



HEWLETT®  
PACKARD

# Color Copier 210/210LX



***User's Guide***

© Copyright Hewlett-Packard Company 1997

All rights are reserved. No part of the document may be photocopied, reproduced, or translated to another language without the prior written consent of Hewlett-Packard Company.

Publication number:  
C5302-90000  
First Edition,  
March, 1997  
Printed in U.S.A.

## Notice

The information contained in this document is subject to change without notice and should not be construed as a commitment by the Hewlett-Packard Company.

**Hewlett-Packard assumes no responsibility for any errors that may appear in this document nor does it make expressed or implied warranty of any kind with regard to this material, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose.** The Hewlett-Packard Company shall not be liable for incidental or consequential damages in connection with, or arising out of the furnishing, performance, or use of this document and the program material which it describes.

## 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 the indicated conditions are fully understood and met.

## 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 the indicated conditions are fully understood and met.

Regulatory information can be found in the "Technical Information" chapter 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 on Governmental agencies
- Paper currency, traveler's check, or money orders
- Certificates of deposit
- Copyrighted works

## Owner's Information

Please complete the following for future reference.

HP Color Copier 210: \_\_\_\_\_ HP Color Copier 210LX: \_\_\_\_\_

Serial Number:

Date of Purchase:

Place of Purchase:

Address:

Phone Number:

Service Contract Number:

Date of Contract Expiration:

Hewlett-Packard Company  
San Diego Printer Division  
16399 W. Bernardo Drive  
San Diego, CA 92127-1899 U.S.A.

---

# **User's Guide**

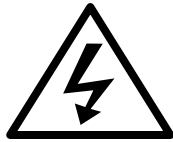
**HP Color Copier 210/210LX**

---

## 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.



If present, this symbol is placed on the product within the area where hot surfaces are present. Allow the product to cool before performing work in this area.

# Contents

## Chapter 1 Getting Started

Features .....	1-2
Copier Location and Environment .....	1-3
Ten Easy Steps to Set Up Your HP Color Copier 210 or 210LX .....	1-4
Unpack Your HP Color Copier 210 .....	1-4
Attach the Front-Panel Overlay .....	1-6
Unlock the Scanner .....	1-7
Load the Print Cartridges .....	1-8
Load the Paper .....	1-10
Check the paper-width selector .....	1-10
Check the output tray .....	1-10
Load the paper .....	1-11
Install the Optional Automatic Document Feeder .....	1-12
Connect the Power Cord .....	1-14
Turn the Copier On .....	1-15
Set the Front-Panel Language and Default Paper Size .....	1-16
Test the Copier .....	1-17
Product Registration .....	1-18

## Chapter 2 Using Print Cartridges and Different Paper Types

What You Need to Know About Print Cartridges .....	2-1
Determining ink color (for users with color-vision deficiencies) .....	2-2
Reading the ink-level indicator .....	2-2
Out-of-ink sensing .....	2-2
What You Need to Know About Paper .....	2-3
Paper Specifications .....	2-4
Papers to Avoid .....	2-4
Specifying the paper type .....	2-5
Copying on HP Premium InkJet Paper .....	2-6
Copying on HP Glossy Paper .....	2-6
Copying on HP Premium Transparency Film .....	2-6

## Chapter 3 Copying

Start Copying .....	3-1
Copier Front Panel .....	3-2
Setting Copy Quality .....	3-3
Reduce or Enlarge Copies .....	3-4
Make Copies Lighter or Darker .....	3-5
Change Color Intensity .....	3-6
Clear/Stop .....	3-6
Menu Items .....	3-7
Self-Test Page .....	3-7
Align Cartridges .....	3-7
Change Copy Paper Size .....	3-7
TE (Text Enhancement) .....	3-8
ELC (Enhance Light Colors) .....	3-8
Setting Defaults .....	3-8
Factory Defaults .....	3-9
Copy Controllers .....	3-9

## Chapter 4 Automatic Document Feeder

Using the Automatic Document Feeder .....	4-2
Clearing a Paper Jam .....	4-3

## Chapter 5 Copy Access Controllers

Installing a Copy Controller .....	5-2
Using a Copy Controller .....	5-2

## Chapter 6 Troubleshooting and Maintenance

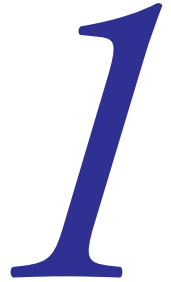
Using this Section .....	6-1
Check the basics first .....	6-1
Front-Panel Messages .....	6-3
Print-Cartridge Problems .....	6-16
Clearing the print-cartridge nozzles .....	6-16
Clearing Jammed Paper in the Copier .....	6-20
Clearing Jammed Paper in the Automatic Document Feeder .....	6-23
Maintenance .....	6-24
Cleaning the exterior case .....	6-24
Cleaning the copy glass .....	6-24
Cleaning inside the printer area .....	6-25
Cleaning under the copy glass .....	6-26
Reassembling the copier .....	6-28
Getting Help .....	6-29
HP Support Services .....	6-29
HP Audio Tips/HP FIRST .....	6-30
CompuServe .....	6-31
Internet .....	6-31

HP Customer Support .....	6-31
Calling in the U.S. and Canada during warranty .....	6-31
Calling in the U.S. and Canada post warranty .....	6-31
Calling in Europe .....	6-32
Calling in Australia and New Zealand .....	6-32
Calling elsewhere in the world .....	6-32
Returning Your HP Color Copier 210 for Service .....	6-33
Prepare your HP Color Copier 210 for shipment .....	6-34
Ordering accessories and supplies .....	6-35

## Chapter 7 Hewlett-Packard Limited Warranty

Extent of Limited Warranty .....	7-1
Limitations of Warranty .....	7-3
Limitations of Liability .....	7-4
Warranty Service .....	7-4
Express service .....	7-4
Warranty Upgrades .....	7-4

## Index



## Getting Started

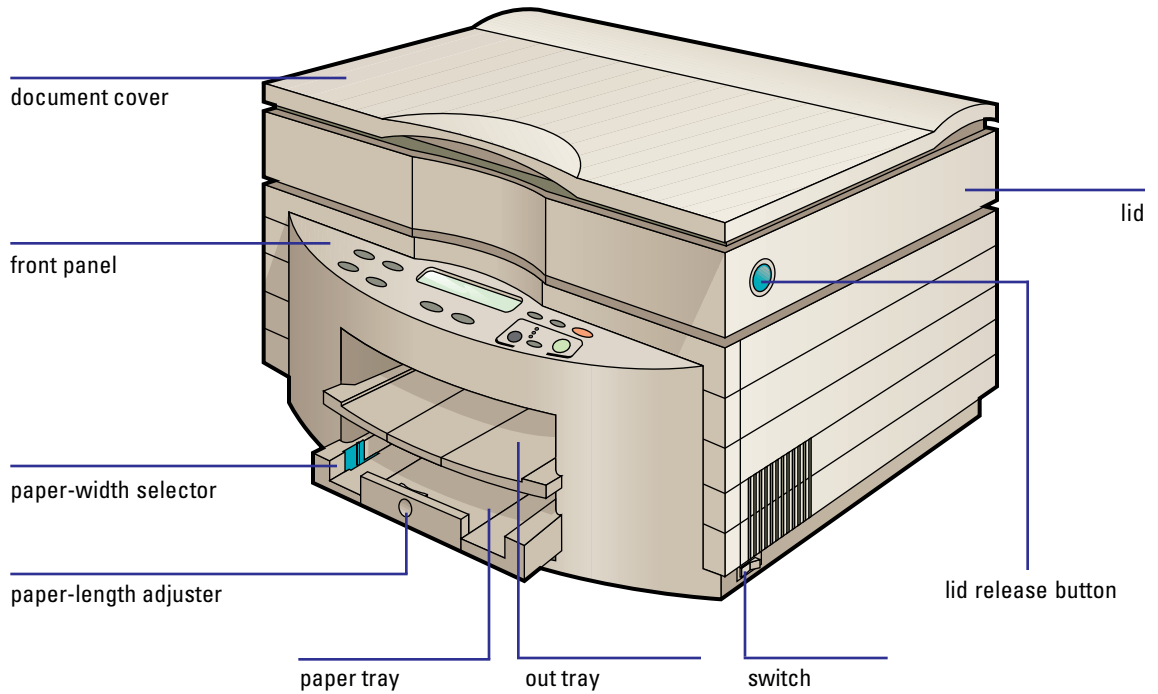
Congratulations! You have just entered a new era in copying freedom. The HP Color Copiers 210 and 210LX produce high-quality, color and black-and-white copies on a variety of paper types and sizes:

- ◆ Letter-sized paper
- ◆ A4 (European standard)
- ◆ Legal-sized paper
- ◆ Plain paper
- ◆ Inkjet paper
- ◆ Glossy paper
- ◆ Transparencies for overhead display

This user's guide will get you set up and copying and will show you how to get the most from your HP Color Copier 210.

**WARNING** *Do not lift the HP Color Copier 210 by yourself. The box weighs 70 lbs (32 kgs) (210LX: 85 lbs (39 kgs)) and requires at least two people to lift it.*





## Features

Your HP Color Copier 210 provides:

- ◆ Professional-quality color and black-and-white copies.
- ◆ A simple, easy-to-use control panel.
- ◆ A port (on the back of the copier) to connect an optional copy access controller.
- ◆ In addition, the Color Copier 210LX includes an automatic document feeder for loading up to 40 sheets at a time.

**NOTE** *You can also purchase the automatic document feeder (C5305A) as a separate item and add it to the HP Color Copier 210.*

## Copier Location and Environment

- ◆ Use only within normal office temperature and humidity ranges. The recommended range is 59-95°F (15-35°C) and 20-80% relative humidity.
- ◆ 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, gasses, or fumes (such as ammonia or paint thinner) can damage the machine.
- ◆ Choose a site that is level, flat, and stable. The copier will produce some shaking and needs to be on a sturdy surface.
- ◆ Be sure a grounded outlet is nearby and easily accessible.

**WARNING** *Do not lift the HP Color Copier 210 by yourself. The box weighs 70 lbs (32 kgs) (210LX: 85 lbs (39 kgs)) and requires at least two people to lift it.*

# Ten Easy Steps to Set Up Your HP Color Copier 210 or 210LX

To properly set up your copier, you must follow these ten steps.

**TIP** *If you've purchased a copy access controller, refer to Chapter 5, "Copy Access Controllers," for installation instructions.*

## 1 Unpack Your HP Color Copier 210

**WARNING** *Do not lift the HP Color Copier 210 by yourself. The box weighs 70 lbs (32 kgs) (210LX: 85 lbs (39 kgs)) and requires at least two people to lift it from its box and place it on the surface where it will be used.*

Carefully unpack and inspect your HP Color Copier 210 and its accessories. Save the carton and packing materials in case you ever need to ship your HP Color Copier 210. Be sure to check local, state, and national recycling laws governing the disposal of any material associated with this product.

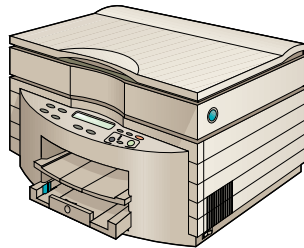
- 1 Remove all packing and shipping material from the copier.
- 2 *With someone else,* lift the copier to its final location.



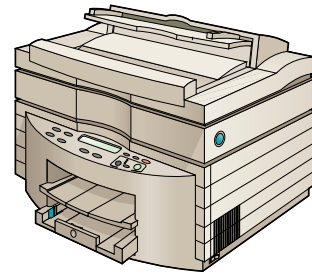
- 3 Remove all the yellow/orange packing tape.
- 4 Check that the following items are included with your HP Color Copier 210:
  - ◆ power cord
  - ◆ four print cartridges
  - ◆ front-panel overlay (has text on it)
  - ◆ user's guide
  - ◆ help card
  - ◆ Color Copier 210LX: automatic document feeder

If any of the items are missing or damaged, contact the dealer from whom you purchased your HP Color Copier 210.

HP Color Copier 210



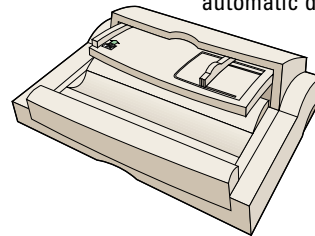
HP Color Copier 210LX with automatic document feeder attached



front-panel overlay (has text on it)



automatic document feeder



power cord



four color print cartridges

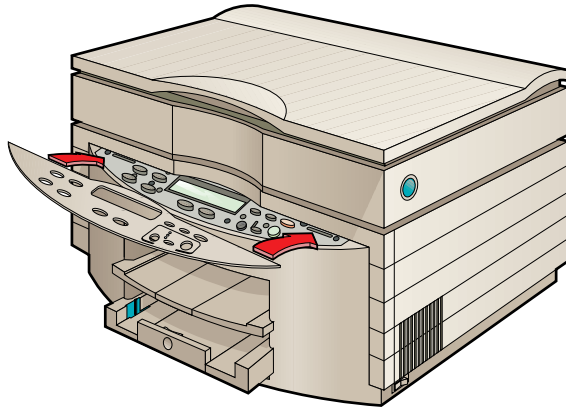


help card and user's guide

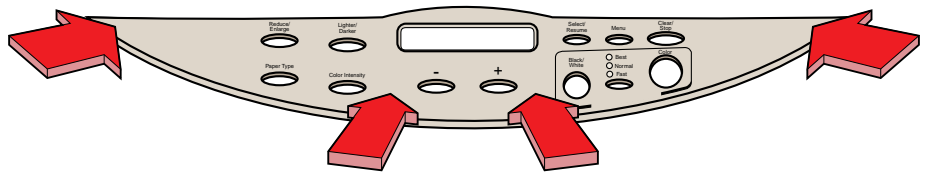


## 2 Attach the Front-Panel Overlay

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



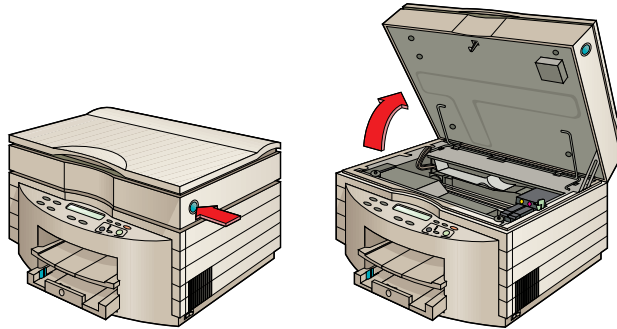
- 2 Press down firmly on the outside ends, and then on the middle to snap the overlay into place.



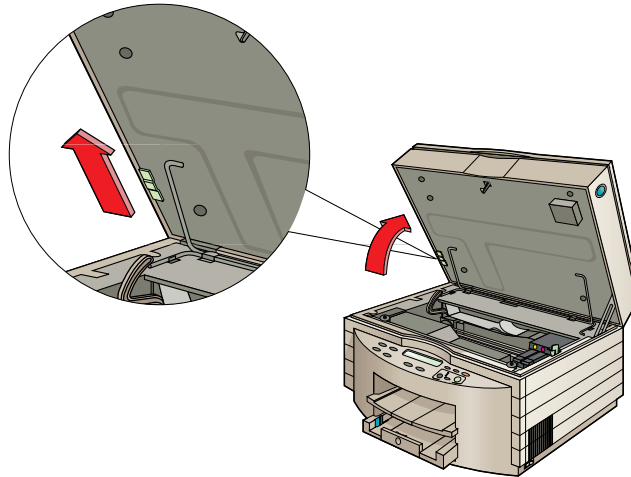
### 3 Unlock the Scanner

- 1 Hold the top of the copier and firmly press the blue lid-release button on the right side and allow the top of the machine to gently rise.

