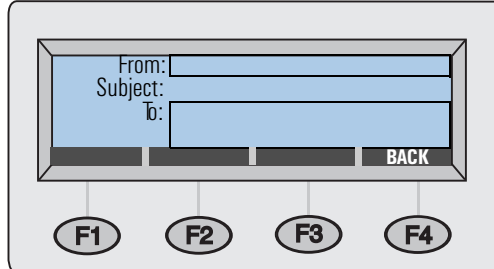
At any time before pressing  $\diamond$  to send the document, you can press  $\swarrow$  **BACK (F4)** to return to the main screen without saving any settings.

- 1 Press **E-MAIL (F1)**. If guest usage is disabled, then only registered users can use the digital sender. This login screen opens:



A diagram of a login screen. At the top, it says "Welcome -- please sign in." Below this are two input fields: "Name:" and "Password:". At the bottom right of the screen is a "BACK" button. Below the screen are four circular buttons labeled F1, F2, F3, and F4. Lines connect the F1 button to the screen, and the F4 button to the BACK button.

Otherwise, the main e-mail dialog box opens:



A diagram of a main e-mail dialog box. It has three input fields: "From:", "Subject:", and "To:". At the bottom right of the screen is a "BACK" button. Below the screen are four circular buttons labeled F1, F2, F3, and F4. Lines connect the F1 button to the screen, and the F4 button to the BACK button.

- 2 Do one of the following:
  - If the login dialog box opens, type your user name (or use the  $\blacktriangle$  and  $\blacktriangledown$  keys to scroll to it) and press **ENTER**. Then, type your password (if set) and press **ENTER**.
  - If the main e-mail dialog box opens, type your e-mail address.
- 3 Type a message in the **Subject** field (optional) and press **ENTER**.

- 4 Do one of the following to choose an e-mail destination:
  - Type an e-mail address.
  - Begin typing the name of an address or distribution list stored in an e-mail book. As you type, the digital sender completes the name.
  - Use the **▲** and **▼** keys to scroll destinations in an e-mail book.
  - Begin typing the name of an e-mail address on an LDAP server and press **SEARCH (F2)** [or press **SHIFT + SEARCH (F2)** to access advanced search options]. Use the **▲** and **▼** keys to select an address and press **OK (F1)**.

---

**Note**

If too many matching entries are found, you receive a message. Press **CANCEL (F4)** to scroll the partial list and press **ENTER** to select a destination. **Q**, further narrow the search and try again.

---

- 5 Repeat step 4 until you have added all the destinations you want.

---




**Note**

To view the list, press **TAB** to enter the list field and use the **▲** and **▼** keys to scroll the destinations. To remove a destination, select it and press **BACKSPACE**.

---

- 6 To CC or BCC someone:
  - a Press **TO/CC (F3)**.
  - b Use the **▲** and **▼** keys to select **CC** (or **BCC**) and press **ENTER**.
  - c In the **CC** (or **BCC**) field, type an e-mail address or choose an e-mail destination from an e-mail book.
  - d Press **ENTER**. The destination, preceded by "CC:" (or "BCC:"), appears in the list field.
- 7 The Paper Size and Quality settings appear in the upper right corner of the display. See ["Changing settings \(optional\)" on page 28](#) to change the Paper Size setting. (The Quality setting, which is always B/W Document for faxing, cannot be changed.)



- 8 Press  to begin sending the document.
- If you sent a single-sided document, the process is finished.
  - If you sent a double-sided document using the ADF, wait for the first side to finish. Then, reload the document with the second side facing up, last page on top, and press  again.
  - If you used the glass, remove the page when it is finished. Then, place the next page face down on the glass and press . After the last page, press **SEND (F4)**.

---

**Note**

---

Your company's e-mail server, not the digital sender, validates the e-mail addresses, so the digital sender does *not* notify you if you sent to an invalid address.

## Reading file attachment

File attachments can be sent in .pdf or .tif format, depending on what the administrator allows (see [“Changing settings \(optional\)” on page 28](#)).

Recipients can open .pdf files using Adobe Acrobat Reader, which many people already have. If your recipients do not have Reader, they can download a free copy of it for Windows or Macintosh from Adobe's website at [www.adobe.com](http://www.adobe.com). After installing Reader, Windows users can read .pdf files by double-clicking them. Macintosh users can read .pdf files by opening Reader, choosing **Open** on the **File** menu, and then selecting the file.

If you sent a single-page .tif file, the recipient can open it in any program that accepts that file format. If you send a multiple page .tif file, also known as .mtif, the user must open it using the Imaging program.

## Faxing documents

If your company has Internet fax service, you can send documents from the digital sender to fax destinations. If the service is not configured, you receive a message. See the administrator.

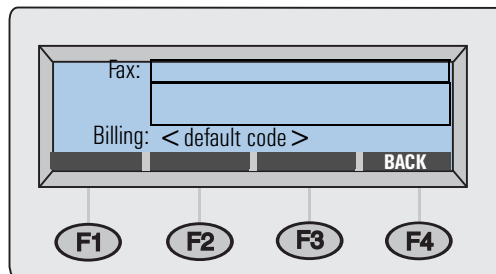
When sending a fax, you can type fax numbers or you can choose fax destinations from the public Fax numbers or lists books. (For more information about books, see chapter 3 [“Managing address books” on page 31.](#))

## To fax documents

### Note

At any time before pressing **SEND** to send the document, you can press **BACK (F4)** to return to the main screen without saving any settings.

- 1 Press **FAX (F2)**. If the login dialog box opens, type your user name (or use the **▲** and **▼** keys to scroll to it) and press **ENTER**. Then, type your password (if set) and press **ENTER**. This dialog box opens:



- 2 Do one of the following to choose a fax destination:
  - Type the entire fax number, including the long-distance prefix, area code, or other numbers. (Do *not* include a number such as a 9 that you dial to get an outside line on your PBX telephone system.)
  - Type the name of a fax destination stored in the public Fax numbers or lists book. As you type, the digital sender completes the name.
  - Use the **▲** and **▼** keys to scroll destinations in the Fax numbers or lists book.
- 3 Press **ENTER**. The fax destination appears in the field below the **To** field.

- Repeat steps 2 and 3 to add more fax destinations.

---

**Note**

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To view the list, press **TAB** and use the **▲** and **▼** keys to scroll the destinations. To remove a destination, select it and press **BACKSPACE**.

- The Paper Size and Format settings appear in the upper right corner of the display. To change these settings, see [“Changing settings \(optional\)” on page 28](#).
- Press **◇** to begin sending the document.
  - If you sent a single-sided document using the ADF, the process is finished.
  - If you sent a double-sided document using the ADF, wait for the first side to finish. Then, reload the document with the second side facing up, last page on top, and press **◇** again.
  - If you used the glass, remove the page when it is finished. Then, place the next page face down on the glass and press **◇**. After the last page, press **SEND (F4)**.

If fax destinations are busy, the numbers are retried as many times as the Internet fax service specifies.

---

**Note**

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The digital sender does *not* notify you if you sent to an invalid fax destination.

## Printing to HP JetSend-enabled printers

The digital sender is an HP JetSend-enabled device. You can use its HP JetSend capabilities to send to printers on your company's network that are HP JetSend enabled and have valid TCP/IP addresses. If you receive a message requesting a TCP/IP address when you press **PRINT (F3)**, see the administrator.

You can send one copy at a time to one printer at a time. *Whether the copies print single-sided or double-sided is determined by the printer's settings.*

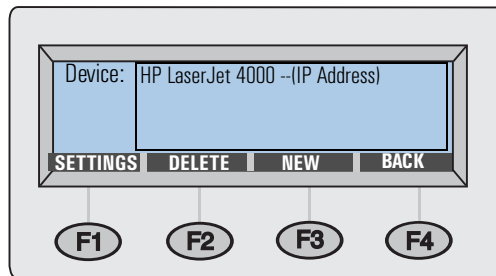
HP JetSend is a communications technology built into printers, scanners, and computer software. HP JetSend-enabled devices can connect, "talk" to each other, and exchange information directly from the network. It is server- and program-independent. To find out more about HP JetSend technology or view a list of supported printers, visit [www.jetson.com](http://www.jetson.com).

### To send to an HP JetSend-enabled printer

#### Note

At any time before pressing **SEND (F4)** to send the document, you can press **BACK (F4)** to return to the main screen without saving any settings.

- 1 Press **PRINT (F3)**. This dialog box opens:



- 2 Do one of the following to choose an HP JetSend-enabled printer:
  - Use the **▲** and **▼** keys to select a printer from the list and press **ENTER**
  - Add a new printer to the list. (See "[To add an HP JetSend-enabled printer to the list.](#)")
- 3 The Paper Size and Quality settings appear in the upper right corner of the display. To change these settings, see "[Changing settings \(optional\)](#)" on page 28.

