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PACKARD

HP Color Copier

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Note: Regulatory information can be found in Chapter 9 of this User's Guide.

It is not lawful in many places to make copies of the following items. When in doubt, check with a legal representative first.

◆ Governmental paper or documents:
  - Passports
  - Immigration papers
  - Selective service papers
  - Identification badges, cards, or insignias
◆ Governmental stamps:
  - Postage stamps
  - Food stamps
◆ Checks or drafts drawn or Governmental agencies
◆ Paper currency, traveler's checks, or money orders
◆ Certificates of deposit
◆ Copyrighted works

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

Owner's Information

Please complete the following for future reference.

HP Color Copier Model _____

Serial Number:

Date of Purchase:

Place of Purchase:

Address:

Phone Number:

Service Contract Number:

Date of Contract Expiration:

</div>

Safety Symbols

If present, this symbol is placed on the copier where it is necessary for you to refer to the manual in order to understand a hazard.

If present, this symbol is placed on the copier within the area where hazardous voltage is present. Only trained service persons should perform work in this area.

If present, this symbol is placed on the copier within the area where electrostatic discharge (ESD) may occur. ESD can damage the copier's electronic components. Avoid touching electronic components or circuit paths. Use proper grounding devices when circuits are open to outside areas.

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Chapter 5 — Troubleshooting

Chapter 6 — HP Support Services

Chapter 7 — Maintaining Your HP Color Copier

Chapter 8 — Hewlett-Packard Limited Warranty

## *Chapter 9 — Technical Information*

Welcome!

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Welcome to your new Hewlett-Packard Color Copier! And welcome to this User's Guide, which will help you set up and use your Color Copier.
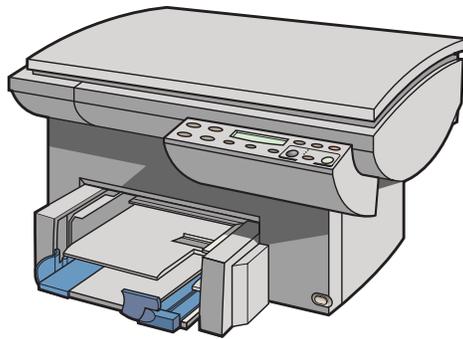
HP Color Copier 140 and 150

HP Color Copier 145 and 155 (with automatic document feeder)
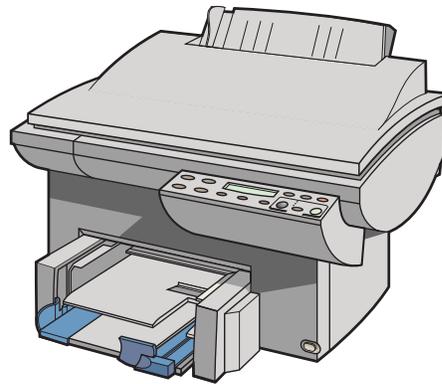
About Your Copier

With your HP Color Copier, you can produce high-quality color and black and white copies on letter- (8.5 x 11 in.) and A4- (210 x 297 mm, the European standard) sized paper. You can print on a variety of paper types, including plain paper, premium inkjet paper, photo paper, transparency film, and iron-on transfers. You can enlarge or reduce the size of the copies you make, from 25% to 400% of the image's original size, and use special sizing features to help you create business cards, brochures, name badges—even posters. And, if you purchased Model 145 or 155, you will be able to load up to 25 originals in the automatic document feeder.

About This Guide

This Guide explains how to unpack and set up your Color Copier. It also explains how to make copies and use each of the product's special features to full advantage. This Guide also provides troubleshooting information to help you resolve common copying problems and explains how to maintain your HP Color Copier.

Conventions Used

Throughout this Guide, we use special conventions to help you quickly identify information:

boldface	Bold typeface identifies a specific button name or command you need to enter.
CAUTION	The Caution label calls attention to an operating procedure, practice, or the like, which, if not correctly performed or adhered to, could result in damage to or destruction of part or all of the product. Do not proceed beyond a Caution label until you fully understand and have met the indicated conditions.
NOTE	The Note label precedes information you need to know before you continue reading or performing a procedure.
"quotation marks"	Information enclosed in quotation marks identifies the exact message that appears on the front panel display.
TIP	The Tip label precedes helpful hints and recommendations.
WARNING	The Warning label calls attention to a procedure, practice, or the like, which, if not correctly performed or adhered to, could result in personal injury. Do not proceed beyond a Warning label until you fully understand and have met the indicated conditions.

Setting Up Your New HP Color Copier

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This chapter presents recommendations for placement of your HP Color Copier and presents the nine simple steps for unpacking and setting up your copier. Be sure to perform the steps in the order listed.

Copier Location and Environment

- Use only within normal office temperature and humidity ranges. The recommended range is 59°–95^oF (15°–35^oC) and 20%–80% humidity ranges.

- Avoid direct sunlight or locations where a quick change in temperature might cause condensation inside the machine.

- Make sure the location is well ventilated. Dust, gases, or fumes (such as ammonia or paint thinner) can damage the machine.

- Choose a site that is level, flat, and stable. The copier will vibrate and needs to be on a sturdy surface.

- Be sure a grounded outlet is nearby and easily accessible.

Step 1 — Unpack Your HP Color Copier

1   Remove the cardboard tray containing the accessory items.

2   Rest the box on its side and pull out your HP Color Copier.
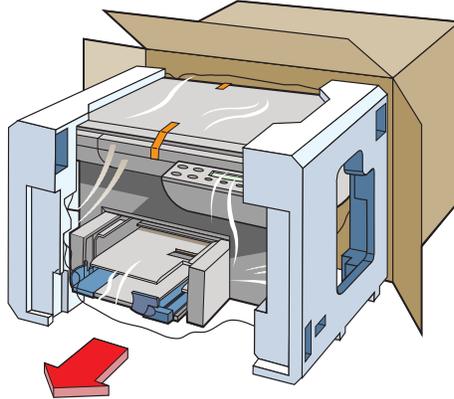
3   Remove the packing material and the orange packing tape from the outside of the copier.

TIP   *Save the packing materials in case you ever need to move or ship your HP Color Copier.*

4   Remove the two yellow/orange plastic inserts from the print tray by pulling up and toward the center of the copier.
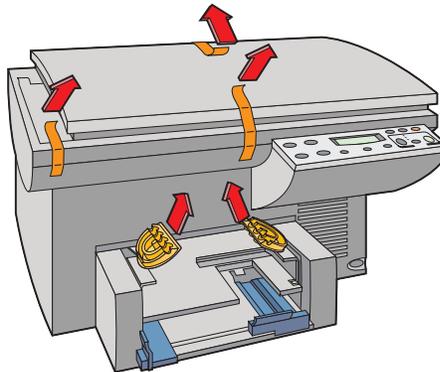
5 Verify that the following items are included with your HP Color Copier:

   a front-panel overlay (has text on it)

   b one black and one color print cartridge

   c User's Guide

   d power cord (appropriate for your location)

   e Help card

If any of the items are missing or damaged, contact the dealer from whom you purchased your HP Color Copier.
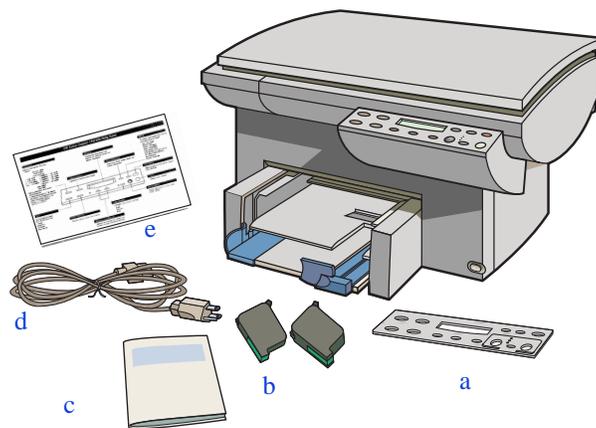
Step 2 — Attach the Front Panel Overlay

1 Align the front panel overlay with the front panel buttons.

2 Push straight down firmly on both ends and the middle to snap the overlay into place.
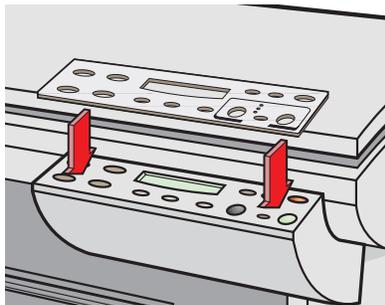
Step 3 — Unlock Your HP Color Copier

The scanner lock is under the front panel.
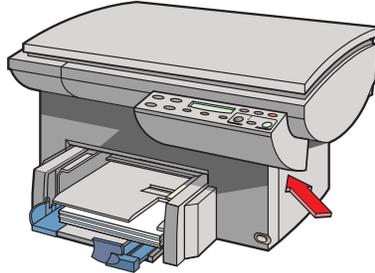
Unlock the scanner by twisting the green knob under the front panel toward the back of your HP Color Copier, until it stops. The knob only turns one way.
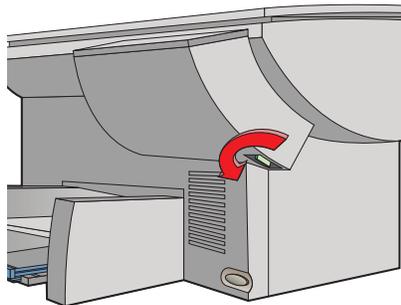
NOTE   Leave the scanner unlocked unless you need to move your HP Color Copier. Locking the scanner protects it during moving. Refer to "Prepare your HP Color Copier for Shipment" on page 8-5 for locking instructions.