If you have trouble opening the copier, use your thumb and press the blue button *hard*.



- 2 The scanner lock is on the left side of the lid near the hinge. To unlock the scanner, slide the scanner lock toward the front of the copier.



**NOTE** Leave the scanner unlocked unless you need to move your HP Color Copier 210. Locking the scanner protects it during moving. (Refer to “Returning your HP Color Copier 210 for Service,” in Chapter 6, for locking instructions.)

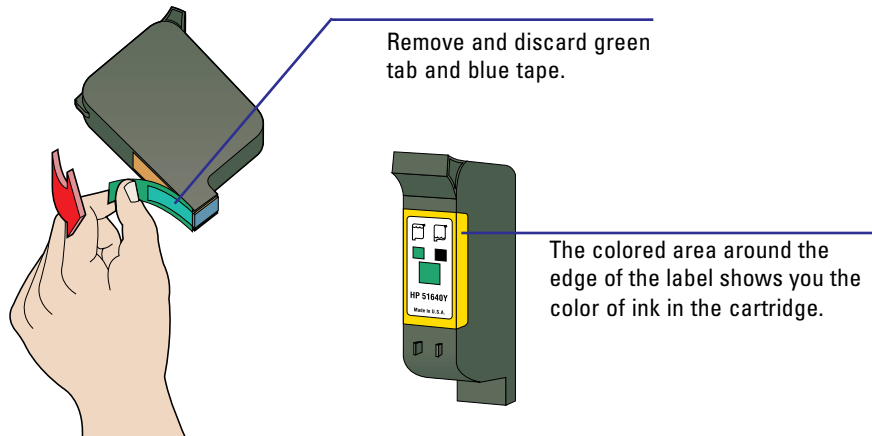
- 3 Leave the copier lid open.

## 4 Load the Print Cartridges

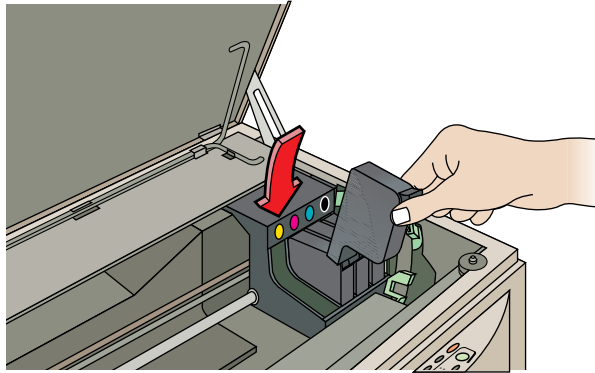
**IMPORTANT** *Users with color-vision deficiencies can refer to Chapter 2, “Using Print Cartridges and Different Paper Types,” for help in installing print cartridges in the proper color sequence.*

**CAUTION** *Hold the cartridge by the black areas only. The color of the ink in the print cartridge must match the color of the dot above the cartridge stall.*

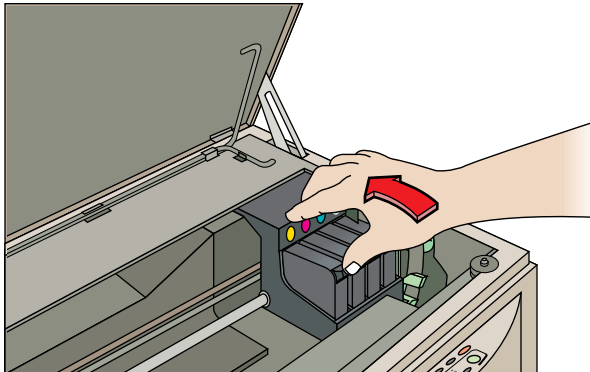
- 1 If you haven't already done so, remove the shipping tape from the print cartridge carriage.
- 2 Remove the print cartridge from the carton.
- 3 Remove the green tab and the blue tape by pulling the green tab and peeling it and the tape off as shown in the following illustration:



- 4 Push the print cartridge firmly down into the correct carriage stall. The color of the label must match the color of the dot above the stall. The following illustration shows the yellow cartridge being installed:



- 5 *Snap* the print cartridge toward the back of the copier (until the cartridge can go no further).



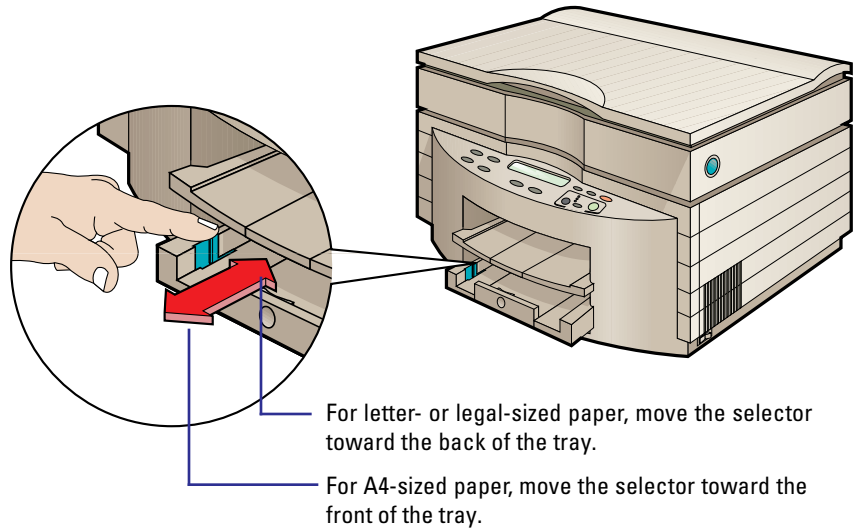
- 6 When all four print cartridges are securely in place, close the lid of your HP Color Copier 210.



## 5 Load the Paper

### *Check the paper-width selector*

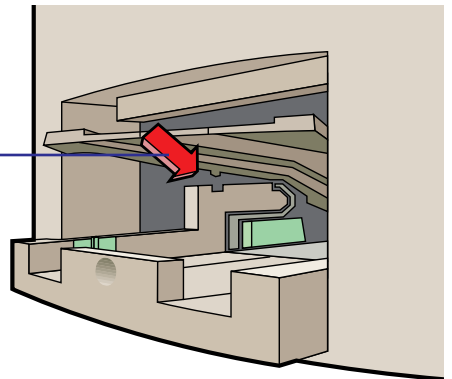
- ◆ If you are loading U.S. letter- or legal-sized paper, move the paper-width selector toward the back of the tray.
- ◆ If you are loading A4-sized paper, move the paper-width selector toward the front of the tray.



### *Check the output tray*

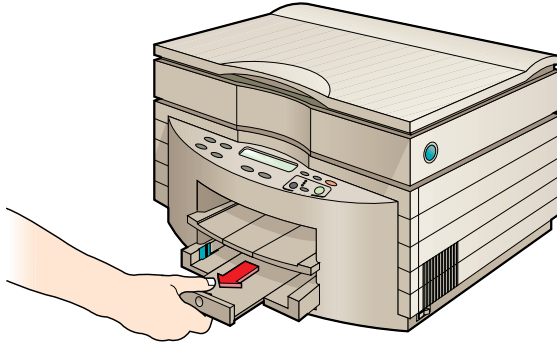
Make sure the notches on the left and right sides of the bottom of the output tray are securely inside the slots on the top of the lower tray.

If the output paper tray is loose, set the left and right notches into the slots and press down gently.

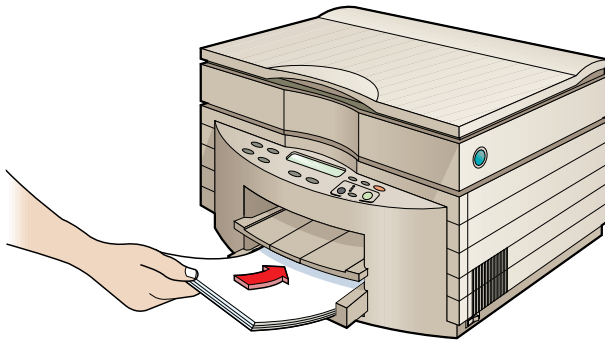


### *Load the paper*

- 1 Pull the paper-length adjuster from the lower tray until it comes to a stop.



- 2 Insert up to a  $\frac{3}{4}$ -inch (19 mm) stack of paper into the lower tray, print side down, until it stops.



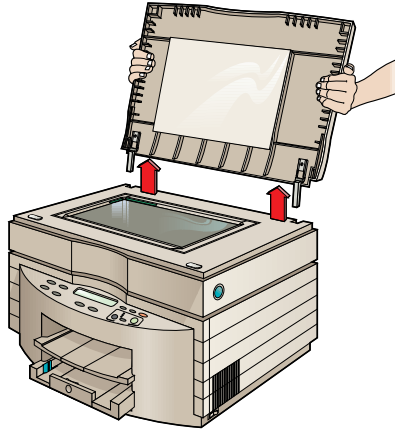
- 3 Push in the paper-length adjuster until the paper is fully inserted in the tray.

## 6 Install the Optional Automatic Document Feeder

If you have an HP Color Copier 210LX with the 40-sheet automatic document feeder, or if you have purchased the automatic document feeder separately, install it next.

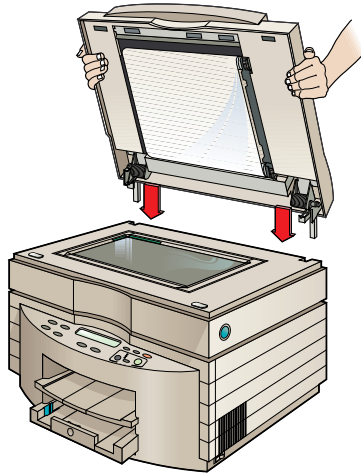
**CAUTION** *Make sure the copier is turned off before installing the automatic document feeder.*

- 1 If necessary, raise the document cover and pull it up to remove it.

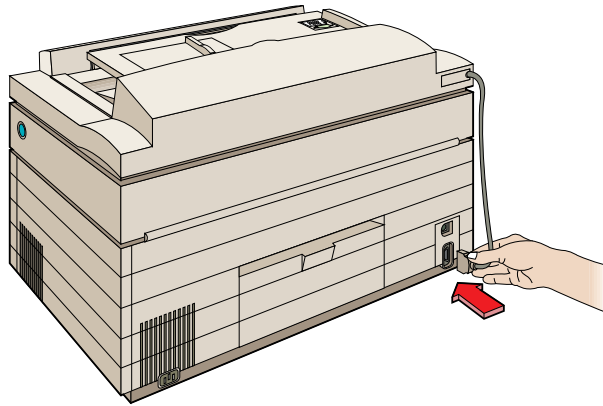


**IMPORTANT** *Do not discard the document cover. Store it in a safe place.*

- 2 Insert the two hinges of the automatic document feeder into the slots on the top of the copier.



- 3 Make sure that the automatic document feeder is securely in place.
- 4 Plug in the automatic document feeder.

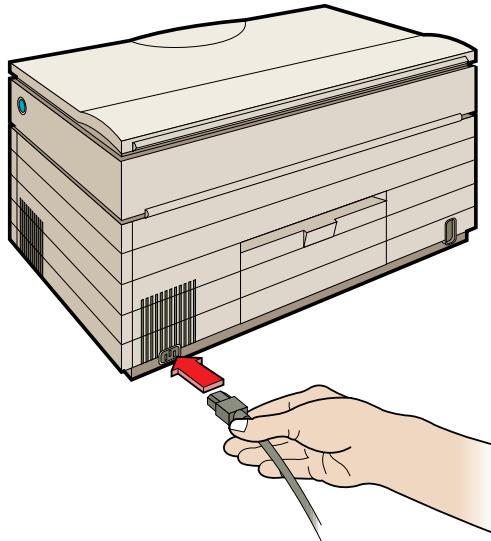


## 7 Connect the Power Cord

The copier comes with the power cord for the country to which it is shipped. If the plug on your power cord doesn't look familiar, contact your dealer or local HP Sales and Support Office.

**WARNING** *In case of emergencies, be sure that the plug in the outlet is readily accessible. Power is present in the copier even if the switch 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.*

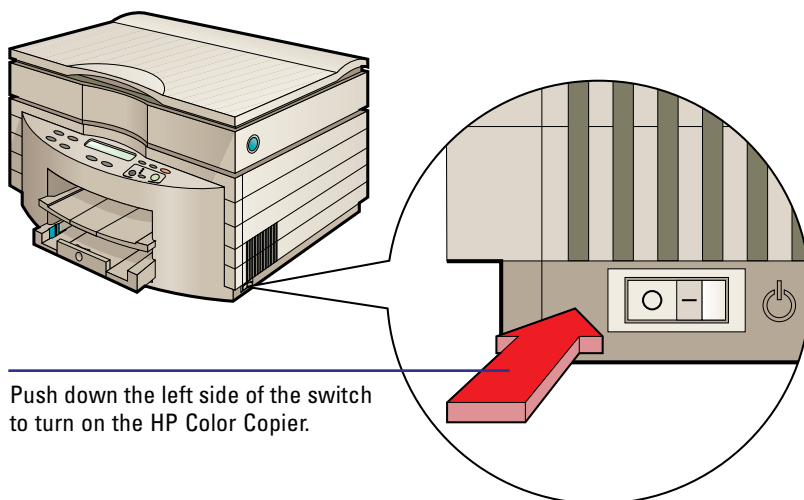
- Insert the connector on the power cord into the power socket on the back of the copier and the other end into a properly grounded power outlet.



## 8 Turn the Copier On

The switch is located on the right side, lower-front corner of the copier. When the switch is in the off position, the machine is in a “standby” condition. This means that although it is not functional, power is still applied.

When the machine is turned on, it must complete an initialization sequence before it will be ready to make copies. If you open the lid during the initialization, the message *Close lid* will appear. You will not be able to use the copier until you close the lid and allow the initialization to finish.



Push down the left side of the switch to turn on the HP Color Copier.

If a new print cartridge was installed while the copier was off, the copier automatically aligns the print cartridges. This procedure takes about 60 seconds. The alignment procedure prints a page, so paper needs to be loaded in the copier when it is turned on. Discard the page.

- If the message *Unlock scanner. Move green scanner lock on left side under lid to unlocked position, and turn power off then on.* appears, return to Step 3 to for instructions on unlocking the scanner.
- If the message *Remove and check xxxx cartridge.* appears (where *xxxx* is a color), verify that the print cartridges are snapped all the way back in their stalls. Return to Step 4 for instructions.

## 9 Set the Front-Panel Language and Default Paper Size

The copier is initially set to English and to Letter-sized paper (8.5 by 11 in.). To change the language displayed on the front panel and the default paper size, follow these 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 available languages.
- 4** Press the Select/Resume button to select the displayed language.  
After you have selected a language, you will be prompted to select Letter (8.5 by 11 in.), A4 (210 by 297 mm), or Legal (8.5 by 14 in.) as the default paper size.
- 5** Press the Plus (+) or Minus (–) button to see the paper sizes.
- 6** Press the Select/Resume button to select the displayed paper size.

## 10 Test the Copier

Use the copier's built-in self test to verify that the copier is operating properly. A sample of the self test is shown below.



- 1 Make sure that the Best, Normal, or Fast light is on and not blinking.
- 2 Press the Menu button until *Self Test Page* appears in the panel display.
- 3 Press the Select/Resume button.

The test-page printout has a set of four colored bars and lines, which should appear solid, as shown in the sample. The intensity of the colors will vary depending on the type of paper used (plain paper, HP Premium Inkjet paper, HP Premium Glossy Paper, or HP Premium Transparency Film).

If thin, random streaks appear in the color bars when the test page is printed, they indicate a copy-quality problem. For help solving copy-quality problems, see the section titled “Print-Cartridge Problems” in Chapter 6, “Troubleshooting and Maintenance.”