- 4 Press **▶** to begin sending the document.
  - If you sent a single-sided document using the ADF, the process is finished.
  - If you sent a double-sided document using the ADF, wait for the first side to finish. Then, reload the document with the second side facing up, last page on top, and press **▶** again.
  - If you used the glass, remove the page when it is finished. Then, place the next page face down on the glass and press **▶**. After the last page, press **SEND (F4)**.

## To add an HP JetSend-enabled printer to the list

- 1 Press **PRINT (F3)**. The list of HPJetSend-enabled printers appears.
- 2 Press **NEW (F3)**.
- 3 Type the DNS name or IP address for the HP JetSend-enabled printer you want to add. If you do not know this information, see the administrator.
- 4 Click [here](#) to finish sending a document to the new HP JetSend enabled printer.

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### Note

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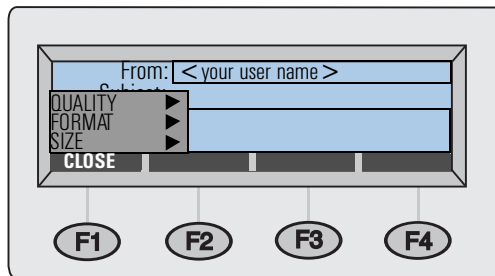
Once the list contains 64 printers, the **NEW (F3)** key disappears. Before adding more printers, you must delete at least one existing printer from the list. To delete a printer, use the **▲** and **▼** keys to select it and press **DELETE (F3)**.

## Changing settings (optional)

The Paper Size, Quality, and Format settings appear in the upper right corner of the control panel display. Use this procedure to change the Paper Size and Quality options. You can also use this procedure to change the file format setting, if you see the **Format** option on the **Settings** menu.

### To change the Paper Size, Quality, and Format settings

- 1 With a document loaded and a destination selected, press **SETTINGS (F1)**. The **Settings** menu appears.



- 2 If you do not need to change the quality, go to step 5. Or, press **ENTER** to select **Quality** ..
- 3 Use the **▲** and **▼** keys to choose the option that most closely matches the type of document you have.

Use this setting	For this type of document
Color Document	The original has a mix of text and images. Or, the original has a mix of color and black-and- white areas.
B/W Document	The original contains text that must be clearly transmitted.Or, the original is black and white.
Color-B/W Photo	The original is a photograph. Or, it is most important that the colors or shades of gray in an image be clear.

- 4 Press **ENTER** to select the highlighted option.

- 5 If you do not need to change the papersize, go to step 7. Or, press **▼** until **Size** is selected and press **ENTER**
- 6 Using the **▲** and **▼** keys, choose **A4**, **Letter**, or **Legal** and press **ENTER** (If the document you are sending is an irregular size, choose the option that most closely matches.)
- 7 If you are e-mailing a document *and* see the **Format** option in the **Settings** menu, you can change the file format. Press **▼** until **Format** is selected and press **ENTER**. Then, use the **▲** and **▼** keys to choose **PDF** or **TIF** and press **ENTER**
- 8 Press **CLOSE (F1)** to save and exit the **Settings** dialog box.
- 9 Do one of the following:
  - Click [here](#) to finish sending to e-mail.
  - Click [here](#) to finish sending to a fax destination.
  - Click [here](#) to finish sending to an HPJetSend-enabled printer.





# 3 Managing address books

## Introduction

If you are a registered user, you can store frequently used e-mail addresses and fax numbers in books. You can also build distribution lists of e-mail addresses or fax numbers so you can easily send documents to groups of people.

To become a registered user, see [“Managing your user profile” on page 10](#).

## Using address books

The digital sender stores addresses and fax numbers in the following address books under the Lists menu:

- **Your Personal E-Mail addresses book**  
Stores personal e-mail addresses that you can use when sending e-mail. No one except you and the administrator can see, change, or use entries in this personal address book.
- **Your Personal E-Mail lists book**  
Stores personal e-mail distribution lists that you can use when sending e-mail. No one except you and the administrator can see, change, or use entries in this personal book.
- **Fax numbers book**  
Stores fax numbers that any user can use when sending faxes. Only registered users or the administrator can change information in this book.
- **Fax lists book**  
Stores fax distribution lists that any user can use when sending faxes. Only registered users and the administrator can change information in this book.

In addition, there are two other books whose entries anyone can use when sending e-mail. However, only the administrator can change information for entries in these books.

- **Public E-Mail addresses book**  
Contains predefined e-mail addresses available to any user when sending a document.
- **Public E-Mail lists book**  
Contains predefined groups of e-mail addresses available to any user when sending a document.

## Viewing address books

You can view entries in your two Personal E-Mail books as well as the two public Fax books.

### To view books

- 1 Press **LISTS (F4)**.
- 2 Use the **▲** and **▼** keys to select a book and press **ENTER**. The login dialog box opens.
- 3 Type your user name (or use the **▲** and **▼** keys to scroll to it) and press **ENTER**. Then, type your password (if set) and press **ENTER**.

---

#### Note

If you are prompted to become a registered user, press **YES (F1)** or see the administrator

- 4 Scroll the list of destinations using one of these ways:
  - Use the **▲** and **▼** keys to move through the list.
  - Begin typing the name of a destination stored in the book. The book displays the closest matching entry. (Continue scrolling that area of the list by typing additional letters, or by using the **▲** and **▼** keys.)

---

#### Note

If you are viewing your Personal E-Mail addresses book or the Fax numbers book, you may see destinations you did not add. Addresses or fax numbers you typed while sending a document are automatically added to the appropriate address book, if the administrator has enabled this option.

- 5 If you begin typing a name incorrectly, press **BACKSPACE** until you erase the incorrect character, and then continue typing. (Or, press **SHIFT + BACKSPACE** to erase the entire contents of the field.)
- 6 When finished, press **BACK (F4)**.

## Managing your Personal E-Mail addresses book

If you are a registered user, you can store e-mail addresses in your Personal E-Mail addresses book and use the entries when you e-mail a document. Use the procedures in this section to add, modify, and delete addresses from your Personal E-Mail addresses book.

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**Note**

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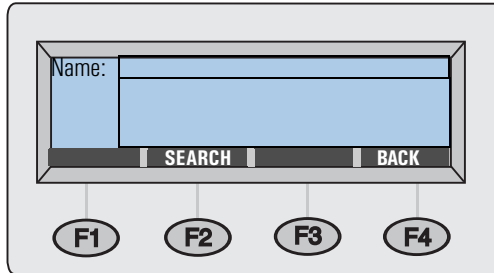
You can view and use information in the public E-mail addresses book, but you cannot change it. Contact the administrator to make changes to the public E-Mail addresses book.

### Adding addresses

As a registered user, you can add up to 256 e-mail addresses to your Personal E-Mail addresses book. Addresses you type while sending a document are automatically added to your Personal addresses book, if the administrator has enabled this option.

## To add addresses

- 1 Press **LISTS (F4)**.
- 2 Press **▼** and press **ENTER** to select **Personal E-Mail addresses**. The login dialog box opens.
- 3 Type your user name (or use the **▲** and **▼** keys to scroll to it) and press **ENTER**. Then, type your password (if set) and press **ENTER**. This dialog box opens:



- 4 Add an address by doing one of the following:
  - Type a name for this entry in the **Name** field and press **ADD (F1)**.
  - If the administrator set the digital sender to work with an LDAP server, begin typing the first letters of an entry and press **SEARCH (F2)**. Use the **▲** and **▼** keys to select an entry and press **OK (F1)**.
- 5 Change the name and e-mail information for this entry as necessary. Use **TAB** to move between fields.
- 6 Press **SAVE (F3)**.
- 7 To add more addresses, repeat steps 4 through 6.
- 8 When finished, press **BACK (F4)**.

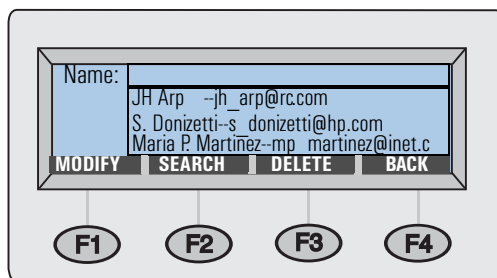
## Modifying or deleting e-mail addresses

Once you have added addresses to your Personal E-Mail addresses book, you can change the name and e-mail information. Changing this information also changes it in any of your Personal distribution lists where it appears.

If an e-mail address in your Personal E-Mail addresses book is no longer useful, you can delete it. Deleting an address from this address book also deletes it from any of your Personal distribution lists where it appears.

