HEWLETT®
PACKARD

HP 9100C
Digital Sender

User Guide

English

HP 9100C Digital Sender

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 9100C Digital Sender. 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 Internet e-mail destinations.
- Fax — Fax a document to one or more destinations (if your company has a LAN fax program).
- Make copies — Make high-quality copies by sending a document to a network printer.
- Send to your computer — Send a document to your computer where you can file documents, search for text, and add text notes. You can also send documents to e-mail, fax, print, and more.
- Send to another program — Send a document to a network folder so the document is available to a program on the network.
- Send to an HP JetSend-enabled device — The digital sender is an HP JetSend-enabled device that can send documents to other HP JetSend-enabled devices in your office.

The HP Address Book Manager (ABM) is a program on your computer that manages fax and e-mail destinations you use at the digital sender. The HP Digital Sender Link (Link) routes documents sent to your computer to the storage location.

Coexistence with an HP Network ScanJet 5 scanner

The HP 9100C Digital Sender and the HP Network ScanJet 5 scanner coexist on the same network without conflict. Documents sent to your computer from the HP Network ScanJet 5 scanner are routed using the HP ScanJet Utility, and you can continue to use the PaperPort™ software for HP to manage the scanned documents. Documents sent to your computer from the HP 9100C Digital Sender are routed using the HP Digital Sender Link.

If you would like, you can use just use one program on your computer to manage scanned documents. Specify the target program as the Preferred Inbox for the HP Network ScanJet 5 scanner and set the file type to .pdf (if available) or multipage .tif. (See the documentation for the HP Network ScanJet 5 scanner to set these options.) Documents are still routed using the HP ScanJet Utility, but they appear in the target program.

System requirements

To install and use the four included programs and the online documentation, your computer needs the following:

- a Pentium® processor
- Microsoft® Windows 9x, or Windows NT 4.0 or 5.0 (Intel PC)
- For Windows 9x: 16 MB RAM minimum, 32 MB RAM recommended.
  For Windows NT 4.0 or 5.0: 32 MB RAM minimum, 64 MB RAM recommended.
- a VGA monitor
- 41 MB of free hard disk space

Installing the software

The software consists of four components:

● **HP Digital Sender Link.** This program is necessary if you want to send documents to your computer.

● **HP Address Book Manager.** The ABM program is the means for adding, changing, and deleting fax and e-mail destinations stored in the digital sender. It is also needed for viewing the activity log.

During the software installation, you can accept the default installation of all components and an electronic copy of the user guide. This is known as a typical installation. Or, you can choose to install only certain programs, which is known as a custom installation. Doing a typical installation is strongly recommended.

You can install the software either from the network or from the installation compact disc. Before you begin, you need to know where the install program is located (if installing from the network) and where you want the programs and the data files to reside (if you do not accept the default). If you cannot find the install program, contact the administrator for this digital sender (hereafter referred to as the administrator).

To install on Windows 9*x*, NT 4.0, or NT 5.0

1   Turn your computer on and quit any open programs.

2   Do one of the following:

- If you get a message from the administrator saying there is new software available for this product, follow the instructions in the message for installing it.

- If the software is being installed from the network, log in to the network, click **Start** and then **Run**. Type the path the administrator gave you and click **OK**.

- If the software is being installed from the compact disc, the setup program begins as soon as you insert the compact disc. *When prompted, make sure to choose to install the end-user software.*

3   When the installation program begins, follow the instructions on the screen. During the installation, you need to specify the following:

- Which programs to install. By default, all programs are installed.

- Where to store the programs. You can accept the default location or choose another location on your computer.

- The path to the default inbox. The default inbox is the place where data sent to your computer is stored. You can accept the default location or choose another location on your computer or the network.

All the programs you selected will be installed. If an error occurs during installation, see "Installation troubleshooting" on page 11.

| Note | The target program receives and displays documents sent to your computer. To learn more about choosing a target program, see "Configuring the target program" on page 84. |

After installation

After installing the software, you or the administrator needs to establish your registered user profile to allow you to use all the capabilities of the digital sender. See "Your user profile" on page 12.

Installation troubleshooting

Use the following table to help resolve error messages and common problems encountered while installing software.

Problem or message	Description
The software did not install on Windows 9x.	All programs except Explorer and Systray should be closed before installing software. Press CTRL+ALT+DELETE. If there are other open programs, click one and click **End Task**. Repeat for each other open program. Then, reinstall the software.
The computer cannot read the installation compact disc.	The correct drive might not have been specified. Check for the proper drive letter. Often, it is **D** or **E** for the CD-ROM drive. Check the compact disc for damage. Try using the compact disc on another computer, or copy the compact disc folders to the hard drive. Then, install from the hard drive.
"This machine has been configured by your network administrator as a digital sender server. The Link application cannot work if this service is running. To be able to receive scanned documents directly on this PC, the administrator must disable the digital sender server. Do you want to continue?"	The computer on which you are trying to install the software has the HP Digital Sender Service or the upgrade for the HP Network ScanJet 5 scanner installed already. Contact the administrator before proceeding.

Uninstalling HP Digital Sender Link and HP Address Book Manager

To uninstall the HP Digital Sender Link and the HP Address Book Manager programs: Click **Start**, point to **Programs**, then **HP 9100C**, and click **Uninstall HP 9100C**. Follow the instructions on the screen to complete the uninstall.

Your user profile

There are two different types of users for the digital sender: registered users and guest users. Registered user must establish a user profile, and they have full access to all features. 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 send documents to your computer. Without a registered user profile, you cannot send to your computer.

- You can use the ABM program. In the ABM, you will have a Private Email address book and a Private Distribution Lists address book, where you can store often-used addresses and lists for use at the digital sender. (See "Introducing the HP Address Book Manager" on page 15.)

- In the ABM, you have rights to add, change, and delete fax destinations in the Public Fax address book.

- You see information in the activity log under your name. When using the digital sender as a guest user, you cannot tell your activity from the activity of any other guest user.

- You can have the digital sender send you e-mail notifications of the status of faxes or e-mail messages you send from the digital sender. (Your e-mail and LAN fax programs must support notification.)

To become a registered user, see "Adding a registered user profile" on page 13.

Guest users

If you are a guest user, you cannot use the digital sender if the administrator disables guest usage.

If guest usage is enabled, you can use the digital sender and choose destinations in the Public Email, Distribution Lists, and Fax address books. However, you do not have Private Email and Distribution Lists address books. You also cannot use the ABM to alter information in any address books or for any other purpose.

As a guest user, you cannot send documents to your computer. And, you cannot receive e-mail notification of the status of faxes or e-mail messages you send from the digital sender.

Adding a registered user profile

You or the administrator can set up your user profile. Your profile is set up and changed in the ABM.

To add a registered user profile

1   On the Windows taskbar, right-click and choose **HP Address Book Manager**. The **HP 9100C login** screen opens.

2   In the **Digital Sender name** field, type the DNS name or IP address for the digital sender. If you do not know this information, ask the administrator.

3   In the **User name** field, type your name as it will appear at the digital sender's control panel. For consistency, it is recommended that all users enter their names with the last name first.

4   If you want to protect access to your address books with a password, type one in the **Password** field.

Note   If you do not set a password, other users might be able to log in at the digital sender using your name, access destinations in your private address books, and send e-mail messages using your name.

5   Select the **New User** check box. The dialog box expands.

6   If you typed a password, retype it in the **Confirm password** field.

7   If you will want to receive confirmations of fax and/or e-mail transmissions, type your e-mail address in the **User e-mail address** field.

8   The ABM automatically detects the address of your computer and inserts it into the **User PC address** field. You can modify this field, but it is not recommended.

9   Click **Create**.

Note   You might receive a message saying you have been created as a user and are logged in to the ABM, but that the administrator must enable your account. If you receive this message, you can work in the ABM but cannot use destinations at the digital sender until the administrator enables your account.

10   To receive e-mail confirmations of e-mail messages you send:

    a   Click the user profile you created in the ABM main window.
    b   On the **File** menu, click **Properties**.
    c   Select the **Delivery Notification** check box and click **OK**.

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).

Introducing the HP Address Book Manager

The HP Address Book Manager (ABM) is a program on your computer that allows you to view and alter address books of e-mail addresses and fax numbers stored in the digital sender. You access these destinations at the digital sender when you want to send a document directly to an e-mail address or fax number. You must be a registered user to use the ABM.

This is what the ABM main window looks like:
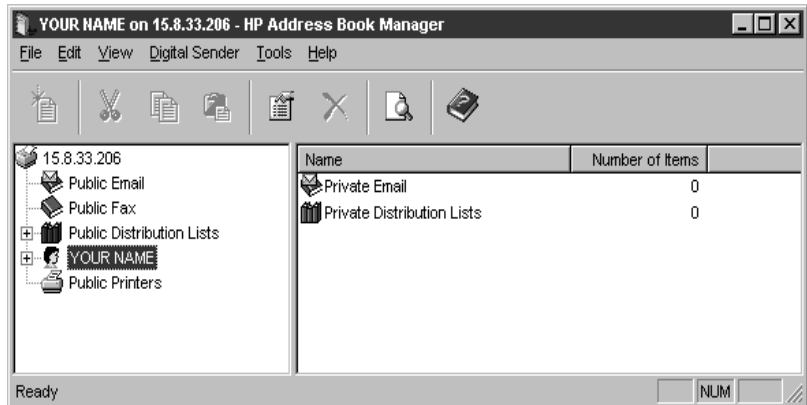
On the left-hand side of the window are the available address books. The right-hand side of the window displays the contents of the selected address book.

As a registered user, you can see your Private Email and Distribution Lists address books. You can view and alter information in both. No one else but the administrator can see or access your private address books.

You can view the contents of the Public Printers address book. You can view and use the contents of the Public Email, Distribution Lists, and Fax address books. However, the only public address book you and other users can alter is the Public Fax address book. Only the administrator can alter all of the public address books.

The ABM for this digital sender is also the means for using the activity log and for switching to view address books for another digital sender. For more information about the ABM, see chapter 3, "Using the HP Address Book Manager," which begins on page 49.

Introducing the HP Digital Sender Link

The HP Digital Sender Link is one of the programs installed with your software. This program, which must be running when you send documents to your computer, accepts and routes the scanned documents. Below is the Control Panel applet for the program, showing the **Inbox** tab:
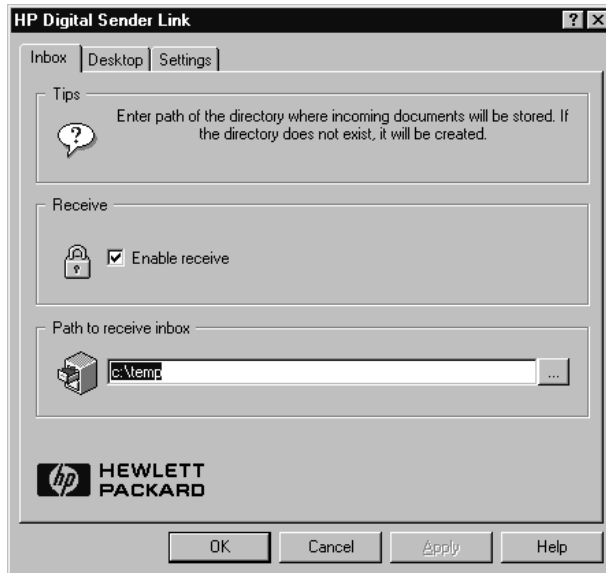
Using the Control Panel applet, you determine settings for the program, such as where to store scanned documents until they are opened in a program on your computer. The storage location is known as the default inbox location, and the program in which the documents are opened is known as the target program. From the Control Panel applet, you also set which program is the target program.

The target program can be any program capable of accepting .pdf or multipage .tif files. To learn more about choosing a target program and other settings, see chapter 4, "Using the HP Digital Sender Link," beginning on page 77.

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
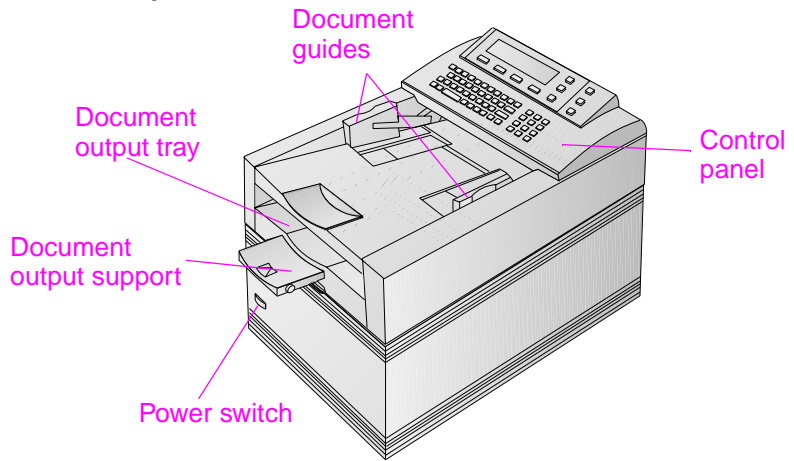
Front view with ADF unit raised
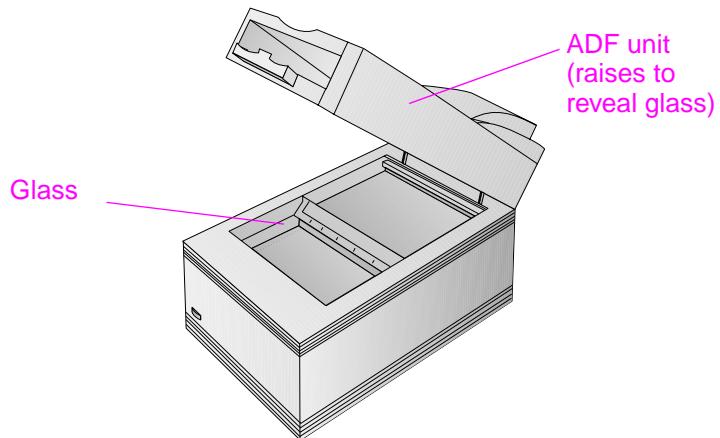
Identifying control panel features

Use the following diagram to locate control panel features:
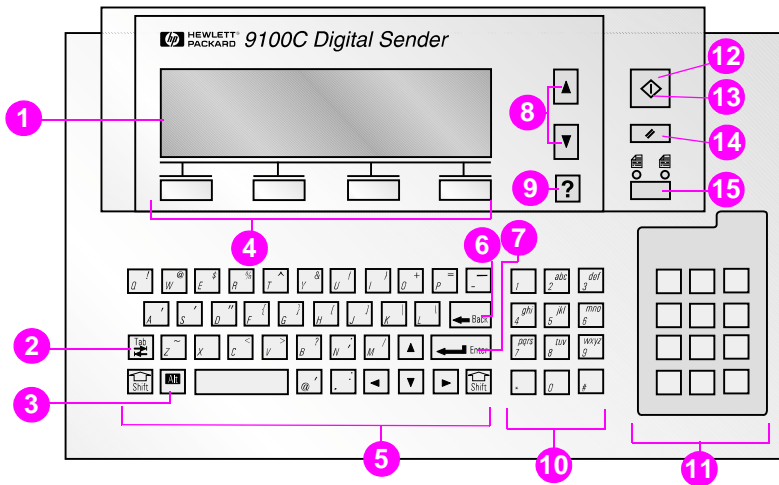
1 **Control Panel Display** — Displays information and messages.

2 **Tab** key — Move between fields on the control panel display.

3 **Alt** key — When used in conjunction with another key, enters the letter or symbol on the upper right corner of the other key.

4 **Function** keys — Each one performs the function displayed above the key. In the manuals, these keys are shown in this way: KEY.

5 **Alphabetic** keys — Enter letters and symbols for names, passwords, and destinations.