Step 4 — Load Paper Into Your HP Color Copier

1   Remove the yellow/orange shipping inserts from the paper tray, if you have not already done so.
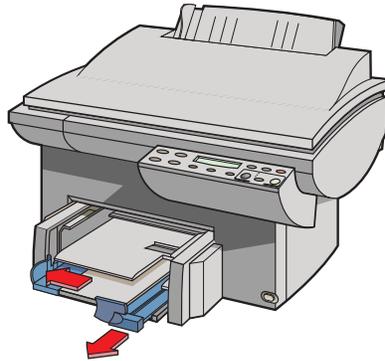
2   Slide the paper width and length adjusters to their outermost positions.

3   Insert a stack of up to 150 sheets of paper into the bottom (IN) tray, print side down, until it stops.

NOTE   The output tray can hold a maximum of 50 sheets. If you making more than 50 copies, remove the excess copies from the output tray. If you do not, the excess copies may either fall off the tray or cause a paper jam.
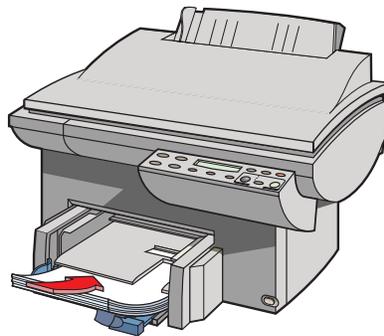
4   Slide the paper width and length adjusters in until they stop at the edges of the paper.

See "Paper Choices When Copying" on page 4-1 for tips on loading specific paper types.

Step 5 — Insert the Color and Black Print Cartridges

1   Lift the document cover, open the print cartridge access cover, and remove the yellow/orange shipping insert from the inside of the cartridge cradles.

TIP   *Keep and store the shipping insert and other packing materials in case you ever need to move or ship your copier.*

NOTE   If your copier has an automatic document feeder, use the print cartridge access cover to prop open the document cover while you insert the print cartridges.
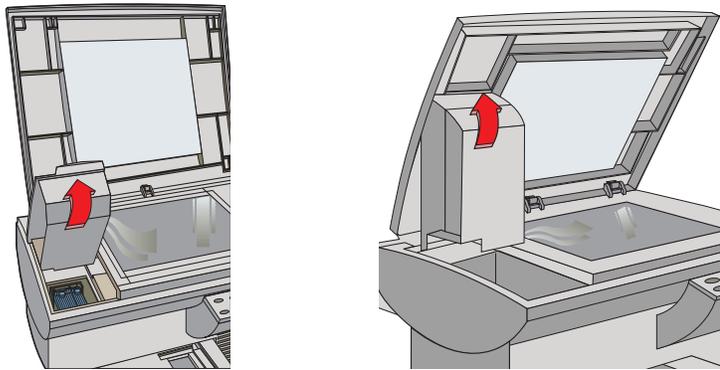
2   Lift up both print cartridge latches.
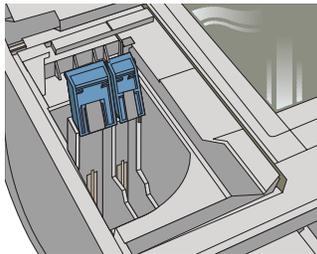
3 Remove the color print cartridge (the thicker one, part number C1823A) from its package and, being careful to touch only the black plastic, gently remove both the green pull tab and blue tape covering the nozzles.
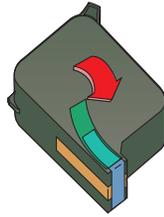
tri-color print cartridge,
part number C1823A
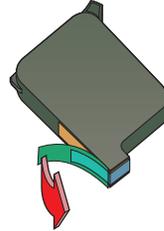
black print cartridge,
part number C51645A

CAUTION   Be careful not to touch the gold-colored contacts.

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4 Push the color print cartridge firmly down into the cradle on the left, and close the cartridge latch.
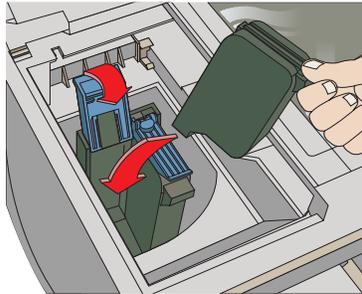
5 Repeat steps 3 and 4 to install the black print cartridge (part number 51645A) into the cradle on the right.

6 Close the print cartridge access cover.

NOTE   Both print cartridges must be correctly installed (with the green tab and blue tape removed) for your HP Color Copier to work.

Step 6 — Connect the Power Cord

The HP Color Copier comes with a power cord for the country to which it is shipped. If the plug on your power cord does not look familiar, contact your dealer or local HP Sales and Support Office. See "HP Customer Support" on page 6-2 for more information.

WARNING	Power is present in the product even if the white button is off. To completely shut off power, you must disconnect the power cord. To avoid electric shock, be sure to use the power cord with a properly grounded outlet. Choose an outlet that is easy for everyone to access, in case there is an emergency and you need to shut off power to the HP Color Copier.

1 Plug the power cord into the back of your HP Color Copier, and plug the other end into a grounded outlet.
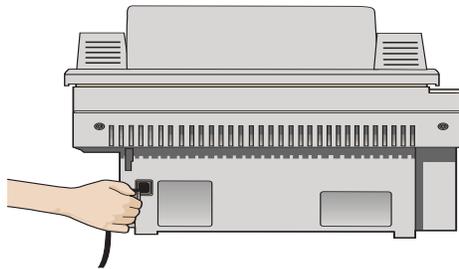
2 Turn on the HP Color Copier by pressing the white button in the lower right front corner.
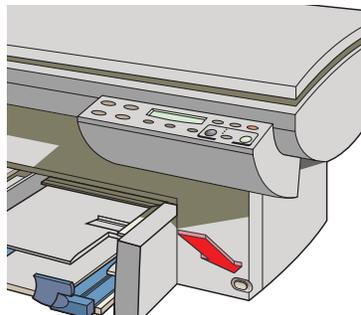
Step 7 — Set the Front Panel Language and Default Paper Size

The front panel initially displays English as the default language and assumes letter-sized paper (8.5 x 11 in.) as the default paper size.

To change the default language and associated paper size, perform the following steps.

1 While holding down the **Select/Resume** button, press the **Color Intensity** button.

2 Release both buttons.

   The current language is displayed.

3 Press the Plus (+) and Minus (–) buttons to scroll through the list of available languages until the language you want is highlighted.

   The following languages are available: English, Español, Deutsch, Français, Italiano, Nederlands, Dansk, Norsk, Portugués, Svenska, and Suomi.

4 Press the **Select/Resume** button to select the highlighted language.

   After you select a language, you will be prompted to select letter (8.5 x 11 in.) or A4 (210 x 297 mm) as the default paper size.

5 Press the Plus (+) or Minus (–) buttons to toggle between letter and A4.

6 Press the **Select/Resume** button to choose the highlighted paper size.

Step 8 — Align Your Black and Color Print Cartridges

Before you start using your HP Color Copier, you need to align the black and color print cartridges to ensure the best copy quality.

When you turn on your HP Color Copier for the first time, you will see the message "Initializing," followed by the message "Press Resume to Align Cartridges" on the front panel display.

1   Press the **Select/Resume** button.

The copier prints a page with two sets of paired lines on it. A set of numbered, horizontal lines appears at the top of the page, and a set of vertical lines, each with a unique letter, appears at the bottom of the page.

The mid-range number for horizontal alignment appears on the front panel display.

2   Look closely at the set of horizontal bars, and determine which set of black and color lines is aligned the best.

3   Select the number that represents the best horizontal alignment pattern on the front panel display, and press **Select/Resume**.

If necessary, use the Plus (+) and Minus (–) buttons on the front panel to change the number on the display.

The mid-range number for vertical alignment appears on the front panel display.

4   Now look closely at the set of vertical bars, and determine which set lines up the best.

5   Select the letter that represents the best vertical alignment on the page, and press **Select/Resume**.

    If necessary, use the Plus (+) and Minus (–) buttons on the front panel to change the letter on the display.

6   The HP Color Copier then prints another page to confirm that the print cartridges are correctly aligned.

7   Match the alignment in Sample 2 to the alignment in Sample 1.

8   If the lines are straight, continue with Step 9 of the setup procedure.

    If the lines are not straight, you will need to repeat the Align Cartridges procedure. To do this, press the **Menu** button until the message "Align Cartridges" is displayed, press **Select/Resume**, and then repeat steps 2-4.

Step 9 — Test the Copier

Use the copier's built-in Self Test to verify that the copier is operating properly. The Self Test Page lists current front panel settings and, if you are using Model 145 or 155, tells whether the automatic document feeder is attached properly.