### To modify or delete e-mail addresses

- 1 Press **LISTS (F4)**.
- 2 Press **▼** and press **ENTER** to select **Personal E-Mail addresses**. The login dialog box opens.
- 3 Type your user name (or use the **▲** and **▼** keys to scroll to it) and press **ENTER**. Then, type your password (if set) and press **ENTER**. This dialog box opens:



- 4 Select an entry using one of these ways:
  - Begin typing the name of an entry. The book displays the closest matching one.
  - Use the **▲** and **▼** keys to select an entry.
- 5 Do one of the following:
  - Press **MODIFY (F1)**, make changes (using **TAB** to move between fields), and press **SAVE (F3)**.
  - Press **DELETE (F3)**, and press **OK (F1)** to confirm the deletion.
- 6 Repeat steps 4 and 5 to change or delete other entries.
- 7 When finished, press **BACK (F4)**.

## Managing your Personal E-Mail lists

Your Personal E-Mail lists book contains distribution lists you create using e-mail addresses. Distribution lists are useful if you regularly send e-mail to the same group of people.

E-mail distribution lists can only consist of e-mail addresses. You cannot create distribution lists containing both e-mail addresses and fax destinations.

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**Note**

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You can view and use information in the Public E-Mail lists book, but you cannot change it. Contact the administrator to make changes to the Public E-Mail lists book.

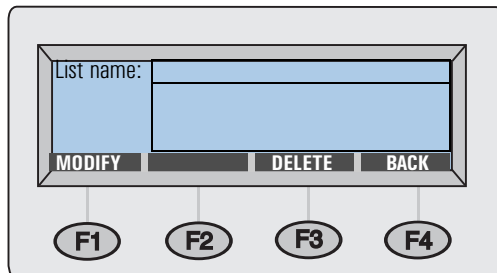
### Creating new lists

You can create distribution lists for your Personal lists book using e-mail addresses from the Public E-Mail addresses book or your Personal E-Mail addresses book, or addresses you type as you build the list.

You might not want to create a personal distribution list if there is one just like it in the Public E-Mail lists book. Public lists are always available for your use.

## To create new lists

- 1 Press **LISTS (F4)**.
- 2 Press **ENTER** to select **Personal E-Mail list** . The login dialog box opens.
- 3 Type your user name (or use the **▲** and **▼** keys to scroll to it) and press **ENTER**. Then, type your password (if set) and press **ENTER**. This dialog box opens:



- 4 In the **List name** field, type a name for this list and press **ENTER**.
- 5 A new dialog box opens. Add entries to the list by doing one of the following:
  - Begin typing the name of an entry in an E-Mail addresses book. The book displays the closest matching entry. Press **ENTER** to select it.
  - Use the **▲** and **▼** keys to select an address and press **ENTER**.
  - Type a name for the new entry and press **ENTER**. A dialog box that allows you to change information opens. Make changes (pressing **TAB** to move between fields) and press **SAVE (F3)**.
- 6 Repeat step 5 to add more e-mail addresses to this list.
- 7 When finished, press **BACK (F4)**.
- 8 Repeat steps 4 through 7 to add more lists.
- 9 When finished, press **BACK (F4)**.

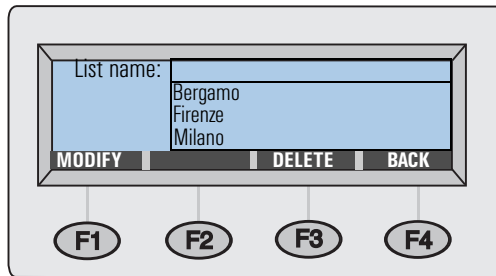


## Adding addresses to existing lists

Use this procedure to add addresses to e-mail distribution lists you have already created.

### To add addresses to existing list

- 1 Press **LISTS (F4)**.
- 2 Press **ENTER** to select Personal E-Mail list . The login dialog box opens.
- 3 Type your user name (or use the **▲** and **▼** keys to scroll to it) and press **ENTER**. Then, type your password (if set) and press **ENTER**. This dialog box opens:



- 4 Select a distribution list using one of these ways:
  - Begin typing the name of a distribution list. The list displays the closest matching entry.
  - Use the **▲** and **▼** keys to select a list.
- 5 Press **MODIFY (F1)**.
- 6 Add an e-mail address to this list using one of these ways:
  - Begin typing the name of an entry in an E-Mail addresses book. The list displays the closest matching entry. Press **ENTER** to select the highlighted one.
  - Use the **▲** and **▼** keys to select an e-mail address and press **ENTER**.
  - Begin typing a name for a new e-mail address and press **ENTER**. A dialog box that allows you to change information opens. Make changes (using **TAB** to move between fields) and press **SAVE (F3)**.
- 7 Repeat step 6 to add more addresses to this list.
- 8 When finished, press **BACK (F4)**.
- 9 Repeat steps 4 through 8 to add more addresses to other distribution lists.
- 10 When finished, press **BACK (F4)**.

## Changing or deleting addresses in lists

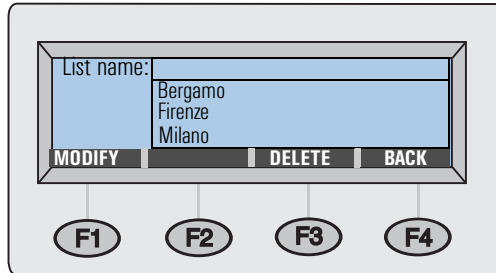
Use this procedure to change or delete e-mail addresses from a distribution list in your Personal E-Mail lists book.

While in a selected distribution list, you can change the information for an e-mail address contained in the list, as long as the address is from your Personal E-Mail address book. When you change information for an e-mail address from your personal book, the address information will be updatedn Your Personal E-Mail address book and in any distribution list in which the address appears.

If the address is from the Public E-Mail addresses book, you can delete it from your distribution list, but you cannot change information in that address. Contact the administrator to make those changes.

## To change or delete addresses in lists

- 1 Press **LISTS (F4)**.
- 2 Press **ENTER** to select Personal E-Mail list . The login dialog box opens.
- 3 Type your user name (or use the **▲** and **▼** keys to scroll to it) and press **ENTER**. Then, type your password (if set) and press **ENTER**. This dialog box opens:



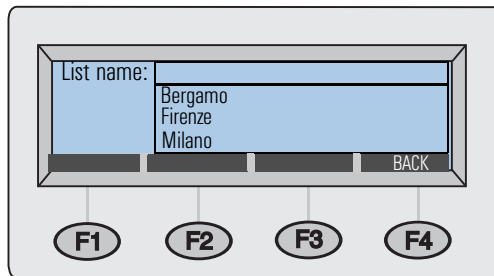
- 4 Select a list using one of these ways:
  - Begin typing the name of a list. The book displays the closest matching one. Press **ENTER** to select it.
  - Use the **▲** and **▼** keys to select a list and press **ENTER**.
- 5 Select a destination in the list using one of these ways:
  - In the **Name** field, begin typing the name of a destination. The list displays the closest matching one.
  - Press **TAB** to gain access to the destinations in this list. Use the **▲** and **▼** keys to select one.
- 6 Do one of the following:
  - Press **MODIFY (F1)**, make changes (using **TAB** to move between fields) and press **SAVE (F3)**.
  - Press **DELETE (F3)**, and press **OK (F1)** at the prompt to confirm the deletion.
- 7 Repeat steps 5 through 7 to change or delete other entries in this list.
- 8 Press **BACK (F4)**.
- 9 Repeat steps 4 through 9 to change or delete entries in other lists.
- 10 When finished, press **BACK (F4)**.

## Deleting e-mail lists

If they are no longer useful, you can delete distribution lists from your Personal E-Mail lists book.

### To delete e-mail lists

- 1 Press **LISTS (F4)**.
- 2 Press **ENTER** to select Personal E-Mail list . The login dialog box opens.
- 3 Type your user name (or use the **▲** and **▼** keys to scroll to it) and press **ENTER**. Then, type your password (if set) and press **ENTER**. This dialog box opens:



- 4 Select a distribution list using one of these ways:
  - Begin typing the name of a list. The book displays the closest matching one.
  - Use the **▲** and **▼** keys to select a list.
- 5 Press **DELETE (F3)**, and press **OK (F1)** to confirm the deletion.
- 6 Repeat steps 4 and 5 to delete other lists.
- 7 When finished, press **BACK (F4)**.

## Managing the Fax numbers book

Registered users and the administrator can add, change, or delete fax numbers stored in the Fax numbers book. *Because these are public fax numbers, any other registered user can also see, change, or delete any fax number.*

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**Note**

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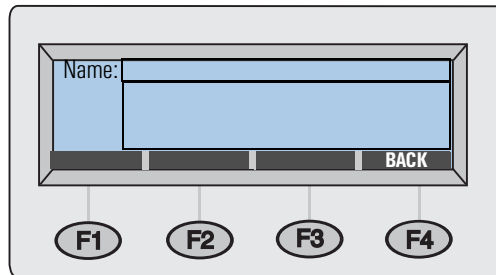
The administrator can change entries in the public Fax numbers or lists book from the **Lists** option in the **Setup** menu.