6 **Back** key — Deletes the last typed character or removes destinations from the selection list. In the manuals, this key is shown as this symbol: ←.

7 **Enter** key — Accepts information on the control panel display or moves between fields. In the manuals, this key is shown as this symbol: ←.

8 **Scroll Arrow** keys — Scroll up and down or through items in a field. In the manuals, these keys are shown as these symbols: ▲ and ▼.

9   **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: ?.

10 **Numeric** keys — Enter numbers or special characters for your language (except English).

11 **Special characters sticker** — Contains instructions for accessing the special characters available for your language (except English).

12 **Go** key — Sends a document. In the manuals, this key is shown as this symbol: ◇.

13 **Activity** light — Indicates the status of the digital sender. (Appears in the outline of the symbol on the **Go** key.)

14 **Cancel** key — Stops sending process or returns to the main display screen. In the manuals, this key is shown as this symbol: ⟍.

15 **Single-sided/double-sided** key — Selects single-sided or double-sided original. In the manuals, this key is shown in this font: SINGLE-/DOUBLE-SIDED.

Quick-start tutorial

Use this tutorial to get started with some basic tasks: logging in to the ABM and using it to add an e-mail address, loading a document, logging in to the digital sender, and e-mailing.

Using the ABM to add an e-mail address

Using the ABM at your computer, you can add e-mail addresses. These e-mail addresses are available whenever you want to e-mail documents from the digital sender.

In order to use the ABM, you or the administrator must have established your user profile. If you have not already done so, see "Adding a registered user profile" on page 13.

To log in to the ABM

Note   The digital sender must be on in order for you log in to and use the ABM.

1   On the taskbar, right-click 🗐 and choose **HP Address Book Manager**.

2   If the DNS name or IP address for the digital sender you want is not in the **Digital Sender name** field, type it in. Ask the administrator if you do not know this information.

3   If your user name is not in the **User name** field, type it in.

4   In the **User password** field, type your password (if one is defined).

5   Click **OK**. If all of the login information is valid, the ABM main window appears.

6   Go to "To add an e-mail address" below.

To add an e-mail address

1 In the ABM main window, click the folder for your user name.

2 Click **Private Email**.

3 On the **File** menu, click **New**.

4 In the **Name** field, type a name for this address.

5 In the **E-mail Address** field, type the e-mail address.

6 Click **Add**.

7 When finished, click **Close**.
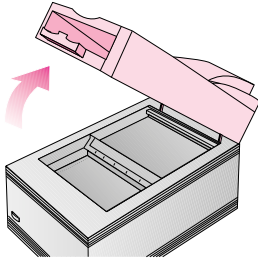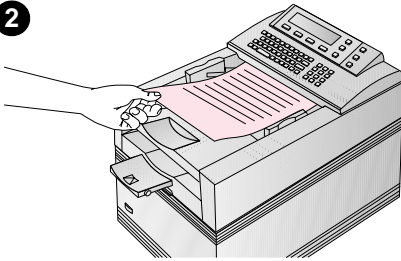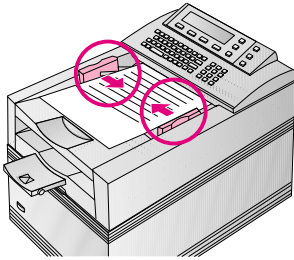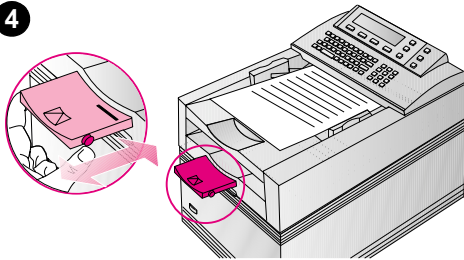
Loading a document

At the digital sender, you can load a stack of pages in the ADF and then send them to a destination.

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 the ADF unit.

2 Slide the document (up to 50 pages) face up, top first, into the ADF until the document stops. Center the document between the document guides.

3 Adjust the document guides to fit snugly against the sides of the stack.

4 If necessary, adjust the output support to the correct paper size.

5 Go to "Logging in to the digital sender" on page 23.

Logging in to the digital sender

If the main screen appears on the control panel display, guest usage is enabled and you do not have to log in. You can go to the next section.

If the Digital Sender login screen appears on the control panel display, only registered users can use the digital sender. You must log in as a registered user before proceeding. Depending on the security level, your profile might need to be validated by the administrator before you can use it. If this is the case, you will receive an error message when you try to log in.

To log in to the digital sender

1   At the HP 9100C Login screen, type your registered user name in the **NAME** field and press ↵.

2   If a password is set in your user profile, type it in the **PASSWORD** field. Your password is case sensitive and must be typed exactly as it appears in your user profile.

3   Press ↵.

Once you are logged in as a registered user, you have access to control panel functions, the public address books, and your private address books. You can also access more detailed activity log information using the ABM at your computer.

E-mailing a document

If you see a function key for e-mail on the main control panel screen, you can e-mail a document directly from the digital sender. The main screen is the first screen to appear, or it appears after you log in to the digital sender.

To e-mail a document

1   Load a document, as described on page 22.

2   Log in (if prompted) and press E-MAIL.

3   If your name is not already entered in the **FROM** field, type in your user name or your e-mail address.

4   Press ↵.

5   If you are a registered user and your user name is password protected, a dialog box opens. Type your password and press ↵.

6   Type a message in the **SUBJECT** field (optional).

7   Press ↵.

8   In the **TO** field, type an e-mail address.
    - Or -
    Type the name for the e-mail address you added in the "Using the ABM to add an e-mail address" section on page 20.

9   Press ↵. The e-mail address, preceded by "To:", appears in the window below the **TO** field.

10 To CC someone:
    a   Press TO. Press ▼ to select **CC** and press OK.
    b   In the **CC** field, type an e-mail address or choose an e-mail destination from an address book.
    c   Press ↵. The destination, proceeded by "CC:", appears in the window below the **CC** field.

11 Press ◇. The document goes to the e-mail destinations you chose.

Sending to a computer

Use the procedures below to send a document to the target program. The first procedure helps you start the HP Digital Sender Link, which must be running, and the second procedure helps you send the document from the digital sender.

Only registered users can send to their computers.

To start the HP Digital Sender Link

At the computer to which you will be sending, make sure the HP Digital Sender Link is running and the receive capabilities are enabled.

●   If you see the icon like this: 🔲, then the program is running and the receive capabilities are enabled.

●   If you see the icon like this: 🔲, then the program is running but the receive capabilities are disabled. Right-click the icon and choose **Enable receive**.

●   If you do not see the icon, the program might or might not be running. To check or start the program, click **Start**, point to **Programs**, then **HP 9100C**, and then click **HP Digital Sender Link**.

To send to the target program

1   At the digital sender, load the document as described on page 22.

2   Log in (if necessary) and press PC.

3   If your user name is not in the **NAME** field, type it in.

4   Press ◇ to start sending.

5   The document goes to your computer and appears as a file in the targetprogram.

Finding help

The rest of this user guide is devoted to helping you use the digital sender, the ABM, and the HP Digital Sender Link. This guide will also help you troubleshoot if you experience a problem. Additionally, there are several other sources of help available to you.

Quick reference guide

Find information on how to do the most common tasks in this convenient booklet.

Online help for the digital sender

The online 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 **?** while the cursor was in the **SUBJECT** field, a message like this would appear:
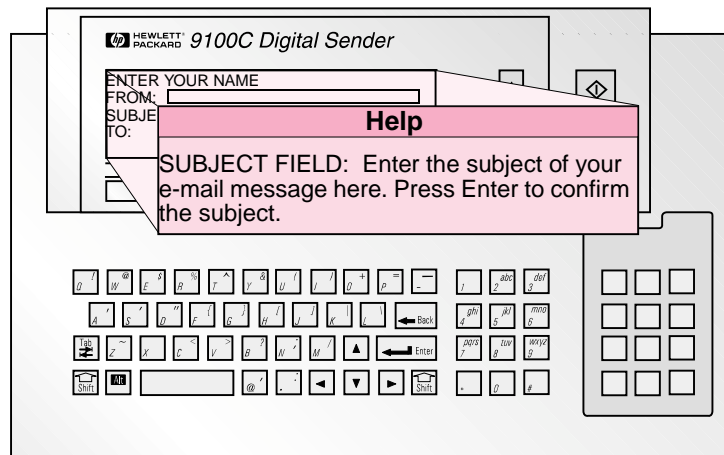
Press **?** again or press CLOSE to exit the online help.

The ABM help

The ABM contains its own help file. To access it, choose a command from the **Help** menu in the ABM main window or any window in which the **Help** menu appears.

HP Digital Sender Link help

If you need help while altering settings in the Control Panel applet for the HP Digital Sender Link, choose a command from the **Help** menu.

Administrator guide

If you cannot find an answer to a question or the resolution to a problem in the user guide, quick reference guide, or one of the online helps, see the administrator guide or contact the administrator.

2 Working at the digital sender

Introduction

The HP 9100C Digital Sender lets you send a variety of single- and double-sided documents to several destinations. This chapter details what types of documents you can place in the digital sender, how to load them, and how to select settings at the control panel. Then, you can send the document to one of the following types of destinations:

- e-mail destinations
- fax destinations
- a printer (to make copies)
- your computer
- JetSend-enabled devices
- If you see function keys for other network destinations or programs on the digital sender main screen, you can send documents to those programs also.

What documents you can place in the digital sender

The HP 9100C Digital Sender is both a sheetfed and a flatbed digital sender. You can insert a stack of 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 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 paper.
- Documents can range in size from 148.5 by 210 mm (5.9 by 8.3 in) to 215.9 by 355.6 mm (8.5 by 14 in).
- Documents can range in weight from 60 to 135 g/m^2 (16 to 36 lb).
- Documents should be free of tears, perforations, or punch holes.
- Documents should be square or rectangular and in good condition (not fragile or worn).
- Documents should be free of glue, correction fluid, or wet ink.

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.

If your document does not meet these guidelines or you cannot prepare it as stated above, send it using the glass. See "Guidelines for using the glass" on page 31.

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^2 (16 lb) or heavier than 135 g/m^2 (36 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, punch holes, wrinkles, or curls

Place these types of documents on the glass one at a time and send them.

Note The maximum length the glass can accept is 297 mm (11.7 in). 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 ADF as long as the document meets the requirements specified in "Guidelines for using the ADF" on page 30. When you send double-sided documents using the ADF, all of the odd pages send first, and then all of the even pages. In the final document, the pages are in correct order.

You can also send double-sided documents using the glass.

See "Loading a document" on page 32 for instructions on loading a double-sided document. Instructions on how to finish sending a double-sided document appear at the end of the procedure for sending to each type of destination.

Loading a document
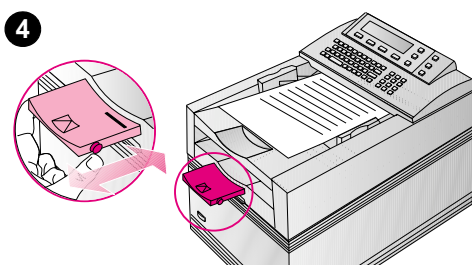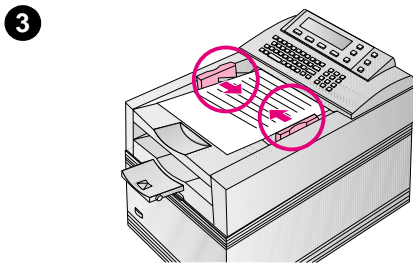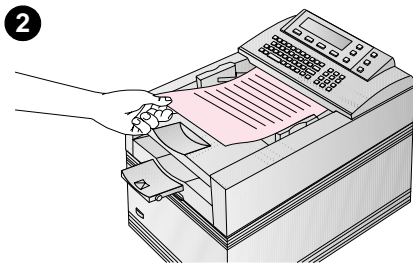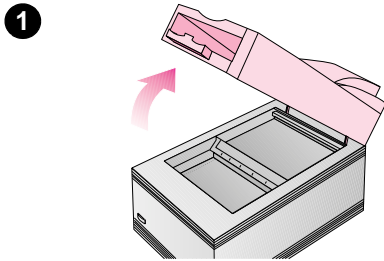
You can load a stack of pages in the ADF or load one page at a time on the glass. See "What documents you can place in the digital sender" on page 30 if you need help determining which method to use.

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   Slide the document (up to 50 pages) face up, top first, into the ADF until the document stops. Center the document between the document guides.

3   Adjust the document guides to fit snugly against the sides of the stack.

4   If necessary, adjust the output support to the correct paper size.

5   Set the digital sender to accept your single- or double-sided document by pressing the SINGLE-/DOUBLE-SIDED key until the light under the correct icon is lit.

6   Go to "Logging in" on page 34.

1
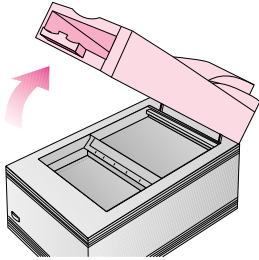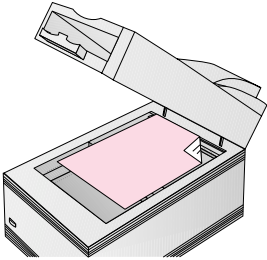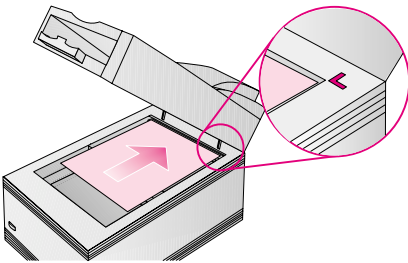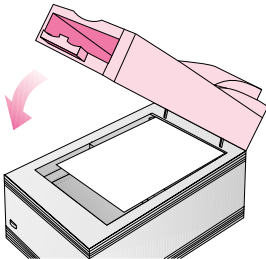
To load a document on the glass

1   Raise the ADF unit to reveal the glass.

2   Place the page face down on the glass, top edge toward the back.

2

3   Align the document in the upper-right corner of the glass.

4   Lower the ADF unit.

5   Go to "Logging in" on page 34.

3

4

Logging in

If the main screen appears on the control panel display, guest usage is enabled and you do not have to log in. Go to "Taking the next step" below.

If the HP 9100C Login screen appears on the control panel display, only registered users can use the digital sender. You must log in as a registered user before proceeding.

To log in as a registered user

1 At the HP 9100C Login screen, type your registered user name in the **NAME** field and press ↵.

2 If a password is set in your user profile, type it in the **PASSWORD** field. Your password is case sensitive and must be typed exactly as it appears in your user profile.

3 Press ↵.

Once you are logged in as a registered user, you have access to control panel functions, the public address books, and your private address books. You can also access more detailed activity log information using the ABM at your computer.

Taking the next step

Before proceeding, read "Changing settings" on page 35 if you are not familiar with how to set the Size and Quality settings. Then, go to one of the following sections to choose a delivery option:

- E-mailing documents
- Faxing documents
- Copying documents
- Sending to a computer
- Sending to another program (if enabled by the administrator)
- Sending to an HP JetSend-enabled device

Changing settings

After you select a destination, the default or current Quality setting appears in the upper right corner of the control panel display. If this setting is not correct for the document you are sending, or if you need to check the (paper) Size setting, use the procedures below.

Selecting the Size setting

You can choose Letter, A4, or Legal size. If the document you are sending is an irregular size, choose the option that most closely matches.

To select the Size setting

1   Press SETTINGS. The current **Quality** setting appears.

2   Press ▲ until the Size options appear.

3   Using the ▲ and ▼ keys, choose A4, Letter, or Legal.

4   Press OK to save the selection and exit the Settings screen.

Selecting the Quality setting

The table below shows the Quality setting options. Choose the option that most closely matches the type of document you have. For example, if you were faxing a report containing a color pie chart, you would choose the Color Document setting. Even though the document is not faxed in color, it is faxed with the best quality for that type of document.

