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

**WARNING: potential shock hazard**

1. Read and understand all instructions in the setup poster.
2. Use only a grounded electrical outlet when connecting the unit to a power source. If you do not know whether the outlet is grounded, check with a qualified electrician.
3. Observe all warnings and instructions marked on the product.
4. Unplug this product from wall outlets before cleaning.
5. Do not install or use this product near water or when you are wet.
6. Install the product securely on a stable surface.
7. Install the product in a protected location where no one can step on or trip over the line cord, and where the line cord will not be damaged.
8. If the product does not operate normally, see the online Troubleshooting help.
9. No operator-serviceable parts inside. Refer servicing to qualified service personnel.
10. Use in a well-ventilated area.

- 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 checks, or money orders
- Certificates of deposit
- Copyrighted works safety information

---

Warning! To prevent fire or shock hazard, do not expose this product to rain or any type of moisture.

---

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
1 review the front panel ................................... 1
  front panel features .................................. 1
  menu functions ........................................ 3
  menu options .......................................... 4

2 get help .................................................. 5

3 load originals and paper ................................. 7
  load originals ......................................... 7
    load originals on the glass .......................... 7
    load originals in the automatic document feeder ... 8
  avoid paper jams ...................................... 9
  load paper ........................................... 9
    load the main paper tray ............................. 9
    load the optional 250-sheet plain paper tray ....... 11
  recommended paper types .............................. 11
  papers to avoid ...................................... 12
  tips for loading other types of paper in the main tray ... 12
  choose the paper tray and set the paper type ......... 13
  set the paper size .................................... 13

4 use copier features .................................... 15
  make copies ......................................... 15
    before you begin .................................... 15
    make a copy ........................................ 16
    increase copy speed or quality ..................... 16
    reduce or enlarge a copy ............................ 16
    make copies lighter or darker ...................... 17
    change color intensity ............................. 17
    copy using photo mode .............................. 17
    enhance text sharpness and photo colors .......... 18
hp digital copier series

set the number of copies ........................................ 18
change settings for all copy tasks .............................. 18
perform special copy jobs ......................................... 19
    copy a photo .................................................. 19
    fit a copy to the page ....................................... 19
    print several copies on one page ......................... 20
    print two originals on one page .......................... 21
    shift image to increase the margin ...................... 22
    make two-sided copies ..................................... 22
    collate copies ................................................ 23
    make a poster ................................................ 23
    prepare a color T-shirt transfer ......................... 24
    create a mirror image copy ................................ 25
stop copying ....................................................... 25

copy setup menu options ........................................ 25

5 accessories ........................................................ 27
    automatic document feeder (ADF) ......................... 27
        install the ADF ........................................... 27
        install the ADF input tray ............................ 28
        replace an existing ADF lid ........................... 29
        use the ADF .............................................. 29
    two-sided printing accessory .............................. 29
        attach the two-sided printing accessory .......... 29
    optional hp 250-sheet plain paper tray .................. 30
        assemble the 250-sheet plain paper tray .......... 30
        set the paper size ..................................... 31
        load paper in the optional 250-sheet plain paper tray .... 33
        attach the optional 250-sheet plain paper tray to the unit .... 34

6 maintain your hp digital copier ............................... 35
    clean the glass .............................................. 35
    clean the lid backing ...................................... 35
    clean the exterior .......................................... 36
    maintain printheads and ink cartridges .................. 36
        check the ink level ..................................... 36
        handle printheads ...................................... 36
        verify a printhead needs to be replaced .......... 37
        replace the printheads ................................. 38
        handle ink cartridges .................................. 40
        replace the ink cartridges ............................ 41
        align the printheads .................................... 43
        clean the printheads .................................... 43
clean the ink cartridge contacts ........................................ 43
clean the printhead contacts ........................................... 45
replacement alternatives .............................................. 46
perform color calibration .............................................. 47
override the ink level gauge .......................................... 48
set the country/region or language .................................. 49
set the power save mode time ..................................... 50
set the ring and beep volume ..................................... 50
maintenance menu options ....................................... 51

7 troubleshooting tips ............................................... 53
    paper problems .................................................. 53
        paper jams ................................................... 53
        paper does not feed from the paper tray .................. 55
        several pages advance at the same time ............... 55
        paper type is not correct or not supported .......... 56
        out of paper ................................................. 56
        paper is too narrow or paper size errors ............ 56
        failure to copy .............................................. 56
        hp digital copier is not responding ................. 56
        hp digital copier fails to power on .................. 58
        hp digital copier will not make copies ............. 58
        copies do not look right .................................. 59
        copies are faded, colors are incorrect or dull ........ 59
        entire copy is slanted or skewed ..................... 60
        a blank page came out ..................................... 60
        orientation of copy is wrong ............................. 61
        colors are bleeding into each other .................... 61
        copy has horizontal streaks ............................. 61
        copy is fuzzy or blurry .................................. 62
        copy has vertical streaks or is missing vertical lines .... 62
        parts of the original are cut off ...................... 62
        copies are too light or too dark ...................... 64
        ink is not filling the text or graphic completely .... 64
    ink cartridge and printhead problems ......................... 65
        ink cartridges or printheads have problems ........ 65
        error message when you insert new ink cartridge or printheads .... 65
        ink cartridge error ....................................... 66
        ink cartridge is low or out of ink .................. 66
        ink cartridge is missing, or incorrect cartridge is installed ... 66
        need printhead alignment .................................. 67
        create a self-test report for cartridges and printheads ...... 67
        printhead has failed ....................................... 68
hp digital copier series

ink carriage is stalled ........................................... 68
other copier problems and errors .................................. 69
ink is not drying ............................................. 69
cover or door will not close ..................................... 69
copier is in factory mode ........................................ 69
copier is initializing .......................................... 69
improper power off ............................................. 69
mechanism error ................................................ 70

8  support services and warranty ................................. .71
   register your product ....................................... 71
   support from the internet .................................. 71
   hp customer support ....................................... 71
      returning your hp digital copier for service ......... 72
      call in the U.S. during warranty ...................... 74
      call elsewhere in the world ......................... 74
      call in Australia post-warranty ....................... 76
   hp distribution center ..................................... 76
   express service ............................................. 76
   limited warranty statement ............................... 77
   environmental statement .................................. 79
   hp printhead and ink cartridge limited warranty ...... 79
   warranty upgrades ......................................... 80
   limited global warranty statement for hp digital copier products .......... 80

9  technical information ........................................... .83
   hp digital copier series specifications .................. 83
      margin specifications ................................... 83
      paper specifications .................................... 84
      additional specifications ............................... 86
   order printheads and ink cartridges ..................... 86
   additional hp digital copier accessories ................ 86
   environmental product stewardship program .......... 87
      protecting the environment ............................ 87
      ozone production ....................................... 87
      energy consumption .................................... 87
      paper use ................................................ 87
      plastics .................................................. 87
      material safety data sheets ............................. 87
      materials that require special handling ............... 87
      recycling program ...................................... 87
The front panel of your new HP Digital Copier has several buttons and indicators that allow you to change settings and perform a wide range of copy functions.

front panel features

The front panel is divided into the following main regions:

- Keypad
- Shared buttons and front panel display
- Copy area
- On button

The following page shows a close-up of the front panel with the parts labeled.
## Feature Purpose

<table>
<thead>
<tr>
<th>Feature</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Keypad</td>
<td>Use to enter numbers such as the quantity of copies or percentages when reducing or enlarging.</td>
</tr>
<tr>
<td>2 Front Panel Display</td>
<td>Use to view the active function and access the menu system.</td>
</tr>
<tr>
<td>3 Menu</td>
<td>Use to access the menu system. Available menus depend upon which model of the HP Digital Copier you have. Menu options include Copy Setup, Print Report, and Status &amp; Maintenance.</td>
</tr>
<tr>
<td>4 Arrows</td>
<td>Use to scroll through menu settings or options within settings.</td>
</tr>
<tr>
<td>5 Enter</td>
<td>Use to select or save the displayed setting.</td>
</tr>
<tr>
<td>6 Quality</td>
<td>Use to select the quality of the copy from Best, Normal, or Fast.</td>
</tr>
<tr>
<td>7 Number of Copies</td>
<td>Use to change the number of copies for the active copy job. This button can be used in conjunction with the arrow keys or the keypad to make as many as 99 copies.</td>
</tr>
<tr>
<td>8 Reduce/Enlarge</td>
<td>Use to reduce or enlarge an original to a specified image size on paper loaded in the selected tray. The original may be placed on the glass or fed from the automatic document feeder (ADF), if installed.</td>
</tr>
</tbody>
</table>
menu functions

The Menu button lets you enter the menu system to change copy settings, print reports, and perform maintenance.

1. Press Menu.
   The first submenu displays.

2. Repeatedly press Menu or ← and → to view all the submenus.
   The submenus are as follows:
   - 1: Copy Setup
   - 2: Print Report
   - 3: Status and Maintenance

3. Press Cancel to clear the front panel display, if desired.
You can also access Menu functions by pressing the number that corresponds to a menu option. For example, to set the language and country/region, press Menu, then press 3 and 7. This automatically selects the Status and Maintenance menu (3), then the Set Country and Language option (7).

**Menu options**

The following Menu functions are available.