- 4 If you installed an automatic document feeder, *Auto Doc Feed: Yes* should be printed on the self-test page. (If you installed a feeder, but the self-test page reads *Auto Doc Feed: No*, return to Step 8 of the Ten Easy Steps to Set Up Your Copier, and verify that you plugged in the automatic document feeder properly.)
- 5 To verify proper functioning of your HP Color Copier 210, make a copy of the self-test page.



## Product Registration

Please help us serve you better by filling out the product registration form enclosed with your product.

## Using Print Cartridges and Different Paper Types

### What You Need to Know About Print Cartridges

Your HP Color Copier 210 operates with four print cartridges: yellow, magenta, cyan, and black. Except when printing the self-test page, all four cartridges must be installed before you can make copies. Each time a new print cartridge is installed, the copier automatically aligns the print cartridges. A page is printed during cartridge alignment, so paper needs to be loaded when the copier is turned on. Discard the page.

When printing black text only (about 5% density) on Letter/A4-sized paper, ink lasts about 900 pages.

When printing graphics on Letter/A4-sized paper, using equivalent amounts of each color, ink lasts approximately

- ◆ 1850 pages per set of color cartridges at 15% density
- ◆ 275 pages per set of color cartridges at 80% density

Remember, you must remove the protective tape from each print cartridge and the print cartridge must be snapped fully down and forward in its stall.

### *Determining ink color (for users with color-vision deficiencies)*

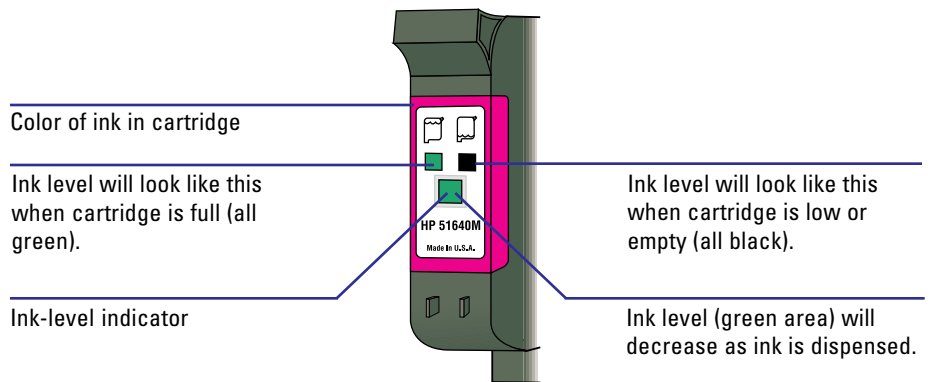
The copier uses four print cartridges. The colors, as installed from left to right, are yellow, magenta, cyan, and black. Each cartridge has a part number that uses a letter designation for the color of the ink. This part number is located on the front label of the print cartridge (shown below).

1st Cartridge	2nd Cartridge	3rd Cartridge	4th Cartridge
Yellow	Magenta	Cyan	Black
51640Y	51640M	51640C	51645A

### *Reading the ink-level indicator*

To check the amount of ink in each cartridge, look at the ink-level indicator on the front of the cartridge. As ink is dispensed from the cartridge, the green area in the ink-level indicator (all green when full) decreases, and you will see more black area.

The ink-level indicator is only an approximation of the amount of ink remaining in the cartridge.



### *Out-of-ink sensing*

When the HP Color Copier 210 senses that a print cartridge is out of ink, it displays a message on the front panel. The copier then completes copying the current page and stops. To continue your copy job, replace the affected print cartridge and press the Select/Resume button. To continue using the same print cartridge, press Select/Resume.

## What You Need to Know About Paper

The HP Color Copier 210 has been designed to copy on plain paper such as photocopier or letterhead. For maximum color brilliance, use HP Premium Inkjet paper. HP Premium Transparency Film and Glossy Papers provide the highest print quality for finished presentations. Refer to the ordering information at the end of this manual for paper sizes, types, and part numbers.

**CAUTION** *Do not use paper that has been preprinted by devices (such as laser printers and copiers) that use toner. This includes some preprinted forms and letterheads. Toner will damage your copier.*

You can copy on letter-sized, A4-sized, and legal-sized paper. Color photocopy, bond, and letterhead paper can be used in the copier; however, you cannot copy on envelopes, labels, cards, and custom-sized letterhead or stationery.

Be sure that all paper is free of tears, dust, wrinkles, and curled or bent edges. Handle all paper types by the edges only. (Oil from fingerprints can prevent ink from adhering to the page.)

Always load paper print-side down and letterhead first in the lower tray. Copying on the correct side will make a *significant* difference in quality with most paper types.

**IMPORTANT** *Do not load mixed sizes of paper in the lower tray. This could cause a jam in the copier.*

## *Paper Specifications*

The way you feed paper (through the tray or through the document feeder) dictates which kind of paper you can use. The following are the valid paper types for each method.

### **Paper tray**

- ◆ 16- to 24-lb (60- to 90-g/m<sup>2</sup>) range
- ◆ Plain paper (white and color) and letterhead
- ◆ HP Premium Inkjet Paper
- ◆ HP Premium Glossy Paper
- ◆ HP Premium Transparency Film

### **Automatic document feeder**

- ◆ 16- to 28-lb (60- to 135-g/m<sup>2</sup>) range
- ◆ Plain paper (white and colored) and letterhead
- ◆ HP Premium Inkjet Paper

**IMPORTANT** *Do not load glossy paper, photo paper, or transparency film in the automatic document feeder.*

## *Papers to Avoid*

These papers can cause a paper jam or adversely affect copy quality:

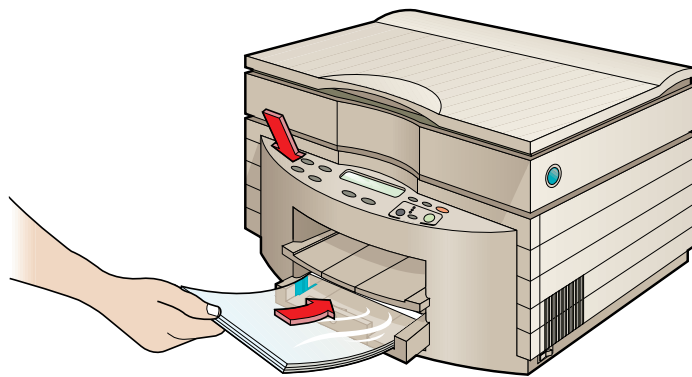
- ◆ Paper heavier than 24 lb (90 g/m<sup>2</sup>) or lighter than 16 lb (60 g/m<sup>2</sup>) in the lower paper tray. The automatic document feeder can accept paper up to 28 lbs (105 g/m<sup>2</sup>).
- ◆ Paper with cutouts or perforations.
- ◆ Multiple-part forms.
- ◆ Inkjet or glossy paper other than HP Bright White Inkjet, Premium Inkjet, or Premium Glossy Paper.
- ◆ Transparency film other than HP Premium Transparency Film.
- ◆ Any size paper other than Letter, Legal, or A4.
- ◆ Label stock or envelopes.

### *Specifying the paper type*

Each time you load a different type of paper in the paper tray, use the front-panel Paper Type button to specify the new type.

- 1 To browse through the paper types, press the Paper Type button on the front panel. The paper type with the black dot to the right side of the display is the currently selected setting.
- 2 To select the paper type that matches the paper loaded in the paper tray, press Select/Resume:

Paper	Paper Type Setting
Copier paper or letterhead	Plain Paper
HP Bright White Inkjet Paper	Plain Paper
HP Premium Inkjet Paper	Premium Inkjet
HP Premium Glossy Papers	Glossy Paper
HP Premium Transparency Film	Transparency



### *Copying on HP Premium Inkjet Paper*

HP Premium Inkjet Paper has an arrow in the upper-right corner of the nonprinting side of the paper. Place the paper arrow-side up in the paper tray.

### *Copying on HP Glossy Paper*

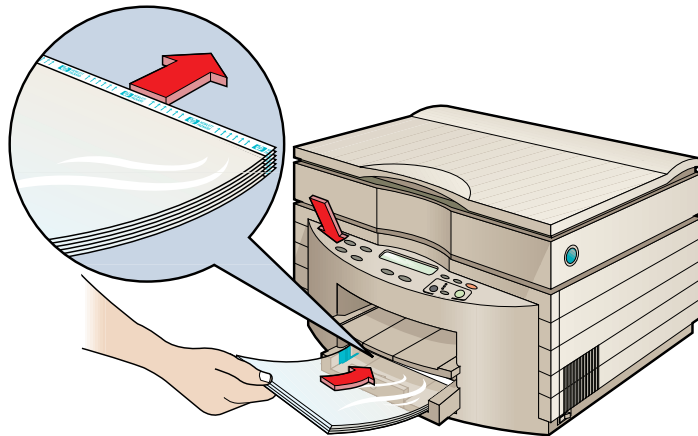
Be sure to load the glossy side down in the paper tray. Always have 5 to 10 sheets in the paper tray. (If necessary, place the glossy sheets on top of plain paper in the paper tray.)

### *Copying on HP Premium Transparency Film*

HP Premium Transparency Film has a white strip at the top of each sheet. Optical sensors in the copier use this strip to determine that transparency film is loaded.

**IMPORTANT** *Use only HP Premium Transparency Film when copying on transparencies. Other transparency film can jam in the copier.*

- Insert the transparency with the white strip physically on top and on the end going into the copier first. You can load a maximum of 80 transparencies into the paper tray.

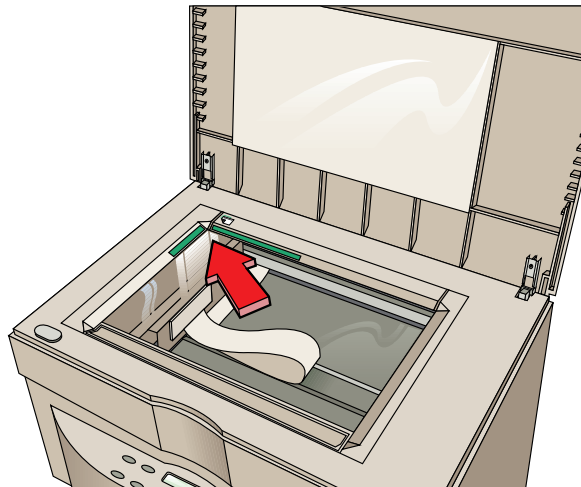


## Copying

### Start Copying

- 1 Place the original face-down on the glass along the two green borders.

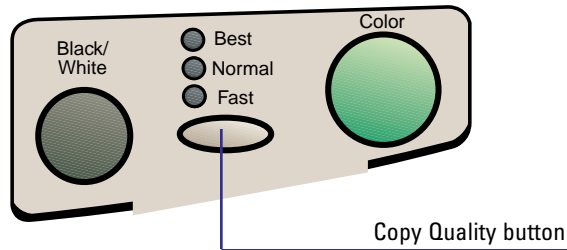
**NOTE** *To copy successfully, you should place all originals, including small photographs, in the corner along the two green borders.*



- 2 Press the Plus (+) and Minus (–) buttons until the number of copies you want to make is displayed on the front panel.



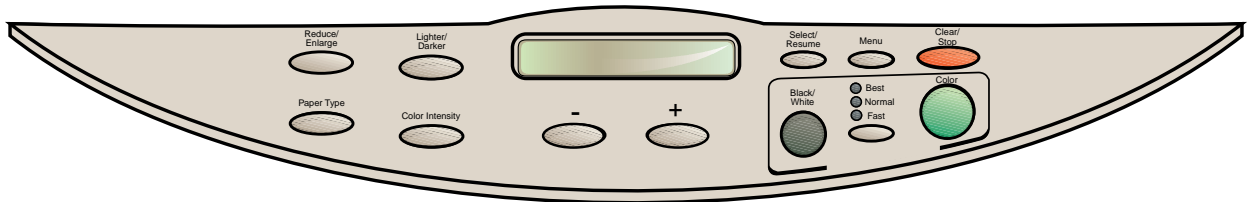
- 3 Press the Copy Quality button until the light appears next to the speed and quality of the copy you want to make.



- 4 Press one of the following buttons to start copying:
  - ◆ Black/White for black and white documents
  - ◆ Color for color documents

## Copier Front Panel

The rest of this chapter covers the buttons and menu items on the copier front panel.



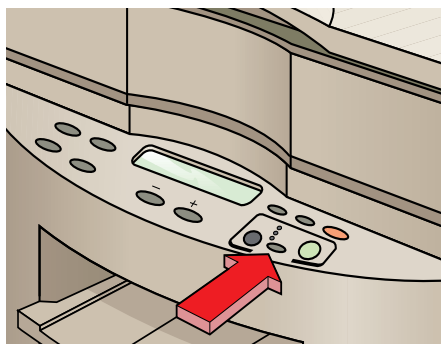
## Setting Copy Quality

Use the Copy Quality button to change the speed and quality of the copy. You can choose from the following three quality settings: Best, Normal, and Fast.

**Best:** Produces the highest copy quality for all paper types and eliminates the banding effect that sometimes occurs in solid areas. Note that for most documents, the Best setting copies more slowly than the Normal setting.

**Normal:** Delivers high-quality output and is the recommended setting for most copying. Normal is the default copy-quality setting for most paper types.

**Fast:** Copies faster than the Normal setting and produces draft quality. Using Fast also cuts down on the frequency of replacing your print cartridges because it uses less ink.



To select the copy quality you want, press the Copy Quality button. The light next to your selection turns on.

**IMPORTANT** *If you consistently use a setting on the front panel other than the default—for example, if you use Best rather than Normal—you can establish that setting as the default for your copier. For details, refer to the “Setting Defaults” section later in this chapter.*

**NOTE** *The default setting is indicated by a black dot (●).*

## Reduce or Enlarge Copies

The HP Color Copier 210 contains predefined settings for reducing and enlarging copies. Using these settings, you can enlarge standard photograph sizes to letter/A4, or take advantage of a special feature called Auto Fit.

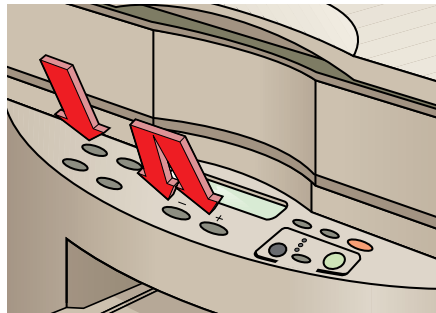
*Auto Fit* does a pre-scan of the item on the glass and automatically sizes it to fit the current copy paper size. The pre-scan makes Auto Fit a bit slower than the standard copy procedure, but it ensures that the edges of your original always appear on the copy.

**NOTE** *To copy successfully using Auto Fit, you must place all originals, including small photographs, in the corner along the two green borders.*

When enlarging, Auto Fit enlarges the item to the largest size that can fit on the page without distorting the image.

**NOTE** *If the list of photograph sizes (e.g., 4x6 → Ltr or 13x20cm → A4) doesn't look familiar, verify that the correct copy paper size has been set for your copier. Refer to "Change Copy Paper Size" later in this chapter.*

- 1 Press the Reduce/Enlarge button.
- 2 To scroll through the list of settings, press the Plus (+) or Minus (-) buttons. Refer to the Help Card for the list of options.



- 3 To confirm your selection, press the Select/Resume button.

**NOTE** To reduce and enlarge 1% at a time, press and hold down the Reduce/Enlarge button, and then use the Plus (+) and Minus (–) buttons to change the Reduce/Enlarge percentage.