Use this setting	For this type of document	When doing this function
Color Document	The original has a mix of text and images. Or, the original has a mix of color and black-and-white areas.	E-mailing Faxing Copying Sending to a PC Sending to another program Sending to an HP JetSend-enabled device
B/W Document	The original contains text that must be clearly transmitted. Or, the original is black and white.	E-mailing Faxing Copying Sending to a PC Sending to another program Sending to an HP JetSend-enabled device
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.	E-mailing Faxing Copying Sending to a PC Sending to another program Sending to an HP JetSend-enabled device
Fine Text (OCR)	The original contains text that needs to be converted to editable text using OCR software.	Sending to another program
Hi-Res Color-B/W Photo	The original is a photograph or graphic that needs to be reproduced.	Sending to another program

To select the Quality setting

1   Press SETTINGS. The current **Quality** setting appears.

2   Using the ▲ and ▼ keys, choose an option. (If you continue pressing the ▲, you scroll the options for the Size setting.)

3   Press OK to save the selection and exit the Settings screen.

E-mailing documents

If you see a function key labeled E-MAIL on the main screen, you can send documents directly to e-mail destinations. When you e-mail from the digital sender, it creates a message and attaches your document as a .pdf file.

When you e-mail from the digital sender, the **TO**, **SUBJECT**, and **FROM** fields appear. You must enter destinations in the **TO** field, and you can change to the **CC** field to enter destinations. You can also enter a message in the **SUBJECT** field. If you do not, a default message set by the administrator might appear in that field.

Depending on the security level set by the administrator, you may be able to change the text in the **FROM** field, or it might be filled with a name you cannot alter.

Hint   If you want to add text notes to the document before e-mailing it, send it to the target program first. Then, you can e-mail it from your computer. See "Sending to a computer" on page 44 for more information.

Choosing e-mail destinations

You can choose e-mail destinations at the digital sender in one or both of the following ways:

- Type the e-mail address manually.

- Begin typing the name for an e-mail address or distribution list stored in the public address books or your private address books. As you type, the digital sender completes the name.

- Begin typing an e-mail destination stored on an LDAP server. If the administrator has configured the digital sender to work with that LDAP server, the SEARCH key appears. Press SEARCH and select the destination from the list that is presented. Or, press SHIFT+SEARCH to access advanced search options.

  If too many matching entries are found, you receive a message. Press CANCEL to scroll the partial list of addresses found. Or, you can further narrow the search and try again.

To send to e-mail destinations

At any time before pressing ◇ to send the document, you can press ✏ or BACK to return to the main screen without saving any settings.

1 Log in (if prompted) and press E-MAIL.

2 If your name is not already entered in the **FROM** field, type in your user name or your e-mail address.

3 Press ↵.

4 If you are a registered user and your user name is password protected, a dialog opens. Type your password and press ↵.

5 To add a message to the **SUBJECT** field, type one.

6 Press ↵.

7 To add an e-mail destination or distribution list to the **TO** field:

   • Type the actual address.

   • Begin typing the name of an e-mail address or distribution list stored in an address book. As you type, the digital sender completes the name.

   • Begin typing an e-mail address stored in an LDAP server. Then, press SEARCH, use the ▲ and ▼ keys to select the address you need, and press OK.

8 Press ↵. The destination, preceded by "To:", appears in the window below the **TO** field.

9 Repeat steps 6 and 7 until all the destinations you want are listed in the window below the **TO** field. Use the ▲ and ▼ keys to view the list.

Note If you need to remove an e-mail destination from the list, press ↵ to enter the list field, select the destination using the ▲ and ▼ keys, and press ←.

10 To CC someone:

    a Press To. Press ▼ to select CC and press OK.

    b In the **CC** field, type an e-mail address or choose an e-mail destination from an address book.

    c Press ↵. The destination, preceded by "CC:", appears in the window below the **CC** field.

11 The current Quality setting is shown in the upper right corner of the display. For options and instructions on changing this setting or the (paper) Size setting, see "Changing settings" on page 35.

12 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.

Note   Your company's e-mail server, not the digital sender, is what validates the e-mail addresses you are sending to. The digital sender does not notify you if you sent to an invalid address, but the activity log does. See "Using the activity log" on page 70.

Reading .pdf file attachments

The recipient of your e-mail message containing a .pdf file attachment can read the file using Adobe's Acrobat Reader. Many people already have this program. 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.

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.

Faxing documents

If you see a function key labeled FAX on the main screen, you can send documents to fax destinations directly from the digital sender. You can choose fax destinations in one or both of the following ways:

- Type fax numbers manually.
- Begin typing the name for a fax destination stored in the Public Fax address book. As you type, the digital sender completes the name.

If you are a registered user, you can also request e-mail notification of the fax transmission. (This feature only works if your company's LAN fax program supports notification and the administrator has enabled it.)

Hint
If a LAN fax program is not installed on your network but you have a fax program on your computer, send the document to the target program. Then, you can send the fax from there. (This assumes that the fax program is compatible with the target program.) See "Sending to a computer" on page 44 for more information.

Also send to the target program if you want to add text notes to a scanned document before PC faxing it.

To fax documents

Note
At any time before pressing ◇ to send the document, you can press ✐ or BACK to return to the main screen without saving any settings.

1 Log in (if prompted) and press FAX.

2 To enter a fax number in the **FAX** field:

- Type the fax number.
- Type the name of a fax destination stored in the Public Fax address book. As you type, the digital sender completes the name.

3 Press ←┘. The fax number or destination you chose appears in the window below the **FAX** field.

4 Repeat steps 2 and 3 until all the fax numbers you want are listed in the window below the **FAX** field. (You can add a maximum of 64 destinations.) Use the ▲ and ▼ keys to view the list.

5 If you are a registered user and want to receive an e-mail notification of the fax transmission, press ←┘ until you enter the **NOTIFY** field and type your user name (if it is not already entered).

6 The current Quality setting is shown in the upper right corner of the display. For options and instructions on changing this setting or the (paper) Size setting, see "Changing settings" on page 35.

7 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.

If fax destinations are busy, the numbers are retried as many times as are specified by the LAN fax program.

Note Your company's LAN fax server, not the digital sender, is what validates the fax numbers you are sending to. The digital sender does **not** notify you if you sent to an invalid address, but the activity log does. See "Using the activity log" on page 70.

Copying documents

If you see a function key labeled COPY on the main screen, you can send documents to a network printer to make copies. Convenience copying works only with printers the administrator has configured for use with the digital sender.

Keep the following in mind when sending documents to a printer to make copies:

● The HP 9100C Digital Sender can send to only one printer at a time.

● More than one copy of a document can be sent, but the copies cannot be collated. When sending multiple copies, all the first pages print, then all of the second pages, and so on.

● Only some color printers can print color documents sent from the digital sender. If you have a color printer, check with the administrator to see if it can print color documents sent from the digital sender.

Hint   If you want to print collated copies or do not have a color network printer available to print color copies, send the document to the target program and print it from there. See "Sending to a computer" on page 44.

To copy documents

1   Log in (if prompted) and press COPY.

2   Using the ▲ and ▼ keys, choose the printer where you want to print the copies and press ↵.

3   In the **Copies** field, type the number of copies you want to make.

4   The current Quality setting is shown in the upper right corner of the display. For options and instructions on changing this setting or the (paper) Size setting, see "Changing settings" on page 35.

5   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.

Sending to a computer

If you see a function key labeled PC on the main screen, you can send documents to a computer.

Remember the following important points:

- You can send only to computers of users who have registered user profiles. (For example, if you are not a registered user, you cannot send a document to your computer.)
- The HP 9100C Digital Sender can send to only one person's computer at a time.
- The computer to which you are sending must be on and the Digital Sender Link on it must be running and enabled.

To start the HP Digital Sender Link

At the computer to which you will be sending, make sure the HP Digital Sender Link is running and the receive capabilities are enabled.

- If you see the icon like this: ▨, then the program is running and the receive capabilities are enabled.
- If you see the icon like this: ▨, then the program is running but the receive capabilities are disabled. Right-click the icon and choose **Enable receive**.
- If you do not see the icon, the program might or might not be running. To check or start the program, click **Start**, point to **Programs**, then **HP 9100C**, and click **HP Digital Sender Link**.

  If the program is running but the icon is hidden, you can check if the receive capabilities are enabled by double-clicking the HP Digital Sender Link icon in Windows Control Panel. Click the **Inbox** tab, and make sure the **Enable receive** check box is selected.

To send to your computer

At any time before pressing ◇ to send the document, you can press ✎ or BACK to return to the main screen without saving any settings.

1   At the digital sender, log in (if prompted) and press PC.

2   If your name is in the **NAME** field, go to the next step.
- Or -
Type your name in the **NAME** field. (If you want to send to another user's computer, type the name of that user.)

3   The current Quality setting is shown in the upper right corner of the display. For options and instructions on changing this setting or the (paper) Size setting, see "Changing settings" on page 35.

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.

When the document arrives at your computer, it becomes a saved file in your default inbox location. View and work with the document in the target program or another program that accepts the file type specified in your user profile.

Sending to another program

If function keys are labeled for use with network storage locations, you can send documents to those destinations and use the documents with specified programs.

To send to another program

Note   At any time before pressing ◇ to send the document, you can press ✐ or BACK to return to the main screen without saving any settings.

1   At the digital sender, log in (if prompted).

2   Press the function key for the destination you want. (It is named whatever the administrator chose.) If the destination is not on the bottom row of the display, use the ▲ and ▼ keys to move it to the bottom row.

3   Use the ▲ and ▼ keys to select a secondary destination from the list.

4   The current Quality setting is shown in the upper right corner of the display. For options and instructions on changing this setting or the (paper) Size setting, see "Changing settings" on page 35.

5   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.

Sending to an HP JetSend-enabled device

If you see a function key labeled JETSEND, you can send documents to JetSend-enabled devices.

HP JetSend is a communications technology built into printer and scanner firmware 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.

The digital sender is an HP JetSend-enabled device. You can use its HP JetSend capabilities with the following types of devices:

● printers on your company intranet that are HP JetSend enabled.

● computers with HP JetSend for Windows software installed. You can download a free copy of the HP JetSend for Windows software for Windows NT or 95 from the HP JetSend website at www.jetsend.hp.com.

Both types of devices must also have valid TCP/IP addresses.

Choosing or adding HP JetSend-enabled devices

When you press JETSEND at the digital sender, a list of HP JetSend-enabled devices appears. (The list contains up to 64 devices.) You can choose a device from the list, or you can add a device.

To add a device to the list

1 Press JETSEND. The list of HP JetSend-enabled devices appears.

2 Press NEW.

3 Type the DNS name or IP address for the HP JetSend-enabled device you want to add. If you do not know this information, check with the administrator.

4 Press OK. The device is added to the list.

Note   Once the list contains 64 devices, the NEW key disappears. Before adding more devices, you must delete at least one existing device from the list. To delete a device, use the ▲ and ▼ keys to select it and press DELETE.

To send to an HP JetSend-enabled device

At any time before pressing ◇ to send the document, you can press ✎ or BACK to return to the main screen without saving any settings.

1 At the digital sender, log in (if prompted).

2 Press JETSEND.

3 To choose an HP JetSend-enabled device:

   • Use the ▲ and ▼ keys to select a device from the list and press ↵.

   • Add a new device to the list. (See "To add a device to the list" on page 47.)

4 The current Quality setting is shown in the upper right corner of the display. For options and instructions on changing this setting or the (paper) Size setting, see "Changing settings" on page 35.

5 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.

Sending the next document

After you have successfully sent a document, the control panel returns to the function screen (such as e-mail or fax) that you just used and displays the current settings again. If you have another document to send to the same function, load the document, choose new destinations, and press ◇.

You can return all settings to the defaults and choose a different function by pressing ✎. You return to the main screen.

3 Using the HP Address Book Manager

Introduction

You can use the HP Address Book Manager (the ABM) as long as it is installed on your computer and you have registered user status. Use the ABM to do the following:

● view information in public and your private address books

● change information in the Public Fax address book

● add or change your registered user profile

● change information in your private address books

● change the appearance of the ABM on your computer

● use the activity log

● back up and restore your private address books

● use the ABM for another digital sender

Introduction to the address books

The the ABM contains the following address books:

- **Your address book**
  Inside your address book are your private e-mail address book and private address book of e-mail distribution lists. No one except you and the administrator can see or change your private address books.

- **Public Email**
  Contains e-mail addresses available to any user. Only the administrator can change information in this address book.

- **Public Distribution Lists (e-mail)**
  Contains predefined groups of e-mail addresses available to any user. Only the administrator can change information in this address book.

- **Public Fax**
  Contains fax destinations available to any user. You, other registered users, and the administrator can change information in this address book.

- **Public Printers**
  Contains the network printers you can access from the digital sender to make copies of a document. Only the administrator can change information in this address book.

Destinations in the public and your private address books are accessed at the digital sender when you want to fax or e-mail a document.

Your user profile

There are two different types of users for the digital sender: registered users and guest users. Registered users must establish a user profile, and they have full access to all features. 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 send documents to your computer. Without a registered user profile, you cannot send to your computer.
- You can use the ABM program. In the ABM, you will have a Private Email address book and a Private Distribution Lists address book, where you can store often-used addresses and lists for use at the digital sender.
- In the ABM, you have rights to add, change, and delete fax destinations in the Public Fax address book.
- You see information in the activity log under your name. When using the digital sender as a guest user, you cannot tell your activity from the activity of any other guest user.
- You can have the digital sender send you e-mail notifications of the status of faxes or e-mail messages you send from the digital sender. (Your e-mail and LAN fax programs must support notification.)

To become a registered user, see "Adding a new registered user profile" on page 52.

Guest users

If you are a guest user, you cannot use the digital sender if the administrator disables guest usage.

If guest usage is enabled, you can use the digital sender and choose destinations in the Public Email, Distribution Lists, and Fax address books. However, you do not have Private Email and Distribution Lists address books. You also cannot use the ABM to alter information in any address books or for any other purpose.

As a guest user, you cannot send documents to your computer. And, you cannot receive e-mail notification of the status of faxes or e-mail messages you send from the digital sender.

Adding a new registered user profile

If the administrator has already set up your registered user profile, or if you have already done it, you do not need to add your registered user profile again. If you do not already have a registered user profile, see "Adding a registered user profile" on page 13.

Changing an existing user profile

In your own registered user profile, you can change your password, the notification status for e-mail messages, and the file format that documents received to your computer will have. You can also change your user name, computer address, and e-mail address, but these changes might require administrator approval before they are implemented.

Two parts of your user profile, the **Account Enable** and **Add E-mail Address to Public Address Book** check boxes, are only available to the administrator.

Note One of the fields you can change is the **Password** field. You do not have to specify a password. However, if you do not have a password, other users can log in at the digital sender with your name, access your private address books, and send e-mail messages using your name.

To change an existing user profile

1 Log in to the ABM. (See "Starting the HP Address Book Manager" on page 54.)

2 In the ABM main window, click the folder for your user name.

3 On the **File** menu, click **Properties**.

4 To set the file type that documents sent to the computer have as a default, type .pdf or .tif in the **File Format** field.

5 To receive e-mail confirmation of e-mail messages you send from the digital sender, select the **Delivery Notification** check box.

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).

6 Make changes to any other fields as necessary.

7 Click **Change** to confirm the changes.

Starting the HP Address Book Manager

When you start the ABM, a dialog box appears that requires you to log in. You will need to know the DNS name or Internet protocol (IP) address of the digital sender you use. In addition, you must be a registered user.

If you have never used the ABM before, you must add yourself as a registered user or have the administrator do it. See "Adding a registered user profile" on page 13.