### Adding fax numbers

Only registered users can add fax numbers to the public Fax numbers book. Fax numbers registered users type while sending a fax are also automatically added to the Fax numbers book, if the administrator has enabled this option.

## To add fax numbers

- 1 Press **LISTS (F4)**.
- 2 Use the **▲** and **▼** keys to select **Fax numbers** and press **ENTER**.
- 3 Type your user name (or use the **▲** and **▼** keys to scroll to it) and press **ENTER**. Then, type your password (if set) and press **ENTER**.
- 4 When the dialog box shown below opens, type a name for this entry in the **Name** field and press **ENTER**.



- 5 A new dialog box opens. Press **TAB** to enter the **Fax #** field.
- 6 Press **SHIFT + BACKSPACE** to clear the field contents.
- 7 Type the *entire* fax number, including the long-distance prefix (such as a 1), an area code, or other numbers needed for long distance. *Because you are faxing using an Internet fax service provider, you must type all of these numbers.*

---

### Note

Do *not* include any code such as a 9 you dial to get an outside line from a PBX phone system.

- 8 Press **SAVE (F3)**.
- 9 Repeat steps 4 through 8 to add more fax numbers.
- 10 When finished, press **BACK (F4)**.

## Modifying or deleting fax numbers

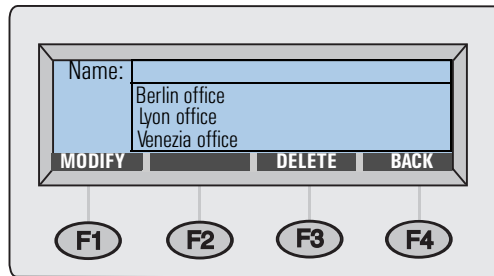
Use this procedure to modify or delete fax numbers in the public Fax numbers book.

### CAUTION

This is a public book that stores all fax numbers for all users. Do not modify or delete fax numbers other users may need, or make sure that altering the fax numbers does not negatively affect others using them.

### To modify or delete fax numbers

- 1 Press **LISTS (F4)**.
- 2 Use the **▲** and **▼** keys to select **Fax numbers** and press **ENTER**.
- 3 Type your user name (or use the **▲** and **▼** keys to scroll to it) and press **ENTER**. Then, type your password (if set) and press **ENTER**. This dialog box opens:



- 4 Select fax number using one of these ways:
  - Begin typing the name of a destination in the Fax numbers book. The book displays the closest matching entry.
  - Use the **▲** and **▼** keys to select an entry.
- 5 Do one of the following:
  - Press **MODIFY (F1)**, make changes (using **TAB** to move between fields), and press **SAVE (F3)**.
  - Press **DELETE (F3)**, and press **OK (F1)** to confirm the deletion.
- 6 Repeat steps 4 and 5 to change other entries.
- 7 When finished, press **BACK (F4)**.

## Managing the Fax lists book

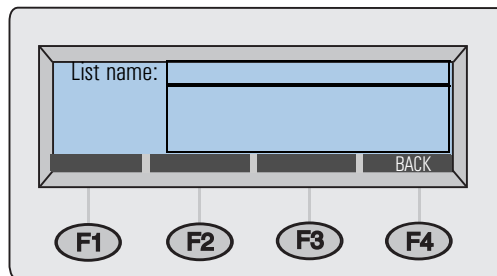
Registered users can add, change, or delete fax distribution lists stored in the Fax lists book. *Because these are public lists, any other user can also see, change, or delete any fax distribution list.*

### Creating new fax lists

You can create a fax distribution list from fax numbers stored in the Fax numbers book, or fax numbers you type as you build the list.

#### To create new fax lists

- 1 Press **LISTS (F4)**.
- 2 Use the **▲** and **▼** keys to select **Fax lists** and press **ENTER**.
- 3 Type your user name (or use the **▲** and **▼** keys to scroll to it) and press **ENTER**. Then, type your password (if set) and press **ENTER**.
- 4 When the dialog box shown below opens, type a name for this new fax list in the **List name** field and press **ENTER**.



- 5 Add fax numbers to the list using one of these ways:
  - Begin typing the name of an entry in the Fax numbers book. The book displays the closest matching entry. Press **ENTER** to select it.
  - Use the **▲** and **▼** keys to select an entry and press **ENTER**.
  - Type a name for a new fax entry and press **ENTER**. A dialog box that allows you to change information opens. Make changes and press **SAVE (F3)**.
- 6 Repeat step 5 to add more fax destinations to this list.
- 7 When finished, press **BACK (F4)**.
- 8 Repeat steps 4 through 7 to add more lists.
- 9 When finished, press **BACK (F4)**.



## Adding fax numbers to existing lists

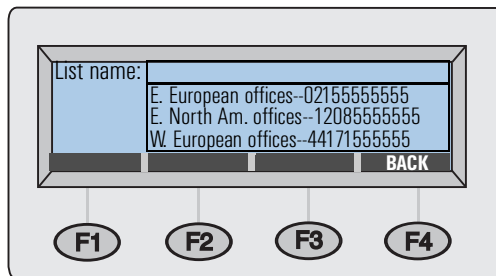
Use this procedure to add fax numbers to a fax distribution list that has already been created.

### CAUTION

This is a public book that stores all fax lists for all users. Do not alter others' lists, or make sure that altering lists does not negatively affect others using them.

### To add fax numbers to existing lists

- 1 Press **LISTS (F4)**.
- 2 Use the **▲** and **▼** keys to select **Fax lists** and press **ENTER**.
- 3 Type your user name (or use the **▲** and **▼** keys to scroll to it) and press **ENTER**. Then, type your password (if set) and press **ENTER**. This dialog box opens:



- 4 Select a list using one of these ways:
  - Begin typing the name of a list. The book displays the closest matching one.
  - Use the **▲** and **▼** keys to select a list.
- 5 Press **MODIFY (F1)**.
- 6 Add a fax destination to this list using one of these ways:
  - Begin typing the name of a destination in the Fax numbers book. The book displays the closest matching entry. Press **ENTER** to select it.
  - Use the **▲** and **▼** keys to select a destination in the Fax numbers book and press **ENTER**.
  - Begin typing a name for a new fax entry and press **ENTER**. A dialog box that allows you to change information for this entry only opens. Make any changes and press **SAVE (F3)**.

- 7 Repeat step 6 to add more fax numbers to this list.
- 8 When finished, press **BACK (F4)**.
- 9 Repeat steps 4 through 8 to add more fax numbers to other fax lists.
- 10 When finished, press **BACK (F4)**.

## Modifying or deleting fax numbers in lists

Use this procedure to modify fax numbers in or delete fax numbers from a distribution list. If you modify the fax number, it is also automatically updated in the public Fax numbers book and any distribution list in which it appears.

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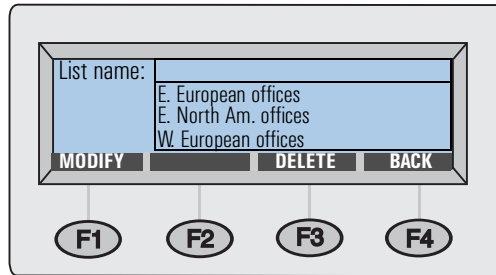
### CAUTION

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This is a public book that stores all fax lists for all users. Do not alter other users' lists, or make sure that altering them does not negatively affect others using them.

## To modify or delete fax numbers in lists

- 1 Press **LISTS (F4)**.
- 2 Use the **▲** and **▼** keys to select **Fax lists** and press **ENTER**.
- 3 Type your user name (or use the **▲** and **▼** keys to scroll to it) and press **ENTER**. Then, type your password (if set) and press **ENTER**. This dialog box opens:



- 4 Select a list using one of these ways:
  - Begin typing the name of a list. The book displays the closest matching one. Press **ENTER** to select that list.
  - Use the **▲** and **▼** keys to select a list and press **ENTER**.
- 5 Select a fax destination using one of these ways:
  - In the **Name** field, begin typing the name of a destination. The list displays the closest matching one.
  - Press **TAB** to gain access to the destinations in the list. Then, use the **▲** and **▼** keys to select one.
- 6 Do one of the following:
  - Press **MODIFY (F1)**, make changes (using **TAB** to move between fields), and press **SAVE (F3)**.
  - Press **DELETE (F3)**, and press **OK (F1)** to confirm the deletion.
- 7 Repeat steps 5 and 6 to modify or delete other fax entries in this list.
- 8 Press **BACK (F4)**.
- 9 Repeat steps 4 through 8 to modify or delete fax numbers from other lists.
- 10 When finished, press **BACK (F4)**.