1   Make sure the Best, Normal, or Fast light is on and not blinking.

2   Press the **Menu** button until the message "Self Test Page" appears in the panel display.

3   Press the **Select/Resume** button.

The test-page printout has a set of lines which should appear unbroken, and colored bars which should appear solid. The intensity of the colors will vary, depending on the type of paper you are using (that is, plain paper, HP Premium InkJet Paper, and so on).

For more information, see "How to Clear a Paper Jam in the Automatic Document Feeder" on page 5-2.

4   To verify proper functioning of your copier, make a copy of the Self Test Page.

Congratulations! You have finished setting up your HP Color Copier. Now you are ready to start using it.

Copying

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This chapter explains how to make copies and how to use the special copying features of the HP Color Copier. It also explains how to use other features on the copier front panel and special considerations of the automatic document feeder (Models 145 and 155 only).

How to Make Copies

1   If it is not already on, turn on the HP Color Copier by pressing the white button on the lower right front corner of the product.
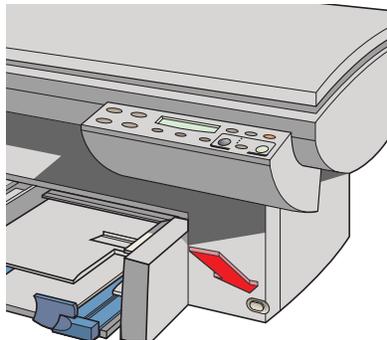
NOTE   The scanner light remains on for approximately 12 hours after you turn on the HP Color Copier or make the first copy of the day. This keeps the bulb warm for optimal copying performance. The light uses very little power. After 12 hours, the Copier turns off the scanner bulb to save energy, and displays a "Power Save On" message. When you are ready to start copying again, just press any button on the front panel.

2   **Manually (on the copy glass):** Lift the document cover, place
    the original face down on the glass along the two green borders,
    and close the document cover.

    Put the long edge of your original along the longer green border.
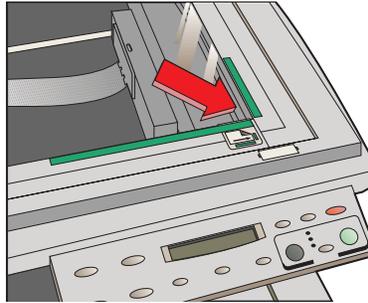
NOTE   Be sure to place all originals, including small photographs, in the corner along
            the two green borders. Some features of the HP Color Copier look for items
            specifically in that corner.

Using the automatic document feeder (Model 145 or 155 only):
Load the original(s) with the printed-side facing back in the document
feeder, with the top of the document to the right. Adjust the page guide
to the length of the original(s).

When the originals are in place, the phrase "Document Loaded"
appears on the display.
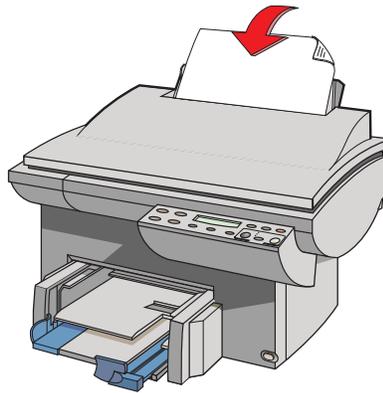
NOTE   Refer to "Automatic Document Feeder Requirements" on page 4-4 for
            information on the types of paper you can use in the document feeder.

3   If you are making more than one copy, press the Plus (+) button or the Number of Copies button followed by the Plus (+) button until the appropriate number is displayed on the front panel.

4   Adjust the way your copy will look using the Copy Quality, Reduce/Enlarge, Lighter/Darker, and Color Intensity buttons. See "Controlling How Copies Will Look" later in this chapter for details.

5   Start copying:

   ◆   Press the **Black** button to make a black and white copy.

   ◆   Press the **Color** button to make a color copy.

Controlling How Copies Will Look

You can change default copy settings to produce copies that look the way you want them to.

NOTE   There is a small margin around the edge of paper that the HP Color Copier cannot copy onto. See "Copy Margins" on page 9-1 for more information.

This section explains how to use the following settings and options:

   ◆   Number of copies
   ◆   Copy quality
   ◆   Reduce/enlarge features
   ◆   Paper types
   ◆   Lighter/darker
   ◆   Color intensity
   ◆   Text enhancement (TE)
   ◆   Enhance light colors (ELC)
   ◆   Copy paper size
   ◆   Set defaults

NOTE   The copy settings are reset to their default settings two minutes after each copy job is complete.

TIP   *If you consistently use front panel settings other than the default, consider establishing those settings as your new "defaults." See "Set Defaults" on page 3-9 for more information.*

Number of Copies

You can specify the number of copies to make in either of two ways:

◆ When "1 copy" is displayed on the front panel, press the Plus (+) button.

◆ Press the Number of Copies button, then press the Plus (+) button.

Copy Quality

The Copy Quality button changes the speed and quality of the copies you make. You can choose from the following three copy settings:

◆ *Best* produces the highest copy quality for all paper and eliminates the banding (striping) effect that sometimes occurs in solid areas. The Best setting copies more slowly than the Normal setting.

◆ *Normal* delivers high-quality output and is the recommended setting for most of your copying. Normal is the default copy quality setting for most paper types, and is faster than Best.

◆ *Fast* copies faster than the Normal setting, and the text is of comparable quality. Using Fast also cuts down on the frequency of replacing your print cartridges because it uses less ink.

To change the Copy Quality setting, press the **Copy Quality** button, the small button directly beneath the three quality settings (Best, Normal, Fast), until the light next to the copy quality setting you want to use is lit.

Reduce/Enlarge Options

Using the HP Color Copier's digital Reduce/Enlarge features, you can quickly and easily reduce or enlarge images to the exact size you want.

NOTE   Some Reduce/Enlarge features let you specify the exact percent reduction or enlargement you want to use. The Minus/Plus (– +) signs next to the feature name let you know that this option is available. Press the Minus (–) or Plus (+) button once to change the percentage by 1. Hold down the Minus (–) or Plus (+) button to change the percentage in increments of 5.

◆ Normal 100% makes a copy that is the same size as your original.

◆ Entire 91% reduces your copy to ensure that all the edges are copied.

◆ Auto Fit pre-scans the original to determine where its edges are. Auto Fit then reduces or enlarges the original to fit on the paper you are copying onto.

When enlarging, Auto Fit increases the size of the copy to the largest size that will fit on the page without distorting the image, and centers the image on the page.

NOTE Use Auto Fit or Entire 91% to slightly reduce your original and ensure that you copy the entire page. Entire 91% is a faster solution, because it uses a fixed percentage to make the copy—no pre-scan is needed to calculate the size of the original. Auto Fit is an easy solution—the Auto Fit feature calculates the reduction percentage for you.

◆ Custom 100% (– +) lets you specify (using the plus or minus buttons) the exact reduction or enlargement percentage to use. You can specify any percentage between 25% and 400%.

◆ Poster 400% (– +) determines how to divide up the original image and enlarge each part to end up with an image that is up to 400% larger than your original. You can specify a different percent total enlargement using the Minus (–) or Plus (+) buttons. A poster may be created using up to 25 sheets of paper (5 sheets wide by 5 sheets long).

For example, you can use Poster to create posters of your work to hang in your office or store. Use HP Premium Photo Paper for a glossy, near-photo-quality look.

NOTE There is a minimum 1/4-inch overlap on all pages of the poster. This ensures that key elements on the page do not get cut off, and makes it easy for you to paste the pages together.

◆ Clone 100% (– +) fits as many copies of the original as will fit on one sheet of the paper you are using. You can specify a reduction or enlargement using the Minus (–) or Plus (+) buttons.

For example, you can use Clone to make extra copies of special photographs for family and friends. For glossy, near-photo-quality copies, use HP Premium Photo Paper.

◆ Mirror 100% (– +) reverses the image of your original and makes a copy based on the percent reduction/enlargement you specify.

You can use Mirror to copy favorite photos or images onto HP Iron-On T-Shirt Transfers. Then iron the image to make custom t-shirts, banners, and flags. You can also use Mirror to copy presentation materials onto HP Premium Transparency Film. Then, when you flip each film over to make your presentation, you can write on it and erase, without worrying about smearing the ink.

NOTE   When you select Iron-On as the paper type, the HP Color Copier automatically selects Mirror as the Reduce/Enlarge setting.

To change Reduce/Enlarge settings:

1   Press the **Reduce/Enlarge** button repeatedly, until the setting you want is displayed.

2   If the feature you are using allows, press the Plus (**+**) or Minus (**–**) button to change the reduce/enlarge percentage.

3   Press the **Select/Resume** button to select the new reduce/enlarge setting, or press the **Clear/Stop** button to cancel.

Paper Types

The Paper Type you select affects how the HP Color Copier makes copies. It is important that you select the appropriate Paper Type setting for the kind of paper you are copying onto. Review the table on page 4-2 for more information.

To change Paper Type:

1   Press the **Paper Type** button repeatedly to scroll through the list of available paper types.

2   When the paper type you are using is listed, press **Select/Resume** to choose it.

Lighter/Darker

Use the Lighter/Darker button to adjust the lightness and darkness of the copies you make.