1: Copy Setup
   - 0: Collation (model 610 only)
   - 1: Enhancements
   - 2: Paper Size
   - 3: Color Intensity
   - 4: Set Copy Defaults
   - 5: Restore Copy

2: Print Report
   - 1: Menu Settings
   - 2: Report Self-Test

3: Status and Maintenance
   - 1: Check Ink Level
   - 2: Clean Print Heads
   - 3: Align Print Heads
   - 4: Perform Color Calibration
   - 5: Restore Factory Defaults
   - 6: Set Power Save Mode Time
   - 7: Set Country and Language
   - 8: Ring and Beep Volume

Press Menu to display the Copy Setup options. Press ← and → to move to the setting you want. Press Enter to select the displayed setting.
## Help

<table>
<thead>
<tr>
<th>Help</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Setup Poster</td>
<td>The Setup Poster provides instructions for setting up and configuring your HP Digital Copier.</td>
</tr>
<tr>
<td>Reference Guide</td>
<td>This printed Reference Guide contains everything you need to know about using your HP Digital Copier. The Reference Guide includes troubleshooting assistance, instructions for ordering supplies and accessories, technical specifications, and information regarding support and warranty.</td>
</tr>
</tbody>
</table>
| Internet help and technical support | If you have Internet access, you can get help from the HP website at: www.hp.com/go/copiers  
The website also provides answers to frequently asked questions. |
hp digital copier series

get help
load originals

You can copy many types of originals onto different paper types, weights, and sizes, including transparency film. It is important, however, that you choose the right paper and make sure that it is loaded correctly and not damaged.

There are two ways to load originals to your HP Digital Copier:

• Position the originals on the glass
• Feed originals into the ADF, if one is attached

load originals on the glass

You can copy almost any type of original by placing it directly on the glass.

Many of the Special Features options, such as Which Size? or Poster, will not work correctly if the glass and lid backing are not clean. For more information, see clean the glass and clean the lid backing on page 35.

1 Lift the lid and place the original face down on the glass, positioning it in the bottom-right corner with its sides touching the right and bottom edges.

   It is important to place the original the bottom-right corner.

   Tip! If your original is printed on transparency film, place a blank piece of paper on top of the transparency for better quality.

2 Close the lid.
If your HP Digital Copier is equipped with an ADF, you can load up to 50 originals, printed side up, of the following paper types:

- Plain Paper
  16 to 24lb. long grain only
- Specialty Paper
  - HP Premium Inkjet Paper
  - HP Bright White Inkjet Paper

**Caution!** Make sure you do not leave an original on the glass when you use the ADF. This causes a paper jam.

You can also use the ADF to load the following types of originals, but you must load them one sheet at a time:

- Other specialty papers, such as glossy paper
- Overhead transparencies, such as HP Premium Inkjet Transparency Media
- Photo paper, such as Kodak EktaColor Edge-5 (glossy)
- Real Estate paper (single sheet only)
avoid paper jams

To avoid paper jams, be sure to not overload the input trays. Make sure your paper edges are not bent or crumpled in any way. Additionally, it is a good idea to remove papers from the output tray frequently. The output tray capacity is affected by the type of paper and the amount of ink you are using. For more information about output tray capacity, see on page 84.

load paper

Following is the basic procedure for loading paper. There are specific considerations for loading certain types of paper, transparency film, and envelopes. After you review this procedure, see tips for loading other types of paper in the main tray on page 12.

For best results, adjust the paper settings each time you change paper types or paper sizes. For more information, see choose the paper tray and set the paper type on page 13.

If you have the optional 250-sheet plain paper tray, you can load paper into both the main paper tray and the optional 250-sheet plain paper tray. If you have the optional 250-sheet plain paper tray, you should use it for plain paper only. See load paper in the optional 250-sheet plain paper tray on page 33 for more information.

You must also have the two-sided printing accessory installed to use the optional 250-sheet plain paper tray. For more information, see attach the two-sided printing accessory on page 29.

load the main paper tray

1. Make sure that the unit is on a flat, level surface.
2. Make sure that the input tray is pushed completely into the unit.
3. Make sure that the loaded paper is pushed completely back against the backstop of the paper tray.
4. Lift the output tray up until it catches in the raised position, and slide the paper-width and paper-length guides to their outermost positions.
load originals and paper

5 Tap the stack on a flat surface to align the edges of the paper, and then check the paper for the following:

– Make sure it is free of rips, dust, wrinkles, and curled or bent edges.
– Make sure all the paper in the stack is the same size and type, unless you are working with photo paper.

6 Insert paper into the main tray print-side down until it stops. If you are using letterhead, insert the top of the page first. Be careful not to use too much or too little paper. Check that the stack of paper contains several sheets but is no higher than the top of the paper-length guide.

7 Slide the paper-width and paper-length guides in until they stop at the edges of the paper. Make sure that the paper stack lies flat in the main tray and fits under the tab of the paper-length guide.

8 Lower the output tray.

9 To prevent printed paper from falling off the tray, fully extend the output-tray extender.
load paper and originals

load the optional 250-sheet plain paper tray

See load paper in the optional 250-sheet plain paper tray on page 33 for more information.

recommended paper types

Following is a list of HP papers you can use for copying:

- HP Bright White Inkjet Paper delivers high-contrast colors and sharp text. It is opaque enough for two-sided color usage, with no show-through, which makes it ideal for newsletters, reports, and flyers.
- HP Photo Paper, HP Premium Photo Paper, HP Everyday Photo Paper and HP Premium Plus Photo Paper are high-quality, semi-gloss finish or matte-finish, photo-based inkjet papers. They look and feel like photographs and can be mounted under glass or in an album. Photo papers dry rapidly and resist fingerprints and smudges.
- HP Iron-On T-shirt Transfers can be used to transfer your designs or photos onto T-shirts, sweatshirts, and fabric crafts.
- HP Premium Inkjet Transparency Film makes your color presentations vivid and even more impressive. This film is easy to use and handle and dries quickly without smudging.
- HP Premium Inkjet Heavyweight Paper is matte-coated on both sides for two-sided copying. It is the perfect choice for near-photographic reproductions and business graphics for report covers, special presentations, brochures, mailers, and calendars.
- HP Premium Inkjet Paper is the ultimate coated paper for high-resolution usage. A smooth, matte finish makes it ideal for your special documents.
- HP Professional Brochure and Flyer paper is matte-coated or glossy-coated on both sides for two-sided use. It is the perfect choice for near-photographic reproductions and business graphics, for report covers, special presentations, brochures, mailers, and calendars.
- 16 to 24 lb. (60 to 135 gsm) copier paper or letterhead.
hp digital copier series

papers to avoid

We do not recommend the following papers:

- Any size paper other than letter, A4, or legal
- Banner paper
- 4 x 6 Photo Paper
- Paper heavier than 24 lb. (135 gsm) or lighter than 16 lb. (60 gsm)
- Paper with perforations
- Photo paper other than HP Photo Papers
- Envelopes
- Transparency film other than HP Premium
- Heavyweight paper other than HP Premium
- Multiple-part forms or label stock

tips for loading other types of paper in the main tray

The following table provides guidelines for loading certain types of paper and transparency film. For best results, adjust the paper settings each time you change paper types and paper sizes. For more information, see choose the paper tray and set the paper type on page 13.

<table>
<thead>
<tr>
<th>paper</th>
<th>tips</th>
</tr>
</thead>
</table>
| HP papers                    | • HP Premium Inkjet Paper: Locate the gray arrow on the nonprinting side of the paper, and then insert paper with the arrow side facing up.  
• HP Premium or Premium Plus Photo Paper: Load the glossy (print) side down. Always load at least five sheets of regular paper in the main tray first, and then place the photo paper on top of the regular paper.  
• HP Premium Inkjet Transparency Film: Insert the film so that the white transparency strip (with arrows and the HP logo) is on top and is going into the tray first.  
• HP Iron-On T-shirt Transfers: Flatten the transfer sheet completely before using it; do not load curled sheets. (To prevent curling, keep transfer sheets sealed in the original package until you are ready to use them.) Manually feed one sheet at a time, with the unprinted side facing down (the blue stripe faces up).  
• HP Greeting Cards, Glossy Greeting Cards, or Textured Greeting Cards: Insert a small stack of HP greeting-card paper, with the print-side down into the main tray until it stops. |
| Legal-size paper             | Fully extend the paper-length guide and make sure that the main tray is pushed in all the way. |
choose the paper tray and set the paper type

If you have installed the optional 250-sheet plain paper tray, it becomes the default paper tray used for copying. To use a type of paper other than plain paper, such as transparency film, load that paper in the main tray. Adjust the settings for paper type to ensure the best quality and specify which paper tray to use.

Caution! You must have the two-sided printing accessory installed to use the 250-sheet plain paper tray.

When you change copy settings on the front panel, the settings are reset to the defaults two minutes after the unit completes the copy job.

HP recommends adjusting paper type settings for the type of paper you’re using.