To start the ABM and log in

The digital sender must be on in order for you log in to and use the ABM.

1   Start the ABM in one of the following ways:

   - Click **Start**, point to **Programs**, then **HP 9100C**, and click **HP Address Book Manager**.

   - If the HP Digital Sender Link icon is showing in the taskbar, right-click it and choose **HP Address Book Manager**.

2   If the DNS name or IP address for the digital sender you want is not in the **Digital Sender name** field, type it or choose it from the list.

3   If your user name is not in the **User name** field, type it or choose it from the list.

4   In the **User password** field, type your password (if one is defined).

5   Click **OK**. If all of the login information is valid, the ABM main window appears.

Working in the ABM main window

Once you have successfully logged in to the ABM, the ABM main window appears:
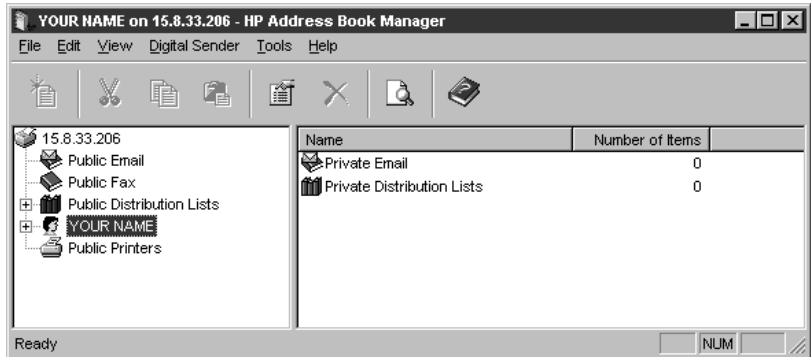
The ABM main window shows the folders for both the public and your private address books. The main window is set up with a splitter bar showing all the files in the ABM on the left and the contents of a selected file on the right.

From this screen, you can access and view the public and your private address books. You can change information in the Public Fax address book and your private e-mail and distribution lists address books.

Managing your Private Email address book

If you are a registered user, e-mail addresses in your Private Email address book are available when you are e-mailing a document directly from the digital sender. You can also use these addresses, along with those in the Public Email address book, to build distribution lists of people to whom you regularly e-mail the same information.

Note   If information for an address in the Public Email address book needs to change, contact the administrator. You can view and use information in the Public Email address book, but you cannot change it.

Adding addresses

As a registered user, you can add up to 256 e-mail addresses to your Private Email address book. You might not want to add e-mail addresses to your Private Email address book if they already appear in the Public Email address book. E-mail addresses in the Public Email address book are always available for your use.

Note   You can also import e-mail addresses from certain e-mail programs or LDAP servers. See "Importing addresses from an e-mail program" on page 57 or "Importing e-mail addresses from an LDAP server" on page 58.

To add addresses manually

1   In the ABM main window, click the + next to the folder for your user name to expand it.

2   On the left side of the window, click **Private Email**.

3   On the **File** menu, click **New**.

4   In the **Name** field, type a name for this address.

5   In the **Email Address** field, type the e-mail address.

6   Click **Add**.

7   To add more addresses, repeat steps 4 through 6.

8   When finished, click **Close** to return to the main window.

Importing addresses from an e-mail program

You can import e-mail address from certain e-mail programs into your Private Email address book. Then, the addresses will be available when you e-mail directly from the digital sender, and you can use them to build distribution lists. In order to be able to import addresses, your e-mail program must be capable of exporting the addresses into one of the following types of files: comma separated value (CSV), LDAP Data Interchange Format (LDIF), or Microsoft Exchange 5.0.

To import addresses from an e-mail program

1   Open your e-mail program and do the following:

   a   Choose the **Export** command.

   b   Save your address book in a CSV, LDIF, or MS Exchange 5.0 file format. (If you need more help exporting your address book, see the documentation for your e-mail program.)

   c   Close your e-mail program.

2   Open the ABM.

3   In the ABM main window, click the + next to the folder for your user name to expand it.

4   On the left side of the window, click **Private Email**.

5   On the **Tools** menu, click **Address Book Import**.

6   In the **Import** dialog box, choose the file format in which you saved your e-mail program's addresses.

7   Click **Import**.

8   Select the file you saved in step 1 and click **Open**.

9   If you selected a CSV file format, another dialog box opens. Follow the instructions on the screen to select the correct name and address line. If there is a first line that only contains the names of the fields, clear the **Import first line** check box. Then, click **Import**.

The file imports into your Private Email address book.

Importing e-mail addresses from an LDAP server

You can import e-mail addresses located on an LDAP server into your Private Email address book.

There are two parts to this procedure: Configuring the directory for the e-mail addresses, and then searching for and selecting the e-mail addresses you want. You only have to configure the directory once. Then, you can search the directory regularly to update the addresses from the LDAP server to your Private Email address book.

To define directories

Note   In order to import e-mail addresses from another location on the network, you first have to let the ABM know where the e-mail addresses are located by defining a directory.

1   On the **Tools** menu in the ABM main window, point to **Directory Services**, and then click **Config**.

2   In the **Directories Configuration** dialog box, click **New**.

3   In the **Directory Name** field, type a name for the directory.

4   In the **Server Name** field, type the DNS name or IP address for the server that maintains the directory. Contact the administrator if you do not know this information.

5   Depending on the server, you may need to type the basepoint from which to start the search in the **Search Root** field. Contact the administrator for this information.

6 In the **Port Number** field, type the TCP/IP number for the directory server. Contact the administrator for this information.

7 In the **Maximum number of hits** field, type the maximum number of results you want the search to return. If the number is set to zero, the search returns all entries that match the search criteria.

Some servers might have a default limit. If the maximum you specify is larger than the server limit, you receive an error message, and the search returns as many matches as it can. To determine the server limit, count the number of returned entries or ask the administrator.

8 In the **Timeout** field, type the amount of time (in minutes) that you want the search to continue. If this number is set to zero, the timeout of the server is used.

9 Check with the administrator to see if the directory server requires an authenticated login. Then, do one of the following.

- If the directory server requires an authenticated login, choose **Password** in the **Authentication Type** field. Enter the **User Name** and **Password**, and then confirm the password by retyping it in the **Confirm** field.

- If the directory server does not require an authenticated login, choose **Anonymous** in the **Authentication Type** field.

10 Click **OK**.

11 To begin searching and adding e-mail addresses, go to "To search a directory and import addresses" on page 60.
- Or -
If you need to change something in the directory configuration before searching, go to the next procedure.

To change or delete directories

1 On the **Tools** menu in the ABM main window, point to **Directory Services**, and then click **Config**.

2 In the **Directories Configuration** dialog box, select the directory you want to change or delete.

3 Do one of the following:

- To change the directory: Click **Edit**. Make changes in the **Directory Server Configuration** dialog box and click **OK**.

- To delete the directory: Click **Delete** and then click **Yes**.

To search a directory and import addresses

1 On the **Tools** menu in the ABM main window, point to **Directory Services**, and click **Search**.

2 In the **In** field, select the directory you want to search. You must have already defined this directory.

3 In the **Name** and **Email Address** fields, type any criteria you want to use for finding destinations. The criteria can be names, addresses, or both. (You can enter partial names and addresses.) You can further narrow the search by using "begins with," "contains," "ends with," or "is."

4 If you want the search to skip duplicate destinations, click **Skip** in the **Duplicated Names** box.

5 Click **Find**. Results are listed in the **Name/Email Address** box.

6 Do one of the following.

- To add all of the found addresses, click **Add all**.

- To add only some of the addresses, click the first address you want and click **Add**. Repeat for each address you want.

- To clear the search results, click **Clear** and repeat this procedure.

Unless you cleared the search, the addresses you selected are imported into your Private Email address book. If you have used these addresses in your private distribution lists, the addresses are automatically updated in the lists in which they appear.

Changing e-mail addresses

Once you have added or imported addresses to your Private Email address book, you can change the name and e-mail information. Changing this information also changes it in any of your private distribution lists where it appears.

Renaming addresses can be very time consuming because the ABM looks for duplicates before renaming.

To change e-mail addresses

1   In the ABM main window, click the + next to the folder for your user name to expand it.

2   On the left side of the window, click **Private Email**.

3   Click the e-mail destination you want to change.

4   On the **File** menu, choose **Properties**.

5   Change the name, e-mail address, or both items.

6   Click **Change**.

Note   You can also change the name of a destination by clicking on the destination, changing the name, and pressing ENTER.

Deleting addresses

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

To delete addresses

1   In the ABM main window, click the + next to the folder for your user name to expand it.

2   On the left side of the window, click **Private Email**.

3   Click the e-mail destination you want to delete.

4   On the **File** menu, click **Delete**.

5   A dialog box appears. Click **Yes** to confirm the deletion.

Managing your private distribution lists

Your Private Distribution Lists address book contains distribution lists of e-mail addresses you create. It is useful to build a distribution list if you regularly send e-mail to the same group of people.

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

Creating lists

In your Private Distribution Lists address book, you can create distribution lists of e-mail addresses you use regularly. You can create distribution lists using e-mail addresses from both the Public Email address book and from your Private Email address book.

You might not want to create a private distribution list if there is one just like it in the Public Distribution Lists address book. Public distribution lists are always available for your use.

To create lists

1   In the ABM main window, click the + next to the folder for your user name to expand it.

2   Click **Private Distribution Lists**.

3   On the **File** menu, click **New**.

4   A new folder called New List appears in List view. In the selected box, type the name for the distribution list and press ENTER.

Adding and deleting addresses in lists

Once you have created a private distribution list, you can add e-mail addresses to it or remove e-mail addresses from it.

To add addresses to lists

1   In the ABM main window, open the folder that contains the addresses you want to add to a list. These addresses can come from one of your private or the public e-mail or distribution lists address books.

2   Select the address or addresses you want to add to a distribution list.

3   On the **Edit** menu, choose **Copy**.

4   If you are not already in the folder for your user name, click the + next to it to expand it.

5   Click the + next to **Private Distribution Lists** to expand it.

6   Click the distribution list to which you want to add the names.

7   On the **Edit** menu, choose **Paste**. The new destinations are added to the list.

To delete addresses from lists

1   In the ABM main window, click the + next to the folder for your user name to expand it.

2   Click the + next to **Private Distribution Lists** to expand it.

3   Click the distribution list you want.

4   Select the address or addresses you want to delete.

5   On the **File** menu, click **Delete**.

6   A dialog box appears. Click **Yes** to confirm the deletion.

Changing addresses in lists

If the information for an address in one of your private distribution lists needs to change, it must be changed from the e-mail address book where the address is located.

If the address that needs to change is from your Private Email address book, see "Changing e-mail addresses" on page 61. If the address is from the Public Email address book, contact the administrator to make changes.

Once the address has been changed, it is also automatically updated in any distribution list in which it appears.

Deleting lists

If they are no longer useful, you can delete distribution lists from your Private Distribution Lists address book.

To delete lists

1 In the ABM main window, click the + next to the folder for your user name to expand it.

2 Click the + next to **Private Distribution Lists** to expand it.

3 Click the distribution list you want to delete.

4 On the **File** menu, click **Delete**.

5 A dialog box appears. Click **Yes** to confirm the deletion.

Working with fax destinations

If you can see the Public Fax address book in the ABM main window, then your company has a LAN fax program and it is configured for use with the digital sender. You can access the Public Fax address book and add, change, or delete fax destinations.

Adding fax destinations

If you use certain fax numbers regularly, you can add them to the Public Fax address book. Then, you can fax directly to these preprogrammed numbers from the digital sender.

Note   When adding a new destination, you see an **Accounting Code** field. The administrator determines the accounting code, and you cannot see or change the code. (The accounting code is only supported by a few LAN fax programs.)

To add fax destinations

1   In the ABM main window, click **Public Fax**.

2   On the **File** menu, click **New**.

3   In the **Name** field, type a name for the fax destination.

4   In the **Phone Number** field, type the telephone number for the fax destination.

5   Click **Add**.

6   To add more fax destinations, repeat steps 3 through 5.

7   When finished, click **Close**.

Changing fax destinations

You can change the names and fax numbers of destinations in the Public Fax address book, unless the destination has an accounting code specified. In that case, only the administrator can change information for that destination.

To change fax destinations

1   In the ABM main window, click **Public Fax**.

2   Click the destination you want to change.

3   On the **File** menu, click **Properties**.

4   Change the name, fax number, or both items.

5   Click **Change**.

Note   You can also change the name of a destination by clicking on the destination, changing the name, and pressing ENTER.

Deleting fax destinations

You can delete fax destinations from the Public Fax address book, unless there is an accounting code specified. In that case, only the administrator can delete the destination.

CAUTION   If you can delete destinations, do not delete any that other users might need. This is a public address book, and removing a fax destination from it makes the destination unavailable to all users.

To delete fax destinations

1   In the ABM main window, click **Public Fax**.

2   Click the fax destination you want to delete.

3   On the **File** menu, click **Delete**.

4   A dialog box appears. Click **Yes** to confirm the deletion.

Finding names in address books

If you need to find an e-mail or fax destination in an address book but do not know where it is, you can use the **Find** function in the ABM.

The ABM allows you to search for a name in:

- the Public Fax address book
- the Public Email address book
- the Public Distribution Lists address book
- your Private Email address book
- your Private Distribution Lists address book

You cannot search for e-mail addresses in other users' private address books.

To find names in address books

1   In the ABM main window, open the address book in which you want to search for an e-mail address or fax destination.

2   On the **Tools** menu, click **Find**.

3   In the **Name** field, type the name or part of the name you are searching for.

4   If you only want to find names that exactly match what you typed, select the **Match whole word only** check box.

5   Click **Find Next**. The first entry that matches your criteria moves to the top of the address book.

6   Click **Cancel** to close the dialog box.

Copying and moving addresses and lists

Using the **Cut**, **Copy**, and **Paste** commands, you can do the following with e-mail addresses:

● Copy e-mail addresses from the Public Email address book to your private e-mail address book.

● Copy e-mail addresses from the Public Email address book to one of your private distribution lists.

● Copy distribution lists from the Public Distribution Lists address book into your Private Distribution Lists address book.

● Copy e-mail addresses from your Private Email address book to one of your private distribution lists.

● Move or copy addresses from one of your distribution lists to another.

You cannot move e-mail addresses from your private e-mail or distribution list address books into the public address books. Also, you cannot move fax numbers from the Public Fax address book to any other address book.

Using the activity log

The activity log is a record of digital sender use. Every time someone uses the digital sender, a record is filed in the activity log. You do not see a record of digital sender usage by other registered users or the administrator.

You can view the log, save it to a separate file, print it, or clear it.

Viewing the activity log

You can access the activity log to see what you and guest users have distributed. The activity log contains entries for the last 100 uses.

Note   For a description of activity log messages, see "Activity log messages" on page 103.

To view the activity log

1   On the **Tools** menu in the ABM main window, point to **View Log**.

2   Click your user name to see only your activity as a registered user.
- Or -
Click **Guest** to see the activity of guest users. (If you do not have to log in at the digital sender, your activity might be included in this log.)

The activity viewer appears with a record of digital sender activity. The status bar at the bottom of the window displays information about how many messages of a certain type appeared.

3   You can sort the log according to description and severity of the message, date, or time by clicking the column header.

4   You can keep the activity viewer open while you work in the ABM. To close the activity viewer, on the **File** menu, click **Exit**.

Saving or copying the activity log

You can save the whole activity log to a file or copy specific entries to the Windows clipboard and paste them into a document in another program.

To save the whole activity log

1   On the **Tools** menu in the ABM main window, point to **View Log**, and click your user name or **Guest**.

2   On the **File** menu in the ABM main window, click **Save As**.

3   In the **Save As** dialog box, save the file as one of the following:

   • **Text (plain) .txt** to use the information in general-purpose programs.