To make copies Lighter or Darker:

1 Press the **Lighter/Darker** button. The range of lightness/darkness values appears on a scale on the display.

2 To make your copy darker, press the Plus (+) button. The dot moves to the right.

To make your copy lighter, press the Minus (–) button. The dot moves to the left.

3 Press **Select/Resume** to confirm your selection.

Color Intensity

Use the Color Intensity feature to make the colors on your copy more vivid or more subtle.

To change Color Intensity:

1 Press the **Color Intensity** button. The range of color intensity values appears on a scale on the display.

2 To produce copies with more intense or vivid colors, press the Plus (+) button. The dot moves to the right on the scale.

To produce copies with paler, more subtle colors, press the Minus (–) button. The dot moves to the left on the scale.

3 Press **Select/Resume** to choose the new color intensity setting.

TE (Text Enhancement)

TE sharpens the edges of black text. It is turned on by default and should, in most situations, be left on. However, turn TE off if:

◆ Large, black typefaces look splotchy (not smooth).

◆ Horizontal grainy or white bands in light- to medium-gray areas.

◆ Thin, colored objects or lines contain black sections.

NOTE   TE is automatically turned off when Photo Paper is selected.

To turn TE On/Off:

1   Press the **Menu** button until "TE" appears on the front panel display.

2   Press the Plus (+) and Minus (–) buttons to switch between ❍ (off) and ● (on).

3   Press **Select/Resume** to confirm your selection.

ELC (Enhance Light Colors)

Use the Enhance Light Colors (ELC) setting to enhance light-color backgrounds in documents, such as maps, photos, and invoices, so the background is included on the copy. The ELC feature improves the appearance of very pale colors. Turn on ELC if pale colors are copying as white.

To change the ELC setting:

1   Press the Menu button repeatedly until ELC appears on the front panel display.

2   Press the Plus (+) and Minus (–) buttons to switch between ❍ (off) and ● (on).

3   Press the **Select/Resume** button to confirm the change.

Changing Other Front Panel Settings

This section explains how to use the following settings and options:

◆   Front panel language
◆   Copy paper size
◆   Set defaults
◆   Factory defaults
◆   Clear/Stop

Front Panel Language

You established the Front Panel Language when you first set up your HP Color Copier. To switch to a different language, follow these steps.

1   While holding down the **Select/Resume** button, press the **Color Intensity** button, then release both buttons.

The current setting for default language is displayed.

2 Press the Plus (+) or Minus (–) button to scroll through the available languages until the language you need appears.

The following languages are available: English, Español, Deutsch, Français, Italiano, Nederlands, Dansk, Norsk, Portugués, Svenska, and Suomi.

3 Press **Select/Resume** to choose the displayed language.

Copy Paper Size

With your HP Color Copier, you can copy on either Letter- (8.5 x 11 inches) or A4- (210 x 297 mm) sized paper.

To change Copy Paper Size:

1 Press the **Menu** button repeatedly until you see "Copy Paper Size" on the front panel display.

2 Press **Select/Resume** to view the current default paper size.

3 Press the Plus (+) or Minus (–) button to toggle between the two paper sizes.

4 Press **Select/Resume** when you see the paper size you want.

Set Defaults

If you consistently use settings on the front panel other than the default, you can establish those setting as your new default.

<table>
<tr><td>**NOTE**</td><td>The default setting is always indicated by a solid dot.</td></tr>
</table>

You can change default settings for all your front panel options. To establish new defaults, first set all options the way you want them to be. Then use the Set Defaults feature to save all the settings.

Here is an example using Auto Fit.

1 Press the **Reduce/Enlarge** button repeatedly until "Auto Fit" is displayed.

2 Press **Select/Resume**. (This step changes your regular Reduce/Enlarge setting from Normal 100% to Auto Fit.)

3   Press the **Menu** button until "Set Defaults" appears on the front panel display.

4   Press the **Select/Resume** button. The message "Current settings saved as defaults" is displayed. (This step saves the new setting—Auto Fit—as your default.)

Factory Defaults

You can return all the control panel settings to their factory defaults at one time.

To return to Factory Defaults:

1   Press the **Menu** button repeatedly until you see "Factory Defaults" on the front panel display.

2   Press **Select/Resume**.

The message "Returned to factory defaults" appears on the front panel display.

Clear/Stop

Use the Clear/Stop button to cancel copy settings you have specified or to stop copying.

◆   When you press the **Clear/Stop** button to cancel copy settings, they are reset to default settings.

◆   When you press the **Clear/Stop** button to stop copying, the phrase "Copy Cancelled" appears on the front panel display. After a few seconds, the copier cancels the job.

Using the Automatic Document Feeder (ADF)

With the automatic document feeder (Models 145 and 155 only), you can feed up to 25 originals at a time. You can use etter-sized or A4-sized originals in the feeder. Here are some other tips:

- ◆ Always feed your originals with the printed-side facing back in the document feeder, and the top of the document to the right.

- ◆ Do not mix paper types or sizes in the ADF.

- ◆ Load only originals printed on 16-24 lb. paper in the document feeder. Originals on lighter or heavier paper will not feed correctly and may jam in the copier.

- ◆ To prevent paper jams, use the ADF with plain paper or HP Premium Inkjet paper only.

- ◆ Do not use photo paper, transparency film, photos, labels, or envelopes in the document feeder.

- ◆ When you make more than one copy using the document feeder, you will need to collate the sets manually.

- ◆ For instructions on how to clear an automatic document feeder paper jam, see page 5-2.

All About Paper

4

This chapter explains the paper types you can use when copying. It also presents some tips on loading paper and transparency film, and sets forth paper requirements for originals used in the automatic document feeder.

For a current list of HP copier papers, visit our website:

http://www.hp.com/go/copiers/paper

Paper Choices When Copying

The HP Color Copier is designed to copy onto a variety of paper types and weights. Be sure that all paper is free of rips, dust, wrinkles, and curled or bent edges.

For best results, use HP papers.

◆ HP Premium InkJet papers ensure the maximum color brilliance.

◆ HP Bright White Inkjet Paper delivers high-contrast colors and sharp text. It is opaque enough for two-sided color printing, with no show-through. It is ideal for newsletters, reports, proposals, and flyers.

◆ HP Premium Transparency Film is designed to make your color presentations vivid and even more impressive. This film is easy to use and easy to handle and dries quickly without smudging.

◆ HP Premium Heavyweight Inkjet paper is matte-coated on both sides for double-sided copying. It is the perfect choice for near-photographic reproductions and business graphics for report covers, special presentations, brochures, mailers, and calendars.

◆ HP Photo Paper is a high-quality, glossy-finish, photo-based inkjet paper. It looks and feels like a photograph and can be mounted under glass or in an album. HP Photo paper dries rapidly and resists fingerprints and smudges.

◆ HP Iron-On T-Shirt Transfers can be used to transfer your designs or photos onto t-shirts, sweatshirts, and fabric crafts.

Use the ordering information on page 9-4 for paper sizes, types, and part numbers.

NOTE See page 4-4 for automatic document feeder paper requirements.

Copy Paper in the Input Tray

Recommended Use	Not Recommended
16– to 36–lb (60– to 135–g/m^2) copier paper or letterhead	Paper heavier than 36 lb (90 g/m^2) or lighter than 16 lb (60 g/m^2)
HP Premium InkJet Paper	Paper with cutouts or perforations
HP Premium Photo Paper	Photo paper other than HP Premium Photo
HP Bright White Inkjet Paper	Envelopes
HP Premium Transparency Film	Transparency film other than HP Premium
Letter- or A4- size paper	Any size paper other than letter or A4
HP Premium Heavyweight Inkjet paper	Heavyweight paper other than HP Premium
HP Iron-On T-Shirt Transfers	Multiple-part forms or label stock

Using the Right Paper Type Option

The Paper Type option you select determines how the HP Color Copier prints on the paper you are using. Each time you load a different type of paper in the paper tray or document feeder, be sure to set the corresponding Paper Type option on the front panel.

For this Kind of Paper	Select this Paper Type
Copier paper or letterhead	Plain Paper
HP Bright White Inkjet Paper	Plain Paper
HP Premium Transparency Film	Transparency
HP Deluxe Photo Paper	Photo Paper
HP Premium Photo Paper	Photo Paper
HP Premium InkJet Paper	Premium InkJet
HP Premium Heavyweight InkJet Paper	Premium Inkjet
HP Iron-On T-Shirt Transfers	Iron-On

Tips on Loading Paper in the Paper Tray

◆ *All paper:* Load the print-side down with the letterhead (or top of page) going into the tray first. Be sure paper is loaded fully forward in the lower tray.

◆ *HP Premium InkJet Paper:* Locate the gray arrow on the nonprinting side of the paper and insert the paper with the arrow side up.

◆ *HP Premium Photo Paper:* Load the shiny side facing down. Always load at least 5-10 sheets in the paper tray. You can place the photo paper sheets on top of plain paper in the paper tray.

◆ *HP Premium Transparency Film:* Insert the film so that the white transparency strip, with arrows and the HP logo, is on top and going into the tray first.

◆ *HP Iron-On T-Shirt Transfers:* For best results, manually feed one sheet at a time, with the unprinted side facing down. Flatten the transfer sheet completely before using; *do not load curled sheets*. To prevent curling, keep transfer sheets sealed until just before printing.