1. Press Tray Select/Paper Type.
2. If you have both paper trays, press Tray Select/Paper Type until the desired paper tray is selected, as indicated by the dot on the left.
3. When copying from the main tray, press until the appropriate paper type appears.
4. Press Enter to choose the displayed paper type.

set the paper size

To modify paper size:

1. Press Menu.
2. Press 1, then press 2. This selects Copy Setup, then selects Paper Size.
3. If you have the optional 250-sheet paper tray installed, press and to select the upper or lower tray, then press Enter to select.
4. Press until the desired size appears, then press Enter to select it.
hp digital copier series

load originals and paper
Your HP Digital Copier lets you do the following:

- Produce high-quality color and black-and-white copies using a variety of paper types and sizes, including iron-on transfers.
- Reduce or enlarge the size of the copies you make from 25% to 400% of the copy's original size. (Percentages may vary between models.)
- Make the copy lighter or darker, adjust the color intensity, select the number of copies, and specify the quality of the copies you make.
- Use special copying features to create a poster, make many sizes of photos, make high-quality copies of photos using special photo paper, or to create transparencies.
- Make two-sided copies or copy from two-sided documents (on some models).

**make copies**

All copy settings that you select on the front panel are reset two minutes after the HP Digital Copier completes a copy, unless you save the settings as the default settings. For more information, see **change settings for all copy tasks** on page 18.

**before you begin**

Do the following:

- Follow the instructions in the Setup Poster to set up your HP Digital Copier.
- Make sure paper is loaded in the main tray. If you need more information, see **load paper** on page 9.
hp digital copier series

make a copy

1. Load your original on the glass or into the ADF, if available. If you are placing your original on the glass, open the lid of your HP Digital Copier and place the document face down in the bottom-right corner of the glass with the sides of the picture touching the right and bottom edges.

2. Press Start Copy - Black or Start Copy - Color.

increase copy speed or quality

The HP Digital Copier has three settings that determine copy speed and quality.

- **Best** produces the highest quality for all paper and eliminates the banding (striping) effect that sometimes occurs in solid areas. Best copies more slowly than the other quality settings.

- **Normal** delivers high-quality output and is the recommended setting for most of your copying. Normal copies faster than Best.

- **Fast** copies faster than the Normal setting. The text is of comparable quality to the Normal setting, but the graphics may be of lower quality. Using Fast also cuts down on the frequency of replacing your ink cartridges, because it uses less ink.


to change the quality of your copy

1. Load your original on the glass or into the ADF.

2. Press Quality until the green light in front of the desired quality is lit.

3. Press Start Copy - Black or Start Copy - Color.

reduce or enlarge a copy

You can reduce or enlarge a copy of an original with the Reduce/Enlarge button or the Special Features buttons. This section explains the Reduce/Enlarge features only.

For more information about Special Features options, see perform special copy jobs on page 19 for information about using Fit to Page, Which Size?, Poster, 2 on 1, Margin Shift, or Mirror.
hp digital copier series

1 Press **Reduce/Enlarge** to choose one of the following:
   - **Custom 100%** — lets you enter the percentage to reduce or enlarge your copy.
   - **Full Page 91%** — lets you reduce an original to 91% of its original size, which prevents cropping that may occur if you make a full-size (100%) copy.
   - **Legal/Letter 72%** — reduces an original to 72% of its original size, which lets you copy a legal-sized original to letter-sized paper.

2 If you are using the **Custom** option, press ← or → to reduce or enlarge the copy.
   You can also enter a number using the keypad or press the +/- buttons on the keypad.

3 Press **Start Copy - Black** or **Start Copy - Color**.

**make copies lighter or darker**

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

1 Press **Lighter/Darker**.

2 Press ← to lighten the copy or → to darken it.
   The circle moves to the left or right, depending on the button you press.

3 Press **Start Copy - Black** or **Start Copy - Color**.

**change color intensity**

You can adjust color intensity to make colors on your copy more vivid or more subtle.

1 Press **Menu**.

2 Press 1 and then press 3.
   This selects **Copy Setup**, and then selects **Color Intensity**.

3 Press ← to make the image more pale or → to make the image more vivid.
   The range of color intensity values appears as a circle on a scale on the front-panel display.

4 Press **Enter** to select an option.

5 Press **Start Copy - Black** or **Start Copy - Color**.

**copy using photo mode**

Use **Photo Mode** when copying photographs or pictures to enhance light colors that may otherwise appear white.

1 Press the **Photo Mode** button.

2 Press ← until **Photo Mode On** appears.

3 Press **Enter** to select the option.

4 Press **Start Copy - Black** or **Start Copy - Color**.
hp digital copier series

**enhance text sharpness and photo colors**

Use **Text** enhancements to sharpen edges of black text. **Text** enhancement is the default option. You can turn off **Text** enhancement by selecting **Photo** or **None** if the following occur:

- Stray dots of color surround some text on your copies.
- Large, black typefaces look splotchy (not smooth).
- Thin, colored objects or lines contain black sections.
- Horizontal grainy or white bands appear in light- to medium-gray areas.

1. Press **Menu**.
2. Press 1, then press 1.
   This selects **Copy Setup**, and then selects **Enhancements**.
3. Press « until the desired enhancement (**Text**, **Photo**, **Text and Photo**, or **None**) appears.
4. Press **Enter** to select an option.
5. Press **Start Copy - Black** or **Start Copy - Color**.

**set the number of copies**

You can set the number of copies using the front panel.

1. Press **Number of Copies**.
2. Do any one of the following to enter a number:
   a. Press « until the desired number of copies appears.
   b. Enter a number with the keypad.
   c. Use the +/- buttons until the desired number of copies appears.
3. Press **Enter**.
4. Press **Start Copy - Black** or **Start Copy - Color**.

**change settings for all copy tasks**

Save the copy settings you use most often by setting them as the default. You can save changes to Copy Setup options in the menu system, as well as other Copy area settings.

1. Make any desired changes to the Copy Setup options.
2. Make any desired changes to the button settings in the Copy Area.
3. Press **Menu**.
4. Press 1, then press 4.
   This selects **Copy Setup**, and then selects **Set Copy Defaults**.
   You may also use « or » to make your selections.
5. Wait or press **Enter** to confirm. Your settings are saved.
perform special copy jobs

In addition to supporting standard copying, your HP Digital Copier can also do the following, depending on model and options:

• copy a photo
• fit a copy to the page
• print several copies on one page
• print two originals on one page
• shift image to increase the margin
• make two-sided copies
• collate copies
• prepare a color T-shirt transfer

**copy a photo**

1. Load a photo on the glass.
2. If you are using photo paper, you must load it in the main paper tray. If you have the optional 250-sheet plain paper tray, do not load photo paper into that tray.
3. Press Tray Select/Paper Type until the Upper Tray is selected, as shown by the dot.
   If you do not have the HP 250-sheet plain paper tray, the upper tray (main tray) is selected by default.
4. When Upper Tray is selected, press \( \) until the desired photo paper option appears, then press Enter to select it.

   **Tip!** To enlarge a photo automatically to a full page, press Special Features until Fit to Page appears, then press Enter. For more information, see below.

5. Press Menu.
6. Press 1, then press 1 again.
   This selects Copy Setup, and then selects Enhancements.
7. Press \( \) or \( \) until Photo appears, then press Enter to select it.
8. Press Start Copy - Black or Start Copy - Color.

**fit a copy to the page**

Use Fit to Page when you want to automatically enlarge or reduce your original to fit the paper size you have loaded. This feature is available in the Special Features menu or by a button on the front panel.

**Tip!** Make sure that the glass is clean and that the original is placed in the bottom-right corner of the glass. You cannot use the ADF for this feature.

**use copier features**
To do this through the special features menu
1. Load the original on the glass.
2. Load the appropriate paper.
3. Press **Special Features** until **Fit to Page** appears.
4. Press **Enter**.
5. Press **Start Copy - Black** or **Start Copy - Color**.

To do this with the fit to page button
1. Load the original on the glass.
2. Load the appropriate paper.
3. Press **Fit to Page**.
4. Press $<$ or $>$ until the On default appears.
5. Press **Enter**.
6. Press **Start Copy - Black** or **Start Copy - Color**.

**Tip!** To prevent the edges of a full page copy from being cut off when you copy, select Fit to Page, which will slightly shrink your full page copy to fit within the borders of a letter-sized page.

**Print several copies on one page**

You can place multiple copies of an original on one page by selecting a photo size and then selecting the number of copies you want.

There are several common photo sizes available from the **Which Size?** option, which you access from the **Special Features** button. After you select one of the available sizes, you may be prompted to select one of the preset page configurations.
1. Load the original on the glass.
2. Load the appropriate paper in the main tray.
3. Press Special Features until Which Size? appears.
4. Press \( \uparrow \) until the desired photo size appears, then press Enter.
5. When How Many? appears, press \( \uparrow \) to select the number of images that will fit on a page.
   Some larger sizes do not prompt you for a number of images.
6. Press Enter to select the number of photos you want to appear on a page.
7. Press Start Copy - Black or Start Copy - Color.

   Tip! If the number of copies of the photo on a single page does not come out as expected, try turning the original on the glass 90 degrees and start the copy again.

You can print two different letter- or A4-sized originals on one page using the 2 on 1 feature. The copied images will appear side by side on the page in a landscape format. You can use the automatic document feeder (ADF) to load the originals or place them directly on the glass.

You cannot collate when making a 2 on 1 copy. Clipping may occur with legal-size originals.