   • **Text (tab delimited) .txt or .csv (comma delimited value)** for importing into tables and spreadsheets.

   • **HTML .html** for web publishing and e-mail communications.

4   You can keep the activity viewer open while you work in the ABM. To close the activity viewer, on the **File** menu, click **Exit**.

To copy selected entries to the clipboard

1   On the **Tools** menu in the ABM main window, point to **View Log**, and click your user name or **Guest**.

2   Select one or more entries to save.

Note   To select multiple, consecutive entries, hold down SHIFT as you select the first and last entries of the range you want. Select multiple, non-consecutive entries by holding down CTRL as you click each entry you want.

3   On the **Edit** menu, click **Copy**. The selected entries are copied to the clipboard in tab-delimited format.

4   Open the document into which you want to copy the information and select the **Paste** command. If the program supports tables or is a spreadsheet, you can copy entries into the table or cells by selecting them and choosing the **Paste** command.

Printing the activity log

You can print the activity log to keep a written record of it. Printing the log does not clear the entries. The entries remain in the log until you clear it, or until they are overwritten by newer entries.

To print the activity log

1 On the **Tools** menu in the ABM main window, point to **View Log**, and click your user name or **Guest**.

2 On the **File** menu, click **Print**.
- Or -
Click the **Print** icon on the toolbar.

3 In the **Print** dialog box, choose the print options you want and click **OK**.

4 You can keep the activity viewer open while you work in the ABM. To close the activity viewer, on the **File** menu, click **Exit**.

Clearing the activity log

If you would like, you can clear the activity log using this procedure, but it is not necessary. The oldest entries are overwritten as new entries are added.

To clear the activity log

1 On the **Tools** menu in the ABM main window, point to **View Log**, and click your user name or **Guest**.

2 On the **Edit** menu, click **Clear**.

3 Click **OK** to confirm clearing the log.

4 You can keep the activity viewer open while you work in the ABM. To close the activity viewer, on the **File** menu, click **Exit**.

Refreshing the view of the activity log

If you left the log open while you were working, you might need to refresh it to see the most current information.

Do one of the following:

- On the activity log's **Edit** menu, click **Refresh**.
- Close the activity log and reopen it.

Viewing properties

The **View Properties** dialog box allows you to see the properties of a selected file (such as the type of file, location, contents, and owner) or see the file itself. You can view the properties of any file, but you can only change information in your private address books and the Public Fax address book.

To view properties

1   In the ABM main window, click the folder or item whose properties you want to see.

2   On the **File** menu, click **Properties**.

3   A dialog with the type, location, size, contents, and owner of the file appears, or the file opens. View or make any changes to the file in the properties dialog box.

4   Click **OK**, **Change**, or **Cancel** (whichever applies) to return to the main window.

Controlling the view of the ABM main window

The **View** option on the menu bar lets you customize the display of your ABM main window. Changing the view of the ABM only affects the view at your computer.

● To show or hide the Toolbar: On the **View** menu, select **Toolbar** to check or uncheck it. When checked, the Toolbar shows at the top of the ABM main window.

● To show or hide the Status Bar: On the **View** menu, select **Status Bar** to check or uncheck it. When checked, the Status Bar shows in the ABM main window.

● To refresh the view of the window: On the **View** menu, click **Refresh**.

Backing up and restoring private address books

The administrator can back up all of the address books but does not have to do it. If you would like, you can backup and restore your own address books.

Backing up your private address books

Use this procedure to back up your Private Email and Distribution Lists address books.

To back up your private address books

1 Make sure the HP Digital Sender Link is running.

2 Start the ABM.

3 On the **Tools** menu, click **Backup**.

4 In the **Backup** dialog box, select a location in which you want to store the backup.

5 In the **File name** field, type a name for the file.

6 Click **Save** to begin the backup.

Restoring your private address books

If you have backed up your private address books, you can use them to overwrite the current ones. Also, you can use this feature to move backed up copies of your private address books for one digital sender to another one.

To restore your private address books

1   Start the ABM. If you are moving copies of the address book for one digital sender to another one, make sure to log in to the digital sender you are restoring address books *to*.

2   On the **Tools** menu, click **Restore**.

3   In the **Look in** field, the last selected folder appears. If this is not the folder where the backup is stored, select the correct one.

4   Select the backup file.

5   Click **Open** to begin the restoration.

Changing to the ABM for another digital sender

You can log out from the ABM for the digital sender you are currently using and log in to the ABM for another digital sender. To do this, you will need to know the other digital sender's DNS name or IP address.

To change digital senders

1 On the **Digital Sender** menu in the ABM main window, click **Change**.

2 A dialog box similar to the original login screen appears. In the **Digital Sender name** field, type the DNS name or IP address for the other digital sender. Or, select it from the list.

3 In the **User Password** field, type your password (if defined) for the ABM for the other digital sender.

4 Click **OK** to log on to the other digital sender.

4 Using the HP Digital Sender Link

Introduction

The HP Digital Sender Link (Link) is the program on your computer that accepts scanned documents and places them in the default inbox location. You use the Control Panel applet for the Link to do the following:

- Change the path to the default inbox location.
- Determine whether or not to allow documents to be sent to your computer.
- Change the target program.
- Determine whether or not the target program automatically starts when new data is received to the default inbox location.

Running the HP Digital Sender Link

There are two parts to the HP Digital Sender Link: the Control Panel applet and the program itself. Use the applet to configure settings for the program. The program itself must be running when you are sending to the computer.

To start the Control Panel applet

Open the settings dialog box in one of the ways listed below.

- From Windows Control Panel, double-click the HP Digital Sender Link icon.
- Right-click in the Windows taskbar and choose **Settings**.
- Double-click.

To start the program

Note

The program starts automatically when you turn the computer on, but you can also start it manually.

1 Click **Start**, point to **Programs**, then **HP 9100C**, and click **HP Digital Sender Link**.

2 The program's receive capabilities must also be enabled when you want to send to the computer. See "Setting receive capabilities" on page 83.

To close the program

Note

The program normally does not need to be closed. If you do not want anyone sending to your computer, you might only want to disable receive capabilities. See "Setting receive capabilities" on page 83.

Close the program in one of the ways listed below.

● Right-click 🗐 in the Windows taskbar and choose **Close program**.

● Press CTRL+ALT+DELETE to open the Windows **Close Program** dialog box. Click **HP Digital Sender Link** and click **End Task**.

ENRunning the HP Digital Sender Link **79**

Using the taskbar icon

The icon for the Link appears in the Windows taskbar and gives you easy access to Link settings and functions, as well as a shortcut for opening the ABM.

Showing or hiding the icon

You can determine whether or not the Link icon shows in the Windows taskbar.

To show or hide the icon

1   In the Windows Control Panel, double-click the HP Digital Sender Link icon.

2   Click the **Settings** tab.

3   Do one of the following.

   •   To show the icon, select the **Show icon on taskbar** check box. The ⬚ icon appears on the taskbar.

   •   To hide the icon, clear the **Show icon on taskbar** check box.

Note   When the icon is showing, you can hide also by right-clicking it and choosing **Hide icon**.

Accessing taskbar icon options

When you right-click the Link icon in the taskbar, you can access the options listed in the table below.

Choose this shortcut menu item	To do this
Settings	Open the Control Panel applet, where you can view and change settings for the HP Digital Sender Link.
HP Address Book Manager	Open the HP Address Book Manager program, where you can change your user profile, add destinations to address books, and more. (See chapter 3 for more information.)
Disable Receive - Or - **Enable Receive**	Disable the HP Digital Sender Link without actually closing it, or enable the program if it is running but disabled. When disabled, the icon has a red X through it, and no one can send to your computer.
Hide Icon	Hide the icon. Hiding the icon does *not* close the HP Digital Sender Link. See "To show or hide the icon" on page 80 to show the icon again.
Close program	Close the HP Digital Sender Link. See "Running the HP Digital Sender Link" on page 78 to restart it.
About HP Digital Sender Link	View copyright information about the program.

Configuring default inbox settings

The default inbox location is where documents sent to your computer are stored before they are routed to the target program. You can choose where the default inbox location is and whether or not to allow your computer to receive scanned documents.

Choosing the default inbox location

You can choose a different default inbox location from your current one using this procedure. The location can be on your computer or the network, but you must have privileges to write to that location.

To choose your default inbox location

1 In the Control Panel applet, click the **Inbox** tab.

2 In the **Path to receive inbox** field, type the path to the location where you want scanned documents to be stored. If the path you type does not already exist, it will be created.
   - Or -
   Click **...** to browse folders and find the path to the location.

3 Click **OK**.

Setting receive capabilities

The receive capabilities must be enabled if you want to receive scanned documents. Disable them when you do not want anyone sending documents to your computer.

You can set the receive capabilities using the Control Panel applet or the 🗒 icon.

To set receive capabilities from the Control Panel applet

1   In the Control Panel applet, click the **Inbox** tab.

2   Select the **Enable receive** check box to allow your computer to receive scanned documents.
- Or -
Clear the check box to prevent your computer from receiving them.

3   Click **OK**.

To set receive capabilities from the Link icon

● When the icon looks like this: 🗒 , the program is running and your computer can receive scanned documents. To prevent your computer from receiving, right-click the icon and choose **Disable receive**.

● When the icon looks like this: 🗒, the program is running but the computer cannot receive scanned documents. To allow your computer to receive, right-click the icon and choose **Enable receive**.

Configuring the target program

The target program is the program where documents sent to your computer are ultimately received and viewed. You can determine which program is the target program and whether or not that program starts automatically when data is received.

Choosing the target program

You can choose any program as the target program, but the program must accept data in .pdf or multipage .tif format.

To choose the target program

1   In the Control Panel applet, click the **Desktop** tab.

2   In the **Path to target application** field, type the path to the program you want to use as the target program. Include the name of the program itself as the last item in the path.
    - Or -
    Click **...** to browse and find the path to the program.

3   In the **Target application initial path** field, type the drive and first level folder where the program is located. For example,
    `c:\target program`.
    - Or -
    Click **...** to browse and find the initial path to the program.

4   Click **Advanced**.

5   Make sure the **Start With Document File Name** check box is selected. (This enters `%F` in the **Target Application Parameters** field.) Using this parameter, a newly scanned document will be displayed automatically when the target program opens.

6   Click **OK** to save the settings.

7   If you chose a default target program that accepts the multipage .tif file format instead of .pdf, you must change the file format setting. See "Changing an existing user profile" on page 53.

Setting automatic start capabilities

This setting controls whether or not the target program starts automatically when documents are sent to your computer.

If you enable this setting, the target program automatically starts and displays a scanned document after the document arrives at the default inbox location. If you disable this setting, the scanned document remains in the default inbox location as a saved file and is displayed in the target program only after you start the program yourself.

To set automatic start capabilities

1   In the Control Panel applet, click the **Desktop** tab.

2   To enable the target program to start automatically, select the **Automatic execution** check box.
- Or -
To disable the automatic start setting, clear the check box.

3   Click **OK**.

5 Troubleshooting

Introduction

This chapter is your guide for resolving problems that might occur while you are using the HP 9100C Digital Sender. The chapter is divided into the following sections:

- **Sources for information about problems.** See page 88.
- **Clearing paper jams.** See page 89.
- **Troubleshooting the digital sender.** See page 93.
- **Activity log messages.** See page 103.
- **Troubleshooting the software.** The software includes the installation, HP Address Book Manager (the ABM) and the HP Digital Sender Link. See page 110 to begin.

The digital sender troubleshooting and software troubleshooting sections are further divided into two parts, one covering problems that did not generate an error message and another one for problems that did generate a message.

Typically, messages appear on the control panel, in the activity log, or in the program you are using 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.

Sources for information about problems

If you are experiencing a problem with the digital sender, use the following sources to obtain more information.

Sources for information about problems

Control panel light	A three-color light under the ◇ key on the control panel provides information about operation. See "Control panel messages" on page 97 for a list of messages associated with each condition, and recommended actions. ● **Off.** The digital sender is in an idle state. ● **Flashing green and orange**. The digital sender is in the process of starting. ● **Steady green**. The digital sender is ready to send. ● **Flashing green**. The digital sender is processing a job. ● **Steady red**. The digital sender cannot complete a job for some reason, usually because more information is needed. ● **Flashing red**. A problem has occurred.
Control panel messages	Messages on the control panel display when there are problems. See "Control panel messages" on page 97 for a list of messages and recommended actions.
Activity log	The activity log is a record of digital sender use, and is probably your best tool for troubleshooting. It contains messages (warning, error, or fatal) that can help you resolve problems. See "Activity log messages" on page 103 for a list of messages and recommended actions.
Messages for programs	Messages appear in the program you are using when there are problems. See "Troubleshooting the software" on page 110 for lists of these messages and recommended actions.

Clearing paper jams
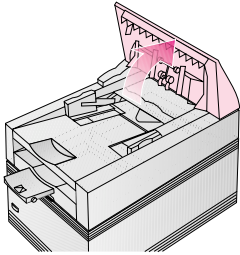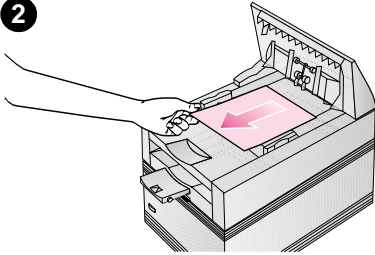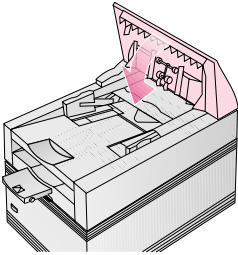
When you have a paper jam, the control panel displays this message: `Paper jam. Open the cover and remove the paper`. Use the appropriate procedure below to clear the jam.

To clear jams at the start of a page

1   Raise the control panel.

2   Remove the jammed paper.

3   Push the control panel down securely.

4   The control panel prompts you to do one of the following:

   ● Reinsert the paper and press ◇ to continue sending.

   ● Stop processing and send the data to its destination by pressing SEND.

   ● Stop sending without saving your data by pressing ✄.

1
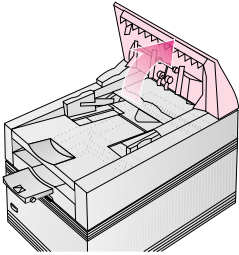
2
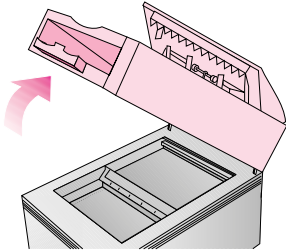
3
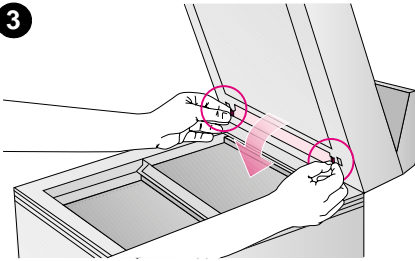
4
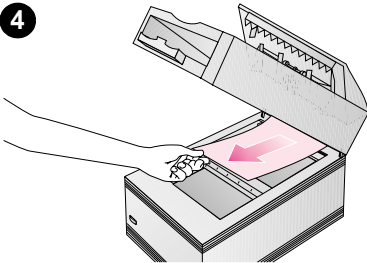
To clear jams inside the ADF

1 Raise the control panel.

2 Raise the ADF unit.

3 Open the delivery guide by grasping the small plastic handles on either side of the delivery guide and pulling down.

4 Remove the jammed paper.
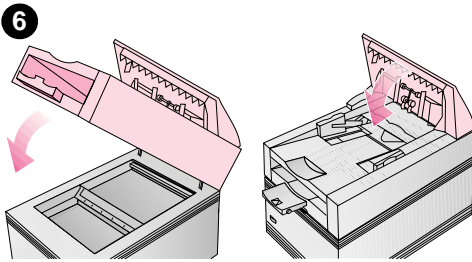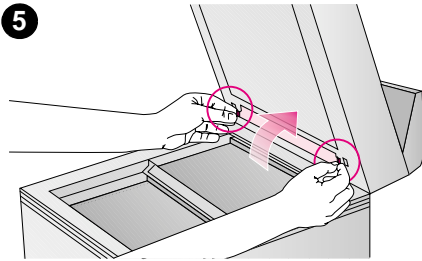
5 Close the delivery guide sheet by aligning its holes with the small plastic spindles on the delivery guide and pressing down.