Special Considerations When Using Transparency Film

- Load a maximum of 80 transparency sheets at a time.
- Be sure to specify "Transparency" as the Paper Type setting.
- Ink dries slower on film. Be sure to allow enough time for the ink to dry before using the transparency.
- If you are copying from a transparency (that is, your original is printed on transparency film), place a blank piece of paper over the transparency on the copier glass.

NOTE We recommending using only HP Premium Transparency Film when copying on transparencies. Other transparency film can jam in the copier.

Automatic Document Feeder Requirements

- Load a maximum of 25 originals in the automatic document feeder at a time.
- Use only originals printed on plain paper (white and colored), letterhead, and HP Premium Inkjet Paper in the 16–24 lb (60–90 g/m^2) range in the automatic document feeder.
- Always insert originals with the printed-side facing back in the feeder and the top of the paper to the right.
- Do not start copying until the "Document loaded" message appears on the front panel display and you see the Copy Quality lights flash.

NOTE Do not load photos, paper sizes other than letter or A4, photo paper, transparency film, labels, or envelopes in the automatic document feeder. Doing so may cause a paper jam.

How to Order Quality HP Papers

You can order your copier supplies from any local, authorized HP dealer. See page 9-4 for more information.

Troubleshooting

5

This chapter presents procedures for resolving paper jams in the paper tray and automatic document feeder (Models 145 and 155 only). It also includes lists common copying problems and their solutions.

How to Clear a Paper Jam in the Paper Tray

The message "Paper Jam" appears on the display when paper cannot feed from the paper tray properly. To resolve this problem:

1   Press and hold down the **Select/Resume** button.

    When you do this, the paper rollers in the HP Color Copier move forward to help eject the jammed paper.

2   If this does not work, press and hold down **Select/Resume** again.

    The paper rollers move in reverse.

3   If the paper is still jammed, repeat steps 1 and 2 to move the paper rollers forward and backward.

4   Gently remove the paper.

5   If all else fails, remove the paper tray by pinching together the two levers under the paper tray. Pull the tray toward you, and gently remove the jammed paper. Then slide the paper tray back into the copier.

6   Turn the copier off, then on again to continue copying.

If paper has jammed in the copier, but no message is displayed, press and hold down the **Select/Resume** button, then the **Paper Type** button. Then follow the directions above.

How to Clear a Paper Jam in the Automatic Document Feeder

1   Rotate the automatic document feeder back to expose the paper jam.

2   Gently remove the paper.

3   Rotate the automatic document feeder back.

4   Press **Select/Resume** to continue.

How to Use the Self Test Page

The Self Test Page lets you know whether the copier is operating properly. It lists current, default front panel settings and, if you are using Model 145 or 155, tells whether the automatic document feeder is attached properly. You can also use it to check print alignment.

To print a Self Test Page:

1   Press the **Menu** button until the message "Self Test Page" appears in the panel display.

2   Press the **Select/Resume** button.

The test-page printout has a set of lines which should appear unbroken, and colored bars which should appear solid. The intensity of the colors will vary, depending on the type of paper you are using (that is, plain paper, HP Premium InkJet Paper, and so on).

3   Check to make sure the margins are aligned and not skewed.

   a   Fold the Self Test Page in half carefully so that the "A" and the "C" along the left margin line up.

   b   Line up the equal signs (=).

   c   Verify that the vertical line next to the "A" appears between the two vertical lines next to the "C" (does not have to be centered).

4   If the alignment is satisfactory, the copier mechanism is working properly.

   If the alignment is not satisfactory, see Troubleshooting information on page 5-11.

5   If the Troubleshooting help does not resolve the problem, contact HP Customer Support. See "HP Customer Support" on page 6-2.

Front Panel Messages

Message	What You Should Do
Power Save On	The front panel displays this message when the OfficeJet Pro has not been used for 12 hours or more. Press any button on the front panel or load originals in the automatic document feeder.
Door Open. Close cartridge door.	Close the print cartridge door.
Paper Jam. Press and hold Resume to eject paper.	To clear the paper jam, press and hold the Select/Resume button. The paper should eject. If this does not work, refer to the procedures on page 5-1.
	If only one or two sheets of paper are in the paper tray, the copier might not pick up the paper properly, causing a jam in the copier.
	Remove the papers that are jammed, and add more paper to the paper tray.
ADF Paper Jam.	Refer to "How to Clear a Paper Jam in the Automatic Document Feeder" on page 5-2.
Busy. Can't start another copy job.	You will see this message when you try to start a new copy job before the first job is complete, or you try to change front panel settings while a copy job is in progress.
	Wait until the first copy job is complete before trying to start another.
Out of Paper. Replace paper then press Resume.	If the paper tray is empty, load paper in the paper tray, and press Select/Resume.
	If the paper is not inserted correctly, adjust the paper, then press Select/Resume.
Remove original from the document glass.	Remove the original from the copier glass, then press the Select/Resume on the front panel to continue.
Remove and check (black or color) cartridge	One of the print cartridges is either incorrectly installed, the wrong type, or defective.
	Remove the print cartridge (black or tri-color), and then replace it in the carriage stall.
	Make sure to remove the tape from the print cartridge, and close the latch securely.
No Cartridge. Insert (black or color) cartridge.	A print cartridge is missing. Insert the missing cartridge.
Remove and check black cartridge. Verify Part Number: 51645A	The wrong black cartridge is installed. Remove it, and replace it with the correct cartridge, part number 51645A.

Front Panel Messages (Continued)

Message	What You Should Do
Remove and check color cartridge. Verify Part Number: C1823A	The wrong tri-color cartridge is installed. Remove it, and replace it with the correct cartridge, part number C1823A.
Unlock scanner.	The scanner is locked. Turn off the HP Color Copier. The scanner lock is located beneath the front panel on the right side. Unlock the scanner by twisting the green knob under the front panel toward the back of your HP Color Copier, until it stops. (The lever only turns one way.)
Cartridge carriage blocked.	Unblock the carriage, and turn power off then on again.
Scanner bulb failing.	The scanner bulb is becoming too dim to work properly. Turn power off, then on again. If the message continues and the light flickers or does not come on, your HP Color Copier needs to be serviced. See page 8-4 for more information.
Turn Power off then on again.	A system error has occurred that you cannot resolve yourself. Turn power off, then on again. If this message appears repeatedly, or remains on the display, call HP Customer Support for help (see page 6-2).
Additional cleaning will be ineffective. Replace cartridge.	Replace the print cartridge.

Blank page

Possible Causes	Solutions
The original was placed print-side up on the glass or printed side facing forward in the document feeder.	Turn the original over. Be sure the page you are copying is placed print-side down on the glass and against the green borders. If you are using an automatic document feeder, be sure to place the original with the printed side facing back in the document feeder.
Protective tape is still on the print cartridge.	Each new print cartridge is packaged with protective plastic tape covering the ink nozzles. Remove the print cartridge from its cradle and, being careful to touch only the black plastic, gently remove any tape covering the nozzles. Then insert the print cartridge back in its cradle.

Blank page (Continued)

Possible Causes	Solutions
The print cartridges need to be replaced.	The HP Color Copier black or color cartridge may need to be replaced. The best way to check this is to print a Self Test Page. (See the procedure on page 2-12.)
	If any of the colored bars are missing (blue, magenta, or yellow), the color print cartridge must be replaced.
You are making a large Custom % enlargement, and have not positioned the original along the green borders.	Place all originals on the glass along the green borders.
The automatic document feeder plug is loose or unattached.	Check the plug to make sure it is secure.
No original is on the glass or in the automatic document feeder.	Place all originals on the glass along the green borders.

Some colors faded, distorted, or missing

Possible Causes	Solutions
The print cartridges may need to be replaced.	The HP Color Copier color cartridge may need to be replaced. The best way to check this is to print a Self Test Page. (See the procedure on page 2-12.)
	If any of the colored bars are missing (blue, magenta, or yellow), the color print cartridge must be replaced.
One of the color ink chambers is running out of ink, the nozzles in the print cartridge may be clogged, the print cartridges may need to be replaced, or you may have a defective print cartridge.	Print a Self Test Page. (See the procedure on page 2-12.)
	If any of the colored bars are missing (blue, magenta, or yellow), the color print cartridge must be replaced.
	If the page shows streaking or white lines through any of the colored bars, the cartridges need to be cleaned (see the procedure on page 7-3).
	If copy quality still seems poor after you clean the cartridges, replace them. (Be sure to remove the protective tape before using the new cartridge.)

Placement on the page wrong or edges cut off

Possible Causes	Solutions
Edges get cut off of the copy.	Use either the Entire 91% or Auto Fit reduce/enlarge feature. See page 3-4 for more information.

Placement on the page wrong or edges cut off (Continued)

Possible Causes	Solutions
The Paper Size setting on the front panel is set to A4, and letter-size paper is loaded, or the Paper Size setting is set to letter, and A4-size paper is loaded.	Check to make sure that Paper Size is set correctly. See "Copy Paper Size" on page 3-9.

Auto Fit, Clone, or Poster not working properly

Possible Causes	Solutions
Auto Fit does not enlarge to full size. The Clone feature does not make enough duplicate copies. Poster makes extra, blank pages.	◆ Make sure to place the original in the corner along the two green borders. ◆ Make sure that the scanner glass, lid, and/or automatic document feeder lid are all clean and free from smudges and dust. If there is dirt or a hair on the glass or lid, the copier may misread the size of the image when scanning. See "Cleaning the Glass" on page 7-1.