This feature can be used with the Two-Sided Copy button to make 2 on 1, two-sided copies. See make two-sided copies on page 22.

print two originals on one page

Two Originals

Two originals on one page

use copier features
1. Place the first original on the glass. If you are using the ADF, load both originals there.

2. Press Special Features until 2 on 1 59% appears, then press Enter.

3. Press Start Copy - Black or Start Copy - Color.

4. If you placed your first original on the glass you will be prompted to Place 2nd original on glass, then press Enter.

**Shift Image to Increase the Margin**

The Margin Shift feature lets you shift the image to the left or right to increase the margin for binding. You can also adjust the reduction/enlargement percentage in this mode by entering a number on the numeric keypad.

1. Load the original on the glass or in the ADF.

2. Press Special Features until MarginShift 100% appears.

3. Press < or > to shift the margin to the left or to the right. Each step is a ¼-inch (6.35 mm) shift.

4. If you wish to change the reduction/enlargement percentage as well, enter a number using the keypad, then press Enter.

   **Tip!** If you do not wish to change the reduction/enlargement percentage, press Enter after you have selected the amount of Margin Shift you want.

5. Press Start Copy - Black or Start Copy - Color.

**Make Two-Sided Copies**

The Two-Sided Copy button on the front panel lets you automatically make two-sided copies from single-sided or double-sided originals that are letter- or A4-sized.

You can make two-sided copies automatically only if your HP Digital Copier has an HP two-sided printing accessory. The two-sided copying accessory is standard equipment with some models or can be purchased separately. See [attach the two-sided printing accessory](on page 29 for more information).
1 Load your letter- or A4-sized originals in the ADF.

**Tip!** You cannot make legal-sized two-sided copies. For more information on how to reduce legal-sized originals to letter-sized copies, see *reduce or enlarge a copy* on page 16.

2 Press the **Two-Sided Copy** button repeatedly until the desired option appears, or choose one of the following by pressing ➔ until the desired setting appears and then press **Enter**.
   - 1-sided original, 1-sided copy
     This option produces a standard single-sided copy from a single-sided original.
   - 1-sided original, 2-sided copy
     This option takes 2 single-sided originals and produces a two-sided copy.
   - 2-sided original, 1-sided copy
     This option produces single-sided copies of a two-sided original.
   - 2-sided original, 2-sided copy
     This option produces a two-sided copy from a two-sided original.

3 Press **Start Copy - Black** or **Start Copy - Color**.

**collate copies**

The collate feature lets you produce sets of copies in the exact order that the original is loaded into the ADF. The collate feature is only available on a HP 610 Digital Copier that is equipped with an ADF.

You must copy more than one original to use the collate feature.

1 Load originals in the ADF.

2 Press **Menu**.

3 Press 1, then press 0.
   This selects **Copy Setup**, then selects **Collation**.

4 Press ➔ until the desired setting (On or Off) appears, then press **Enter**.
   If you turn the feature on, the front panel displays **Collation On**.

5 Press **Start Copy - Black** or **Start Copy - Color**.

**make a poster**

When you use the Poster feature you divide your original into sections, then enlarge the sections so you can assemble them into a poster.
1 Load the original on the glass.
   **Tip!** You cannot use the ADF when making a poster.

2 Load the appropriate paper in the main tray.

3 Press **Special Features** until **Poster** appears.
   The option **Poster 2 pages Wide** appears by default.

4 Press → to select how wide you want the poster to be.

5 Press **Enter** to confirm your selection.

6 Press **Start Copy - Black** or **Start Copy - Color**.
   **Tip!** After you select the poster width, the HP Digital Copier adjusts the length automatically to maintain the proportions of the original. If the original cannot be enlarged to the selected poster size, an error message appears that tells you the number of pages wide that are possible. Select a smaller poster size and make the copy again.

**prepare a color T-shirt transfer**

Use the **Iron-On** feature to reverse text and images so that they appear backwards. After you iron a transfer onto a T-shirt, the picture appears properly on the shirt.

**Tip!** We recommend that you practice applying a T-shirt transfer on an old garment first.
hp digital copier series

1. Load the original on the glass or in the ADF.
2. Load the T-shirt transfer paper in the main tray.
3. If you have installed the optional 250-sheet plain paper tray, press Tray Select/Paper Type until the Upper Tray is selected.
4. Press \( \text{Tray Select/Paper Type}\) until Iron-On appears and then press Enter to select it. Selecting this option automatically activates the Mirror function.
5. Press Start Copy - Black or Start Copy - Color.

To create a mirror image copy of an original
1. Place the first original on the glass. If you are using the ADF, load both originals there.
2. Press Special Features until Mirror appears, then press Enter.
3. If you wish to change the reduction/enlargement percentage as well, enter a number using the keypad, or press \( \text{or } \) to adjust.
4. Press Enter.

Tip! If you do not wish to change the reduction/enlargement percentage, press Enter after you have selected the amount of Mirror Image you want.
5. Press Start Copy - Black or Start Copy - Color.

Stop copying
- To stop copying, press Cancel on the front panel.

Copy setup menu options

The following options are available in the Copy Setup menu.

Use copier features
hp digital copier series

**1: Copy Setup**

0: Collation
1: Enhancements
2: Paper Size
3: Color Intensity
4: Set Copy Defaults
5: Restore Copy Factory Settings

Press **Menu** to display the Copy Setup options.
Press **<>** and **<>** to move to the setting you want.
Press **Enter** to select the displayed setting.
You can upgrade your HP Digital Copier by adding the following:

1. automatic document feeder (ADF)
2. optional 250-sheet plain paper tray
3. two-sided printing accessory

**automatic document feeder (ADF)**

The automatic document feeder (ADF) is standard on some HP Digital Copier models and is available as an accessory on the others.

You can use the ADF to perform unattended copying. This means that you can load and copy a multi-page document without raising the copier lid to individually position each page on the glass.

**install the ADF**

It’s easy to replace the standard flat lid with an ADF lid.

**to remove the standard flat lid**

1. Turn off the HP Digital Copier.
2. Unplug the power cord from the outlet.
3. Open the lid.
4. Gently lift the standard flat lid straight up.
to attach the ADF lid
1 On the ADF lid, unfold the hinges.
2 Pull up both tabs.
3 Insert the ADF lid straight down into the unit.

4 Push down both tabs until they click.
5 Gently close the ADF lid.

Caution! To prevent damaging the unit, do not allow the ADF lid to fall onto the flatbed surface. Always close the ADF lid when the product is not in use.

install the ADF input tray
1 Align the two tabs on the input tray with the two grooves in the ADF cover.
2 Slide the tray into the grooves as shown until the tray snaps into place.

3 Replug the power cord into a grounded AC outlet.
replace an existing ADF lid

If you remove the ADF lid for any reason, you can easily replace it.

to remove the ADF lid
1. Gently pull the ADF input tray straight out.
2. Open the ADF lid.
3. Pull up both tabs.
4. Remove the ADF lid by gently pulling it slightly forward as you lift.

5. Follow the steps, above, labeled “to install the ADF.”

use the ADF

1. Place all originals in the ADF input tray print-side up.
2. Adjust the paper-width guide to fit the size of your original.
   A message appears on the display indicating that the originals are loaded.

two-sided printing accessory

This accessory can be used with or without the optional 250-sheet plain paper tray to provide dual-sided copying capability and dual paper tray capacity. The 250-sheet plain paper tray can handle 250 sheets of copier letterhead and bond paper. You must use the main paper tray to load transparency film, photo paper, or other coated stock.

Tip! You must have the two-sided printing accessory installed to use the optional 250-sheet plain paper tray.

attach the two-sided printing accessory

1. Turn the knob on the rear access door of your HP Digital Copier counterclockwise, then remove the door.
Tip! Put the rear access door in a safe place. If you decide to remove the two-sided printing accessory in the future, you must replace the rear access door for your HP Digital Copier to operate.

2 Insert the two-sided printing accessory into the back of the unit.

Tip! Turn the two-sided printing accessory so the button is on top.

optional hp 250-sheet plain paper tray

assemble the 250-sheet plain paper tray

1 Unpack the accessory and the inner tray.
2 Remove the inner tray.
3 Remove shipping tape from paper-width fence.

**set the paper size**

The 250-sheet plain paper tray can hold letter, legal, and A4 paper. To specify the paper size for the 250-sheet plain paper tray, you must set all three size adjustments located on the inner tray.

1. the paper-width guide
2. the paper-width fence
3. the paper-length guide

**Caution!** If you change the paper size, for example, from letter to A4, you must remove the inner tray completely and reset all three size adjustments.
hp digital copier series

1. Set the paper-width guide by sliding it until the arrow is even with the correct setting.
2. Set the width to LTR to use legal-size paper.

3. Set the paper-width fence by carefully snapping it into the slots for the paper size.

**Tip!** The slots for letter width paper are in the sides of the inner tray. Use the LTR setting for legal-size paper also.

4. Set the paper-length guide by pulling it until the arrow lines up with the paper size.
Tip! There is no marking for legal-size paper. Pull the paper-length guide out beyond the edge of the tray and push it back up against the edge of the paper.