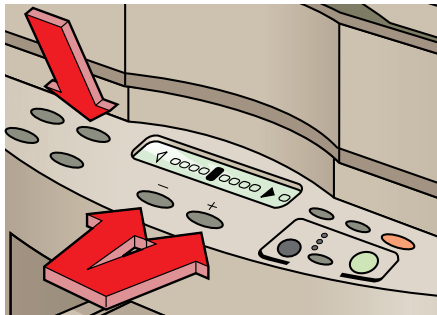
The default setting is indicated by a black dot (●).

**IMPORTANT** If you consistently use a setting on the front panel other than the default, you can establish that setting as the default. For example, you can change Reduce/Enlarge to Auto Fit. For details, refer to the “Setting Defaults” section later in this chapter.

## Make Copies Lighter or Darker

To adjust the lightness and darkness of copies, follow these steps:

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



- 2 To make the copy darker, press the Plus (+) button. (The dot moves to the right.) To make the copy lighter, press the Minus (–) button. (The dot moves to the left.)
- 3 To confirm your selection, press the Select/Resume button.

**IMPORTANT** If you consistently use a setting on the front panel other than the default, you can establish that setting as the default. For example, you can change Lighter/Darker to a lighter setting. For details, refer to the “Setting Defaults” section later in this chapter.

## Change Color Intensity

Use the Color Intensity button to make colors more vivid or more subtle.

- 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.) To produce copies with paler, more subtle colors, press the Minus (–) button. (The dot moves to the left.)
- 3 To confirm your selection, press the Select/Resume button.

**NOTE** *You can also use the Enhance Light Colors (ELC) setting to enhance the light-color backgrounds of documents (such as maps and invoices). Press the Menu button repeatedly until ELC appears on the front panel display. Press the Plus (+) or Minus (–) button to turn ELC on (noted by a dot). Then press the Select/Resume button.*

**IMPORTANT** *If you consistently use a setting on the front panel other than the default, you can establish that setting as the default. For example, you can change the Color Intensity default to a more vivid setting. For details, refer to the “Setting Defaults” section later in this chapter.*

*The default setting is indicated by a black dot (●).*

## Clear/Stop

- To stop copying or to return front panel settings to their default values, press the Clear/Stop button.



## Menu Items

### *Self-Test Page*

Use the self-test page to check the print cartridges and to determine whether you have the automatic document feeder or a copy controller successfully installed.

- To print the self-test page, make sure that *Self Test* is displayed on the front panel display. Then press Start. Refer to Chapter 1, “Getting Started,” for more information on the Self Test.

### *Align Cartridges*

Print cartridges are automatically aligned when they are installed. However, if you are experiencing print-quality problems (for example, if white lines appear between adjacent black and colored areas), it is a good idea to align the cartridges again.

- To align the print cartridges, make sure that *Align Cartridges* is displayed on the front panel display. Then press Select/Resume.

### *Change Copy Paper Size*

With the HP Color Copier 210, you can copy on Letter, Legal, and A4 paper. To change the copy paper size, follow these steps:

- 1 Press the Menu button repeatedly until *Copy Paper Size* appears on the front panel display. To display the current default paper size, press the Select/Resume button.
- 2 To scroll through the paper sizes, press the Plus (+) or Minus (–) button.
- 3 When the paper size you want appears in the front panel display, press the Select/Resume button to confirm your selection. The paper size you select must correspond to the size of the paper in the lower tray.

**NOTE** *To cancel without making a selection, press the Clear/Stop button.*

### *TE (Text Enhancement)*

The TE (Text Enhancement) setting sharpens the edges of black text. It should be turned on in most situations. Turn off TE if

- ◆ stray dots of color surround some text
  - ◆ large, black typefaces have a splotchy (not smooth) appearance
  - ◆ thin, colored objects or lines contain black spots
- 1 With *TE* displayed on the front panel display, use the Plus (+) and Minus (–) buttons to cycle between ○ (off) and ● (on).
  - 2 To confirm your selection, press Select/Resume.

### *ELC (Enhance Light Colors)*

Use ELC (Enhance Light Colors) to copy very pale colors. Turn on ELC if very pale colors are printing as white.

- 1 With *ELC* displayed on the front panel display, use the Plus (+) and Minus (–) buttons to cycle between ○ (off) and ● (on).
- 2 To confirm your selection, press Select/Resume.

## Setting Defaults

If you consistently use a setting on the front panel other than the default, you can establish that setting as the default.

**NOTE** *The default setting is always indicated by a black dot (●).*

For example, to set Reduce/Enlarge to Auto Fit, follow these steps:

- 1 Press the Reduce/Enlarge button until *Auto Fit* is displayed, and then press Select/Resume.
- 2 Press the Menu button until *Set Defaults* is displayed.
- 3 Press Select/Resume. *Current settings saved as defaults* is displayed.

## Factory Defaults

To return all the settings on the control panel to their factory defaults follow this step:

- With *Factory Defaults* displayed on the menu, press Select/Resume. *Returned to factory defaults* is displayed.

## Copy Controllers

This menu setting is used only if you have a copy access controller for your HP Color Copier 210. Refer to Chapter 5, “Copy Access Controllers,” for information.





## Automatic Document Feeder



With the automatic document feeder you can feed up to 40 sheets of paper at a time. You can copy on A4, letter-sized, and legal-sized paper.

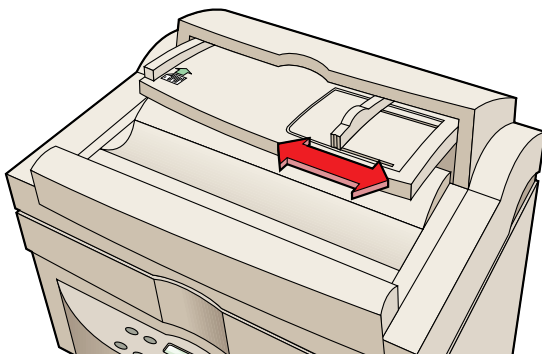
**NOTE** *To prevent paper jams, use plain and inkjet paper only. Do not feed glossy paper, transparencies, labels, or envelopes.*

For complete instructions on installing the automatic document feeder, refer to Chapter 1, “Getting Started.”

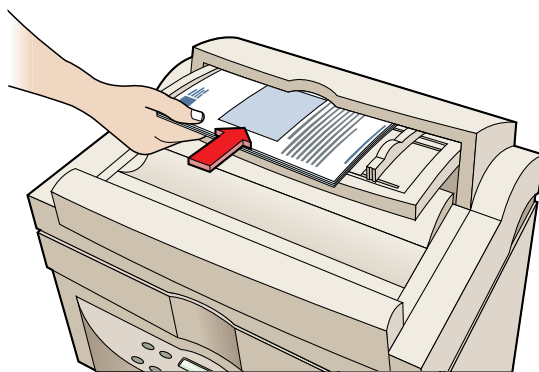
## Using the Automatic Document Feeder

You can feed up to 40 sheets of paper at a time.

- 1 If it is not already on, turn on the HP Color Copier 210 using the switch located on the lower-right side toward the front of the copier.
- 2 Adjust the paper size selector: letter, A4, or legal.



- 3 Insert the originals *faceup* in the feeder. Notice the symbol on the feeder tray.



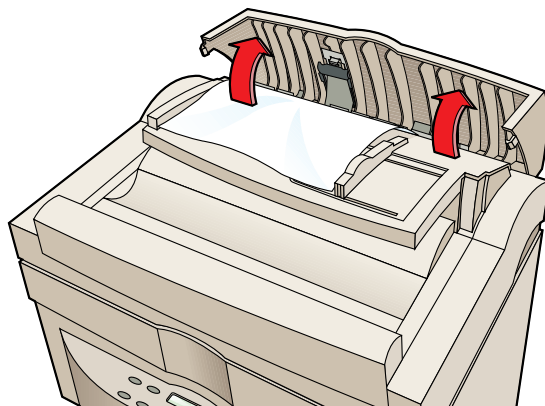
Make sure that you insert the paper all the way in the back of the automatic document feeder.

- 4 When the originals are in place, *Document loaded.* will appear. Press the Start Copy button.

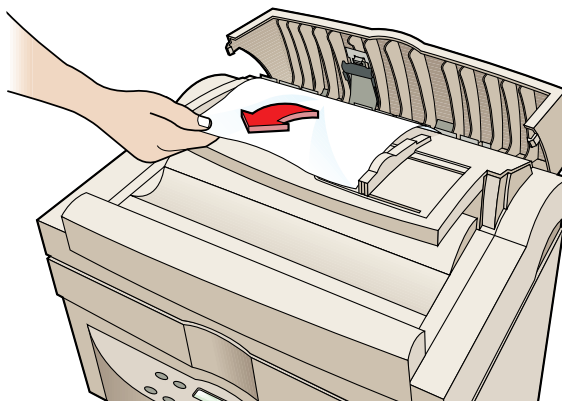
## Clearing a Paper Jam

If paper jams in the automatic document feeder, follow these steps:

- 1 Raise the automatic document feeder cover.



- 2 Gently remove the paper.



- 3 Close the automatic document feeder cover by pressing it in the center (as opposed to one side). It clicks into place.



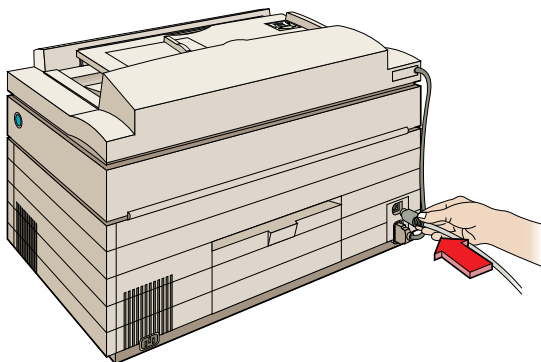
## Copy Access Controllers

Copy access controllers provide security and accounting for your HP Color Copier 210. Depending on the type of controller, users might be assigned a code, have a card (sometimes called a “smartcard” or “swipecard”), or require coins (or other means) for access to the copier. Some copy controllers can also separately track the numbers of black and white and color pages copied.

Consult your copy access controller documentation for instructions on using your copy controller. Make sure that your copy controller supplier provides you with the specific cable to connect your copy controller to an HP Color Copier 210.

## Installing a Copy Controller

- 1 Turn off the HP Color Copier 210.
- 2 Plug the copy controller into the port in the back of the HP Color Copier 210.



- 3 Turn on the copy controller and then the HP Color Copier 210.
- 4 Press the menu button until *Copy Controller* is displayed on the front panel display.

**CAUTION** *After you have activated a copy controller, you will be able to make copies only if the copy controller is attached.*

- 5 To activate the copy controller, press Select/Resume.
- 6 To confirm, press Select/Resume again. Pressing any other key will cancel activating the copy controller.

## Using a Copy Controller

After a copy controller has been activated, the only way to make copies is through the copy controller. If a person tries to make a copy without using the copy controller, the following message will appear:

*Cannot copy. Access through copy controller.*

If the copy controller is turned off, disconnected, or otherwise disabled, the following message will appear:

*Cannot copy. Copy controller disconnected.*

# 6

## Troubleshooting and Maintenance

### Using this Section

The troubleshooting tables in this section provide solutions for

- ◆ Copier and copy-quality problems
- ◆ Copier-operation problems

#### *Check the basics first*

- ◆ Make sure the copier has power and is turned on.
- ◆ Be sure that the lid is closed.
- ◆ Check the front-panel display for messages telling you to take a specific action (for example, *Out of Paper*).

**NOTE** *If the display is in a language you do not understand, refer to “Set the Front Panel Language and Default Paper Size” in Chapter 1.*



*If the indicated problem is with the print cartridges...*

- ◆ Look at the ink-level indicator to make sure none of the print cartridges is out of ink. (Refer to “Reading the ink-level indicator” in Chapter 2.)
- ◆ Make sure that all tape has been removed from the print-cartridge nozzles.
- ◆ Make sure that all print cartridges are snapped fully forward in the carriage. If they are not properly installed, the front panel will display an error message instructing you to remove and check a cartridge. After you fix this problem, close the lid and press either the Black/White or Color Start button. (Refer to “Load the Print Cartridges” in Chapter 1.)

*If the indicated problem is with the loaded paper...*

- ◆ Push the paper-length adjuster forward to make sure the paper is loaded fully forward in the lower tray. Be careful not to bend the paper.
- ◆ Make sure that the paper-width selector is set for the paper width you are using (to the back of the copier for A4 and to the front of the copier for Letter/Legal).

*If your copier has a paper jam, make sure that...*

- ◆ The lid is closed.
- ◆ The paper-width selector is set for the paper width you are using.
- ◆ The proper size paper is being used.
- ◆ Paper is loaded fully forward in the tray.

If you see the message *Turn Power off and then on again*, do so. If you see the message *Error #####* (Error followed by a number), write down the error number and call for service.

## Front-Panel Messages

<i>Message</i>	<i>Possible cause</i>	<i>Solution</i>
<i>Paper Jam.</i>	<p>Paper has jammed in copier or automatic document feeder.</p> <p>If only one or two sheets of paper are in the paper tray, the copier might not pick the paper properly, causing a paper jam in the copier.</p> <p>HP Premium Transparency Film was loaded with the wrong end going in first, causing a paper jam. The jam is caused by the sensor not finding the paper strip; therefore it finds no paper. You can also get an <i>Out of Paper</i> message.</p>	<p>Refer to “Clearing Jammed Paper” later in this chapter.</p> <p>Remove the paper jam and install more paper in the paper tray.</p> <p>Remove the paper jam and load HP Premium Transparency Film in the paper tray with the white strip going in first and on top.</p>
<i>Out of paper</i>	Paper tray is out of paper or the paper is not fully inserted into the tray.	Load paper into paper tray.
<i>Remove and check [black or color] cartridge</i>	A print cartridge is either incorrectly installed, the wrong type, or defective.	Reseat or replace the print cartridge into correct cartridge stall. Make sure the tape has been removed from the print cartridge nozzles. Be sure cartridges are inserted fully forward and <i>snapped</i> into place.
<i>ADF Paper Jam.</i>	Paper is jammed in the automatic document feeder.	Refer to “Clearing Jammed Paper in the Automatic Document Feeder” later in this chapter.
<i>Unlock scanner.</i>	The scanner was not unlocked when the copier was set up.	<p>Turn off the copier. Press the blue button on the right side of the copier to open the machine. On the left side near the hinge is a green scanner lock. Move it to the open position.</p> <p>Refer to “Unlock the Scanner” in Chapter 1 for directions with pictures.</p>
<i>[Black or color] Ink Low.</i>	Print cartridge is running out of ink.	Replace print cartridge. (You might be able to copy some more pages. Press Select/Resume to continue.)
<i>Lid Open.</i>	After pressing the blue button to open the machine, the lid was not closed securely.	Close lid.

## Front-Panel Messages

<i>Message</i>	<i>Possible cause</i>	<i>Solution</i>
<i>Can't Copy.</i>	Copy controller problem.	Refer to Chapter 5 for details.
The paper size loaded does not match the paper size selected.	The paper currently loaded in the copier does not match the size set in the front panel display. For example, the front panel display is set to A4 paper, and Letter is loaded in the copier.	Set the correct Paper Size using the front panel display.
<i>No Cartridge. Insert [black or color] cartridge.</i>	A print cartridge is missing from the copier. Unless you are printing a self-test page, all four cartridges must be present.	Load the missing cartridge.
<i>Scanner bulb failing.</i>	The scanner bulb is becoming too dim to work properly.	Call for service. Refer to "Getting Help" later in this chapter.

## A blank page came out of the HP Color Copier 210

<i>Possible Causes</i>	<i>Solutions</i>
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 stall and, being careful to touch only the black plastic, gently remove any tape covering the nozzles. Replace the print cartridge in its stall.
Original not placed in corner along green edges and Auto Fit is turned on.	Place all originals on glass along green borders.
Original placed print-side up on the glass.	Be sure the document you are copying is placed print-side down on the glass.
Print cartridges need to be replaced.	The best way to check this is to print a self-test page. Press the Menu button until <i>Self Test Page</i> appears on the display. Press the Select/Resume button to print the self-test page. If any of the colored bars are missing (cyan, magenta, yellow, or black), the appropriate print cartridge must be replaced.