## Deleting fax lists

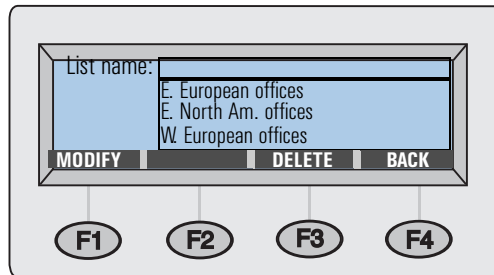
If a fax distribution list is no longer useful, you can delete it from the public Fax lists book.

### CAUTION

This is a public book that stores all fax distribution lists for all users. Do not delete lists that other users may need.

### To delete fax lists

- 1 Press **LISTS (F4)**.
- 2 Use the **▲** and **▼** keys to select **Fax lists** and press **ENTER**. The login dialog box opens.
- 3 Type your user name (or use the **▲** and **▼** keys to scroll to it) and press **ENTER**. Then, type your password (if set) and press **ENTER**. This dialog box opens:



- 4 Select a distribution list using one of these ways:
  - Begin typing the name of a list. The book displays the closest matching entry. Press **ENTER** to select the highlighted one.
  - Use the **▲** and **▼** keys to select a list.
- 5 Press **DELETE (F3)** and press **OK (F1)** to confirm the deletion.
- 6 Repeat steps 4 and 5 to delete other lists.
- 7 When finished, press **BACK (F4)**.

# 4 Troubleshooting

## Introduction

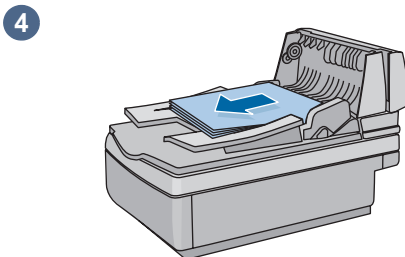
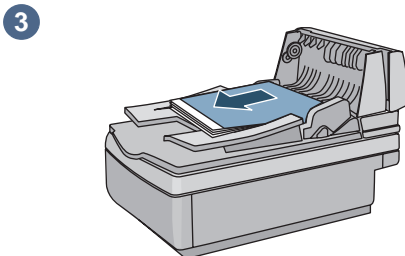
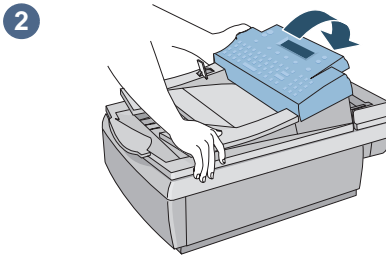
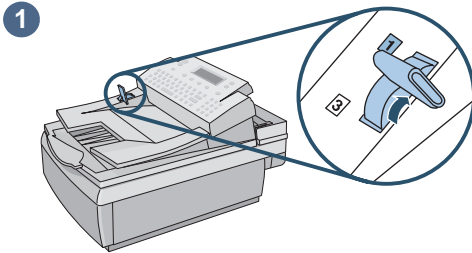
This chapter is your guide for resolving problems that might occur while you are using the HP Digital Sender 8100C. The chapter is divided into the following sections:

- Clearing paper jams. See [pag e52](#).
- Troubleshooting the digital sender. See [pag e56](#).

Typically, messages appear on the control panel when there are problems. These messages usually require some action before sending can continue. In this chapter, you can find recommended actions to resolve problems associated with these error messages.

Also, if you are a registered user, check your e-mail for an error message.

## Clearing paper jams



When you have a paper jam, the control panel displays this message **Paper Jam Detected! Clear Jam and Press OK. Or Press HELP for instruction** . Use the appropriate procedure below to clear the jam.

### To clear jams at the start of a page

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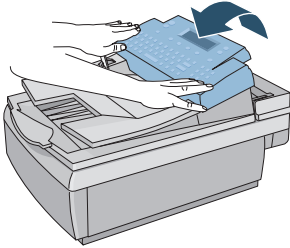
#### CAUTION

Only remove jams after raising the control panel. Removing jammed paper with the control panel in its normal position can damage it.

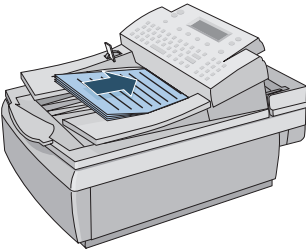
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- 1 Move the document lever to the number 1 position.
- 2 While holding down on the document input tray, raise the control panel.
- 3 Remove the jammed paper.
- 4 Remove the document from the ADF

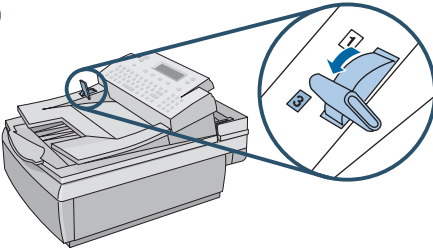
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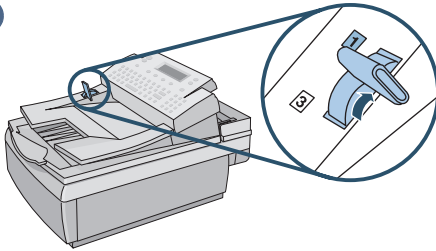


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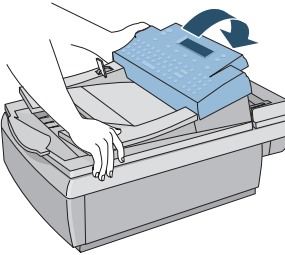


- 5 Press down firmly on both sides of the control panel until both sides click.
- 6 Smooth the jammed page, place it on top of the document stack, and reload the document.
- 7 Move the document lever to the number 3 position.
- 8 The destinations to which you were sending are still set in the digital sender. Press  begin sending the document again.

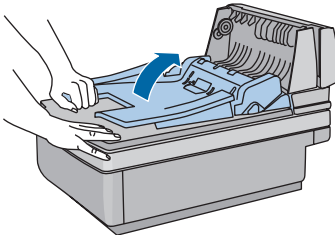
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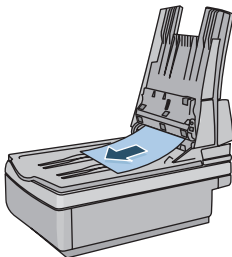
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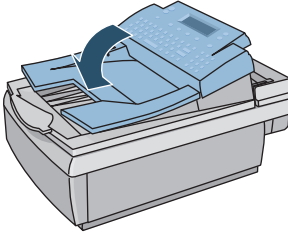


## To clear jams at the end of a page

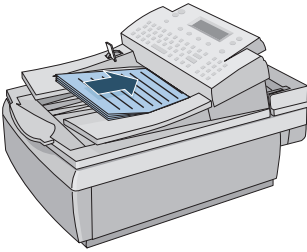
- 1 Move the document lever to the number 1 position.
- 2 While holding down on the document input tray, raise the control panel.
- 3 While holding the document output tray down, raise the document input tray (and the control panel).
- 4 Remove the jammed paper.



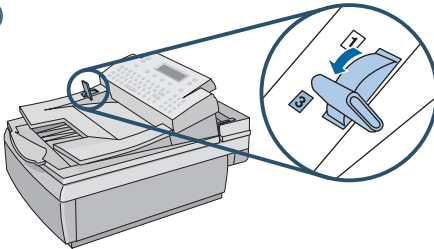
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- 5 Close the ADF unit and control panel. Press each down firmly until it clicks.
- 6 After removing the stack from the ADF, smooth the jammed page, add it to the top of the stack, and reinsert the stack.
- 7 Move the document lever to the number 3 position.
- 8 The destinations to which you were sending are still set in the digital sender. Press  begin sending the document again.

## Troubleshooting the digital sender

Troubleshooting for the digital sender is divided into two sections, General digital sender troubleshooting and Control panel messages. General digital sender troubleshooting includes problems that might occur that do not generate error messages.

### Note

As a general rule for all problems, check the control panel for relevant messages. See [“Control panel messages” on page 59](#).

## General digital sender troubleshooting

Use the table below to solve common problems encountered while using the digital sender. The control panel does not display a message for these types of problems. If the control panel is displaying a message, see [“Control panel messages” on page 59](#).