Copies too vivid or bright

Possible Causes	Solutions
Color intensity is set too high.	Lower the color intensity. Press the Color Intensity button. Press the Minus (–) button to reduce the color intensity and make your copy paler. The round dot moves to the left on the scale.

No copies coming out

Possible Causes	Solutions
The copier may be out of paper, or the paper may not be loaded properly.	Load paper in the HP Color Copier using the procedure on page 4-3.
The scanner may be locked.	A locking mechanism holds and protects the scanner optics during shipment. You must unlock the scanner before you can use the HP Color Copier. See "Step 3 — Unlock Your HP Color Copier" on page 2-4 for instructions. Note: If the scanner is locked, you may hear a loud, grinding, clicking noise when you try to make a copy.

No copies coming out (Continued)

Possible Causes	Solutions
The HP Color Copier may not be turned on.	Turn the HP Color Copier on by pressing the Power button on the front of the product in the bottom right corner. The current Copy Quality setting will light up, and a message will appear on the front panel.
The paper has jammed in the copier.	Clear the paper jam using the procedure on page 5-1.

Copies taking too long

Possible Causes	Solutions
You are using the Best copy quality setting.	The Best setting produces the highest quality copies, but it is the slowest setting. Change the Copy Quality setting to either Normal or Fast. To learn more about copy quality settings, see page 3-4.
You are using the Transparency or Photo Paper Type setting.	When you copy onto transparency film and photo paper and use the Transparency or Photo Paper Type setting, the copying process slows down, for second and subsequent copies, to allow the ink to dry.
You pressed the Color start button for a black and white document.	Press Clear/Stop to cancel the first copy job. Then press the Black start button.
The copier is not warmed up.	The scanner bulb shuts off if it remains idle for 12 hours. It must warm up the first time it is used.
The copier glass is dirty.	Dirty copier glass (fingerprints, smudges, etc.) slows down the copying process. Clean the glass using the procedure on page 7-1.
You are printing on plain paper, but have selected another Paper Type on the front panel.	Change the Paper Type setting on the front panel to Plain Paper.

Paper wrinkled and very wet

Possible Causes	Solutions
The Paper Type front panel setting is set to Photo Paper, and you are using Plain Paper.	Change the Paper Type setting to Plain Paper.

Paper wrinkled and very wet (Continued)

Possible Causes	Solutions
You are copying a page with very dark colors.	Press the Lighter/Darker button. Press the Minus (–) button to lighten your copy. The round dot moves to the left on the scale. You can also press the Color Intensity button to decrease the intensity of the colors. Press the Minus (–) button to reduce the color intensity and make your copy paler. The round dot moves to the left on the scale.

Copies faded or colors dull

Possible Causes	Solutions
The Paper Type setting does not match the paper loaded in the paper tray.	Make sure the Paper Type setting selected on the front panel display is the same as the type of paper actually loaded in your HP Color Copier.
The Lighter/Darker setting is too low.	Press the Lighter/Darker button. Press the Plus (+) button to darken your copy. The round dot moves to the right on the scale.
The Color Intensity setting is too low.	Press the Color Intensity button. Press the Plus (+) button to intensify the color and make your copy more vivid. The round dot moves to the right on the scale.
Light colors print as white.	Turn on ELC (Enhance Light Colors) on the front panel display by pressing the Menu button repeatedly until "ELC" appears. Press the Plus (+) button to turn on ELC. The round dot becomes a solid round dot. Press the Select/Resume button, then press the Color button to make a copy.
The scanner bulb is too dim.	If there is a "Scanner bulb failing" message on the front panel display, turn the copier off, then back on again. If the bulb flickers or does not light up, the lamp needs to be replaced. Contact HP Customer Service. See "HP Customer Support" on page 6-2 for more information.

Copy streaked, smeared, or with white horizontal lines

Possible Causes	Solutions
The Paper Type setting does not match the paper loaded in the paper tray.	If you are using special papers, such as photo, premium inkjet, iron-on, or transparencies, you need to make sure the Paper Type setting you selected matches the type of paper you have in the bottom tray. Press the Paper Type button until the paper type on the display matches the type of paper you have loaded in the bottom tray. Then press Select/Resume.
You are copying on the wrong side of the paper.	Be sure to put the paper print-side down. Photo paper should be placed glossy-side down. Gray arrows on premium papers should be facing up. Blue arrows on transparencies should be facing up.
The nozzles in the print cartridge may be clogged.	Print a Self Test Page using the procedure on page 2-12.
	If any of the colored bars are missing (blue, magenta, yellow, or black), the color print cartridge must be replaced.
	If the page shows streaking or white lines through any of the colored bars, the cartridges need to be cleaned (see the procedure on page 7-3). If copy quality still seems poor after you clean the cartridges, replace them.

Black bar in margins on copy (Models 145 and 155 only)

Possible Causes	Solutions
You are copying from a transparency (that is, your original is printed on transparency film), and a black bar is showing up on the copy.	Place a blank piece of white paper over the transparency on the copier glass. This will prevent an image of the document feeder rollers from being included on your copy.
You are using the Normal, Auto Fit, Clone, or Poster reduce/enlarge option, and a black bar is showing up on the copy.	The copier's sizing sensor (on the top of the document feeder lid) is misreading the size of your original.
	Clean the glass, especially the right back corner, using the procedure on page 7-1.
You are copying a Letter-size original onto A4-size paper, and your copy will include an image of the document feeder roll-off at the bottom of the page.	If you selected "Normal 100%" change the Copy Paper Size setting to Letter for this copy only. Change the copy Paper Size back when finished.
	If you selected a Custom zoom percentage less than 100%, place the original on the glass and place white sheets of paper on top of the original to cover the entire glass.

Black bar in margins on copy (Models 145 and 155 only)

Possible Causes	Solutions
You are copying an original that is greater than 8" wide, and the solution above did not solve the problem.	Place the original on the glass and place white sheets of paper on toe of the original to cover the entire glass.

Copies crooked on page

Possible Causes	Solutions
The original is crooked on the glass.	Reposition the original against the green borders.
The original is placed incorrectly in the automatic document feeder.	Be sure to place originals in the document feeder with the printed side facing back and the top of the document all the way to the right.
The width and length adjusters on the bottom tray are not flush against the paper.	Move the width and length adjusters up against the stack of paper.
Different sizes of paper are loaded in the tray.	Load only one size of paper at a time. Only A (Letter) and A4 size paper can be used.
The document feeder paper adjuster is not flush against the bottom of your originals.	Move the document feeder paper adjuster until it is flush against the bottom of your originals.

Miscellaneous problems

Symptoms	Solutions
Back of newspaper print shows through.	◆ Press the Lighter/Darker button. Press the Minus (–) button to lighten your copy. The round dot moves to the left on the scale. ◆ Place a dark piece of paper on top of the newspaper.
Large, black typefaces have a splotchy (not smooth) appearance; or thin, color objects or lines have black sections.	Turn off TE (Text Enhancement). Press the Menu button until "TE" appears on the display. Press the Plus (+) or Minus (–) button to turn TE off (noted by a round dot), and then press the Select/Resume button. Adjust the Lighter/Darker setting: lighten the copy by at least 3 notches.

Miscellaneous problems (Continued)

Symptoms	Solutions
White lines on copies appear between adjacent black and color areas, or black and color overlap.	The print cartridges may need to be aligned: ◆ Press the Menu button until "Align Print Cartridges" appears on the display. ◆ Press the Select/Resume button; instructions are printed. Follow the instructions that are printed.
Unwanted dots appear in the background.	This often occurs if you are copying from a gray or pastel original. Do one of the following: ◆ Press the Lighter/Darker button. Press the Minus (–) button to lighten your copy. The round dot moves to the left on the scale. ◆ You can also press the Color Intensity button. Press the Minus (–) button to make your copy paler. The round dot moves to the left on the scale.
You are using A4-size paper, and the last few lines on the original do not appear on the copy.	The Paper Size settings may not be correct. Press the Menu button until "Copy Paper Size" appears on the display. If "Letter" is listed as the current setting, press the Plus (+) or Minus (–) buttons until the A4 paper size appears, and then press the Select/Resume button.
You are using letter-size paper, and the right side of the original is not being copied.	The Paper Size setting may not be correct. Press the Menu button until "Copy Paper Size" appears on the display. If "A4" is listed as the current setting, press the Plus (+) or Minus (–) buttons until A (Letter) appears, then press the Select/Resume button.
When you choose new settings on the front panel, they always get reset when you press the Clear/Stop button or turn off the HP Color Copier.	You can save your current settings as defaults. Choose the appropriate settings on the front panel. Press the Menu button until "Set Defaults" is displayed, and then press the Select/Resume button.
There is a loud noise coming from the inside of the copier when you are making copies, and you see the message "Cartridge Carriage Blocked" on the front panel display.	Make sure you have removed the yellow/orange shipping insert from the top of the print cartridge carriage. To do this, lift the document cover, then the print cartridge access cover on the left side of the copier. The shipping insert is inside.