## Placement on the page is wrong or the edges are cut off

<i>Possible Causes</i>	<i>Solutions</i>
Auto Fit doesn't enlarge to full size.	<p><i>Note:</i> Auto Fit will make the copy as big as possible, without distorting it.</p> <p>Make sure the copy paper size is correct.</p> <p>Clean the glass and document cover. Any dirt or smudges on either the glass or cover will be sensed by the scanner and cause the enlargement to be inaccurate.</p> <p>Check to make sure the copy paper size is correct.</p> <p>Make sure the original is placed in the corner along the two green borders.</p>
Edges of the copy get cut off.	<p>Press the Reduce/Enlarge button repeatedly until <i>Entire 93%</i> appears on the display. You can also press the Plus (+) or Minus (-) buttons to scroll through the available Reduce/Enlarge options. Press the appropriate Start Copy button to make the copies.</p> <p>Auto Fit will automatically reduce the copy to completely fit on the page. Press the Reduce/Enlarge button until <i>Auto Fit</i> appears. Press Start Copy.</p>
The copy image seems to have shifted or jumped. Either the document cover was lifted or uneven pressure was applied to the document cover during copying.	Copy again and be sure not to lift or press down on the document cover.
When using A4-sized paper, the last few lines on original do not appear on the copy. The paper size settings are not correct.	Set the paper-width selector on the paper tray toward the front of the tray (for A4-sized paper). Refer to Chapter 1 for these instructions.

## Colors are incorrect

<i>Possible Causes</i>	<i>Solutions</i>
One of the color ink chambers might be running out of ink, or the nozzles in the print cartridge might be clogged.	<p>Print a self test by pressing the Menu button until <i>Self Test Page</i> appears on the display. Press the Select/Resume button and the self-test page is printed.</p> <p>If any of the colored bars are missing (cyan, magenta, yellow, or black), the appropriate print cartridge must be replaced. If streaks or white lines appear in any of the colored bars, the cartridges need to be cleared.</p> <p>Follow the cartridge clearing instructions later in this chapter.</p>
You might have a defective print cartridge.	<p>Print a self test by pressing the Menu button until <i>Self Test Page</i> appears on the display. Press the Select/Resume button and the self test page is printed.</p> <p>If any of the colored bars are missing (cyan, magenta, yellow, or black), the appropriate print cartridge must be replaced. If streaks or white lines appear in any of the colored bars, the cartridges need to be cleared.</p> <p>Follow the cartridge clearing instructions later in this chapter.</p>

## Copies are too vivid or bright

<i>Possible Causes</i>	<i>Solutions</i>
Color intensity is too high.	<p>Press the Color Intensity button. Press the Minus (–) button to minimize the color intensity and make your copy more pale. The dot moves to the left. Press Select/Resume to confirm your selection.</p>

## Pages did not come out of the HP Color Copier 210, or it seems to copy very slowly

<i>Possible Causes</i>	<i>Solutions</i>
No paper, or paper is loaded in the wrong tray.	The HP Color Copier 210 might be out of paper or the paper might be in the wrong tray. Be sure the paper is in the bottom tray.
The scanner may be locked.	A locking mechanism holds and protects the scanner optics during shipment. You must unlock it before you use the HP Color Copier 210. The lock is located on the left side, under the lid. Refer to Chapter 1 for unlocking instructions. <i>Note:</i> If the scanner is locked, you will hear a loud noise when you try to make a copy.
The HP Color Copier 210 might not be turned on.	The power switch is located on the bottom right side of the copier, toward the front. A light, located next to the Copy Quality button, lights up when the HP Color Copier 210 is turned on. As the HP Color Copier 210 is initializing, the green light blinks and <i>Initializing</i> appears on the display. When the HP Color Copier 210 is ready, <i>1 Copy / 100%</i> appears on the display.
You are using the Best copy quality setting while making copies.	You can change the speed and quality of your copy using the Copy Quality button. <i>Best</i> is the slowest setting but has the highest quality. <i>Fast</i> is the fastest setting and has the lowest quality. The <i>Normal</i> setting is in between Best and Fast and is the recommended setting for most copy jobs.  Press the Copy Quality button until the light is next to the setting you want, and then press the Select/Resume button to confirm your selection. Start your copy by pressing the appropriate Start Copy button.
You are copying onto transparency or glossy paper types.	When you are copying onto transparencies and glossy papers, the copying process slows down to allow the ink to dry.
You turned off the HP Color Copier 210 when you were not using it.	The scanner bulb shuts off if it remains idle for 12 hours. It must warm up the first time it is used. To shorten the warm-up time, leave the product turned on.

## Copies are faded or colors are dull

<i>Possible Causes</i>	<i>Solutions</i>
Incorrect paper-type setting.	Make sure that the paper type selected on the front panel display reflects the type of paper actually loaded in your HP Color Copier 210.
Light colors print as white.	Turn on ELC (Enhance Light Colors) on the front panel display by pressing the Menu button repeatedly until <i>ELC</i> appears. Press the Plus (+) button to turn on ELC. The dot becomes solid. Press the Select/Resume button, then press the Color Start Copy button to make a copy.
The lamp is too dim.	If <i>Scanner bulb failing</i> appears on the front panel display, the lamp needs to be replaced. Refer to the section “HP Customer Support,” later in this chapter, for information on getting customer service.
The glass is dirty.	Clean the glass and underside of the document cover with a soft, damp cloth.
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 dot moves to the right. Press the Select/Resume button, and then press the appropriate Start Copy button.
The Lighter/Darker setting is too low.	Press the Lighter/Darker button. Press the Plus (+) button to darken your copy. The dot moves to the right. Press the Select/Resume button, and then press the appropriate Start Copy button.



## Paper wrinkles and is very wet

<i>Possible Causes</i>	<i>Solutions</i>
You are copying a page with very dark colors.	<p>Press the Lighter/Darker button. To lighten your copy, press the Minus (–) button. The dot moves to the left. Press the Select/Resume button, and then press the appropriate Start Copy button.</p> <p>You can also press the Color Intensity button to lighten your copy. Press the Minus (–) button to minimize the color intensity and make your copy more pale. The dot moves to the left. Press the Select/Resume button, and then press the appropriate Start Copy button.</p>
Ink bleeds on the paper or the print seems fuzzy. The paper becomes excessively wrinkled.	<p>You might be using the wrong paper. Use paper supported and recommended by HP.</p> <p>You might be copying on the wrong side of the paper. Verify you have loaded paper with the print side down in the paper tray.</p> <p>You might be copying on plain paper in Glossy or Transparency mode. Press the Paper Type button until <i>Plain Paper</i> appears in the display, and then press Select/Resume.</p> <p>You might not be copying within the specified environmental conditions. Move the copier to a room where you can better control the humidity.</p>

## Copy quality is poor

<i>Possible Causes</i>	<i>Solutions</i>
<p>Print cartridges need to be replaced or the nozzles are clogged.</p>	<p>Print a self-test page by pressing the Menu button until <i>Self Test Page</i> appears on the display. Press the Select/Resume button to print the self test page.</p> <p>If any of the colored bars are missing (cyan, magenta, yellow, or black), the appropriate print cartridge must be replaced. If the page streaks or white lines appear in any of the colored bars, the cartridges need to be cleared.</p>
<p>The original is of poor quality.</p>	<p>Moiré patterns, such as bands, checks or stripes in the picture after it is copied, are caused by copying a picture of poor quality, such as a newspaper photo. To reduce moiré patterns, try placing one or more clear plastic sheet protectors directly on the glass, and then place the original face down on top of the plastic sheet. You can also try reducing the copy by 3%. To reduce or enlarge copies in 1% increments, press and hold down the Reduce/Enlarge button and press the Plus (+) and Minus (-) buttons. To confirm the setting, press Select/Resume.</p>
<p>Copy quality is set to Fast.</p>	<p>Press the Copy Quality button until the light is next to Normal or Best.</p>

## Repetitive patterns are visible on the copy

<i>Possible Causes</i>	<i>Solutions</i>
The original is of poor quality.	Moiré patterns, such as bands, checks or stripes in the picture after it is copied, are caused by copying a picture of poor quality, such as a newspaper photo. To reduce moiré patterns, try placing the picture at an angle on the glass. Or try placing one or more clear plastic sheet protectors directly on the glass, and then place the original face down on top of the plastic sheet. You can also try reducing the copy by 3%. To reduce or enlarge copies in 1% increments, press and hold down the Reduce/Enlarge button and then press the Plus (+) and Minus (-) buttons. To confirm the setting, press Select/Resume.
The incorrect paper type is selected.	If you are using special papers, such as glossy, premium, or transparencies, make sure the Paper Type you selected reflects the type of paper in the bottom tray. Press the Paper Type button until the correct paper type appears in the display and press Select/Resume.
The nozzles in the print cartridge might be clogged.	Print a self test page by pressing the Menu button until <i>Self Test Page</i> appears on the display. Press the Select/Resume button to print the self test page.  If any of the colored bars are missing (cyan, magenta, yellow, or black), the appropriate print cartridge must be replaced. If streaks or white lines appear in any of the colored bars, the cartridges need to be cleared.  Follow the cartridge clearing instructions later in this chapter.
Image density and paper quality contribute to banding. Banding might also indicate that the print cartridge ink is getting low.	Banding can sometimes be improved by setting Best quality on the front panel.

## Copy quality is streaked, smeared, or has white horizontal lines

<i>Possible causes</i>	<i>Solutions</i>
The incorrect paper type is selected.	If you are using special papers, such as glossy, inkjet, or transparencies, make sure the Paper Type you selected matches the type of paper you have in the bottom tray. Press the Paper Type button to make your selection.
Copying on the wrong side of the paper.	Be sure to put the paper print side down. Glossy paper should be placed glossy side down. Gray arrows on Premium Inkjet paper should be facing up. Blue arrows on transparencies should be facing up.
Nozzles on print cartridges are clogged.	<p>Print a self test page by pressing the Menu button until <i>Self Test Page</i> appears on the display. Press the Select/Resume button to print the self test page.</p> <p>If any of the colored bars are missing (cyan, magenta, yellow, or black), the appropriate print cartridge must be replaced. If streaks or white lines appear in any of the colored bars, the cartridges need to be cleared.</p> <p>Follow the cartridge clearing instructions later in this chapter.</p>

## Miscellaneous Problems

<i>Symptoms</i>	<i>Solutions</i>
Back of newspaper print shows through. The copy has picked up part of an image from the wrong side of the original.	Press the Lighter/Darker button. Press the Minus (–) button to lighten your copy. The dot moves to the left. Press the Select/Resume button.
Thin, colored objects or lines contain black spots.	Turn off TE (Text Enhancement). Press the Menu button until <i>TE</i> appears on the display. Press the Plus (+) or Minus (–) button to turn TE off and then press the Select/Resume button.
White lines appear between adjacent black and colored areas.	The print cartridges might need to be aligned. Press the Menu button until <i>Align Cartridges</i> appears on the display. Press the Select/Resume button. Discard the printed page when alignment is complete.
Unwanted dots appear in the background.	This might occur if you're copying from a gray or pastel original. Do one of the following: <ul style="list-style-type: none"> <li>• Press the Lighter/Darker button. Press the Minus (–) button to lighten your copy. The dot moves to the left. Press the Select/Resume button.</li> <li>• Press the Color Intensity button. Press the Minus (–) button to make your copy paler. The dot moves to the left. Press the Select/Resume button.</li> </ul>
A halo effect, with dark splotchy patches, occurs in dark areas such as black hair.	Press the Lighter/Darker button. Press the Minus (–) button to lighten your copy. The dot moves to the left. Press the Select/Resume button.
Thin, white, vertical lines appear in my copy.	Call HP Support Services. Refer to “HP Support Services” later in this chapter for more information.
I want to Reduce/Enlarge something to a specific percentage.	Press and hold down the Reduce/Enlarge button and then press the Plus (+) or Minus (–) buttons until the specific percentage appears. Press the Select/Resume button.
I want to use Reduce/Enlarge in English sizes, but metric sizes are displayed.	Press the Menu button until <i>Copy Paper Size</i> appears on the display. Press the Plus (+) or Minus (–) buttons until <i>Letter</i> or <i>Legal</i> appears, and then press the Select/Resume button.

## Miscellaneous Problems

<i>Symptoms</i>	<i>Solutions</i>
I want to use Reduce/Enlarge in metric sizes, but English sizes are displayed.	Press the Menu button until <i>Copy Paper Size</i> appears on the display. Press the Plus (+) or Minus (–) buttons until <i>A4</i> appears, and then press the Select/Resume button.
I choose the settings on the front panel, and they always get reset when I press the Clear/Stop button or turn off the HP Color Copier 210.	You can set your current settings as defaults. Choose the appropriate settings on the front panel. Press the Menu button until <i>Set Defaults</i> appears, and then press the Select/Resume button.
I selected Reduce/Enlarge, Lighter/Darker, Paper Type, or Color Intensity button. How do I return to the display where I can enter number of copies?	Press the Select/Resume button.
A white line (or two) prints on the copy.	The original probably has been folded. The paper reflects light away from both sides of the fold, creating the white line. Place a book on top of your original to minimize the fold.
The copy has noticeable streaks of ink down the page.	Ink has accumulated on the shim or on pinch rollers inside the machine. Refer to “Cleaning the inside the printing area” later in this chapter.
Paper repeatedly jams or copier tears the paper corner.	<ul style="list-style-type: none"> <li>• The wrong size paper is loaded or the paper size selector is set incorrectly. Be sure the paper-width selector on the lower tray is set for your paper size.</li> <li>• The leading edge is damaged or bent. Replace damaged or curled paper.</li> <li>• Your copier might have a hardware problem. Refer to “Getting Help” later in this chapter.</li> </ul>
Glossy paper curls excessively.	The Paper Type is not set for HP Premium Glossy paper. Press the front-panel Paper Type button until <i>Glossy</i> appears in the display, and then press the Select/Resume button. Be sure to load the glossy side down in the tray.
Popping sounds are coming from the copier.	<b><i>Stop copying immediately!</i></b> You could be using paper that has been preprinted with toner. Toner can damage the copier. Do not use paper that has been preprinted with toner. (Toner is used in devices such as laser printers and copiers.) If you want to use preprinted forms or letterhead, be sure they are preprinted with ink.

## Print Cartridge Problems

**IMPORTANT** *If one or more print cartridges are not printing, you could have one of the following problems:*

- ◆ The print cartridge(s) might have a faulty circuit connection with the copier.
- ◆ The print nozzles might still be covered with tape.
- ◆ The print cartridge(s) might be clogged.
- ◆ The print cartridge(s) might be out of ink.

Faulty circuitry can sometimes cause streaks or faded colors to appear in your print job. Try reseating each cartridge to ensure good electrical connection between the print cartridges and copier, and then print the self test page. (See Chapter 1, “Getting Started,” for instructions.)

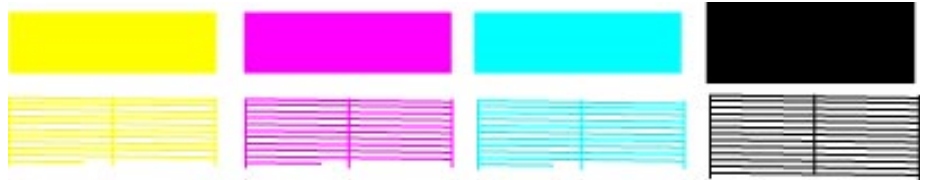
Air bubbles or paper dust can occasionally clog one or more nozzles on a print cartridge. To clear the nozzles and restore print quality, first print the self test page.