### General digital sender troubleshooting

Problem	Actions
Digital sender is not sending documents	<ul style="list-style-type: none"> <li>● Make sure the power cord is securely connected to the digital sender and is plugged into the power outlet.</li> <li>● Make sure the digital sender is turned on.</li> <li>● Make sure that if you are using the ADF that the document lever is in the correct position. See <a href="#">“To load a document in the ADF” on page 18</a></li> </ul>
Control panel is not working	<ul style="list-style-type: none"> <li>● Make sure the power cord is plugged into the power outlet and the power outlet is receiving power.</li> <li>● Make sure the control panel cable is securely connected.</li> <li>● Check the control panel contrast. You can change the contrast if needed using <b>SHIFT + ALT + ▲</b> or <b>SHIFT + ALT + ▼</b>.</li> </ul>
Digital sender does not accept your password .	<ul style="list-style-type: none"> <li>● Verify that you are using the correct password.</li> <li>● Passwords are case-sensitive. Make sure you enter your password with the correct combination of uppercase and lowercase letters.</li> </ul>
Image quality is poor.	<ul style="list-style-type: none"> <li>● If scanned pages are blank, white, or have repeated vertically striped patterns, make sure that a page is not already on the glass.</li> <li>● Make sure that the document you are trying to send is placed face up in the ADF or face down on the glass.</li> <li>● If you are using the ADF, the ADF window may need to be replaced. See the administrator guide for instructions.</li> <li>● Make sure the glass is clean. If the glass is dirty, clean it with a dry, soft cloth.</li> <li>● If the problem is with the image quality of jobs sent to a printer, check the settings at the printer.</li> </ul>

## General digital sender troubleshooting (continued)

Problem	Actions
<p>When using the ADF, the digital sender does not feed the document at all.</p>	<ul style="list-style-type: none"> <li>● Ensure that the document lever is being used correctly. Otherwise, the digital sender scans the glass instead of the item in the ADF. See <a href="#">“To load a document in the ADF” on page 18</a></li> <li>● The control panel or document input tray may not be securely latched. While holding down on the document output tray, raise the document input tray and then lower it into place, pressing firmly. Then, raise the control panel and lower it until both sides snap into place.</li> </ul>
<p>When using the ADF, the digital sender is feeding multiple sheets, skewing pages, or jamming frequently .</p>	<ul style="list-style-type: none"> <li>● If the pages look like they skewing as they feed into the ADF, this is normal. Send an e-mail to yourself to check that the resulting document is not skewed.</li> <li>● Make sure the left edge of the document is placed against the left side of the document input tray</li> <li>● The maximum number of pages the ADF can hold is 25, depending on the type of media being loaded.</li> <li>● The maximum number of pages the output tray can hold is 25. Make sure more pages are not stacking up in the output tray.</li> <li>● Make sure the type of media being loaded meets required specifications. See <a href="#">“Guidelines for documents” on page 16</a></li> </ul>
<p>Your private address books are not accessible at the control panel.</p>	<ul style="list-style-type: none"> <li>● When sending an e-mail message, you must type your user name in the FROM field exactly as it appears in your user profile (You cannot access your personal address books simply by typing your e-mail address.)</li> <li>● Your password must be typed exactly as it appears in your user profile. Passwords are case-sensitive, so be sure you enter the correct combination of uppercase and lowercase letters.</li> </ul>
<p>An item loaded in the ADF keeps jamming.</p>	<ul style="list-style-type: none"> <li>● Make sure you have removed anything such as staples and self-adhesive notes on the document. See <a href="#">“Guidelines for documents” on page 16</a> for guidelines.</li> <li>● If you are sending a document that is too small, it might jam in the ADF. The smallest document you can place in the ADF is 148.5 by 210 mm (5.9 by 8.3 in). Use the glass to send the document.</li> <li>● If you are sending a document that is too large or on an unacceptable type of media, it might jam in the ADF. Use the glass to send the document.</li> </ul>
<p>Digital sender is sending items very slowly.</p>	<ul style="list-style-type: none"> <li>● You might have selected a Quality setting that is making the document into a large file that is sending slowly (for example, Color-B/W Photo). Wait for the document to send or, to speed up the sending process, try choosing a different setting (for example, B/W Document).</li> <li>● Contact the network administrator to see if the network is working properly.</li> </ul>
<p>An e-mail transmission you sent did not arrive at the destination e-mail address .</p>	<ul style="list-style-type: none"> <li>● If you typed the e-mail address at the control panel, make sure you typed it correctly.</li> <li>● See if you received a “returned mail” message in your e-mail inbox. Often, this message explains why the e-mail was not delivered.</li> <li>● Resend the job and CC yourself. If the message arrives in your e-mail, then it may be a problem with recipient’s e-mail. If it does not arrive, it may be your e-mail network.</li> </ul>
<p>An e-mail attachment you sent could not be opened by the recipient.</p>	<ul style="list-style-type: none"> <li>● If you sent a multiple page document in .mtif format, the user must open it using the Imaging program. If the recipient does not have this program, you must send the document as a .pdf (read in Acrobat Reader), or send each page of the document separately in .tif format.</li> </ul>

## General digital sender troubleshooting (continued)

Problem	Actions
A fax transmission you sent did not arrive at the destination fax machine	<ul style="list-style-type: none"> <li>● The receiving fax machine might be turned off or experiencing an error condition such as out of paper or toner. Check with the recipient.</li> <li>● Make sure you entered the entire fax number, including the long-distance access number, such as a 1, and the area code or other numbers needed to dial long distance. These numbers must be dialed even if it is a local fax number</li> <li>● The Internet fax service's server might be busy sending other faxes or waiting to redial other faxes. Wait and retry.</li> <li>● For information about the transmission, check any fax notifications that might have been returned (for example, e-mail notifications in your e-mail inbox, or printed transaction reports, if these reports are possible with your Internet service provider).</li> <li>● Resend the job to the recipient and yourself. If the message arrives at your fax, then it may be a problem with recipient's fax or network. If it does not arrive, it may be your network.</li> </ul>
A document sent to a printer did not print.	<ul style="list-style-type: none"> <li>● Make sure the printer is online and working properly.</li> <li>● Make sure that all cabling is securely connected.</li> <li>● The job might have been lost because of a serious internal problem. All pending jobs are sometimes lost when this happens. Resend the document.</li> <li>● Make sure you are sending to a supported HPJetSend-enabled printer. To view a list of supported printers, visit <a href="http://www.jetset.com">www.jetset.com</a>.</li> </ul>
E-mail confirmations of e-mail transmissions are not being received.	<ul style="list-style-type: none"> <li>● Your company's e-mail server might not support DSN (Delivery Status Notification), or one of the links to the receiving e-mail address does not support DSN.</li> <li>● Verify that the e-mail notification is enabled in your profile. See <a href="#">"Managing your user profile" on page 10</a></li> </ul>
The bottom of a page that you sent is cut off.	<ul style="list-style-type: none"> <li>● If sent from the flatbed, the document page might be too long. The maximum length that the flatbed can handle is 279 mm (11 in). The ADF can handle pages up to 355.6mm (14 in) long.</li> <li>● If sent to a printer, the page might be too complex (require too much memory) for the printer to process. If possible, choose a printer with more memory</li> </ul>

## Control panel messages

This following table lists the messages the control panel might display while you are using the digital sender, the cause of the message, and recommended actions.

### Note

The messages are listed in alphabetical order. Messages that report normal status are not included.

### Control panel messages

Message	Description	Action
AB Error <i>codes</i> Digital sender halted.	An internal problem in accessing address books has occurred.	<ul style="list-style-type: none"> <li>● Turn the digital sender off and then back on.</li> <li>● If the problem persists, note the codes and contact the administrator.</li> </ul>
Configuration changed. Please wait...	The administrator is updating the digital sender with changes. The digital sender is unavailable for use while the update takes place.	Wait until the message clears.
Device unreachable .	You selected the Print function, but the destination printer is off.	Make sure the destination printer is turned on.
Duplicate addressee exists. Last recipient not added.	Notification message only.You selected or entered a duplicate e-mail destination. The digital sender uses only the first one you entered.	No action required.
Duplicate fax number exists. Last fax recipient not added.	Notification message only.You selected or entered a duplicate fax destination. The digital sender uses only the first one you entered.	No action required.
E-mail server not available. Contact the administrator.	You selected the e-mail function, but the e-mail server is turned off or cannot be reached.	<ul style="list-style-type: none"> <li>● Turn the digital sender off and then on again.</li> <li>● Make sure all cabling is securely connected.</li> <li>● If the problem persists, contact the administrator.</li> </ul>
Errors were found when checking the address book. Initialize address book?	An internal check of the address book database found significant problems.	Contact the administrator.
Internal error. <i>codes</i> Digital Sender halted.	Internal problem.	<ul style="list-style-type: none"> <li>● Turn the digital sender off and then back on.</li> <li>● If the problem persists, note the codes and contact the administrator.</li> </ul>
Invalid credentials. Check account name and password.	The name and password that have been configured for authenticating LDAP searches are invalid.	Contact the administrator.