1. Load the paper by dropping it into the inner tray.

2. Re-insert the inner tray, pushing it firmly until it is completely inserted.

Tip! The next time you need to load paper, simply remove the inner tray.
attaching the optional 250-sheet plain paper tray to the unit

Caution! You must attach the HP two-sided printing accessory to your HP Digital Copier before attaching the optional 250-sheet plain paper tray.

1. Place the 250-sheet plain paper tray where you want your HP Digital Copier to be situated.
2. Turn off the copier.
3. Lift the copier unit and position it directly over the optional 250-sheet plain paper tray.
4. Gently lower the printer onto the optional 250-sheet plain paper tray.
5. Slide the main paper tray (with hinged cover) into the slot above the optional 250-sheet plain paper tray. The main paper tray and copier both rest on top of the 250-sheet plain paper tray accessory.
6. Power on the copier and resume normal use.
This section provides instructions for keeping your HP Digital Copier in top working condition. Perform these maintenance procedures as necessary.

**clean the glass**

If the glass on your unit becomes dirty from fingerprints, smudges, hair, and so on, the performance is slowed down and the accuracy of special features, such as Fit to Page and Copy, is adversely affected.

1. Turn off the unit, unplug the power cord, and raise the lid.
2. Clean the glass with a soft cloth or sponge slightly moistened with a nonabrasive glass cleaner.
   
   **Caution!** Do not use abrasives, acetone, benzene, or carbon tetrachloride on the glass; these can damage it. Do not place liquids directly on the glass. They may seep under it and damage the unit.
3. Dry the glass with a chamois or cellulose sponge to prevent spotting.

**clean the lid backing**

Minor debris can accumulate on the white document backing that is located underneath the unit’s lid.

1. Turn off the unit, unplug the power cord, and raise the lid.
2. Clean the white document-backing with a soft cloth or sponge slightly moistened with a mild soap and warm water.
3. Wash the backing gently to loosen debris; do not scrub the backing.
4. Dry the backing with a chamois or soft cloth.
   
   **Caution!** Do not use paper-based wipes as these may scratch the backing.
5. If this does not clean the backing well enough, repeat the previous steps using isopropyl (rubbing) alcohol, and wipe the backing thoroughly with a damp cloth to remove any residual alcohol.
hp digital copier series

**clean the exterior**

Use a soft, damp, lint-free cloth to wipe dust, smudges, and stains off the case. The interior of the unit does not require cleaning. Keep fluids away from the interior of the unit as well as the front panel.

**maintain printheads and ink cartridges**

As you discovered when you installed your HP Digital Copier, the ink delivery system consists of both ink cartridges, which contain the ink and printheads that control copy quality. To ensure the best quality from your HP Digital Copier, you will need to perform some simple maintenance procedures, and when prompted by a front-panel message or warning light, replace the ink cartridges and printheads.

**check the ink level**

You can easily check the ink supply level from the front panel.

1. Press **Menu**.
2. Press 3, then press 1. This selects the **Status and Maintenance** menu, then selects the **Check Ink Level** option. A message in the front-panel display lets you know how much ink you have left, for both black and tri-color ink cartridges.
3. Press **Cancel** to exit the menu.

**handle printheads**

Before you replace or clean a printhead, you should know the part name and how to handle the printhead.

- **Printhead handle**
- **Printhead tower**
- **Copper contacts**
- **Ink nozzles**
- **Plastic tape**

Do not touch the copper contacts, the ink nozzles, or the printhead tower.
verify a printhead needs to be replaced

If a printhead error message appears on the front-panel display, verify that the printhead needs to be replaced.

1. Turn the unit off and then turn it on.
   If the error message still appears, continue with the following steps.

2. Open the print-carriage access door by lifting the handle until the door locks into place.
   The print carriage will move to the center of the copier.

3. After the print carriage stops moving, release the gray print carriage latch and then lift the print carriage to access the printheads.

4. Remove the old printhead by lifting the printhead handle and pulling upward.
If there is plastic tape on the failed printhead, remove the plastic tape.

Push the failed printhead firmly down into the appropriate slot using the printhead handle. Do not touch the printhead tower, and do not remove the printhead handle.

Move the print carriage latch down, and make sure the loops catch the hooks. Snap the latch into place, then close the print carriage access door.

If the error message still appears, remove and reinsert the printhead again and close the print carriage access drawer.

If the error message still appears, replace the printhead as described in the following section.

If you experience problems with that quality of your copies that cannot be resolved by cleaning your printheads, you may need to replace them. You may also see front-panel display messages that indicate when an individual printhead needs to be replaced.

See order printheads and ink cartridges on page 86 for information on ordering replacement printheads.

1. Turn on the unit, then open the print-carriage access door by lifting the handle until the door locks into place.
   The print carriage moves to the center of the unit.
2. After the print carriage stops moving, release the gray print carriage latch and then lift the print carriage to access the printheads.

Caution! To avoid damaging the copier, remove a printhead only when a replacement is available. If a printhead is removed without being replaced:
- Close the print carriage and the print-carriage access door.
- Replace the printhead within 24 hours.
- Never remove an ink cartridge and a printhead at the same time.

3. Remove the old printhead by lifting the printhead handle and pulling upward.
4 Remove the new printhead from its packaging and, being careful to touch only the black plastic, gently remove the plastic tape.

**Caution!** Do not touch the copper contacts, the printhead tower, or the ink nozzles.

5 Match the color on the top of the printhead to the color on the printhead carriage.

6 Push the new printhead firmly down into the appropriate slot using the printhead handle. Do not touch the printhead tower, and do not remove the printhead handle.

7 Move the print carriage latch down, and make sure the loops catch the hooks. Snap the latch into place, then close the print carriage access door.

8 After the message appears in the front-panel display, press **Enter** to align the printheads.

**Handle Ink Cartridges**

Before you replace or clean ink cartridges, you should know the part names and how to handle them.
replace the ink cartridges

Front-panel display messages appear under the following conditions to let you know that you should replace your ink cartridges.

- Low ink levels
- Ink cartridges are approaching their expiration dates

**Caution!** If you ignore the messages and do not replace the ink cartridges, eventually the HP Digital Copier will stop working to avoid damaging the printheads.

To determine the expiration date of a cartridge, print a Self-Test Report. For more information, see `create a self-test report for cartridges and printheads` on page 67.

See `order printheads and ink cartridges` on page 86 for information on ordering replacement ink cartridges.

1. Turn on the unit, then open the print-carriage access door by lifting the handle until the door locks into place.
   The print carriage moves to the center of the unit.
2. After the carriage stops moving, press the gray button to release the ink cartridge, then pull it up and out of its slot.

   **Caution!** To avoid damaging the copier, remove an ink cartridge only when a replacement is available. If an ink cartridge is removed without being replaced:
   - Close the print carriage and the print-carriage access door.
   - Replace the ink cartridge within 24 hours.
   - Never remove an ink cartridge and a printhead at the same time.

3. Remove the new ink cartridge from its packaging and, being careful to touch only the black plastic, gently remove the plastic tape.

   **Caution!** Hold the cartridge away from you as you remove the plastic tape so the ink does not spill on you or your clothing.

   **Caution!** Do not touch the copper contacts.

4. Push the new ink cartridge firmly down into the appropriate slot until it clicks into place.

   Note the color bars on the print carriage.

   The ink-cartridge label should be face-up after the cartridge is inserted.
5 Close the print-carriage access door.
6 Press Enter to align the printheads.

For more information, see align the printheads on page 43.

align the printheads

The HP Digital Copier prompts you to align the printheads every time you install or replace a printhead or ink cartridge. Aligning the printheads ensures high-quality output.

To align the printheads after the message appears on the display, press Enter on the front panel.

To align the printheads at any other time do the following:
1 Press Menu.
2 Press 3, then press 3.
This selects the Status and Maintenance menu, then selects the Align PrintHeads option.

clean the printheads

If you notice streaking or white lines through any colored areas on your copies, you may need to clean the printheads. Do not clean printheads unnecessarily. This wastes ink and shortens the life of your printheads.
1 Press Menu.
2 Press 3, then press 2.
This selects the Status and Maintenance menu, then selects the Clean PrintHeads option.

If copy quality still seem poor after you clean the printheads, replace the printhead that is affected.

Caution! Do not remove both ink cartridges at the same time.

Remove and clean them one at a time.

clean the ink cartridge contacts

Clean the ink cartridge contacts only if you get repeated front panel messages prompting you to check a cartridge after you already have.

Caution! Do not remove both ink cartridges at the same time.

Remove and clean them one at a time.
hp digital copier series

Make sure you have the following materials available:

- A clean, lint-free cloth
- Distilled, filtered, or bottled water (do not use tap water, as it may contain contaminants that can damage the printheads)

Caution! Be careful not to get ink on your hands or clothing.

1. Turn the unit on and open the print-carriage access door.
   The print carriage moves to the center.

2. After the print carriage has moved to the center, unplug the power cord from the back of the unit.

   Warning! It is very important that you disconnect the copier from its electrical power source before touching the ink cartridge contacts. Electrical shock or severe damage to the copier can occur if you touch the contacts while there is electrical power to the copier. Do not use the On button to turn the copier off.