### *Clearing the print-cartridge nozzles*

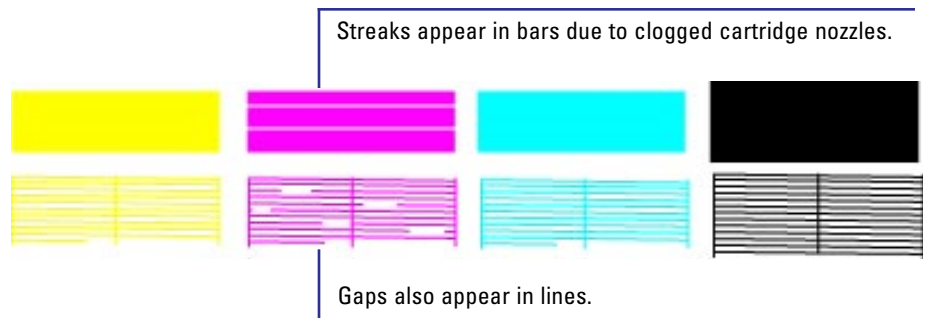
If a print cartridge is clogged (and printing the self test page does not clear it), try to clear it manually. (Manual clearing can often clear nozzles more effectively than a self test.) If the print cartridge is still clogged after completing this procedure, replace the clogged print cartridge. Follow these steps:

- 1 Print a self test page. (Refer to “Getting Started,” in Chapter 1 for complete instructions on printing the self test page.)

- 2 Four solid color bars and lines on the test page should appear as shown below. (The intensity of the colors will vary depending on the type of paper used.)



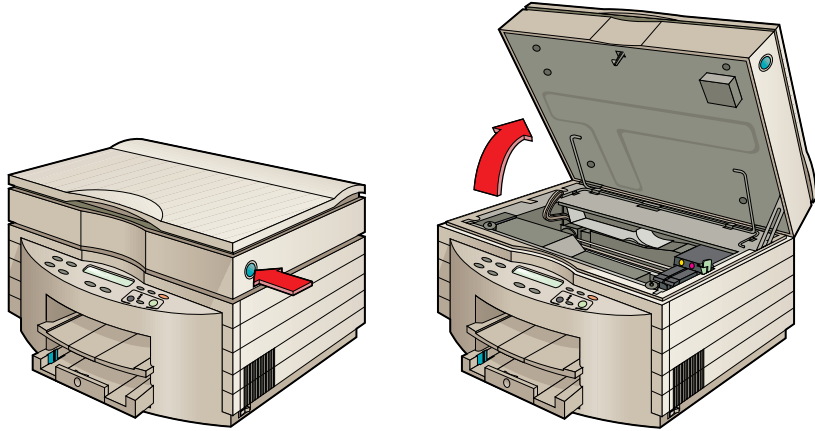
If any color bar has streaks, print cartridge nozzles might be clogged, and the corresponding cartridge needs to be cleared.



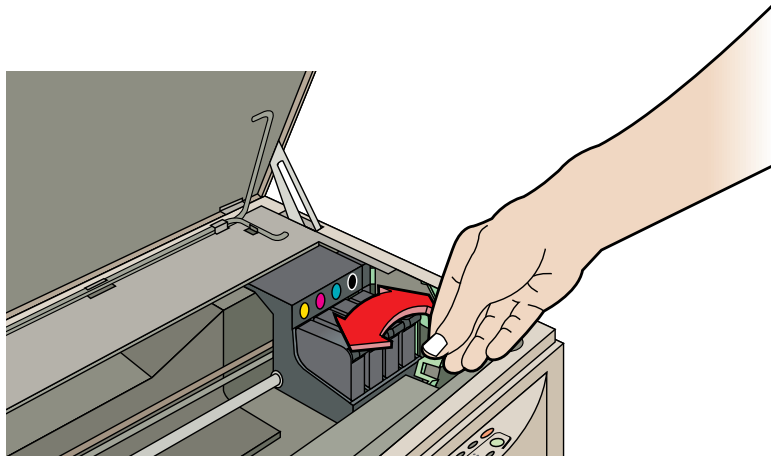
If streaks appear in the same area of all four bars, faulty print cartridge circuitry might exist in just one print cartridge. Printing a self test page with one print cartridge at a time can isolate the bad print cartridge (which should then be replaced).



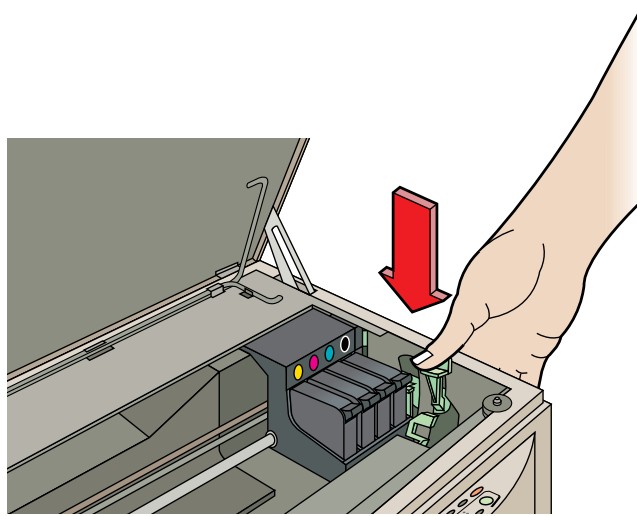
- 3 Open the lid by firmly pressing the blue button on the right side of the machine.



- 4 Slide the cartridge selector to the print cartridge you want to clear.



- 5 Press the plunger on the side of the cartridge carriage down gently—but firmly—once, and then release.



- 6 Print the self-test page again to see if the four bars appear solid.

If streaks still appear on your printout, the print cartridge might be out of ink. Replace the print cartridge.

If the ink level indicator still shows that ink remains inside the print cartridge, turn off the machine and remove the print cartridge. Using a cloth dampened with water, clean the nozzles and contact plates (metal parts of the cartridge). Reseat the print cartridge and repeat steps 4 and 5 above. Turn on the machine and print a self-test page to check the results.

If streaks still appear, have your copier serviced. Refer to the “Getting Help” section in this chapter.

## Clearing Jammed Paper in the Copier

Paper can get jammed inside the copier when

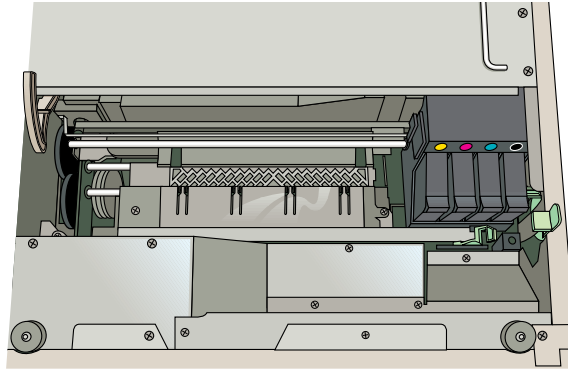
- ◆ You try to copy labels.
- ◆ The paper is improperly aligned in the paper tray.
- ◆ The wrong type, size, or weight of paper is loaded.
- ◆ You are using the wrong paper type.
- ◆ You are using the wrong paper size or weight.
- ◆ The paper-width selector on the front of the copier is incorrectly set.
- ◆ Paper is wrinkled or bent.
- ◆ The copier has failed mechanically.

**WARNING** *The preheater and heater guard inside the copier are hot. To prevent injury, allow the heaters to cool before you attempt to remove paper by hand.*

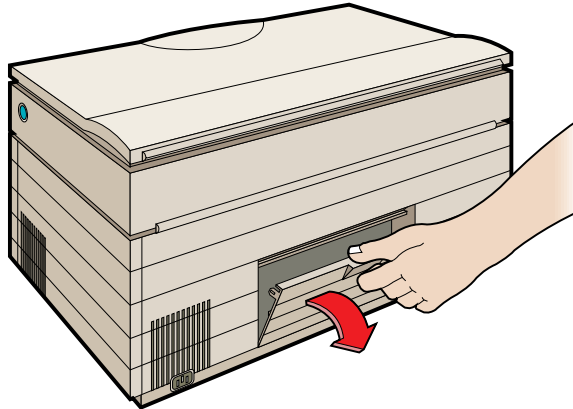
- 1** Turn off the copier and open the lid by pressing the blue button on the right side of the copier. (Opening the lid releases the pinch rollers, making it easier to clear a paper jam.)
- 2** Remove the output tray and try to pull out the jammed paper.  
If paper is still jammed, reinsert the output tray (matching the notches to the slots on the top of the paper tray) and go to the next step.

- 3 Look inside the machine. If the jammed paper can be removed without bending any of the metal parts, then remove the paper. If you cannot remove the paper, go to the next step.

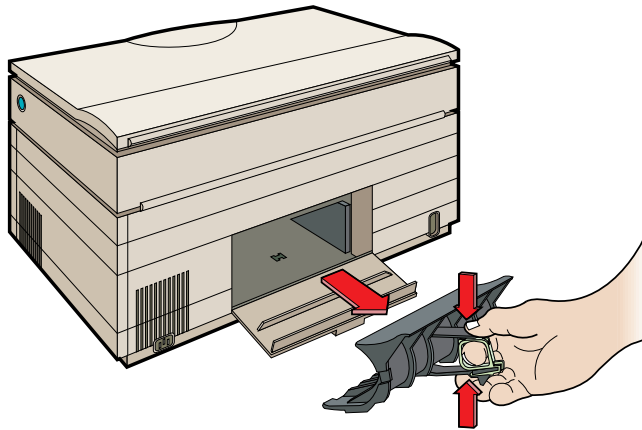
**CAUTION** *Do not forcefully pull the paper; you might damage the paper-loading mechanism.*



- 4 Open the rear panel.



- 5 Grasp the paper plug by squeezing the green ring towards the thumb rest, and then pull outward.



**WARNING** *The preheater and heater guard inside the copier are hot. To prevent injury, allow the heaters to cool before you attempt to remove paper by hand.*

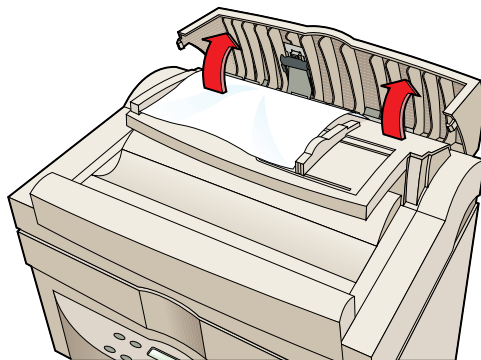
**CAUTION** *Use extreme care when reaching inside the back of the machine to remove jammed paper. (Never use tools to remove jammed paper.) Be sure to take hold of the jammed paper only; the heater guard is thin and flexible and can easily be damaged.*

- 6 Carefully remove the jammed paper from the back of the copier.
- 7 Replace the paper plug.
- 8 Close the rear panel.

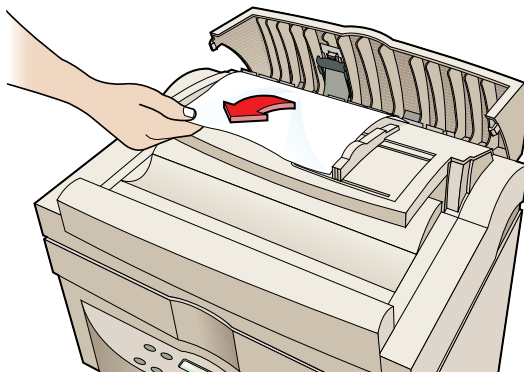
## Clearing Jammed Paper in the Automatic Document Feeder

If you experience a paper jam in the automatic document feeder, follow these steps:

- 1 Raise the automatic document feeder cover.



- 2 Gently remove the paper.



- 3 Close the automatic document feeder cover. (It clicks into place.)

## Maintenance

Maintenance is limited to periodic cleaning. Clean inside the machine at least once a year.

### *Cleaning the exterior case*

Use a soft, damp, lint-free cloth to wipe dust, smudges, and stains off the case.

### *Cleaning the copy glass*

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

**WARNING** *Turn off the machine and remove the power cord before cleaning. Even though the machine is off, power is still being applied and electric shock could occur.*

- 1** Turn off the HP Color Copier 210 and raise the document cover.
- 2** Clean the glass with a soft cloth or sponge moistened with warm water and a mild soap or detergent.
- 3** Rinse the soft cloth or sponge with clean water, wring out excess water, and wipe any remaining soap or detergent from the glass.
- 4** Dry the glass with a chamois or cellulose sponge to prevent water spotting. If soap or detergent does not clean the glass sufficiently, use isopropyl alcohol as a cleaning agent.

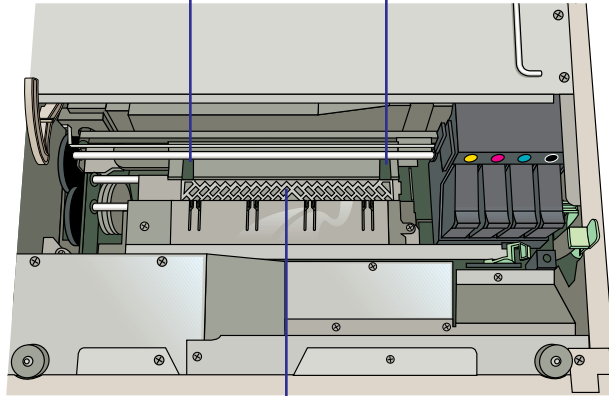
### *Cleaning inside the printing area*

- 1 Press the Start button. (No original needs to be on the copy glass.)
- 2 When the copier has taken a piece of paper and you hear the print cartridge carriage start to move, turn off the power.
- 3 Lift the lid by pushing the blue button on the right side of the copier and push the print cartridge carriage to the right.

**WARNING** *The metal platen between the pinch rollers has a sharp edge that could cause injury. Use care when cleaning this item.*

- 4 Using a *damp*, lint-free cloth, wipe the platen located between the pinch rollers. Also wipe the upper pinch rollers.

Clean pinch rollers.



Clean platen.

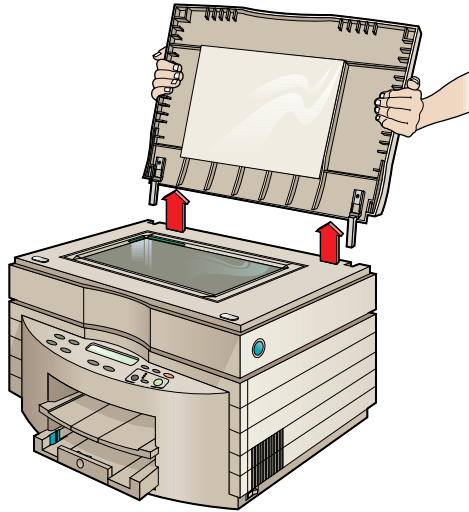
- 5 Repeat steps 1 and 2 using a *dry*, lint-free cloth.
- 6 Lower the lid and turn on the machine. (The paper will be ejected automatically.)
- 7 Print the self test page to clean up any residual ink.



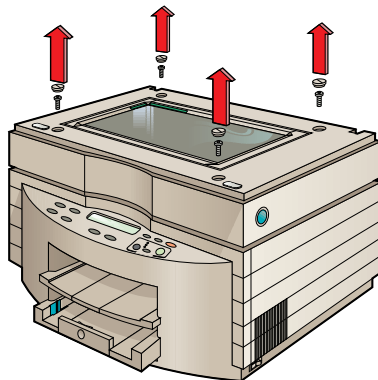
### *Cleaning under the copy glass*

**CAUTION** Use care when removing and reassembling the copyboard so you do not damage the glass.

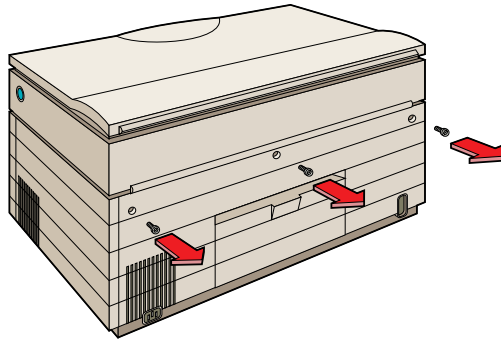
- 1 Turn off the HP Color Copier 210.
- 2 Remove the document cover or automatic document feeder.