Miscellaneous problems (Continued)

Symptoms	Solutions
Paper repeatedly jams or the copier tears the corner of the paper.	◆ The wrong size paper is loaded. Load the correct size paper. ◆ The leading edge is damaged or bent. Do not use damaged paper. ◆ The paper width and length adjusters are not set correctly. Be sure the paper width and length adjusters on the bottom tray are set for your paper size. ◆ The paper may be damaged or curled. Replace damaged or curled paper.

HP Support Services

6

If you are unable to find the answer you need in this book, you can contact one of the HP support services listed in the following pages.

Some support services are available only in the U.S. and Canada, while others are available in many countries worldwide. If a support service number is not listed for your country, contact your nearest authorized HP dealer for help.

On-Line Services

Internet

You can obtain updated product information on the Hewlett-Packard Worldwide Web home page at the following address:

http://www.hp.com/go/copiers

This website is updated whenever information and contact numbers change.

HP FIRST

Phone (800) 333-1917 (U.S. and Canada) to access HPFIRST. When you call, you can request that information be faxed directly to you. To use HPFIRST, you need a touch-tone phone. You need a 9600-baud, Group 3 facsimile machine to receive the information. Hewlett-Packard offers this service free of charge.

CompuServe

Support information and interactive sharing of technical information are available on CompuServe's HP Peripherals forum GO HPPER. To subscribe, call CompuServe, Inc. at (800) 848-8199 (U.S.).

NOTE   This service is not operated by HP.

HP Customer Support

If you are unable to resolve problems with your HP Color Copier using information in this User's Guide, call HP Customer Support.

Calling in the U.S. and Canada During Warranty

Call (208) 323-2551 Monday through Friday from 6 am to 10 pm Mountain Standard Time (MST) and Saturdays from 9 am to 4 pm MST. This service is free during the warranty period of the HP Color Copier; however, your standard long-distance phone charges still apply.

Calling in the U.S. and Canada Post Warranty

If your copier is not under warranty, you can call (800) 999-1148. A per-call, out-of-warranty support fee will be charged to your credit card. You can also call (900) 555-1500 ($2.50 per minute) from 7 am to 6 pm MST and Saturdays from 9 am to 3 pm MST. Charges begin only when you connect with a support technician. (Prices and hours are subject to change without notice.)

Maintaining Your
HP Color Copier

7

With minimal maintenance you can keep your HP Color Copier in top working condition. Perform the following maintenance procedures as necessary.

Cleaning the Exterior Case

Use a soft, damp, lint-free cloth to wipe dust, smudges, and stains off the case. The interior of the HP Color Copier does *not* require cleaning. *Keep fluids away from the interior of the HP Color Copier.*

Cleaning the Glass

Dirty copier glass (fingerprints, smudges, etc.) slows down copier performance by as much as half a minute! This is because the scanner is actually processing the smudges on the glass. Be sure to keep the glass clean and free from dust, smudges, and fingerprints.

WARNING   Turn off the HP Color Copier and unplug the power cord before cleaning. Even though the HP Color Copier is off, power is still being supplied if the power cord is plugged in.

To clean the glass:

1   Turn off the HP Color Copier, remove the power cord, and then raise the document cover.

2   Clean the glass with a soft cloth or sponge slightly moistened with warm water and a mild soap or detergent. You may also use glass cleaner.

CAUTION Do not use abrasives, acetone, benzene, or carbon tetrachloride on the glass; these can damage the glass.

Do not place liquids directly on the glass. They may seep under it and damage your copier.

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3   Rinse the soft cloth or sponge with clean water, wring out excess water, and wipe the remaining soap or detergent off the glass.

4   Dry the glass with a chamois or cellulose sponge to prevent spotting. If soap or detergent does not clean the glass sufficiently, you can use isopropyl alcohol as a cleaning agent.

Aligning Cartridges

Use the Align Cartridges feature whenever you install new print cartridges. See "Step 8 — Align Your Black and Color Print Cartridges" on page 2-10 for step-by-step instructions.

Using the Self Test Page

Use the Self Test Page to check the print cartridges and to determine whether the automatic document feeder is successfully installed.

To Print a Self Test Page:

1   Press the **Menu** button repeatedly until you see "Self Test" on the front panel display.

2   Press **Select/Resume**.

The message "Printing" appears on the front panel display, and a Self Test Page will be printed. See "How to Clear a Paper Jam in the Automatic Document Feeder" on page 5-2 for more information.

Cleaning Cartridges

Use the Clean Cartridges feature when the Self Test Page shows streaking or white lines through any of the colored bars. Do *not* clean cartridges unnecessarily. This wastes ink and shortens the life of your print cartridges.

To clean the cartridges:

1   Press the **Menu** button repeatedly until you see "Clean Cartridges" on the front panel display.

2   Press **Select/Resume**.

The message "Printing a Cleaning Check Sheet" appears on the front panel display, and a Print Cartridge Cleaning Page will be printed.

NOTE   If copy quality still seems poor after you clean the cartridges, replace them.

Hewlett-Packard
Limited Warranty

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Model Number: C5370A

Product Numbers: 140, 145, 150, and 155

Duration of Limited Warranty (Hardware): 1 Year

Duration of Limited Warranty (Print Cartridges): 90 Days

Extent of Limited Warranty

1   HP warrants to you, the end-user customer, that HP hardware, accessories and supplies will be free from defects in materials and workmanship after the date of purchase, for the period specified above. If HP receives notice of such defects during the warranty period, HP will, at its option, either repair or replace products which prove to be defective. Replacement products may be either new or like-new.

2   HP warrants to you that HP software will not fail to execute its programming instructions after the date of purchase, for the period specified above, due to defects in material and workmanship when properly installed and used. If HP receives notice of such defects during the warranty period, HP will replace software media which does not execute its programming instructions due to such defects.

3   HP does not warrant that the operation of HP products will be uninterrupted or error free. If HP is unable, within a reasonable time, to repair or replace any product to a condition as warranted, you will be entitled to a refund of the purchase price upon prompt return of the product.

4   HP products may contain remanufactured parts equivalent to new in performance or may have been subject to incidental use.

5   Warranty does not apply to defects resulting from (a) improper or inadequate maintenance or calibration, (b) software, interfacing, parts or supplies not supplied by HP, (c) unauthorized modification or misuse, (d) operation outside of the published environmental specifications for the product, or (e) improper site preparation or maintenance.

6   HP MAKES NO OTHER EXPRESS WARRANTY OR CONDITION
    WHETHER WRITTEN OR ORAL. TO THE EXTENT ALLOWED BY
    LOCAL LAW, ANY IMPLIED WARRANTY OR CONDITION OF
    MERCHANTABILITY, SATISFACTORY QUALITY, OR FITNESS
    FOR A PARTICULAR PURPOSE IS LIMITED TO THE DURATION
    OF THE EXPRESS WARRANTY SET FORTH ABOVE. Some
    countries, states or provinces do not allow limitations on the duration of
    an implied warranty, so the above limitation or exclusion might not apply
    to you. This warranty gives you specific legal rights and you might also
    have other rights that vary from country to country, state to state, or
    province to province.

7   TO THE EXTENT ALLOWED BY LOCAL LAW, THE REMEDIES
    IN THIS WARRANTY STATEMENT ARE YOUR SOLE AND
    EXCLUSIVE REMEDIES. EXCEPT AS INDICATED ABOVE, IN NO
    EVENT WILL HP OR ITS SUPPLIERS BE LIABLE FOR LOSS OF
    DATA OR FOR DIRECT, SPECIAL, INCIDENTAL,
    CONSEQUENTIAL (INCLUDING LOST PROFIT OR DATA), OR
    OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR
    OTHERWISE. Some countries, States or provinces do not allow the
    exclusion or limitation of incidental or consequential damages, so the
    above limitation or exclusion may not apply to you.

Warranty Service

Express Service

To obtain HP express repair service, the customer must contact an HP service office or an HP Customer Support Center for basic troubleshooting first.

If a customer unit needs a minor part replacement and these parts can normally be replaced by the customer, the customer-replaceable components may be serviced through expedited part shipment. In this event, HP will prepay shipping charges, duty and taxes; provide telephone assistance on replacement of the component; and pay shipping charges, duty, and taxes for any part that HP asks to be returned.

For some repairs, the HP Customer Support Center may direct customers to designated Authorized Service Providers who are certified by HP to service the HP Color Copier.

If you need to return your copier to HP for repair, HP will expedite the repair of your unit by using an express delivery service to expedite the return of the repaired or exchanged unit.

Warranty Upgrades

Extended warranties and service option upgrades may be obtained through your local HP authorized dealer or HP service centers.

In the U.S. and Canada, extended warranties may also be obtained by calling HP at (800) 835-4747.

Returning Your HP Color Copier for Service

Before You Call

Before you call HP Customer Support:

1. Make sure that the copier is plugged in and powered on, that the specified inkjet print cartridges are installed correctly, and that the recommended paper is properly loaded in the input tray.

2. Review the setup section (Chapter 2) and the troubleshooting section (Chapter 5Chapter 5) in this User's Guide.

3. Try resetting the copier by powering it off, then on again, using the power button in the lower front corner of the product.

4. Call the HP FIRST toll-free number (see page 6-1) and/or check HP's Internet site (see page 6-1) for information that might help you quickly resolve your problem.