3. Press the gray button to release the ink cartridge, then pull it up and out of its slot.

4. Inspect the ink cartridge contacts and the contacts inside the ink cartridge socket for ink and debris buildup.

5. Clean any visible ink deposits with a clean, soft, lint-free cloth. If necessary, moisten the cloth with one drop of water.

6. Place the ink cartridge back into the holder.

7. Repeat if necessary for the other ink cartridge.

8. Close the door and plug in the unit.
   Because you removed an ink cartridge from its holder, the HP Digital Copier needs to align the printheads.

9. After the message appears in the front-panel display, press Enter to align the printheads.
clean the printhead contacts

Clean the printhead copper contacts only if you get repeated front panel messages prompting you to check a printhead after you already have.

Caution! Do not remove all printheads at the same time. Remove and clean them one at a time.

Make sure you have the following materials available:

- A clean, lint-free cloth
- Distilled, filtered, or bottled water (do not use tap water, as it may contain contaminants that can damage the printheads).

Caution! Be careful not to get ink on your hands or clothing.

1. Turn the unit on and open the print-carriage access door. The print carriage moves to the center.
2. After the print carriage has moved to the center, unplug the power cord from the back of the unit.

⚠️ Warning! It is very important that you disconnect the printer from its electrical power source before touching the printhead contacts. Electrical shock or severe damage to the printer can occur if you touch the contacts while there is electrical power to the printer. Do not use the On button to turn the printer off.

3. Release the gray print carriage latch and then lift the print carriage to access the printheads.
4. Remove the printhead by lifting the printhead handle and pulling upward.
5. Inspect the copper contacts and the contacts inside the printhead socket for ink and debris buildup.
6. Clean any visible ink deposits with the clean, soft, lint-free cloth. If necessary, moisten the cloth with one drop of water.

Caution! Clean only the copper contacts in the front of the printhead, and wipe upwards only. Do not clean the ink nozzles on the under side of the printhead. They can become damaged or clogged by this type of cleaning.
7 Place the printhead back into the holder.
8 Repeat cleaning of other printheads, if necessary.
9 Move the print carriage latch down, and make sure the loops catch the hooks. Snap the latch into place, then close the print-carriage access door.
10 Close the door and plug in the unit. After cleaning the contacts, you should align the printheads.
11 Press Menu.
12 Press 3, then press 3. This selects the Status and Maintenance menu, then selects the Align PrintHeads option.

To get the best performance from your HP Digital Copier, we recommend using only genuine Hewlett-Packard supplies. For more information, see order printheads and ink cartridges on page 86. 

Caution! Damage that results from modifying or refilling HP ink cartridges or the use of non-HP ink is specifically excluded from the warranty coverage for the copier and copier supplies.
non-hp ink cartridges
The Ink Level Gauge may not work properly with a non-HP ink cartridge. If you choose to use a non-HP ink cartridge, you may not know when the cartridge is running low or empty. Copying with an empty ink cartridge may seriously damage the printheads.

Any damage resulting from the use of a non-HP ink cartridge is not the responsibility of Hewlett-Packard.

refilled ink cartridges
To install a refilled HP ink cartridge, you must override the Ink Level Gauge. For more information, see override the ink level gauge on page 48.

perform color calibration
The Color Calibration option prints out a report that lets you manually improve your color printing or copying. You should perform this procedure only if you see problems with color tints, such as noticeably incorrect flesh tones.

1. Press Menu.
   This selects the Status and Maintenance menu, then selects the Perform Color Calibration option.
   A Color Calibration report is printed.
Follow the instructions on the report to determine the correct Color Patch Number.

At the prompt on the front-panel display, enter the Color Patch Number, then press Enter.

to cancel a color calibration

1. Press Menu.
2. Press 3, then press 5.
   This selects the Status and Maintenance menu, then selects the Restore Factory Defaults option.

override the ink level gauge

Overriding the Ink Level Gauge disables the printer’s ink level tracking feature, but allows you to use a refilled cartridge.

**Caution!** If you use the override sequence described below, you will disable the Ink Level Gauge for your ink cartridge. If you choose to continue copying with an ink cartridge that has had its Ink Level Gauge disabled, you will not know when the cartridge is running low or empty. Copying with an empty cartridge will seriously damage your printheads. Damage that results from continued use of an ink cartridge with a disabled Ink Level Gauge is not the responsibility of Hewlett-Packard. Damage that results from the use of non-HP ink is not the responsibility of Hewlett-Packard.

The Ink Level Gauge is automatically reset when a different ink cartridge is installed in the copier.

Overriding the Ink Level Gauge does not affect ink cartridge expiration dates. The copier cannot use an expired ink cartridge.

Follow these steps to override the Ink Level Gauge:

**to override the ink level gauge for the black ink cartridge**

1. Press \ and \ at the same time, then release.
2. On the keypad, press in order, 7, 8, 9.
3. When the prompt appears asking if you want to override the ink level gauge, press 1 for Yes, or 2 for No.

**to override the ink level gauge for the tri-color ink cartridge**

1. Press \ and \ at the same time, then release.
2. On the keypad, press in order, 4, 5, 6.
3. When the prompt appears asking if you want to override the ink level gauge, press 1 for Yes, or 2 for No.

Always install an ink cartridge before performing an Ink Level Gauge override.
set the country/region or language

Usually, the language and country/region are set when you install the HP Digital Copier. If you need to reset them, use the following procedure.

**Tip!** If you accidentally choose the wrong language and are unable to read the front-panel display, simply repeat the first three steps to choose the correct language. You may also consider printing a Self-Test report to identify the country/region and language that have been selected.

1. Press **Menu**.
2. Press **3**, then press **7**, then press **Enter**.
   This selects the **Status and Maintenance** menu, then selects the **Set Country/Region and Language** option.
3. To select the language, you can do the following:
   - Press **<** until the desired language appears.
   - Wait until the desired language appears on the front panel display.
4. Enter the two-digit number corresponding to the language on the keypad.
   For example: for English, enter 11.
5. After entering the language, you are prompted to confirm that the language you selected is the one you want.
6. Press **1** for **Yes** and **2** for **No**.
7. After you select a language, you are prompted to select a country/region based on your selected language.
8. To select the country/region, you can:
   - Press **<** until the desired country/region appears.
   - Wait until the desired country/region appears on the front panel display.
9. Enter the two-digit number corresponding to the country/region on the keypad.
   For example: for USA, enter 10.
10. After entering the country/region, you are prompted to confirm your selection.
11. Press **1** for **Yes** or **2** for **No**.

maintain your digital copier
set the power save mode time

The bulb in your HP Digital Copier remains on for a specified period so that the unit is immediately ready to respond to your request. When the HP Digital Copier has not been used within that specified period, it turns the bulb off to preserve power and displays **Power Save On** in the front-panel display.

**Tip!** You can exit this mode by pressing any button on the front panel.

Your unit is automatically set to enter power-save mode after 12 hours. Follow these steps if you want the HP Digital Copier to enter this mode earlier.

1. Press **Menu**.
2. Press **3**, then press **6**.
   This selects the **Status and Maintenance** menu, then selects the **Set Power Save Mode Time** option.
3. Press **enter** until the desired time appears, then press **Enter**.

set the ring and beep volume

The volume of the button beeps on your HP Digital Copier is preset, but you can easily change the volume.

1. Press **Menu**.
2. Press **3**, then press **8**.
   This selects the **Status and Maintenance** menu, then selects the **Ring and Beep Volume** option.
3. Press **enter** to select **Soft**, **Loud**, or **Off**, then press **Enter**.
maintenance menu options

Use Menu to display the Status and Maintenance menu options.
Press $\leftarrow$ and $\rightarrow$ to move to the setting you want. Press Enter to select the displayed setting.

---

3: Status and Maintenance

1: Check Ink Level
2: Clean Print Heads
3: Align Print Heads
4: Perform Color Calibration
5: Restore Factory Defaults
6: Set Power Save Mode Time
7: Set Country and Language
8: Ring and Beep Volume
troubleshooting tips

Troubleshooting provides tips for solving problems and improving the quality of your copies. Look for your problem in the following troubleshooting topics.

For additional information on your HP Digital Copier, see: www.hp.com/go/copiers

paper problems

The following issues relate to the paper path and paper types used in your HP Digital Copier.

You can avoid many paper jams by loading paper properly in the input tray. For more information, see load the main paper tray on page 9.

paper jams

check all paths
• main paper tray or optional 250-sheet plain paper tray
• automatic document feeder (ADF) tray and cover
• two-sided printing accessory
• back of unit

paper tray jams
1 Always start by removing the back access door or the two-sided printing accessory. Gently remove any paper jams from the back of the unit.

2 If this does not work, remove the input tray, then gently remove any paper jams from the input tray opening of the unit.

3 If necessary, remove the main paper tray and the optional 250-sheet plain paper tray.

4 Last, open the top of the unit and gently remove any paper jams from the print carriage area.
hp digital copier series

ADF tray jams
1. If paper is jammed at the top of the unit, carefully remove the ADF input tray.
2. Gently pull out any paper.
3. Snap the ADF tray back into place.

It might also be necessary to lift the ADF cover to remove a paper jam.

Tip! Avoid this type of paper jam by making sure that the glass is clear of originals before using the ADF.