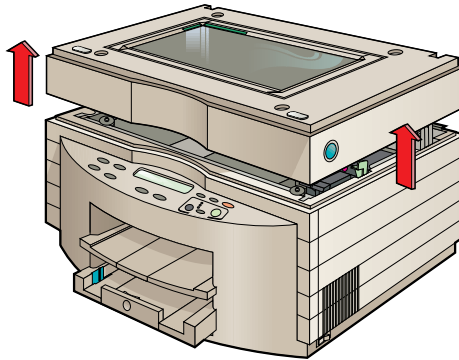
- 3 Using a screwdriver or a coin, slightly twist each of the screw caps in each corner of the copyboard counterclockwise. Set the screw caps aside in a safe place.
- 4 Remove each screw and place each one with the screw caps.



- 5 From the back of the machine, remove the three screws on the lid.



- 6 Grasp both sides of the copyboard (front and back) and carefully lift it off.



- 7 Refer to “Cleaning the copy glass” earlier in this chapter for glass-cleaning instructions. Then reassemble the machine.

### *Reassembling the copier*

**CAUTION** *Use care when reinstalling the copyboard so you do not damage the glass.*

- 1** Carefully lower the copyboard onto the lid of the machine.
- 2** Replace and tighten the three screws holding the copyboard to the back of the machine.
- 3** Replace and tighten the screws at each corner of the top of the copyboard.
- 4** Return the screw caps to their places at each corner and use a flat screwdriver or a coin to slightly twist each of the screw caps clockwise.
- 5** Replace the document cover or automatic document feeder.

## Getting Help

Hewlett-Packard has support services available to help you in case you have a problem with your HP Color Copier 210 copier.

Before you call for customer support, make sure you do the following:

- 1 Review this chapter.
- 2 Print the self-test page and save it in case you need to speak with a customer support representative.

If you still have difficulty, begin by contacting the person who sold you your copier. Your sales representative or dealer is familiar with your needs and equipment and should be able to provide you with the information you want.

### *HP Support Services*

If you can't find the answer you need in this book, 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.

### *CompuServe*

Support information and interactive sharing of technical information is available on CompuServe's HP Peripherals forum GO HPPER. To subscribe, call CompuServe, Inc. at (800) 848-8199 and ask for representative #51. (Note: This service is not operated by HP.)

### *Internet*

For support information and documentation, visit the Hewlett-Packard home page at <http://www.hp.com>.

## **HP Customer Support**

If you still need help, call the HP Customer Support Center. Before calling, have your date of purchase and serial number and be sitting near your copier.

### *Calling in the U.S. and Canada during warranty*

Call (208) 323-2551 Monday through Friday from 6 a.m. to 10 p.m. Mountain Standard Time (MST) and Saturdays from 9 a.m. to 4 p.m. MST. This service is free during the warranty period of the HP Color Copier 210; 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 a.m. to 6 p.m. MST and Saturdays from 9 a.m. to 3 p.m. MST. Charges begin only when you connect with a support technician. (Prices are subject to change without notice.)

### *Calling in Europe*

You can call the support center in the following countries:

- ◆ Europe (English): 44 171 512 5202
- ◆ United Kingdom: 0171 512 5202
- ◆ Austria: 0660 6386
- ◆ Belgium (Dutch): 02 626 8806
- ◆ Belgium (French): 02 626 8807
- ◆ Denmark: 3929 4099
- ◆ Finland: 0203 47288
- ◆ France: 04 50 43 9853
- ◆ Germany: 0180 5 25 81 43
- ◆ Ireland: 01 662 5525
- ◆ Italy: 02 26410350
- ◆ Netherlands: 020 606 8751
- ◆ Norway: 22 11 6299
- ◆ Portugal: 01 441 7199
- ◆ Spain: 902 321 123
- ◆ Sweden: 08 619 2170
- ◆ Switzerland (French): 0848 80 11 11
- ◆ Switzerland (German): 0848 80 11 12

### *Calling in Australia and New Zealand*

Call (03) 272-8000 in Australia or (09) 356 6640 in New Zealand. This service is free for 12 months from the date of original purchase; however, your standard long-distance phone charges still apply. For technical assistance after the free period, a \$25 flat fee per single incident will be charged.

### *Calling elsewhere in the world*

Contact your local dealer or nearest HP Sales and Support Office for information on obtaining technical assistance or hardware repair services.

## **Returning Your HP Color Copier 210 for Service**

After obtaining authorization for hardware service from HP Customer Support Center, be sure to pack your HP Color Copier 210 in 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.*

Use these guidelines before returning your HP Color Copier 210 for service:

- 1** Use the troubleshooting instructions to make certain the problem is in your HP Color Copier 210 product and is not the result of configuration problems or inappropriate settings. If possible, identify the defective function.
- 2** If repair is required, follow the steps in “Prepare your HP Color Copier 210 for shipment,” below. Please include these 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.

### *Prepare your HP Color Copier 210 for shipment*

- 1 Turn on the HP Color Copier 210.
- 2 Open the copier lid by pressing the blue button on the right side of the copier. Be sure to place your hand on top of the copier because the lid will pop open quickly.
- 3 Remove all print cartridges.

**CAUTION** *Print cartridges that remain inside can cause damage.*

- 4 To minimize shipment damage to the HP Color Copier 210, lock the scanner by sliding the scanner lock under the left side of the lid to the locked position.
- 5 Turn off the HP Color Copier 210.



## Ordering accessories and supplies

In the U.S., you can order copier supplies by calling HP Direct at (800) 538-8787 to get the name of your local authorized HP dealer.

Outside the U.S., call your local authorized HP dealer.

<b>Supplies/Accessories</b>	<b>HP Reorder Number</b>
<b>Automatic Document Feeder</b>	C5305A
<b>Print cartridges</b>	
Black print cartridge	51645A
Cyan print cartridge	51640C
Magenta print cartridge	51640M
Yellow print cartridge	51640Y
<b>Paper</b>	
HP Premium InkJet Paper, Letter (200 sheets, 8.5 by 11 in.)	51634Y
HP Premium InkJet Paper, A4 (200 sheets, 210 by 297 mm)	51634Z
HP Premium Glossy Paper, Letter (50 sheets, 8.5 by 11 in.)	C3836A
(10 sheets, 8.5 by 11 in.)	C3833A
HP Premium Glossy Paper, A4 (50 sheets, 210 by 297 mm)	C3837A
(10 sheets, 210 by 297 mm)	C3831A
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

<b>Supplies/Accessories</b>	<b>HP Reorder Number</b>
<b>Customer Replaceable Parts</b>	
<i>Call for service before ordering any of these parts.</i>	
Copier Wiper Frame Assembly	C3540-60034
Complete Document Cover	C5302-60004
Document Cover Inside Foam	C5302-60073
Document Cover Hinge Assembly	C5302-60074
Output Paper Tray Assembly	C5302-60025
Color Copier 210 Shipping Package	C5302-60075
ADF Top Cover Assembly	C5305-60018
ADF Paper Feeding Friction Pad	C5305-40069
ADF Shipping Package	C5305-60035
Front panel text overlay (call your dealer for the correct part number for your language)	
Power cord (call your dealer for the correct part number for your country)	



## Hewlett-Packard Limited Warranty

Product Number: C5302A/C5305A

Duration of Limited Warranty (Hardware): 1 Year

Duration of Limited Warranty (Software): 90 Days

Duration Limited Warranty (Print Cartridges): 90 Days

### Extent of Limited Warranty

- 1 Hewlett-Packard (HP) warrants to the end-user customer that HP products will be free from defects in materials and workmanship, for a specified time after the date of purchase by the customer. The duration of this limited warranty is stated above. Certain additional conditions and limitations of HP's warranty are stated in this User's Guide. Those conditions and limitations include:
  - (a) For software products, the warranty applies only to the media upon which the product is recorded; and
  - (b) HP does not warrant the operation of any product to be uninterrupted or error free.

- 2 HP's limited warranty covers only those defects which arise as a result of normal use of the product, and do not apply to any:
  - (a) Improper or inadequate maintenance;
  - (b) Software or interfacing not supplied by HP;
  - (c) Unauthorized modification or misuse;
  - (d) Operation outside the product's environmental specifications, including duty cycle abuse or use of a mechanical switchbox without a designated surge protector;
  - (e) Use of non-supported printing media; or
  - (f) Improper site preparation or maintenance.
- 3 For HP copier/printer products, the use of a non-HP or refilled print cartridge does not affect either the warranty to the customer or any HP support contract with the customer; print cartridge includes both toner cartridges and print cartridges. However, if copier/printer failure or damage is attributable to the use of a non-HP or refilled print cartridge, HP will charge its standard time and materials charges to service the copier/printer for the particular failure or damage.
- 4 If any software media product or print cartridge product proves defective during the applicable warranty period, and if the product is covered by HP's warranty, the customer shall return the product for replacement.
- 5 If HP receives, during the applicable warranty period, notice of a defect in hardware product which is covered by HP's warranty, HP shall either repair or replace the product, at its option. Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the product being replaced.
- 6 If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product, provided the customer returns the product.
- 7 On-site warranty and return to HP warranty services are available from any authorized HP service facility or repair depot worldwide. Specific information regarding product returns is contained in Chapter 6.
- 8 This Limited Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.

## Limitations of Warranty

- 1 NEITHER HP NOR ANY OF ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OF ANY KIND, WHETHER EXPRESS OR IMPLIED, WITH RESPECT TO ITS PRODUCTS. HP AND ITS THIRD PARTY SUPPLIERS SPECIFICALLY DISCLAIM THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.
- 2 To the extent that this Limited Warranty Statement is inconsistent with the law of the locality where the customer uses the HP product, this Limited Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain limitations of this Limited Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada) may:
  - (a) Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., Australia and the United Kingdom);
  - (b) Otherwise restrict the ability of a manufacturer to make such disclaimers or impose such limitations; or
  - (c) Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or not allow limitations on how long an implied warranty lasts.
- 3 To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.
- 4 Installation and warranty services are available outside the country of initial purchase only if the customer pays HP international prices ("HP international price" is equal to any non-U.S. dollar price). If the customer transports a product from the country of initial purchase without having paid HP international prices, any remaining warranty covers parts and labor only and applies only if the product is returned to the country of initial purchase.

## Limitations of Liability

EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP BE LIABLE FOR ANY DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

## Warranty Service

### *Express service*

To obtain HP Express 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.

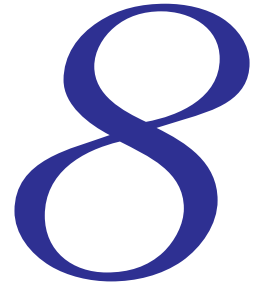
For some repairs, the HP Customer Support Center may direct customers to designated Authorized Service Providers who are certified by HP to service the HP Color Copier 210.

If a customer unit needs to be returned to HP for repair, HP will expedite the repair or provide a replacement unit and will utilize an express delivery service, when available by courier or by mail system to expedite the return of the repaired or replacement 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 1 (800) 835-4747.



## Technical Information

### Speed Specifications

Copy speed is related to the complexity of the document.

#### Black Copy Speed (letter-sized, text)

Draft mode: 10 pages per minute  
Normal mode: 9 pages per minute  
Best mode: 6 pages per minute

#### Color Copy Speed (letter-sized: mixed text and graphics)

Draft mode: 8 pages per minute  
Normal mode: 3 page per minute  
Best mode: 1.6 page per minute

#### (full page, full color graphics)

Draft mode: 4 pages per minute  
Normal mode: 1.2 pages per minute  
Best mode: .3 pages per minute

### Power Specifications

**Source voltage**  
100–240V

**Frequency**  
50–60 Hz

### 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)

## 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, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- reorient 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.

### Telecommunications General Approval (UK)

Pursuant to Section 22 of Telecommunications Act of 1984 this product is approved for secondary attachment to approved primary attachment devices connected to the telecommunication network under the General Approval (NS/G/1234/5/100003).

### DOC Statement (Canada)

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la classe B prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère 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 45635T. 19

### VCCI-2



## **Declaration of Conformity (According to ISO/IEC Guide 22 and EN45014)**

Hewlett-Packard Company, 16399 West Bernardo Drive, San Diego, California 92127-1899, USA

**AND**

Hewlett-Packard Singapore Pte. Ltd, 1 Clementi Loop #4-01/12, Margatio Districentre, Clementi West Distripart, Singapore 129808, Republic of Singapore declares, that the product, HP Color Copier 210/210LX, model number C5302A/C5303A conforms to the following Product Specifications:

- Safety:** EN60950:1992 +A1 & A2  
IEC 950:1991 +A1, A2 & A3  
UL1950, 3rd Edn:1995  
CSA22.2 No.950 3rd Edn.:1995  
NON-016-SCFI-1993  
EMKO TSE(74-SEC)207/1994
- EMC:** CISPR22:1993/EN55022:1994 - Class B  
EN50082-1:1992  
IEC 1000-4-2:1995 / EN61000-4-2:  
1995 - 4kV CD, 8kV AD  
IEC 1000-4-3:1995 / prEN55024-3:  
1991 - 3V/m  
IEC 1000-4-4:1995 / EN61000-4-4:  
1995 - 1.0 KV Power Line  
FCC Part 15 - Class B / ICES-003,  
Issue 2 / VCCI-2\*  
IEC 1000-3-2:1995 / EN61000-3-2:1995  
IEC 1000-3-3:1994 / EN61000-3-3:1995

Supplementary Information: LED'S IN THIS PRODUCT ARE CLASS I IN ACCORDANCE TO IEC825-1.

The Product herewith complies with the requirements of the Low Voltage Directive 73/23/EEC and EMC Directive 89/336/EEC, and carries the CE marking accordingly.