6 Close the ADF unit.

7 Push the control panel down securely.

8 The control panel prompts you to do one of the following:

- Reinsert the paper and press ◇ to continue sending.

- Stop processing and send the data to its destination by pressing SEND.

- Stop sending without saving your data by pressing ✌.
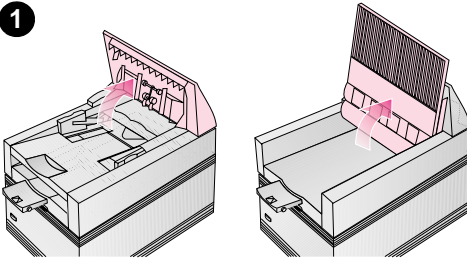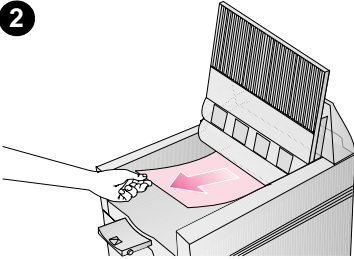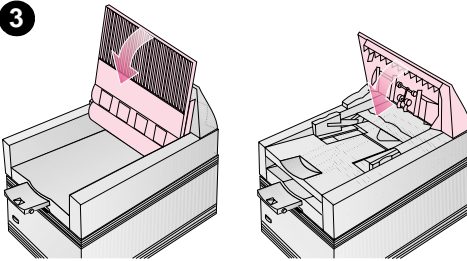
To clear jams at the end of a page

1 Raise the control panel and then the document tray.

2 Remove the jammed paper.

3 Close the document tray and push the control panel down securely.

4 The control panel prompts you to do one of the following:

- Reinsert the paper and press ◇ to continue sending.

- Stop processing and send the data to its destination by pressing SEND.

- Stop sending without saving your data by pressing ✎.

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.

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 97.

General digital sender troubleshooting

Problem	Actions
Digital sender is not working.	● Make sure the power cord is securely connected to the digital sender and is plugged into the power outlet.
	● Make sure the digital sender is turned on.
	● Make sure the digital sender is unlocked. If you try to send a document when the digital sender is locked, it will emit a harsh, grinding sound.
	● See if the digital sender has overheated. The digital sender automatically stops working if environmental conditions cause it to overheat. If this happens, turn the digital sender off, wait for it to cool down, and then turn it back on.
Control panel is not working.	● Make sure the power cord is plugged into the power outlet.
	● Make sure the control panel cable is securely connected.
	● Check the control panel contrast. You can change the contrast if needed using SHIFT+ALT+ ▲ or SHIFT+ALT+ ▼.
Digital sender does not accept your password.	● Verify that you are using the correct password.
	● Passwords are case-sensitive. Make sure you enter your password with the correct combination of uppercase and lowercase letters.

General digital sender troubleshooting (continued)

Problem	Actions
Image quality is poor.	● If scanned pages are blank, white, or have repeated patterns, make sure that a page is not already on the glass. ● Make sure that the document you are trying to send is placed face up in the ADF or face down on the glass. ● Make sure the glass is clean. If the glass is dirty, clean it with a dry, soft cloth. ● If the problem is with the image quality of jobs sent to a printer, check the settings at the printer.
When using the ADF, the digital sender is feeding multiple sheets, skewing pages, or jamming frequently.	● Adjust the guides so that they are snug against the stack but not too tight. ● The maximum number of pages the ADF can hold is 50 or fewer, depending on the type of media being loaded. ● The maximum number of pages the output tray can hold is 50 or fewer. Make sure more pages are not stacking up in the output tray. ● The type of media being loaded might not meet the required specifications. ● If users have been feeding unsupported items through the ADF (for example, carbon copy forms), the rollers might have accumulated a residue or been damaged. See the administrator guide for the replacement procedure.
Your private address books are not accessible at the control panel.	● 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 type your e-mail address and access your private address books. ● 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.
An item loaded in the ADF keeps jamming.	● If you are sending a document that is too large, it might jam in the ADF. The largest document you can place in the ADF is 215.9 by 355.6 mm (8.5 by 14 in). Use the glass to send the document. ● 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.
Digital sender is sending items very slowly.	● 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). To speed up the sending process, try choosing a different setting (for example, B/W Document).

General digital sender troubleshooting (continued)

Problem	Actions
A document sent to a computer did not arrive in the default inbox.	● Make sure the destination computer is turned on. ● Make sure the HP Digital Sender Link is running. If it is not, start it by clicking **Start**, pointing to **Programs**, then **HP 9100C**, and clicking **HP Digital Sender Link**. ● Make sure the Enable Receive setting in the HP Digital Sender Link is enabled. To check this, click the **Receive inbox** tab in the Control Panel applet and verify that the **Enable receive** check box is selected. ● Using the Control Panel applet of the HP Digital Sender Link, make sure a path to the receive inbox has been specified and that the path is correct. ● The job might have been lost because of a serious internal problem. All pending jobs are sometimes lost when this happens. Resend the document.
An e-mail transmission you sent did not arrive at the destination e-mail address.	● If you typed the e-mail address at the control panel, make sure you typed it correctly. ● See if you received a "returned mail" message in your e-mail inbox. Often, this message explains why the e-mail was not delivered. ● The job might have been lost because of a serious internal problem. All pending jobs are sometimes lost when this happens. Resend the e-mail message.
A fax transmission you sent did not arrive at the destination fax machine.	● The receiving fax machine might be turned off or experiencing an error condition such as out of paper or toner. Check with the recipient. ● The LAN fax server might be busy sending other faxes or waiting to redial other faxes. The server might also have reached its maximum limit of 128 pending fax transmissions. Wait and retry. ● Using the ABM, check your activity log to see if the fax reached the LAN fax server. If a problem is reported in the log, try turning the digital sender off and then on again and then resending the fax. ● 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 LAN fax product). ● The job might have been lost because of a serious internal problem. All pending jobs are sometimes lost when this happens. Resend the fax.
A document sent to a printer did not print.	● Make sure the printer is online and working properly. ● Make sure that all cabling is securely connected. ● The job might have been lost because of a serious internal problem. All pending jobs are sometimes lost when this happens. Resend the document.

General digital sender troubleshooting (continued)

Problem	Actions
E-mail confirmations of e-mail transmissions are not being received.	● 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. ● In the ABM, verify that the e-mail notification check box is selected and that your e-mail address is correct.
Fax transaction reports are not printing at a network printer.	● Make sure the printer is turned on and online. ● Make sure that all cabling is securely connected. ● Your company's LAN fax product might not support transaction reports, or the setting has been disabled by your administrator. Note that you can still see fax transmission information in the activity log (see "Using the activity log" on page 70).
The bottom of a page that you sent is cut off.	● 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 355.6 mm (14 in) long. ● 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.

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 *codes*	An internal problem in accessing address books has occurred.	● Turn the digital sender off and then back on. ● If the problem persists, note the codes and contact the administrator.
Cannot connect to PC.	You selected the PC function, but the destination computer is off or the HP Digital Sender Link is not running on that computer.	● Make sure the destination computer is turned on. ● Make sure the HP Digital Sender Link is running on the destination computer. If it is not, start it by clicking **Start**, pointing to **Programs**, then **HP 9100C**, and clicking **HP Digital Sender Link**. ● Make sure the Enable Receive setting for the HP Digital Sender Link is enabled. To check this, click the **Receive inbox** tab in the Control Panel applet and verify that the **Enable receive** check box is selected. ● Using the Control Panel applet of the HP Digital Sender Link, make sure a path to the receive inbox has been specified and that the path is correct.
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 HP JetSend function, but the destination device is off.	Make sure the destination device is turned on.

Troubleshooting the digital sender **97**

Control panel messages (continued)

Message	Description	Action
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.	● Turn the digital sender off and then on again. ● Make sure all cabling is securely connected. ● If the problem persists, contact the administrator.
Errors were found checking the address book. Please, check the log file.	Notification message only. An internal check of the address book database found and removed at least one problem entry. Check the activity log for the number of problem entries that were removed.	Contact the administrator.
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. *codes* Digital Sender halted.	Internal problem.	● Turn the digital sender off and then back on. ● If the problem persists, note the codes and contact the administrator.
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 sent a document to an HP JetSend device that requires a PIN (personal identification number). The digital sender does not work with devices that require PINs.	Send the document to a device that does not require a PIN.
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.	● Turn the digital sender off and then back on. ● If the problem persists, contact the administrator.
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 *codes*.	There is a problem with the HP JetDirect print server.	● Turn the digital sender off and then back on. ● Note the codes and contact the administrator.
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.

Control panel messages (continued)

Message	Description	Action
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.
Search error.	An unexpected problem occurred in the LDAP search.	● Try the search again. ● Turn the digital sender off and then on again. Then, try the search again. ● If the problem persists, contact the administrator.
Sorry, you have typed an incorrect password. Please retype your password.	The digital sender did not recognize the password you typed.	● 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. ● If the problem persists, contact the administrator.
The DNS configuration is inconsistent. Please check.	There is a problem with the DNS (Domain Name System) configuration.	● Turn the digital sender off and then back on. ● If the problem persists, contact the administrator.
The e-mail configuration is inconsistent. Please check.	There is a problem with the e-mail configuration.	● Turn the digital sender off and then back on. ● If the problem persists, contact the administrator.
The LDAP configuration is inconsistent. Please check.	There is a problem with the LDAP configuration.	● Turn the digital sender off and then back on. ● If the problem persists, contact the administrator.

Control panel messages (continued)

Message	Description	Action
The LDAP server is currently unreachable. Contact the administrator.	There is a problem with either the LDAP server or the network.	● Try again later. ● If the problem persists, contact the administrator.
The PC address in your user profile is invalid. Contact the administrator.	The IP address for your computer in your user profile is invalid.	● Using ABM, go to your user profile and click **Restore Defaults**. This restores the IP address that has been assigned to your computer, if it has somehow been changed. Note that this restores all other defaults for your profile as well, so verify that all values are correct. ● If the problem persists, contact the administrator.
The search took too much time. Search cancelled.	The LDAP search timed out.	● Narrow the scope of your search, either by entering a longer search string or using different search criteria. ● If the problem persists, contact the administrator.
The user name you typed was not found. Contact the administrator.	The digital sender did not recognize the user name you entered.	● Try again. ● If the problem persists, contact the administrator.
The WINS configuration is inconsistent. Please check.	There is a problem with the WINS (Windows Internet Naming Service) configuration.	Contact the administrator.
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 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.

Control panel messages (continued)

Message	Description	Action
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 OK 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 64 destinations.	Press OK 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. *number* 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.	● Narrow the scope of your search, either by entering a more specific search string or using different search criteria. ● If the problem persists, contact the administrator.
Too many pending faxes. Please, delete a fax destination.	The digital sender can hold up to 128 pending fax transmissions.	Wait until the number of pending faxes decreases and resend the fax.
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.
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.

Activity log messages

The activity log for each user contains up to 100 messages. The activity log for the administrator contains up to 200 messages. When the maximum number of messages has been reached, new messages begin overwriting the oldest messages.

The icons shown below appear in the activity log to identify the type of message:

normal
Normal activity; no action required.

warning
The function completed partially; no action is required. For example, you sent an e-mail message but one recipient could not be reached.

error
The function failed; requires some action, either by the user or the administrator. Generally, the digital sender can still be used for other functions.

fatal
A severe problem; requires administrator intervention and possibly a call to HP customer support.

See "Using the activity log" on page 70 for information on how to view, save, copy, clear, and print the activity log.

Activity log messages

Message	Description	Action
001/01 E-mail send report. Sender: *name*. Subject: *subject*. Status: Failed.	The e-mail transmission was unsuccessful. You might have entered an incorrect e-mail address.	● Try the transmission again. ● Make sure all cabling is connected securely. ● In the ABM, make sure that **Delivery Notification** is enabled for your user profile. ● If the problem persists, contact the administrator.
001/02 E-mail send report. Sender: *name*. Subject: *subject*. Status: OK.	Notification message only. Your e-mail transmission was successful.	No action required.
001/03 E-mail send report. Sender: *name*. Subject: *subject*. Status: Image processing error.	The e-mail transmission was unsuccessful. An internal error occurred while the document was being processed.	● Try the transmission again. ● Turn the digital sender off and then back on. ● If the problem persists, contact the administrator.
002/01 Document sent to a PC. PC: *identification*. Result: failed.	The digital sender could not deliver the document to the named computer.	● Make sure the receiving computer is on. ● Make sure the HP Digital Sender Link is running and enabled on the receiving computer. ● Make sure the IP address or DNS name of the receiving computer is correctly typed. ● If the problem persists, contact the administrator.
002/02 Document sent to a PC. PC: *identification*. Result: success.	Notification message only. The document was successfully delivered.	No action required.
002/03 Document sent to a PC. PC: *identification*. Result: Image processing error.	An internal error occurred while the document was being processed.	● Try sending again. ● Turn the digital sender off and then back on. ● If the problem persists, contact the administrator.

Activity log messages (continued)

Message	Description	Action
003/01 Document sent to the HP Digital Sender Service. Recipient(s): *name.* Number: *fax number.* # of pages: *pages.* Result: Failed. Local disk access failure. Code: *code.*	The document could not be delivered to the HP Digital Sender Service.	● Turn the digital sender off and then back on. ● If the problem persists, note the code and contact the administrator.
003/02 Document sent to the HP Digital Sender Service. Recipient(s): *name.* Number: *fax number.* # of pages: *pages.* Result: Failed. Login fax daemon failure. Code: *code.*	There is a problem sending the document to the HP Digital Sender Service.	Note the code and contact the administrator.
003/03 Document sent to the HP Digital Sender Service. Recipient(s): *name.* Number: *fax number.* # of pages: *pages.* Result: Failed. Open remote file failure. Code: *code.*	There is a problem sending the document to the HP Digital Sender Service.	Note the code and contact the administrator.
003/04 Document sent to the HP Digital Sender Service. Recipient(s): *name.* Number: *fax number.* # of pages: *pages.* Result: Failed. Write to remote file failure. Code: *code.*	There is a problem sending the document to the HP Digital Sender Service.	Note the code and contact the administrator.
003/05 Document sent to the HP Digital Sender Service. Recipient(s): *name.* Number: *fax number.* # of pages: *pages.* Result: Failed. Close remote file failure. Code: *code.*	There is a problem sending the document to the HP Digital Sender Service.	Note the code and contact the administrator.
003/06 Document sent to the HP Digital Sender Service. Recipient(s): *name.* Number: *fax number.* # of pages: *pages.* Result: Failed. Get fax workarea failure. Code: *code.*	There is a problem sending the document to the HP Digital Sender Service.	Note the code and contact the administrator.