Back of unit jams
1. If the paper has crumpled and jammed in the back of the HP Digital Copier, unlock and remove the back door.
2. Gently pull the paper out of the rollers.
3. Replace and lock the back door.
4. Remove the back door.

If the paper has jammed where it exits the HP Digital Copier, grasp the leading edge of the paper and pull the paper out through the output tray.

Two-sided printing accessory jams
You may need to remove the two-sided printing accessory.
1. Press the button on top of the accessory to open the accessory door and check for paper.
2. Press the side buttons to remove the accessory, and check for paper.

Tip! If you turned the HP Digital Copier off before clearing the paper jam, turn it back on, and then restart your printing or copying job.

Tips to avoid paper jams
1. Make sure that you properly load the paper tray.
2. For more information, see load the main paper tray on page 9.
hp digital copier series

3 Make sure the input tray is not overfilled. The input tray capacity varies depending on the type of paper you are using.
4 Check that the input tray is in place.
5 Do not add paper to the input tray while the HP Digital Copier is printing.
6 Use recommended paper types
7 Do not let paper stack up in the output tray. The paper type and the amount of ink used affects the output tray capacity.

For more information, see load originals on page 7.

paper does not feed from the paper tray

are you using the main paper tray?
Make sure it is selected. Paper is automatically picked up from the optional 250-sheet plain paper tray if attached.
To make sure the correct paper tray is selected, press the Tray Select/Paper Type button on the front panel.

do you have enough paper?
If the HP Digital Copier is out of paper or if it has only a few sheets remaining, load more paper in the tray. If there is paper in the tray, remove it, tap the stack against an even surface, and reload it. To continue your job, press Enter on the front panel of the HP Digital Copier.
For more information, see load paper on page 9.

do you have the correct tray selected?
If you have an optional 250-sheet plain paper tray, the paper is picked from there first. Make sure you have the correct tray selected. On the front panel, press the Tray Select/Paper Type button. Make sure you have the correct tray selected.

several pages advance at the same time

is the paper loaded correctly in the input tray?
Make sure the paper tray is not overfilled. The paper must fit comfortably within the guides. Make sure the guides do not inhibit how the paper moves.
1 Reinsert the paper.
2 Remove the stack of paper, and then tap the stack on a hard, even surface.
3 Fan the stack, then replace the stack in the input tray, and then push it back into place.

have you loaded too much paper?
The paper must fit comfortably within the guides. Overfilling the input tray causes paper jams or other paper advance problems.
For more information, see avoid paper jams on page 9.

troubleshoot your digital copier
Your HP Digital Copier is designed to work well on most paper types. Test a variety of paper types before buying large quantities. Find a paper type that works well and is easy to purchase. HP Premium Papers are designed for the best quality results.

- Paper that is too thin, slick, or "stretches" easily can feed incorrectly through the paper path.
- Paper that is heavily textured can cause graphics or text to not fill properly.
- To ensure that paper feeds properly, always use only one type of paper at a time in the input tray.
- Try printing the same document on a type of paper that has previously worked well.

In addition to paper type, the condition of your ink cartridges has a strong effect on the quality of copies.

For more information, see recommended paper types on page 11.

Do you have paper loaded in the selected paper tray?
If you have a 250-sheet plain paper tray, the paper is picked from there first. Make sure you have the correct tray selected.

On the front panel, press the Tray Select/Paper Type button. Make sure to select the correct tray.

Is the back door or the two-sided printing accessory off?
If you have removed either the back door or the two-sided printing accessory to clear a paper jam, replace it.

For more information, see avoid paper jams on page 9.

Is the unit on an even surface?
Make sure that the unit is not resting on cords or other objects. This can prevent the unit from detecting paper in the paper trays.

The paper you have loaded for printing is not the correct size. Copying requires letter, legal, or A4 paper.

For more information, see recommended paper types on page 11

The following issues relate to mechanical problems that prevent your HP Digital Copier from performing properly.

Do you have a paper jam?
Check the HP Digital Copier for a paper jam.

For more information, see paper problems on page 53.
hp digital copier series

**is the hp digital copier turned on?**
Look on the HP Digital Copier display. If the display is blank, the HP Digital Copier is not on. Make sure the HP Digital Copier is connected to a power outlet, then press the On button.

**is your original placed correctly on the glass?**
Make sure you place your original in the bottom right corner of the glass.

**is original placed correctly in the automatic document feeder (ADF)?**
Make sure the original is loaded as far as it can go into the ADF so that it can be grabbed by the feeding mechanism.

**did you load the correct paper type in the input tray?**
Do not use the HP Digital Copier to copy onto envelopes or other small papers.

**is the main tray inserted properly?**
- Make sure the main tray is completely and correctly inserted into the HP Digital Copier.
- Make sure the guides are adjusted for the type of paper you are using.
Did you check the electrical connection to the HP Digital Copier?

1. Make sure the power cord is firmly connected to both the HP Digital Copier and the power supply box. Plug the power cord into a grounded power outlet, surge protector, or power strip.
2. If you are using a power strip, make sure the power strip is on. Or try plugging the HP Digital Copier directly into the power outlet.
3. Test the power outlet to make sure it is working.
4. If you have plugged the HP Digital Copier into a switched outlet, make sure the switch is on.

Warning! If the HP Digital Copier still does not power on, there may be a mechanical failure. Unplug the HP Digital Copier from the power outlet and contact HP. See HP Customer Support on page 71.

Did you press the On button too quickly?
The HP Digital Copier may not respond if you press the On button too quickly. Press the On button once slowly.

Have your ink cartridges expired?
When ink cartridges expire, the unit stops operating and a front panel message lets you know which ink cartridge is expired. To protect against deteriorated print quality and damage to your HP Digital Copier, the HP Digital Copier monitors the age of the ink cartridges.

Warning! Do not remove the ink cartridges until replacement cartridges are available or attempt to replace a printhead at the same time you are replacing an ink cartridge.
1. If you install ink cartridges before the “Must Install Before” date (see the back of the ink cartridge packaging), the ink cartridges expire 18 months after being installed in the HP Digital Copier.

2. If you install the ink cartridges after the “Must Install Before” date, the cartridges expire in less than 18 months.

The expiration period is the maximum time for which an ink cartridge can be used. It is not a warranty period. To determine the expiration period of the ink cartridge in your unit, print a Self-Test Report.

For more information, see create a self-test report for cartridges and printheads on page 67.

For more information, see maintain printheads and ink cartridges on page 36 and check the ink level on page 36.

Copies do not look right

The following issues relate to copies that look differently than expected.

Copies are faded, colors are incorrect or dull

If you notice that colors are not what you expect, such as faces appearing with strong red undertones rather than flesh tones, then you may need to perform a color calibration. However, do not perform a color calibration unless necessary.

For more information, see perform color calibration on page 47.

Do you need to replace an ink cartridge or printhead?

Print a Self-Test Report to make sure all six colors are available. If a color is missing, try cleaning the ink cartridge contacts. After cleaning, try printing again. If the problem persists, replace the color ink cartridge.

Warning! To avoid damaging the HP Digital Copier, remove an ink cartridge or a printhead only when a replacement is available.

For more information, see create a self-test report for cartridges and printheads on page 67, clean the ink cartridge contacts on page 43 and replace the ink cartridges on page 41.

Do you need to adjust the hue and tint?

As ink cartridges age, some colors fade. If your ink cartridges are old (over 8 months), adjust the color intensity.

1. On the front panel, press Menu, then press 1.

2. Use the arrow keys to adjust the color intensity.

When you replace the ink cartridges in the future, you may need to move the slider back.

Do you have the lighter/darker feature set correctly?

For more information, see make copies lighter or darker on page 17.
are you using the highest possible copy quality?
Check the copy Quality setting. Use a high print quality (Normal or Best) for your project.

are you using the right type of paper for your project?
If the paper you are using is too fibrous, the ink may not cover the print surface. Make sure you are using a paper that is appropriate for your HP Digital Copier.
For more information, see recommended paper types on page 11.

are you trying to copy newspaper or an original on thin paper?
Copying a picture of poor quality, such as a newspaper photo, causes moiré patterns, such as bands, checks, or stripes, to appear.
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.

do you need to clean the unit?
Debris may be stuck on the glass or document lid backing, which causes poor copy quality and slows down processing. Unplug the unit before cleaning. Use a soft cloth to wipe the glass and document lid backing.
For more information, see clean the glass and clean the lid backing on page 35.

entire copy is slanted or skewed
is the paper loaded correctly?
Make sure the paper is feeding correctly.
For more information, see load originals on page 7.

is there more than one paper type loaded in the input tray?
Load only one type of paper at a time.

a blank page came out
did you load the original correctly?
Make sure that you placed your original on the glass print-side down.
If you are using the ADF, make sure that you place the original print-side up. For more information, see load originals on page 7.

**do you need to clean or replace the ink cartridges or printheads?**

Print a Self-Test Report to determine the condition of the ink cartridges and printheads. If the report has missing colors, clean the ink cartridges.

**Warning!** To avoid damaging the HP Digital Copier, remove an ink cartridge or a printhead only when a replacement is available.

For more information, see create a self-test report for cartridges and printheads on page 67, clean the ink cartridge contacts on page 43 and replace the ink cartridges on page 41.