## A

- A4-sized paper 1-10, 1-16, 3-7
- access controllers, copy 5-1-5-2, 6-4
- accounting 5-1
- alignment, print cartridges 1-15, 3-7
- audio tips 6-31
- Auto Fit 3-4
- automatic document feeder 1-2,  
1-12-1-13, 1-17, 2-4,  
4-1-4-3, 6-3, 6-23
- avoiding paper types 2-4

## B

- background dots 6-14
- Best quality 3-3
- black 2-2
- blank page 6-5
- bulb, scanner 6-4

## C

- cartridges, print
  - alignment 1-15, 3-7
  - cleaning 6-16-6-18
  - color of 2-2
  - ink level 2-2
  - loading 1-8-1-9
  - messages 6-3, 6-4
  - ordering 6-36
  - pages per set 2-1
  - problems 6-16-6-18
  - troubleshooting 6-2
- case, cleaning 6-24
- cleaning
  - copier 6-24-6-30
  - print cartridges 6-16-6-18
- clearing settings 3-6, 3-9
- color
  - incorrect 6-7
  - ink 2-2
  - intensity 1-17, 3-6, 6-7, 6-9
  - self test page 1-17
  - streaks 1-17

- CompuServe support 6-32
- controllers, copy access 5-1-5-2, 6-4
- copier
  - cleaning 6-24-6-30
  - environment 1-3
  - features 1-2
  - locating 1-3
  - moving 1-7
  - reassembling 6-29
  - service 6-34-6-35, 7-4
  - setup 1-4
  - shipping 6-34-6-35
  - turning on 1-15
  - weight 1-1
- copies
  - Auto Fit 3-4
  - blank page 6-5
  - clearing 3-6
  - color intensity 3-6, 6-7, 6-9
  - darkness 3-5
  - edges cut off 6-6
  - enlarging 3-4-3-5
  - faded 6-9
  - incorrect color 6-7
  - lightness 3-5
  - multiple 3-1, 6-15
  - newspaper 6-14
  - none print 6-3, 6-8
  - patterns on 6-12
  - placement wrong 6-6
  - placing originals 3-1
  - quality 3-2, 3-3, 6-11, 6-13, 6-15
  - reducing 3-4-3-5
  - speed 3-2, 3-3, 6-8
  - stopping 3-6
- copy access controllers 5-1-5-2, 6-4
- copy glass, cleaning 6-24, 6-26
- cord, power 1-14
- curling paper 6-15
- customer support 6-32-6-34
- cutout paper 2-4
- cyan 2-2

## D

- damaged parts 1-5
- darkness 3-5
- defaults
  - color intensity 3-6
  - copy quality 3-3
  - darkness 3-5
  - enlarging 3-5
  - factory 3-9
  - front panel 6-15
  - language 1-16
  - lightness 3-5
  - paper size 1-16
  - reducing 3-5
  - setting 3-8
- document feeder, automatic 1-2,  
1-12-1-13, 1-17, 2-4,  
4-1-4-3, 6-3, 6-23
- dots, background 6-14

## E

- ELC (Enhance Light Colors) 3-6, 3-8
- English language, front panel 1-16
- English sizes 6-14, 6-15
- Enhance Light Colors (ELC) 3-6, 3-8
- enlarging 3-4-3-5, 6-14
- envelopes 2-4
- environment, copier 1-3
- error messages. *See* messages
- express service 7-4
- exterior case, cleaning 6-24

## F

- Fast quality 3-3
- fax support 6-31
- feeder, automatic document 1-2,  
1-12-1-13, 1-17, 2-4,  
4-1-4-3, 6-3, 6-23
- film. *See* transparency
- FIRST support 6-31
- forms, multiple-part 2-4
- forms, preprinted 2-3

front panel  
  about 3-2-3-9  
  defaults 6-15  
  language 1-16  
  messages 6-3-6-4  
  overlay 1-6  
  paper type setting 2-5

## G

glass, cleaning 6-24, 6-26  
glossy paper 1-17, 2-4, 2-6, 6-15

## H

halo effect 6-14  
help 6-30-6-34  
HP support services 6-30-6-34  
humidity 1-3

## I

incorrect color 6-7  
initialization 1-15  
ink cartridges  
  alignment 1-15, 3-7  
  cleaning 6-16-6-18  
  color or 2-2  
  ink level 2-2  
  loading 1-8-1-9  
  messages 6-3, 6-4  
  ordering 6-36  
  pages per set 2-1  
  problems 6-16-6-18  
  troubleshooting 6-2  
InkJet paper 1-17, 2-4, 2-6  
intensity, color 1-17, 3-6, 6-7, 6-9  
Internet support 6-32

## J

jams, paper 4-1, 4-3, 6-2, 6-3,  
  6-15, 6-20-6-24

## L

labels 2-4  
language, front panel 1-16  
legal-sized paper 1-10, 1-16, 3-7  
letter-sized paper 1-10, 1-16, 3-7  
letterhead 2-3  
lid open message 6-3  
lifting copier 1-1  
lightness 3-5

lines on copies 6-13  
loading  
  paper 1-10-1-11, 2-3  
  print cartridges 1-8-1-9  
location, copier 1-3  
lock, scanner 1-7  
locking scanner 6-35

## M

magenta 2-2  
maintenance 6-24-6-30  
menus 3-7-3-8  
messages. *See also*  
  problems; troubleshooting; *specific*  
  problems  
  can't copy 6-4  
  copy controller 5-2  
  error 6-1-6-4  
  front panel 6-3-6-4  
  ink low 6-3  
  lid open 6-3  
  out of paper 6-3  
  paper jams 6-3  
  power 6-2  
  print cartridges 1-15, 6-3, 6-4  
  scanner bulb failing 6-4  
  unlock scanner 1-15, 6-3  
metric sizes 6-14, 6-15  
missing parts 1-5  
moving copier 1-7  
multiple copies 3-1, 6-15  
multiple-part forms 2-4

## N

newspaper, copying 6-14  
Normal quality 3-3

## O

originals  
  feeding 4-2  
  placing 3-1, 3-4  
output tray 1-10  
overlay, front panel 1-6

## P

packing materials 1-4  
pages, number per print cartridge 2-1  
paper  
  A4-sized 1-10, 1-16, 3-7  
  about 2-3-2-6  
  avoiding types 2-4  
  blank 6-5  
  jams 4-1, 4-3, 6-2, 6-3, 6-15,  
  6-20-6-24  
  legal-sized 1-10, 1-16, 3-7  
  letter-sized 1-10, 1-16, 3-7  
  loading 1-10-1-11, 2-3  
  ordering 6-36  
  out of, message 6-3  
  settings 2-5  
  size 1-10, 1-16, 2-3, 3-7, 6-4  
  specifications 2-4  
  torn 6-15  
  tray 2-4  
  troubleshooting 6-2  
  types 1-17, 2-4, 2-5, 2-6, 4-1, 6-15  
  wet 6-10  
  wrinkled 6-10  
parts  
  damaged 1-5  
  missing 1-5  
patterns on copies 6-12  
perforated paper 2-4  
photo paper 2-4  
photographs, sizes 3-4  
placing originals 3-1, 3-4  
plug, power cord 1-14  
popping sounds 6-15  
power cord 1-14  
preprinted forms 2-3  
print cartridges  
  alignment 1-15, 3-7  
  cleaning 6-16-6-18  
  color of 2-2  
  ink level 2-2  
  loading 1-8-1-9  
  messages 6-3, 6-4  
  ordering 6-36  
  pages per set 2-1  
  problems 6-16-6-18  
  troubleshooting 6-2  
printer area, cleaning 6-25  
printing self-test page 3-7

problems. *See also*  
    messages; troubleshooting; *specific problems*  
background dots 6-14  
black spots 6-14  
blank page 6-5  
color intensity 6-7, 6-9  
copy quality 6-11, 6-13  
copy speed 6-8  
copying newspaper 6-14  
curling paper 6-15  
default settings 6-15  
English sizes 6-14, 6-15  
enlarging 6-14  
faded copies 6-9  
halo effect 6-14  
incorrect color 6-7  
metric sizes 6-14, 6-15  
no copies print 6-8  
paper jams 6-2, 6-15, 6-20–6-24  
paper, loaded 6-2  
patterns on copies 6-12  
placement of copy 6-6  
popping sounds 6-15  
print cartridges 6-2, 6-16–6-18  
reducing 6-14  
wet paper 6-10  
white lines 6-14, 6-15  
wrinkled paper 6-10  
product registration 1-18

**Q**  
quality, copy 3-2, 3-3, 6-11, 6-13, 6-15

**R**  
reassembling copier 6-29  
recycling 1-4  
reducing 3-4–3-5, 6-14  
registration, product 1-18

**S**  
scanner  
    bulb 6-4  
    lock 6-35  
    unlocking 1-7, 1-15, 6-3  
security 5-1  
self test 1-17, 3-7  
service, copier 6-34–6-35, 7-4

settings  
    Auto Fit 3-4  
    clearing 3-6, 3-9  
    color intensity 3-6  
    copy quality 3-3  
    darkness 3-5  
    defaults 3-8, 6-15  
    Enhance Light Colors (ELC) 3-6, 3-8  
    enlarging 3-4  
    lightness 3-5  
    paper type 2-5  
    reducing 3-4  
    TE (Text Enhancement) 3-8  
setup  
    automatic document feeder 1-12–1-13  
    defaults 1-16  
    front panel language 1-16  
    front panel overlay 1-6  
    loading paper 1-10–1-11  
    loading print cartridges 1-8–1-9  
    missing parts 1-5  
    paper size 1-16  
    power cord 1-14  
    test 1-17  
    turning on copier 1-15  
    unlocking scanner 1-7  
    unpacking 1-4–1-5  
shipping copier 6-34–6-35  
size  
    paper 1-10, 1-16, 2-3, 3-7, 6-4  
    photographs 3-4  
smeared copies 6-13  
sounds, popping 6-15  
specifications, paper 2-4  
speed, copy 3-2, 3-3, 6-8  
spots, black 6-14  
standby condition 1-15  
stopping copying 3-6  
streaked copies 6-13, 6-15  
streaks, color 1-17  
support  
    audio tips 6-31  
    CompuServe 6-32  
    customer 6-32–6-34  
    fax 6-31  
    Internet 6-32  
    telephone 6-31

**T**  
TE (Text Enhancement) 3-8  
telephone support 6-31  
temperature 1-3  
test 1-17, 3-7  
Text Enhancement (TE) 3-8  
toner 2-3  
torn paper 6-15  
transparency film 1-17, 2-4, 2-6  
tray  
    output 1-10  
    paper 2-4  
troubleshooting 6-1. *See also*  
    messages; problems; *specific problems*

**U**  
unlocking scanner 1-7, 1-15, 6-3  
unpacking copier 1-4–1-5  
upgrades, warranty 7-4

**V**  
ventilation 1-3

**W**  
warranty 7-1–7-4  
weight, copier 1-1  
wet paper 6-10  
white lines 6-13, 6-14, 6-15  
wrinkled paper 6-10

**Y**  
yellow 2-2



# HP Color Copier 210/210LX

## Reduce/Enlarge

Increases or decreases size of copies

Normal 100%

Entire 93%

Auto Fit

5x7 → LTR 147%	18x26cm → A4 107%
4x6 → LTR 172%	15x20cm → A4 131%
3.5x5 → LTR 206%	13x230cm → A4 140%
2.5x3.5 → LTR 295%	10x15cm → A4 186%
	9x14cm → A4 200%
Max 400%	
Min 50%	

- Make a selection and press Select/Resume
- To reduce/enlarge in 1% steps, hold down the Reduce/Enlarge button and press Plus (+) or Minus (-). Press Select/Resume to confirm.
- Auto Fit scans the item on the glass and enlarges (or reduces) it to fill as much of the page as possible without distortion.

## Display

Shows the information you specify for making copies and status messages.

## Lighter/Darker

Lightens or darkens the copies. Make a selection and press Select/Resume.

## Select/Resume

Acts as an Enter button when you make a selection.

## Menu

Provides copy paper size setting and maintenance tasks.

- Self Test Page
- Align Cartridges
- Copy Paper Size
- TE (Text Enhancement)
- ELC (Enhance Light Colors)–Turn on to copy light backgrounds.
- Set Defaults–Saves current settings as defaults.
- Factory Defaults–Returns to factory settings.

## Clear/Stop

Clears copy settings or stops a copy job.

## Color

Makes color copies.

## Copy Quality

Changes copy quality settings.

- Best:** highest quality for all paper types but is slower
- Normal:** high-quality, recommended for most documents
- Fast:** draft quality, faster, uses less ink

## Black/White

Makes black-and-white or gray scale copies.

## Color Intensity

Makes copies more vivid or paler. Make a selection and press Select/Resume.

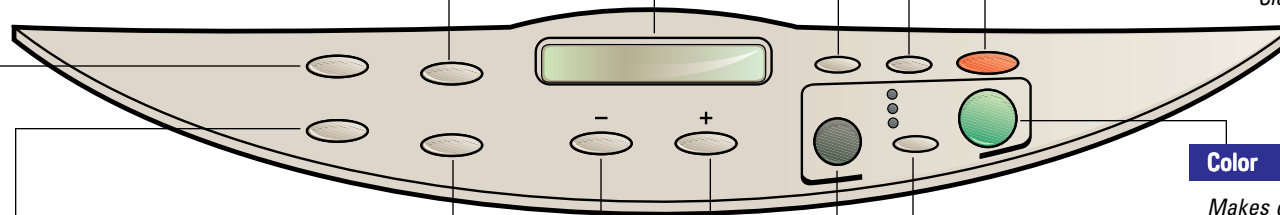
## Minus (-) or Plus (+)

Selects the number of copies and scrolls through available settings.

## Paper Type

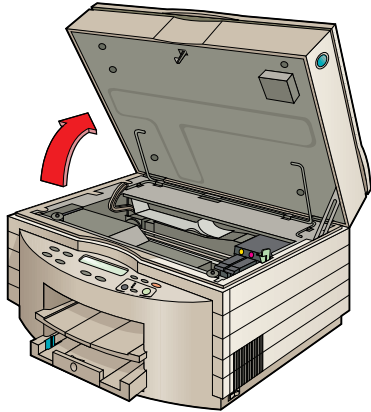
Make a selection and press Select/Resume.

- Plain Paper
- Premium InkJet
- Glossy Paper
- Transparency

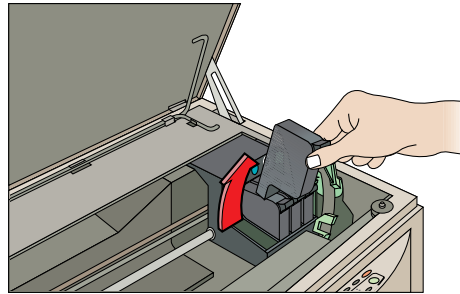


# HP Color Copier 210/210LX

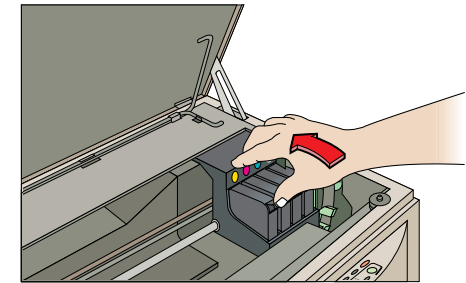
## Change Print Cartridges



1. Press blue button (hard) on the right side of the copier to open the top of the machine.

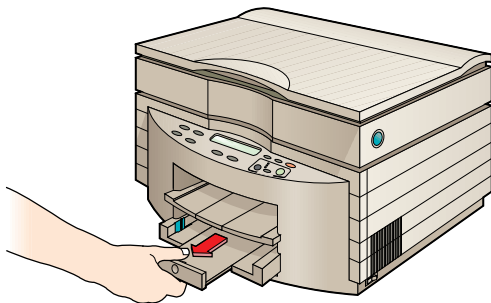


2. Remove old cartridge.

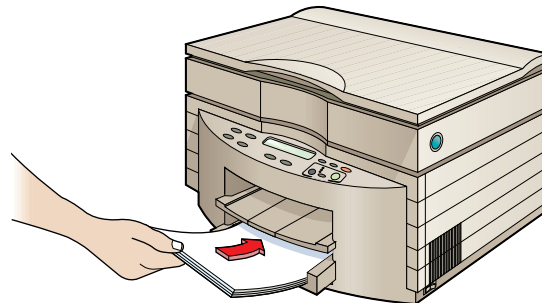


3. Insert new cartridge.

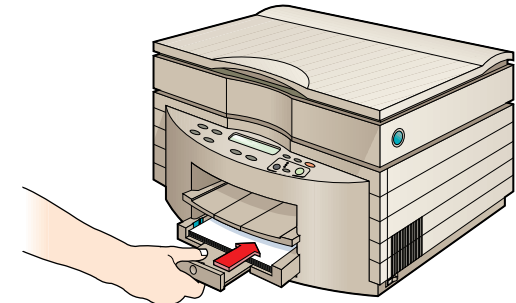
## Load Paper



1. Slide the paper width and length adjusters to their outermost positions.



2. Insert up to a 3/4-inch (19 mm) stack of paper into the bottom tray, print side down, until it stops.



3. Slide the paper width and length adjusters in until they stop at the edges of the paper.