Activity log messages (continued)

Message	Description	Action
003/07 Document sent to the HP Digital Sender Service. Recipient(s): *name*. Number: *fax number*. # of pages: *pages*. Result: Failed. Missing fax workarea. Code: *code*.	There is a problem sending the document to the HP Digital Sender Service.	Note the code and contact the administrator.
003/08 Document sent to the HP Digital Sender Service. Recipient(s): *name*. Number: *fax number*. # of pages: *pages*. Result: Failed. Out of memory. Code: *code*.	There is a problem sending the document to the HP Digital Sender Service.	● Turn the digital sender off and then back on. ● If the problem persists, note the code and contact the administrator.
003/09 Document sent to the HP Digital Sender Service. Recipient(s): *name*. Number: *fax number*. # of pages: *pages*. Result: Failed. Fax driver configuration failure. Code: *code*.	There is a problem sending the document to the HP Digital Sender Service.	● Turn the digital sender off and then back on. ● If the problem persists, note the code and contact the administrator.
003/10 Document sent to the HP Digital Sender Service. Recipient(s): *name*. Number: *fax number*. # of pages: *pages*. Result: Failed. Biscom submit API failure. Code: *code.*	For networks with the Biscom LAN fax product only. There is a problem sending the document to the HP Digital Sender Service.	● Turn the digital sender off and then back on. ● If the problem persists, note the code and contact the administrator.
003/11 Document sent to the HP Digital Sender Service. Recipient(s): *name*. Number: *fax number*. # of pages: *pages*. Result: Failed. MIB read failure. Code: *code*.	There is a problem sending the document to the HP Digital Sender Service.	● Turn the digital sender off and then back on. ● If the problem persists, note the code and contact the administrator.
003/12 Document sent to the HP Digital Sender Service. Recipient(s): *name*. Number: *fax number*. # of pages: *pages*. Result: Failed. Invalid job descriptor. Code: *code*.	There is a problem sending the document to the HP Digital Sender Service.	● Turn the digital sender off and then back on. ● If the problem persists, note the code and contact the administrator.

Activity log messages (continued)

Message	Description	Action
003/13 Document sent to the HP Digital Sender Service. Recipient(s): *name*. Number: *fax number*. # of receipt: *number*. # of pages: *pages*. Result: Failed. Image processing error. Code: *code*.	An internal error occurred while the document was being processed.	● Try sending the document again. ● Turn the digital sender off and then back on. ● If the problem persists, note the code and contact the administrator.
003/14 Document sent to the HP Digital Sender Service. Recipient(s): *name*. Number: *fax number*. # of pages: *pages*. Result: OK. Code: *code*.	Notification message only. The document was successfully delivered to the HP Digital Sender Service.	No action required.
004/01 Fax transmission result. Receipt: *name*. Number: *fax number*. Accounting: *code*. # of pages: *pages*. Result: successful transmission.	Notification message only. The document was successfully faxed.	No action required.
004/02 Fax transmission result. Receipt: *name*. Number: *fax number*. Accounting: *code*. # of pages: *pages*. Result: unsuccessful transmission.	The document could not be faxed.	● Check the accuracy of the fax number and retry. ● If the problem persists, contact the administrator.
004/03 Fax transmission result. Receipt: *name*. Number: *fax number*. Accounting: *code*. # of pages: *pages*. Result: missed notification.	Either the fax transmission has not yet been sent (it is still pending), or the fax server has not returned notification within 24 hours.	Ask the administrator to check the status in the fax server queue.
005/01 Document sent to an application. Menu: *name*. Application: *name*. Result: failed.	The document could not be delivered to the program on the receiving computer.	● Make sure the receiving computer is on. ● Make sure the HP Digital Sender Link is running and enabled on the receiving computer. ● If the problem persists, contact the administrator.

Activity log messages (continued)

Message	Description	Action
005/02 Document sent to an application. Menu: *name*. Application: *name*. Result: success.	Notification message only. The document was delivered successfully.	No action required.
005/03 Document sent to an application. Menu: *name*. Application: *name*. Result: Image processing error.	An internal error occurred while the document was being processed.	● Try sending the document again. ● Turn the digital sender off and then back on. ● If the problem persists, note the menu and application and contact the administrator.
037/00 E-mail not delivered to destination *name*.	The e-mail message could not be delivered to the named destination. The message was successfully delivered to at least one of the destinations in the message. There will be a similar message in the log for each destination that could not be reached.	● Check the accuracy of the e-mail address. ● If the problem persists, contact the administrator.
046/00 The SMTP server didn't accept the e-mail message because it was too big.	The e-mail server could not accept the e-mail message transmitted by the digital sender because it was too big.	Contact the administrator.
047/01 Print job result. From: *name*. To: *printer name*. Result: failed.	The printer could not print the document sent from the digital sender. This might happen if you send a job while the printer is busy.	● Make sure the printer is on and in an idle state. ● Make sure that all cabling is securely connected. ● If the problem persists, contact the administrator.
047/02 Print job result. From: *name*. To: *printer name*. Result: success.	The print job sent from the digital sender printed successfully.	No action required.
047/03 Print job result. From: *name*. To: *printer name*. Result: Image processing error.	An internal error occurred while the document was being processed.	● Try resending the document. ● Turn the digital sender off and then back on. ● If the problem persists, contact the administrator.

Activity log messages (continued)

Message	Description	Action
061/00 JetSend job failure. Device name: *IP address*. Device unreachable.	The IP address or DNS name you typed is incorrect, the device is not an HP JetSend device, or the device is not turned on and in an online status.	● If you typed the IP address or DNS name, make sure the target device is an HP JetSend device and that you typed the information correctly. ● Make sure the target device is turned on and in an online status.
061/01 JetSend job failure. Device name: *IP address*. Device not ready.	The target HP JetSend device cannot process the document for some reason, depending on the type of device. For example, a printer might be out of paper or one of the printer trays might be open.	Check the target device.
061/02 JetSend job failure. Device name: *IP address*. Invalid PIN.	The target HP JetSend device requires a PIN (personal identification number). The digital sender does not work with devices that require PINs.	Send the document to a device that does not require a PIN.
062/00 JetSend device contacted. Device name: *IP address*	Notification message only. A connection to the HP JetSend device identified in the message has been made.	No action required.
065/00 JetSend job end.	Notification message only. The document was successfully delivered to the HP JetSend destination identified in the message.	No action required.

Troubleshooting the software

The troubleshooting for software is divided into four sections:

- General software troubleshooting (this page)
- Installation messages (page 113)
- HP Address Book Manager messages (page 114)
- HP Digital Sender Link messages (page 118)

General software troubleshooting

Use the table below to solve common problems encountered while using the software. The programs do not display messages for these types of problems.

Installation problems

Problem	Actions
The software did not install on Windows 9*x*.	All programs except Explorer and Systray should be closed before installing software. Press CTRL+ALT+DELETE. If there are other open programs, click one and click **End Task**. Repeat for each other open program. Then, reinstall the software.
The computer cannot read the installation compact disc.	● The correct drive might not have been specified. Check for the proper drive letter. Often, it is **D** or **E** for the CD-ROM drive. ● Check the compact disc for damage. Try using the compact disc on another computer, or copy the compact disc folders to the hard drive. Then, install from the hard drive.

Usage problems

Problem	Actions
The the ABM or HP Digital Sender Link is running very slowly.	● There might be too many programs running on the computer. Try closing open programs that you are not using. Also, try restarting the computer. ● There might not be enough free space on your computer's hard drive. Free up space on your computer by removing unneeded files. ● Data on your computer's hard drive might be fragmented. Run Disk Defragmenter. Click **Start**, point to **Programs**, **Accessories**, **System Tools**, and then click **Disk Defragmenter**. For more information, see the Windows documentation.
You are not receiving e-mail confirmation of fax transmissions.	● The name you typed at the control panel does not match your user name, or your e-mail address is not correct in your user profile in the ABM. At the control panel, type your user name exactly as it appears in your user profile. Start the ABM. In the main window, see how your name is listed. Click the address book for your user name. On the **File** menu, click **Properties**. Check that your e-mail address is correctly entered in the **Address** field. ● Your company's LAN fax program might not be configured correctly or might not support notification. Contact the administrator. ● The fax transmission might still be pending or the digital sender has simply not received notification back from the LAN fax server. Check your activity log for status information, or have the administrator check on pending faxes.
You are not receiving e-mail confirmation of e-mail transmissions.	● In your user profile in the ABM, the e-mail notification check box is not selected or your e-mail address is not entered correctly. In the ABM main window, click the address book for your user name. On the **File** menu, click **Properties**. Select the **Delivery Notification** check box. Also, make sure that your e-mail address is properly entered in the **Address** field. ● Your company's e-mail server might not support notification, or one of the links to the receiving e-mail address might not support notification. Contact the administrator.
The icon for the HP Digital Sender Link is not on the Windows taskbar.	● The setting to show the icon is not selected. In Windows Control Panel, double-click the HP Digital Sender Link icon. Click the **Setting** tab. Make sure the **Show icon on taskbar** check box is selected. ● If the HP Digital Sender Link is closed, the icon does not show. To start the program or check if it is running, click **Start**, point to **Programs**, then **HP 9100C**, and click **HP Digital Sender Link**.
The HP Digital Sender Link will not start.	There is a problem with the version of the HP Digital Sender Link that is installed on the computer. Install the HP Digital Sender Link again.

Usage problems (continued)

Problem	Actions
Scanned documents are not arriving in the default inbox location.	● The computer must be on and the HP Digital Sender Link must be running and enabled while you are using the digital sender. Make sure the destination computer is on. Make sure the HP Digital Sender Link is running. If it is not, start it by clicking **Start**, pointing to **Programs**, then **HP 9100C**, and clicking **HP Digital Sender Link**.
	● The Enable Receive setting in the HP Digital Sender Link must be selected. Click the **Receive Inbox** tab in the Control Panel applet. Make sure the **Enable receive** check box is selected.
	● The path to your default inbox is incorrect. In the HP Digital Sender Link, make sure a path to the inbox has been specified and that the path is correct.

Installation message

This installation message may appear while you are installing software.

Message	Description	Actions
"This machine has been configured by your network administrator as a digital sender server. The Link application cannot work if this service is running. To be able to receive scanned documents directly on this PC, the administrator must disable the digital sender server. Do you want to continue?"	The computer on which you are trying to install the software has the HP Digital Sender Service or the upgrade for the HP Network ScanJet 5 scanner installed already.	Contact the administrator before proceeding.

HP Address Book Manager messages

This table contains the error messages that might appear when you are using the ABM and actions to take to resolve the problem.

Note   Messages are listed in alphabetical order.

HP Address Book Manager messages

Message	Description	Actions
ABM has found a number of items greater than the maximum supported. Application may become unstable.	The maximum number of items that the ABM can support has been exceeded (for example, maximum number of fax destinations or e-mail addresses).	Contact the administrator.
ABM internal error *code.*	The ABM has experienced an internal error.	● Turn the digital sender off and then back on. ● If the problem persists, note the code and contact the administrator.
Address Book locked.	Someone else is using the address book you are trying to access.	Try accessing the address book again.
Cannot access the Windows Registry. The Windows Registry data is corrupted.	Information in the Windows registry has changed for some reason and is no longer valid for the digital sender.	● Remove LDAP configuration data from the registry using Regedit.exe and then configure the LDAP directory service again. ● If the problem persists, contact the administrator.
Digital sender busy executing Address Book backup or restore.	Address books in the digital sender are either being backed up or restored. The digital sender is locked from use until the backup or restore is complete.	Try again later.

HP Address Book Manager messages (continued)

Message	Description	Actions
Duplicated login.	You might already have started the ABM.	Verify that you have not already started the ABM.
	A previous connection with the ABM might have been interrupted.	Unused connections time out after a period of time. Wait a few minutes and try again.
	Another user has logged in under the name you used.	To prevent another user from using your user name in the future, protect your user profile with a password.
Failed to add the entry.	During the procedure to import e-mail addresses, the found addresses could not be added to the ABM because the selected address book is full.	Remove some entries from the selected address book to make room for new entries.
Initialization failed.	During the procedure to import e-mail addresses, the ABM could not connect to the server.	In the directory configuration, ensure you typed the correct DNS name or IP address and port number for the server you want. See "To define directories" on page 58.
In order to proceed, you have to provide information for all fields.	During the procedure to import e-mail addresses, some of the fields in the directory configuration were not filled.	In the directory configuration, make sure all fields are filled. See "To define directories" on page 58.
Invalid user name or password.	The digital sender did not recognize the user name or password that you typed.	Verify that you are using the user name and password that are in your user profile. The password is case-sensitive, so make sure you enter the correct combination of uppercase and lowercase letters.
Login Failed. Wrong Login Name or Password Bind Failed.	During the procedure, you entered an invalid login name or password for the server to be searched.	In the directory configuration, check the login name and password fields for the server you are searching. See "To define directories" on page 58.

HP Address Book Manager messages (continued)

Message	Description	Actions
Network access failure.	There is a problem connecting to the digital sender through the network.	● Close the ABM and then start it again. ● Turn the computer off and then back on. ● Turn the digital sender off and then back on. ● If the problem persists, contact the administrator.
No items have been selected.	During the procedure to import e-mail addresses, you did not select an address before clicking **Add**.	Select an address and then click **Add**.
No matching entries were found.	During the procedure to import e-mail addresses, no entries matching the search criteria were found in the specified directory.	● In the **Directory search** dialog box, make sure the correct directory is specified and all fields are filled correctly. ● Make sure the directory you are searching has been defined. See "To define directories" on page 58.
Search failed! No such object.	During the procedure to import e-mail addresses, the directory configuration might not be correctly specified.	In the directory configuration, make sure all fields are filled correctly. See "To define directories" on page 58.
The password and the confirmation text does not match. Please enter them again.	During the procedure to import e-mail addresses, the password for the server that was specified in the **Password** and **Confirmation** fields did not match.	In the directory configuration, retype the password in both fields. See "To define directories" on page 58.
The port number you have entered is wrong. Please type in a different value.	During the procedure to import e-mail addresses, you entered an incorrect port number for the server containing the directory to be searched.	● In the directory configuration, check the port number. See "To define directories" on page 58. ● If the problem persists, check the port number with the administrator.

HP Address Book Manager messages (continued)

Message	Description	Actions
Timeout expired.	The digital sender is not responding.	- Make sure the digital sender is turned on. - Make sure all cabling is securely connected. - Turn the digital sender off and back on. - Turn the computer off and back on. - If the problem persists, contact the administrator.
You enter a wrong maximum of hits number.	During the procedure to import e-mail addresses, the number of maximum hits (results) you entered is more than the search can return.	Enter a smaller number.
Your query has exceeded the size limit.	During the procedure to import e-mail addresses, the search found a greater number of entries that match the search criteria than allowed by the server.	In the **Directory search** dialog box, narrow the **Name** and/or **Email address** search criteria to return fewer entries. (For example, search for "Smithson" instead of "Smith.") See "To search a directory and import addresses" on page 60.

HP Digital Sender Link messages

This table contains the error messages that might appear when you are using the HP Digital Sender Link and actions to take to resolve the problem.

Note Messages are listed in alphabetical order.

HP Digital Sender Link messages

Message	Description	Actions
A file already exists with the same name.	The path specified in the **Target Application** or the **Default Inbox** field already exists.	Specify a different path. Or, use Windows Explorer to delete the existing file.
Address Book Manager still active.	The Address Book Manager program is already running.	Use the copy of the Address Book Manager that is already running.
Cannot launch the target application.	The program selected as the target program cannot be found.	Open the HP Digital Sender Link and click the **Desktop** tab. Enter the correct path to the target program in the **Path to target application:** field, or click **...** to browse the folders and find the correct path.
Closing this application may cause the loss of connection with the sender. Close anyway?	The message appears when you close the HP Digital Sender Link. It is only a reminder that documents cannot be sent to your computer while the program is closed.	Click **Yes** to close the program or click **No** to keep the program open. If you close the program, you can restart it by clicking **Start**, pointing to **Programs**, then **9100C**, and clicking **HP Digital Sender Link**.
Error: verify Address Book Manager installation.	The Address Book Manager program cannot be found.	Uninstall the ABM and then reinstall it.