## Control panel messages (continued)

Message	Description	Action
Invalid PIN. Job canceled.	You incorrectly entered the PIN (personal identification number) for the HP JetSend-enabled printer to which you were sending.	Resend the document, entering the correct PIN number.
JetDirect not responding. Please check the card or the firmware version.	The firmware version of the HP JetDirect print server (interface card) installed in the digital sender is not compatible with the product.	Contact the administrator.
JetSend subsystem busy.	The digital sender has another HP JetSend job pending.	The pending HP JetSend job must complete before you can submit another one. Wait and retry.
LDAP protocol error. Search error.	The LDAP search could not complete because of a problem with a network connection or LDAP server.	<ul style="list-style-type: none"> <li>● Turn the digital sender off and then back on.</li> <li>● If the problem persists, contact the administrator.</li> </ul>
Low resources.	There is not enough space on the hard drive to process the job (for example, because too many other jobs are pending).	Try again later.
Missing page in second pass. Job canceled.	You selected the duplex mode, but there are fewer pages in the second pass than in the first.	Press any key to clear the message. Check your pages and retry the job.
Network error <i>codes</i> .	There is a problem with the HP JetDirect print server.	<ul style="list-style-type: none"> <li>● Turn the digital sender off and then back on.</li> <li>● Note the codes and contact the administrator.</li> </ul>
No destination available.	No destination has been configured for the customized function key that you selected.	Contact the administrator.
No matches found.	There is no entry in the LDAP directory that matches your search string and search criteria.	Check the accuracy of your search string and search criteria.
No pages scanned. Job canceled.	After a paper-jam error, you did not reinsert a document in the ADF.	Press any key to clear the message. Place the document in the ADF and try again.
Object not found. Check your configuration.	Either the search root or the name/password combination for authenticating searches in the LDAP server is incorrect.	Contact the administrator.
Paper feeder not connected. Check the paper feeder cable.	The ADF unit is not securely connected to the digital sender.	Make sure the cable that attaches the ADF unit to the digital sender is connected securely.
Partial results. Check your configuration.	The search root for searches in the LDAP server is incorrect.	Contact the administrator.

## Control panel messages (continued)

Message	Description	Action
Search error.	An unexpected problem occurred in the LDAP search.	<ul style="list-style-type: none"> <li>● Try the search again.</li> <li>● Turn the digital sender off and then on again. Then, try the search again.</li> <li>● If the problem persists, contact the administrator.</li> </ul>
Sorry, you have typed an incorrect password. Please retype your password.	The digital sender did not recognize the password you typed.	<ul style="list-style-type: none"> <li>● Press any key to clear the message, and then retype the password. Passwords are case-sensitive, so make sure you enter the correct combination of lowercase and uppercase letters.</li> <li>● If the problem persists, contact the administrator.</li> </ul>
Sorry. The database is full. Please contact the administrator to be added to this digital sender.	The maximum number of registered users has already been added to this digital sender.	<ul style="list-style-type: none"> <li>● Press any key to clear the message. Then, contact the administrator.</li> </ul>
Sorry. The database is full. Please delete other entries that are no longer needed.	The address book is full.	<ul style="list-style-type: none"> <li>● Press any key to clear the message. Then, delete entries from that address book.</li> <li>● If the problem persists, contact the administrator.</li> </ul>
Sorry. The database is full. Please delete other lists that are no longer needed.	The address book is full.	<ul style="list-style-type: none"> <li>● Press any key to clear the message. Then, delete lists from that address book.</li> <li>● If the problem persists, contact the administrator.</li> </ul>
Sorry. Unable to auto-save new addresses. If you want to auto-save more, please remove un-needed addresses.	The address book is full. The last address you typed is not added to the address book, but the	<ul style="list-style-type: none"> <li>● Press any key to clear the message. Then, delete entries from your address book.</li> <li>● If the problem persists, contact the administrator.</li> </ul>
Sorry. Unable to auto-save new fax numbers. If you want to auto-save more, please remove un-needed numbers	The address book is full.	<ul style="list-style-type: none"> <li>● Press any key to clear the message. Then, delete entries from the fax address book.</li> <li>● If the problem persists, contact the administrator.</li> </ul>
The DNS configuration is inconsistent. Please check	There is a problem with the DNS (Domain Name System) configuration.	<ul style="list-style-type: none"> <li>● Turn the digital sender off and then back on.</li> <li>● If the problem persists, contact the administrator.</li> </ul>
The e-mail configuration is inconsistent. Please check	There is a problem with the e-mail configuration.	<ul style="list-style-type: none"> <li>● Turn the digital sender off and then back on.</li> <li>● If the problem persists, contact the administrator.</li> </ul>
The LDAP configuration is inconsistent. Please check	There is a problem with the LDAP configuration.	<ul style="list-style-type: none"> <li>● Turn the digital sender off and then back on.</li> <li>● If the problem persists, contact the administrator.</li> </ul>
The LDAP server is currently unreachable. Contact the administrator	There is a problem with either the LDAP server or the network.	<ul style="list-style-type: none"> <li>● Try again later.</li> <li>● If the problem persists, contact the administrator.</li> </ul>
The printers are unreachable. Contact the administrator.	An HP JetSend-enabled printer cannot be reached.	Contact the administrator.

## Control panel messages (continued)

Message	Description	Action
The search took too much time Search canceled.	The LDAP search timed out.	<ul style="list-style-type: none"> <li>● Narrow the scope of your search, either by entering a longer search string or using different search criteria.</li> <li>● If the problem persists, contact the administrator.</li> </ul>
The user name you typed was not found. Contact the administrator.	The digital sender did not recognize the user name you entered.	<ul style="list-style-type: none"> <li>● Try again.</li> <li>● If the problem persists, contact the administrator.</li> </ul>
The WINS configuration is inconsistent. Please check	There is a problem with the WINS (Windows Internet Naming Service) configuration.	Contact the administrator.
This display name is already in use. Please choose a different name.	An existing entry in this book already uses the name you tried to give to a new entry.	Choose a different name for the new entry.
This list name is already in use. Please choose a different name.	An existing entry in this list book already uses the name you tried to give to a new entry.	Choose a different name for the new entry.
This operation can require several minutes. Do you really want to proceed?	You are being asked to confirm that you want to check the address book database	Contact the administrator.
This user name is already in use. Please choose a different name.	The name you chose as a registered user name is already in use.	Choose a different name as your registered user name.
This will clear the configuration and all the destinations. Do you really want to proceed?	You are being asked to confirm that you want to reset the digital sender to the factory defaults.	Contact the administrator.
This will clear your changes. Do you really want to proceed?	You are being asked to confirm that you want to discard all changes made in the configuration menu.	Contact the administrator.
Too many e-mail recipients. Last e-mail recipient deleted.	You can send an e-mail message to a maximum of 1,024 e-mail addresses (including all those in distribution lists).	Press <b>OK (F1)</b> to clear the message and continue with the transmission. Send the same message again to all the recipients who were not included in the first transmission.
Too many fax recipients. Last fax recipient deleted.	You can send a fax to a maximum of 1,024 destinations.	Press <b>OK (F1)</b> to clear the message and continue with the transmission. Send the same fax again to all the recipients who were not included in the first transmission.
Too many matches. If the recipient was not found, press CANCEL and refine your query. Partial results. <i>number</i> items found.	The number of entries that matches the criteria in your LDAP search is greater than the maximum number of results that the digital sender has been configured to return.	<ul style="list-style-type: none"> <li>● Narrow the scope of your search, either by entering a more specific search string or using different search criteria.</li> <li>● If the problem persists, contact the administrator.</li> </ul>



## Control panel messages (continued)

Message	Description	Action
Unexpected pages in second pass. Job canceled.	You selected duplex mode and there are more pages in the second pass than in the first.	Press any key to clear the message. Check your pages and retry the job.
You do not have sufficient access rights.	The account name used to authenticate searches with LDAP server has insufficient rights to access the information.	Contact the administrator.
You need to become a registered user to use this digital sender. Please contact the administrator.	Only registered users are allowed to use the digital sender, and only the administrator can make you a registered user	Contact the administrator.
You need to register to use this digital sender.	Only registered users are allowed to use the digital sender.	<ul style="list-style-type: none"> <li>● Register as a user from the Users menu (under Setup), or the login prompt, if it appears</li> <li>● If you cannot register yourself, contact the administrator</li> </ul>
Your profile is not enabled. Contact the administrator.	The administrator needs to validate new user profiles and any changes made to user profiles.	Contact the administrator.



# A Warranty and support information

## Hewlett-Packard limited warranty statement

### HP PRODUCT

HP Digital Sender 8100C

### DURATION OF HARDWARE WARRANTY

One year

- 1** HP warrants HP hardware, accessories, and supplies against defects in materials and workmanship 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 parts may be either new or like-new.
- 2** HP warrants that HP software will not fail to execute its programming instructions, 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, customer 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 new in performance or may have been subject to incidental use.
- 5** The warranty period begins on the date of the delivery or on the date of installation if installed by HP. If customer schedules or delays HP installation more than 30 days after delivery, warranty begins on the 31st day from delivery.