5. If you are still experiencing problems and need to speak with an HP Customer Support Representative:

   a. Have your copier serial number ready.

   b. Print a Self Test Page (see page 2-12).

   c. Make a color copy.

   d. Be prepared to describe the problem you are experiencing in detail.

6. Call HP Customer Support. See page 6-2 for more information.

After you receive authorization for hardware service from HP Customer Support Center, prepare it for shipment and pack it a protective carton. We recommend you save the original shipping container for this purpose.

NOTE In-transit damage is not covered by the warranty, so always insure your shipment.

Prepare your HP Color Copier for Shipment

1 Turn on the HP Color Copier, and leave it on for at least 2 minutes.

2 Raise the document cover, and then raise the print cartridge access cover.

3 Remove both print cartridges and close the print cartridge latches. Place print cartridges in an airtight bag so they will not dry out, and put them aside (do not send them with the copier).

NOTE Print cartridges that remain inside may damage your copier.

4 Attach the orange packing insert (if available).

5 Turn off the HP Color Copier.

You will see the message "Shutting Down" on the front panel display.

6 To prevent damage to the HP Color Copier during shipping, lock the scanner.
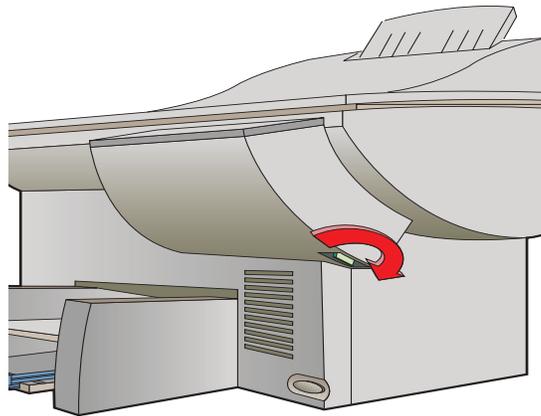
7   Pack the copier for shipment using the original packing materials.
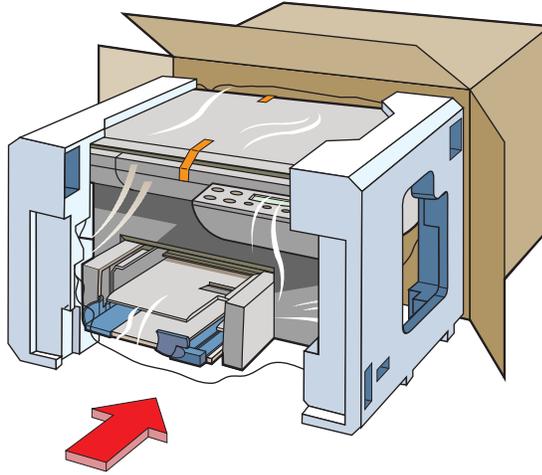
8   Please also include the following items in the box:

   ◆   A brief description of symptoms for service personnel
        (samples of print quality problems are helpful).

   ◆   A copy of the sales slip or other proof of purchase to establish
        the warranty coverage period.

   ◆   Your name, address, and a phone number where you may be
        reached during the day.

   If you do not have the original packaging materials, you can
   request a replacement package set from HP Customer Support.

NOTE   Shipping damage caused by improper packaging is not covered under the
             warranty.

Technical Information

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Speed Specifications

Copy speed is related to the complexity of the document.

Black Copy Speed (letter-sized, text)
Fast mode: 9 pages per minute
Normal mode: 8 pages per minute

**Color Copy Speed
(letter-sized, mixed text and graphics)**
Fast mode: 3 pages per minute
Normal mode: 1 page per minute

**Color Copy Speed
(letter-sized, full page, full-color graphics)**
Fast mode: 1.7 pages per minute
Normal mode: 0.5 page per minute

Copy Margins
Copy at 100% or Clone Option:

Margin	Letter (8.5 x 11 in.)	A4 (210 x 297 mm)
Top	0.07 in.	1.8 mm
Bottom	0.5 in.	12.7 mm
Left	0.2 in.	3.3 mm
Right	0.2 in.	3.3 mm

All other Reduce/Enlarge Settings:

Margin	Letter (8.5 x 11 in.)	A4 (210 x 297 mm)
Top	0.5 in.	12.7 mm
Bottom	0.5 in.	12.7 mm
Left	0.38 in.	9.4 mm
Right	0.38 in.	9.4 mm

Functional Specifications

Paper Sizes
U.S. letter-sized (8.5 x 11 in.)
European A4 (210 x 297 mm)

Duty Cycle
Maximum Monthly Usage: 3,000 pages

Paper weight
In paper tray: 16–36 lb ($60–135g/m^2$)
In automatic document feeder: 16–24 lb ($60–90 g/m^2$)

Black Resolution

Fast: 300 x 300 dpi

Normal: 600 x 600 dpi

Best: 600 x 600 dpi

Color Resolution

Fast: 300 x 300 dpi

Normal: 600 x 300 dpi CREt

Best: 600 x 600 dpi CREt

Colors

Up to 16.8 million

Other

Resolution Enhancement technology (REt)/Color (CREt)

CopySmart text enhancement technology, which includes:

◆ Text Enhancement

◆ Digital enlarge/reduce (25%–400%)

◆ Auto Fit functionality

◆ Automatic color adjustment for different paper types

◆ Enhanced grayscale for better black and white copying

Power Specifications

Source voltage

100–240V

Frequency

50–60 Hz

Current

1A maximum

Power

45 W maximum

Environmental Specifications

Operating ranges

5°–40°C (41°–104°F)

Recommended ranges

15°–35°C (59°–95°F)

Humidity

15%–80% RH non-condensing

Non-operating ranges

40°–70°C (104°–140°F)

Physical Specifications

Height

Product IDs 140 and 150: 12.8 in. (32.5 cm)

Product IDs 145 and 155: 19 in. (48.26 cm)

Width

Product IDs 140 and 150: 21.25 in. (54 cm)

Product IDs 145 and 155: 21.25 in. (54 cm)

Depth

Product IDs 140 and 150: 17 in. (43.2 cm)

Product IDs 145 and 155: 17.7 in. (45 cm)

Weight

Product IDs 140 and 150: 32.2 lb (14.61 kg)

Product IDs 145 and 155: 36.85 lb (16.38 kg)

Regulatory Notices

FCC Statement (U.S.A.)

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

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

◆ reorient the receiving antenna

◆ increase the separation between the equipment and the receiver

◆ connect the equipment into an outlet on a circuit different from that to which the receiver is connected

◆ consult the dealer or an experienced radio/TV technician for help

The user may find the following booklet prepared by the Federal Communications Commission helpful: *How to Identify and Resolve Radio-TV Interference Problems*. This booklet is available from the US Government Printing Office, Washington DC, 20402. Stock No. 004-000-00345-4.

CAUTION: Pursuant to Part 15.21 of the FCC Rules, any changes or modifications to this equipment not expressly approved by the Hewlett-Packard Company, may cause harmful interference and void the FCC authorization to operate this equipment.

DOC Statement (Canada)

Le present appareil numerique n'emet pas de bruitis radioelectriques depassant les limits applicables aux appareils numeriques de la class B prescrites dans le Reglement sur le brouillage radioelectrique edicte par le ministere des Communications du Canada.

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

Geräuschemission

LpA < 70 dB
am Arbeitsplatz
im Normalbetrieb
nach DIN 45635 T. 19

VCCI-2

Ordering Accessories and Supplies

In the U.S., you may order printer supplies by calling HP Direct, (800) 538-8787, to get the name of your local authorized HP dealer. Outside the U.S. call your local authorized HP dealer.

Supplies/Accessories	HP Reorder Number
Print cartridges	
Black print cartridge	51645A
Tri-color print cartridge	C1823A
Papers	
HP Premium InkJet Paper, Letter	
(200 sheets, 8.5 x 11 in.)	51634Y
HP Premium InkJet Paper, A4	
(200 sheets, 210 x 297 mm)	51634Z
HP Premium Heavyweight InkJet Paper, Letter	
(15 sheets, 8.5 x 11 in.)	C1852A
HP Premium Heavyweight InkJet Paper, A4	
(15 sheets, 210 x 297 mm)	C1853A
HP Premium Photo Paper, Letter	
(15 sheets, 8.5 by 11 in.)	C6039A
HP Premium Photo Paper, A4	
(15 sheets, 210 x 297 mm, Europe)	C6040A
(15 sheets, 210 x 297 mm, Asia)	C6043A
HP Premium Transparency Film, Letter	
(50 sheets, 8.5 by 11 in.)	C3834A
(20 sheets, 8.5 by 11 in.)	C3828A
HP Premium Transparency Film, A4	
(50 sheets, 210 by 297 mm)	C3835A
(20 sheets, 210 by 297 mm)	C3832A
HP Iron-On T-Shirt Transfers	
(10 sheets, 8.5 x 11 in.)	C6049A
Customer Replaceable Parts	
Document Cover	C5300-60015
Paper Tray	C5364-60339
HP Color Copier User's Guide	C5370-90000
Copier Help Card	C5370-90015
Right side panel of copier case	C5300-40023
Print cartridge access cover	C5300-40014
Power cord	Call dealer for part number for your location.

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