Message	Description	Actions
Error: verify if another instance if the same application is already running.	If the message is received on a computer running Windows 9x, the program is already running.	No action is needed. You can begin sending to the computer. To work with the HP Digital Sender Link settings, open the Control Panel applet from the HP Digital Sender Link icon or the Windows Control Panel.
	If the message is received on a computer running Windows NT 4.0 or 5.0, the program is already running or the HP Digital Sender Service is running. (The service cannot be running at the same time as the program.)	Check if the HP Digital Sender Service is running or close it by double-clicking the Services icon in Windows Control Panel. Select **HP Digital Sender Service** (or **HP Network Scanner Service**) and click **Stop**. Then, try re-opening the program. If you still receive the message, the program is already running, and no other action is needed.
Error writing data into the receive inbox.	The document you sent to a computer could not be stored in the default inbox because you do not have the rights to write to that location. This can happen after installation if someone changed the rights on the computer where your default inbox is located.	On the computer where your default inbox is located, check and change the rights back to their previous settings. Or, choose a new default inbox location.
	The document you send to a computer could not be stored in the default inbox because the hard drive on the computer is full.	If the computer's hard drive is full, free up space and resend the document.
HP Digital Sender Link parameters not set. Run setup utility?	The HP Digital Sender Link is either not installed or is not configured correctly.	Click **Yes** to configure its parameters correctly.
Not enough rights for the specified directory.	The HP Digital Sender Link cannot accept or create the path specified in the **Path to Receive Inbox** field because you do not have enough rights to read and write to the requested location.	Try retyping the path or choose another one. Or, change the rights for the requested location so you can use it.

HP Digital Sender Link messages (continued)

Message	Description	Actions
Start in path doesn't exist. Create now?	The path specified in the **Target application initial path** field does not exist. Allow the program to create the new path or choose another path.	Click **Yes** to create the new path with the name you typed. Or, click **No** and then click **...** to search for the path you want.
The directory cannot be created because there is a name conflict with an existing file.	The HP Digital Sender Link cannot create the specified path for the inbox because one of the folder names you typed is the name of an existing file. For example, you typed c:\Temp\Scan\Inbox, but there is a file in the Temp folder called Scan.	Choose another folder or specify a new path in that folder.
Unable to create the specified directory.	The path typed in the **Path to Receive Inbox** field was invalid.	Try retyping the path or choose another one.
	You do not have enough rights to create the default inbox folder in the requested location.	Choose a path to a new location where you have rights. Or, change the rights for the requested location so you can use it.
Unable to find target application.	The path in the **Path to target application** field does not contain the specified program.	Check the path and try retyping it. Include the entire path, entering the program itself as the last item in the path. Or, click **...** to search for the path to the program you want to use.

A Specifications

Equipment specifications

Feature	Description
Product type	● Flatbed and sheetfed
Scanning element	● Charged-coupled device
Light source	● Xenon lamp
Interface	● LAN: Ethernet or Token Ring
Optical resolution	● 600 dpi (dots per inch)
Maximum scanning speed	● 15 pages per minute (text quality)
Image processing	● Black-and-white documents ● Fine text (intended for OCR) ● Color documents ● Color and black-and-white documents ● High-resolution color and black-and-white photographs
Compression	● Hardware: optimized JPEG ● Software: G4 and HP Smart Compression Imaging Technology
AC line voltage	● 100 to 240 Vac, 50 to 60 Hz
Power consumption	● 33 W idle ● 70 W operating
Noise levels	● 35 dB idle ● 50 dB when operating the flatbed ● 55 dB when operating the ADF
Weight	● 16.0 kg (35.27 lb)
Duty cycle	● 10,000 pages per month

Feature	Description
Control panel display	● 240-by-64 pixels graphic LCD ● Blue dots on silver-gray background ● CCFL (Cold Cathode Fluorescent Lamp) backlit
Keypad	● 40-key alphabetic keypad ● 12-key numeric keypad ● Help key ● Simplex/duplex key for single-sided or double-sided scanning ● Green "go" button and red "stop" button ● 4 context-sensitive function keys
Scan engine	● Full-color and grayscale ADF (automatic document feeder) and flatbed scans ● Image calibration ● Color and tonal adjustment ● Data scaling and enhancement ● Data conversion to different data types (text, halftone, and color draft modes)
Automatic document feeder (ADF)	● 50-page capacity ● High feeding accuracy and reliability ● High-speed scans ● Variety of paper sizes and weights ● Correct order output ● Automatic start and stop at any speed

Environmental ranges

Temperature	
Operating	5 to 40° C (41 to 104° F)
Storage	-30 to 60° C (-22 to 140° F)
Humidity	
Operating	10 to 80% noncondensing (10 to 32.5° C)
	10 to 45% noncondensing (32.5 to 40° C)
Storage	10 to 85% (0 to 40° C)
	10 to 50% (40 to 60° C)

CAUTION   The operating environment should be stable, with no abrupt changes in temperature or humidity, or your digital sender might be damaged. If you move the digital sender from a cold to a warm environment, wait about two hours before using it.

Supported capabilities

Operating capabilities

Description	Maximum
Multiple selections at control panel (combination of each individual e-mail address and each distribution list)	128
Destinations for an e-mail message (combination of all individual e-mail addresses and all addresses in selected distribution lists)	1,024
Destinations for a fax transmission	64
Pending fax transmissions	128
Characters in a telephone number	80

Memory capabilities

Description	Maximum
Users	512
Public e-mail addresses	200,000
Public fax addresses	1,024
Public e-mail distribution lists	512
Public printers	256
Private e-mail addresses for each user	256
Private distribution lists for each user	100
Maximum number of destinations in a distribution list	512
Entries in the activity log for each user	100
Entries in the activity log for the administrator	200
Function keys that can be customized (5 function keys already customized)	11
Destinations that can be configured for each customized function key	512

German noise declaration

Geräuschemission

LpA <70 dB
Am Arbeitsplatz
normaler Betrieb
nach EN 27779
Die Daten sind die Ergebnisse von Typprüfungen.

French EMC regulation

NOTE: Réglementation Française - Déclaration d'installation et d'utilisation d'un produit ATI de Classe A.

L'utilisateur d'un appareil de traitement de l'information (ATI) de Classe A suivant la norme de compatibilité électroma- gnétique NFEN 55022, doit être déclaré auprès de la préfecture du département ou l'appareil est installé et utilisé ainsi qu'au Ministère des Telecommunications.

Le formulaire de déclaration a utiliser est disponible auprès des services de la Préfecture.

Declaration of Conformity

<div style="border: 1px solid black; padding: 10px;">

EC Declaration of Conformity
According to ISO/IEC Guide 22 and EN 45014

Manufacturer's Name: Hewlett-Packard Italiana S.p.A.

Manufacturer's Address: Viale Europa, 2
24040 Stezzano (BG)
ITALY

Declares that the product

Product Name: HP 9100C Digital Sender
Model Numbers: C1313A, C1314A, C1315A, C1316A
Product Options: All

Conforms to the following specifications:

SAFETY   IEC 950:1991 +A1+A2+A3+A4 / EN 60950:1992 +A1+A2+A3+A4
IEC 825-1:1993 / EN 60825-1:1994   Class 1

EMC   CISPR 22:1993+A1 / EN 55022:1994   Class A
EN 50082-1:1992
      IEC 801-2:1991 / prEN 55024-2:1992   ± 4 KV CD; ± 8 KV AD
      IEC 801-3:1984 / prEN 55024-3:1991   3 V/m
      IEC 801-4:1988 / prEN 55024-4:1992   ± 0.5 KV signal lines
               ± 1.0 KV power lines
IEC 1000-4-3:1995 / EN 61000-4-3:1996   3 V/m
IEC 1000-4-5:1995 / EN 61000-4-5:1996   ± 1.0 KV differential
               ± 2.0 KV common

IEC 1000-3-2:1995 / EN 61000-3-2:1995
IEC 1000-3-3:1994 / EN 61000-3-3:1995

AS/NZS 3548:1992 / CISPR 22:1993 + A1 Class A

Supplementary information:

The product herewith complies with the requirements of the Low Voltage Directive 73/23/EEC and
the EMC Directive 89/336/EEC and carries the CE-marking accordingly.
The product was tested in a typical configuration with Hewlett-Packard test systems.

Bergamo, 30 June 1998

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Tiberio Tesi - Quality Assurance Manager

European Contact: Your local Hewlett-Packard Sales and Service Office or Hewlett-Packard GmbH, Department
HQ-TRE, Herrenberger Straße 130, D71034 Böblingen (Fax: +49-7031-3134)
Australian Contact: Product Regulation Manager, Hewlett-Packard Australia Ltd., 31-41 Joseph Street, Blackburn, Victoria
3130 - Australia

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B Warranty and support information

Hewlett-Packard limited warranty statement

HP PRODUCT   DURATION OF WARRANTY
HP 9100C Digital Sender   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.

Note Operation of the digital sender beyond the limit of its nominal duty cycle (scanning greater than the equivalent of 10,000 pages per month) shall be deemed digital sender abuse and all repairs thereafter are to be billed on a time-and-materials basis.

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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.

Note Operation of the digital sender beyond the limit of its nominal duty cycle (scanning greater than the equivalent of 10,000 pages per month) shall be deemed digital sender abuse and all repairs thereafter are to be billed on a time-and-materials basis.

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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.

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 or HP FIRST, see "HP support" on page 133. 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 Monday through Friday from 6 am to 10 pm, Saturday 9 am to 4 pm (Mountain Time) free of charge during the warranty period. However, your standard long-distance phone charges still apply. Have your system nearby and your serial number ready when calling. Post-warranty telephone assistance is available to answer your product questions. Call (1) (900) 555-1500 ($2.50* per minute, U.S. only) or call 1-800-999-1148 ($25* per call, Visa or MasterCard, U.S. and Canada) Monday through Friday from 7 am to 6 pm and Saturday from 9 am to 3 pm (Mountain Time). *Charges begin only when you connect with a support technician. *Prices subject to change.*

European Customer Support Center Language and In-Country Options Available				
Open Monday through Friday 8:30–18:00 CET.				
HP provides a free telephone support service during the warranty period. By calling a telephone number listed below, you will be connected to a responsive team waiting to help you. If you require support after your warranty has expired, you can receive support for a fee through the same telephone number. The fee is charged on a per-incident basis. When calling HP, have the following information ready: product name and serial number, date of purchase, and description of the problem.				
English	Ireland: (353) (1) 662-5525 U.K.: (44) (171) 512-5202 International: (44) (171) 512-5202	**German**		Germany: (49) (180) 525-8143 Austria: (43) (1) 0660-6386
		Norwegian		Norway: (47) 2211-6299
Dutch	Belgium: (32) (2) 626-8806 Netherlands: (31) (20) 606-8751	**Danish**		Denmark: (45) 3929-4099
		Finnish		Finland: (358) (9) 0203-47288
		Swedish		Sweden: (46) (8) 619-2170
French	France: (33) (01) 43-62-3434 Belgium: (32) (2) 626-8807 Switzerland: (41) (84) 880-1111	**Italian**		Italy: (39) (2) 264-10350
		Spanish		Spain: (34) (90) 232-1123
		Portuguese		Portugal: (351) (1) 441-7199

In-country support numbers: 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.

Country	Number	Country	Number
Argentina	787-8080	Malaysia	(60) (3) 295-2566
Australia	(61) (3) 272-8000	Mexico (Mexico City)	01 800-22147
Brazil	022-829-6612	Mexico (outside Mexico City)	01 800-90529
Canada	(1) (208) 323-2551	Middle East/Africa	(41) (22) 780-7111
China	(86) (10) 65053888-5959	New Zealand	(64) (9) 356-6640
Chile	800-360999	Philippines	(63) (2) 894-1451
Czech Republic	(42) (2) 471-7321	Poland	(48) (22) 37-5065
Greece	(30) (1) 689-6411	Portugal	(351) (1) 301-7330
Hong Kong	(852) 800-96-7729	Russia	(7) (95) 923-5001
Hungary	(36) (1) 343-0310	Singapore	(65) 272-5300
India	(91) (11) 682-6035	Switzerland	(41) (1) 753-7111
	(91) (11) 682-6069	Taiwan	(886) (02) 717-0055
Indonesia	(62) (21) 350-3408	Thailand	(66) (2)661-4011
Korea	(82) (2) 3270-0700		(66) (2)661- 4012
Korea outside Seoul, call	(82) (080) 999-0700	Turkey	(90) (1) 224-5925
Japan	(81) (3) 3335-8333		

HP support

Online services: for 24-hour access to information over your modem, we suggest these services:	**World Wide Web URL** - Printer drivers, updated HP printer software, plus product and support information may be obtained from the following URLs**:** for HP 9100C Digital Sender http://www.digitalsender.hp.com in the U.S. http://www.hp.com in Europe http://www2.hp.com Printer drivers may be obtained from the following sites: in Japan ftp://www.jpn.hp.com/drivers/ in Korea http://www.hp.co.kr in Taiwan http://www.hp.com.tw or the local driver website http://www.dds.com.tw
	America Online - 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: Austria 0222 58 58 485 France ++353 1 704 90 00 Germany 0180 531 31 64 Switzerland 0848 80 10 11 United Kingdom 0800 279 1234
	CompuServe - Printer drivers, updated HP printer software, and interactive sharing of technical information with other members is available on CompuServe's "HP User's forums" (GO HP), or call 1-800-524-3388 and ask for representative #51 to subscribe. (CompuServe is also available in the U.K., France, Belgium, Switzerland, Germany, and Austria.)
Obtaining software utilities and electronic Information:	See "HP customer support options worldwide" on page 131.
HP direct ordering for accessories or supplies:	Call 1-800-538-8787 (U.S.) or 1-800-387-3154 (Canada).
HP Support Assistant compact disc:	This support tool offers a comprehensive online information system designed to provide technical and product information on HP products. To subscribe to this quarterly service in the U.S. or Canada, call 1-800-457-1762. In Hong Kong, Indonesia, Malaysia, or Singapore, call Fulfill Plus at (65) 740-4477.
HP Service Information:	To locate HP-Authorized Dealers, call 1-800-243-9816 (U.S.) or 1-800-387-3867 (Canada).
HP Service Agreements:	Call 1-800-835-4747 (U.S.) or 1-800-268-1221 (Canada). Extended Service 1-800-446-0522.

HP FIRST: HP FIRST Fax will deliver detailed troubleshooting information on common software and troubleshooting tips for your HP product. Call from any touch-tone phone and request up to three documents per call. These documents will be sent to the fax of your choice.

Australia	+61 (0) 3 9272 2627	Korea	+82 (0) 02 769 0543
Austria	0660-8218	Malaysia	+60 (0) 3 298 2478
Belgium (Dutch)	0800 1 1906	Netherlands	0800-0222420
Belgium (French)	0800 1 7043	New Zealand	+64 (0) 09 356 6642
Canada	1-800-333-1917	Norway	800-11319
China	+86 (0) 10 6505 5280	Portugal	05 05 313342
Denmark	800-10453	Philippines	+65 275 7251
English (outside of U.K.)	+31 20 681 5792	Singapore	+65 275 7251
Finland	800-13134	Spain	900-993123
France	0800-905900	Sweden	020-79-5743
Germany	0130-810061	Switzerland (German)	0800-551527
Hong Kong	852-2506-2422	Switzerland (French)	0800-551526
Hungary	(36) (1) 252-4647	Taiwan	(886) (2) 719-5589
India	+91 (0) 11 682 6031	Thailand	+66 (0) 2 661 3511
Indonesia	+62 (0) 21 352 2044	United Kingdom	0800-960271
Italy	1678-59020	United States	1-800-333-1917
Japan	+81 (0) 3 3335 8622		

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