- 6** Warranty does not apply to defects resulting from improper or inadequate maintenance or calibration, software, interfacing, parts or supplies not supplied by HP, unauthorized modification or misuse, operation outside of the published environmental specifications for the product, or improper site preparation or maintenance.

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**Note**


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Operation of the digital sender beyond the limit of its nominal duty cycle (scanning greater than the equivalent of 3,300 pages per month) shall be deemed digital sender abuse and all repairs thereafter are to be billed on a time-and-materials basis.

- 7** TO THE EXTENT ALLOWED BY LOCAL LAW, THE ABOVE WARRANTIES ARE EXCLUSIVE AND NO OTHER WARRANTY, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED AND HP SPECIFICALLY DISCLAIMS THE IMPLIED WARRANTIES OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.
- 8** HP will be liable for damage to tangible property per incident up to the greater of \$300,000 or the actual amount paid for the product that is the subject of the claim, and for damages for bodily injury or death, to the extent that all such damages are determined by a court of competent jurisdiction to have been directly caused by a defective HP product.
- 9** TO THE EXTENT ALLOWED BY LOCAL LAW, THE REMEDIES IN THIS WARRANTY STATEMENT ARE THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HP 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.
- 10** FOR CONSUMER TRANSACTIONS IN AUSTRALIA AND NEW ZEALAND; 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.

## Hewlett-Packard Year 2000 warranty

Subject to all of the terms and limitations of the HP Limited Warranty Statement provided with this HP Product, HP warrants that this HP product will be able to accurately process date data (including, but not limited to, calculating, comparing, and sequencing) from, into, and between the 20th and 21st centuries, and the year 1999 and 2000, including leap year calculations, when used in accordance with the Product documentation provided by HP (including any instructions for installing patches or upgrades), provided that all other products (e.g., hardware, software, firmware) used in combination with such HP product(s) properly exchange date data. The duration of the Year 2000 warranty extends through January 31, 2001.

## HP customer support options worldwide

You can call HP for support using the table below. For all other support information, such as obtaining printer drivers or help using an online server, see [“HP support” on page 70](#). If you need a replacement part or information not listed in one of these two tables, see the administrator guide .

---

### Customer Support and Product Repair Assistance for the U.S. and Canada (See the administrator guide for additional product repair information.)

Call (1) (208) 323-2551 in the U.S. Monday through Friday from 6 am to 6 pm (Mountain Time) free of charge for 90 days. The 90-day period begins with the first support call, and it must be within the one-year hardware warranty period. However, your standard long-distance phone charges still apply. Have your product nearby and your serial number ready when calling.

After your free telephone-support period has expired, fee-based 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 Customer Support Center Language and In-Country Options Available

Open Monday through Friday 8:30–18:00 CET (*unless otherwise noted*)

HP provides a free telephone support service for 90 days. The 90-day period begins with the first support call, and it must be within the one-year hardware 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 90-day free phone support 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>English</b>	Ireland: +353 (0)1 662 5525 U.K.: +44 (171)512-5202 International: +44 (0)171 512 52 02	<b>Hebrew</b>	+972 (0)9 9524848 (09:00-18:00 CET Sunday-Thursday)
<b>Czech</b>	+42 (0)26130 7310 (08:00-18:00 Monday-Thursday; 08:00-16:30 Friday)	<b>Hungarian</b>	+36 (0)1 321 111
<b>Danish</b>	(45) 3929-4099	<b>Italian</b>	Italy: +39 02 264 10350
<b>Dutch</b>	Belgium: +32 (0)2 626 8806 Netherlands: +31 (0)20 606 8751	<b>Norwegian</b>	+47 22 11 6299
<b>Finnish</b>	+358 (0)203 47 288	<b>Polish</b>	+351 (0)1 3176333
<b>French</b>	Belgium: +32 (0)2 626 8807 France: +33 (0)1 43 62 34 34	<b>Portuguese</b>	Portugal: +7 095 797 3520 (09:00-18:00 CET)
<b>German</b>	Germany: +49 (0)180 52 58 143 (24PF/min) Austria: +43 (0)714201080	<b>Russian</b>	+27 86 00 1030 (08:00-17:00 CET)
<b>Greek</b>	+30 (0)1 6864 11 (09:00-17:00 CET)	<b>Spanish</b>	Spain: +46 (0)86192170
		<b>Swedish</b>	+41 (0)84801 11
		<b>Switzerland</b>	+90212 224 59 25
		<b>Turkey</b>	+44 (0)171512 52 02

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**All other countries worldwide:** Use the telephone number below for your country to obtain support during the warranty period. If you require support after your warranty has expired, additional product repair services, or if your country is not listed below, see the administrator guide.

Argentina	(541) 778 8380	Japan	+ 81 3 3335-8333
Australia	+ 61 3 8877-8000	Malaysia	+ 60 (3) 295 2566
Brazil	(011) 8296612	Mexico	01 800 472 6684
Canada	(1) (905) 206-4663	Middle East/Africa	(41) (22) 7807111
China	+ 86 (0)10 6564 5959	New Zealand	+ 64 (9) 356 6640
Chile	800 360 999	Philippines	+ 63 (2) 8673551
Hong Kong	+ 85 (2) 2802 4098	Singapore	+ 65 272 5300
India	+ 91 11 682-6035	South Africa	+ 34902 321 123
	+ 91 11 682-6069	Taiwan	+ 886 (2) 2717 0055
Indonesia	+ 62 (21) 350 3408	Thailand	+ 66 (2) 661 4000
Korea (Seoul)	+ 82 (2) 3270 0700	Venezuela	800 47 888
Korea (outside Seoul)	080 999-0700	Viet Nam	+ 84 (0) 8 823 4530

## HP support

<p><b>Online services:</b> for 24-hour access to information over your Internet connection, we suggest these services</p>	<p><b>World Wide Web URL</b> - Firmware upgrades, printer drivers, updated HP printer software, plus product and support information may be obtained from the following URLs:</p> <p>for HP Digital Sender 8100C <a href="http://www.digitalsender.hp.com">www.digitalsender.hp.com</a>  in the U.S. <a href="http://www.hp.com">www.hp.com</a>  in Europe <a href="http://www2.hp.com">www2.hp.com</a></p> <p>Printer drivers may be obtained from the following sites:</p> <p>in Japan <a href="http://www.jp.hp.com/drivers">www.jp.hp.com/drivers</a>  in Korea <a href="http://www.hp.co.kr">www.hp.co.kr</a>  in Taiwan <a href="http://www.hp.com.tw">www.hp.com.tw</a>  or the local driver website <a href="http://www.dds.com.tw">www.dds.com.tw</a></p> <hr/> <p><b>America Online</b> - America Online/Bertelsmann is available in the U.S., France, Germany, and U.K. - Printer drivers, updated HP printer software, and support documentation to help answer your questions about HP products are available. Use Keyword HP to start your tour or call 1-800-827-6364 preferred customer #1118 to subscribe. In Europe, call the appropriate number below</p> <p>Austria 022 58 58 485  France + 353 1 704 90 00  Germany 0180531 31 64 (24PF/min)  Switzerland 0848 10 11  United Kingdom 0800 279 1234</p>
<p><b>Obtaining software utilities and electronic information:</b></p>	<p>See "<a href="#">HP customer support options worldwide</a>" on <a href="#">page 68</a></p>
<p><b>HP direct ordering for accessories or supplies:</b></p>	<p>Call 1-800-538-8787 (U.S.) or 1-800-387-3154 (Canada).</p>
<p><b>HP Support Assistant compact disc:</b></p>	<p>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 call 1-800-457-1762 in the U.S. or Canada; + 31 555 384279 in Europe (0800 960 274 in the U.K.); (65) 740-4477 in the Asia/Pacific region; and 1-801-431-1587 in Latin America.</p>
<p><b>HP Service Information:</b></p>	<p>To locate HP Authorized Dealers, call 1-800-243-9816 (U.S.) or 1-800-387-3867 (Canada).</p>
<p><b>HP Service Agreements:</b></p>	<p>Call 1-800-835-4747 (U.S.) or 1-800-268-1221 (Canada).  Extended Service: 1-800-446-0522.</p>
<p><b>Locating HP Resellers:</b></p>	<p>Hewlett-Packard appliances, peripherals, personal computers, supplies, and accessories are available at HP authorized resellers worldwide To find the one nearest to you, call:</p> <p>United States: 1-877-DSENDER (373-6337)  Canada: 1-800-387-3867  Europe: Visit <a href="http://www2.hp.com">www2.hp.com</a>. Once there, click <b>Assistanc</b>, click <b>Other Countries</b>, and click your country name.</p>



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