---

**orientation of copy is wrong**

- **is the paper size set correctly?**
  The paper-size setting might not match the size of paper you are using. Custom-sized paper requires special settings for paper size and orientation. If you are trying to print on these paper types, check the print settings.
  For more information, see tips for loading other types of paper in the main tray on page 12.

**colors are bleeding into each other**

- **is the setting correct for the type of document you are printing?**
  Color documents can use excess ink. Try using the Normal setting or use HP Premium Papers.

- **is the paper type suitable for this unit?**
  For more information, see recommended paper types on page 11.

**copy has horizontal streaks**

- **are you using the highest possible print quality?**
  Use a high print quality (Best) for your project.
  For more information, see create a self-test report for cartridges and printheads on page 67, clean the ink cartridge contacts on page 43 and replace the ink cartridges on page 41.

- **do you need to clean or replace the ink cartridges or printheads?**
  If your copy has horizontal smears as if something had brushed against the wet ink, check for a build up of fibers on the underside of the ink cartridges. If the problem persists, replace the ink cartridges.
  If your copy has white streaks across it, the nozzles may be clogged. Use a Self-Test Report to determine the problem. If the Self-Test Report has streaks, clean the printhead. If cleaning the printhead does not help, printhead may need to be replaced.

  **Warning!** To avoid damaging the HP Digital Copier, remove an ink cartridge or a printhead only when a replacement is available.
troubleshooting tips

hp digital copier series

For more information, see create a self-test report for cartridges and printheads on page 67, clean the ink cartridge contacts on page 43 and replace the ink cartridges on page 41.

**copy is fuzzy or blurry**

- are you using the right type of paper for your project?
  For most documents, plain paper works well. For more dense documents, such as high-contrast graphics or photographs, use HP Premium paper for best results.
  For more information, see recommended paper types on page 11.

- are you using the highest possible quality?
  Use a high print quality (Best) for your project.

- did you select the correct paper type?
  1. Press the Tray Select/Paper Type button on the front panel.
  2. Press the arrow keys to scroll through the lists of paper types.
  3. Press Enter to select a paper type.

**copy has vertical streaks or is missing vertical lines**

- does the unit need to be cleaned?
  Debris may be stuck on the glass or document lid backing causing a vertical white streak through the image. Unplug the unit before cleaning. Use a soft cloth to wipe the glass and document lid backing.
  For more information, see clean the glass on page 35 and clean the lid backing on page 35.

- does your original contain thin lines?
  If your original contains lines that are too thin, they may disappear in places when you copy it. Make the lines on your original darker.

- is your original wrinkled?
  If your original is heavier than 24 lb. and is wrinkled, some lines could be missed during copying. Flatten the original document, and copy it again.

**parts of the original are cut off**

- is your original positioned correctly?
  Make sure that your original is placed in the bottom right corner of the glass.
If you are using the ADF, make sure that you insert the original print-side up.

does your original fill the margins?
If the image or text on your original fills the entire page without leaving a margin, use the Fit to Page feature.
For more information, see fit a copy to the page on page 19.

is the original larger than the paper size in the tray?
• Verify that you are copying to the same size paper as the original. This problem is most common when copying a legal-size paper onto letter-size paper.
• Verify that you have selected the proper paper size for your project. Make sure that you have loaded the correct paper size in the tray and that the tray is properly installed.
troubleshooting tips

hp digital copier series

are the paper guides positioned correctly?
The paper guides should be close to the edges of the paper in the input tray, but must not bend the paper. Remove the paper, and then move the left paper guide all the way to the left. Insert the paper, and then move the front paper guide even with the paper. Move the left paper guide to the edge of the paper.
For more information, see load originals on page 7.

copies are too light or too dark
do you have the Lighter/Darker feature adjusted correctly?
For more information, see make copies lighter or darker on page 17.

are the ink cartridges over 8 months old?
If copies are too light, you may need to replace the ink cartridges.

are you copying a photo?
For more information, see copy a photo on page 19.

ink is not filling the text or graphic completely
is the paper type set correctly?
When using transparencies or other special papers, make sure the unit has set the correct paper type.
On the front panel, press the Tray Select/Paper Type button. Use the arrow keys to change the paper type.

do the ink cartridges or printheads need to be cleaned or replaced?
First, print a Self-Test Report to check the status of the ink cartridges and printheads. Use the report to determine whether the ink or printheads need to be replaced.
For more information, see create a self-test report for cartridges and printheads on page 67, clean the ink cartridge contacts on page 43 and replace the ink cartridges on page 41.
ink cartridge and printhead problems

The following issues relate to problems with the ink cartridges and printheads inside your HP Digital Copier.

ink cartridges or printheads have problems

For best results, use only HP ink cartridges and printheads. Refilled ink cartridges may damage your unit. The following tips help maintain HP ink cartridges and ensure consistent print quality:

• Keep all ink cartridges in the original sealed packages until they are needed.
• Ink cartridges should be stored at room temperature (60 – 78 degrees F or 15.6 – 26.6 degrees C).
• If the protective tape has been removed from the printhead, do not reattach it. Reattaching the tape may damage the printhead. Place the printhead in an airtight, plastic container.
• Once ink cartridges are installed in the print carriage, do not remove them until replacements are available.

The ink cartridges have microscopic nozzles that can clog when exposed to the air for more than a few minutes. The HP Digital Copier is designed to prevent nozzles from drying out under normal use.

Caution! Be sure to turn the HP Digital Copier off from the front panel, and not from a power strip.

A printhead that is not used for a long time can also clog. This causes a noticeable decrease in print quality. To unclog the nozzles, clean the printhead.

Caution! Do not clean the printhead unnecessarily. This wastes ink and shortens the life of the cartridges and printhead.

For more information, see clean the printhead contacts on page 45.

error message when you insert new ink cartridge or printheads

do you have the correct ink cartridges or printheads?

To avoid damaging the HP Digital Copier, remove an ink cartridge or a printhead only when a replacement is available.

The HP Digital Copier does not recognize other ink cartridges. For replacement information, see the support and warranty, or see: www.hp.com/go/copiers

did you remove the tape?

Make sure that you removed the tape from the printhead.

Warning! Be careful not to touch the copper contacts or tower. Exposing ink cartridges and printheads to air reduces their life. Do not remove the ink cartridges and printheads at the same time.
Reinsert the print cartridges and verify that they are fully inserted and locked in place.

For more information, see handle ink cartridges and replace the ink cartridges on page 41.

did you clean the contacts?
For more information, see clean the ink cartridge contacts on page 43.

If the error reappears, replace the ink cartridge indicated in the error message. If the cartridge was a new, return it to the place of purchase with the receipt or contact HP Support and Services to obtain a replacement.

All HP ink cartridges have an “install by” date that is printed on the box. Ink cartridges also have a 90-day warranty against defects in parts or workmanship, provided that the cartridge is installed before the “install by” date.

Cartridges that are out of ink are not covered under this warranty. Refilled cartridges may damage the unit.

Turn the HP Digital Copier off, and then on again by pressing the power button.

If the problem persists, remove and then reinsert the ink cartridges. Do not leave ink cartridges out for an extended time.

If you continue to receive this error, your ink cartridge is probably defective. If this is a new ink cartridge, return it in the original packaging to the store where it was purchased.

Replace the ink cartridge. Do not use the defective cartridge.

For more information, see replace the ink cartridges on page 41.

Warning! To avoid damaging the HP Digital Copier, do not let the unit sit longer than 24 hours without an ink cartridge.

The ink cartridge is low or out of ink. Remove the used cartridge and replace it with a new one.

To avoid damaging the HP Digital Copier, remove an ink cartridge or a printhead only when a replacement is available.

For more information, see replace the ink cartridges on page 41.

If one or both of the ink cartridges are not installed or are installed incorrectly, remove and reinsert the cartridges, making sure to snap them into their holders.

For more information, see replace the ink cartridges on page 41.

did you remove the protective tape from the ink cartridge?
Carefully remove the tape from the ink cartridge.
need printhead alignment

If you have installed new printheads, you must align the printheads to ensure excellent print quality.

1. After you insert a new printhead, close the unit.
   A message on the front panel display appears to let you know to align the printheads.

2. Press Enter.
   An alignment page is printed.

   Caution! The alignment page requires a clean sheet of plain white paper in the input tray, otherwise even a slight imperfection detected on the paper can cause the unit to misalign the printheads.

create a self-test report for cartridges and printheads

The Self-Test Report provides detailed information concerning the status of the ink cartridges and printheads.

Print a Self-Test Report when you:

- Encounter print quality problems
- Want to view information about printheads and ink cartridges
- Want to check ink levels
- Want to see the expiration dates on your ink cartridges
- Want to see the serial number of your HP Digital Copier
- Plan to call HP Support (if possible)

to print a self-test report

1. Make sure you have paper loaded.

2. Press the Menu button.

3. Press 2, and then 2, and then press Enter.

The page that prints out provides information on the ink cartridges.
Ink Cartridge Information

- **Black Ink Level:**
  - Status: OK
  - Expiration: 01/02/2003

- **Color Ink Level:**
  - Status: OK
  - Expiration: 01/02/2003

Printhead Information

- ** Cyan:** OK
  - Installation Date: 08/16/2001
  - Selection Number: hp no. 14
  - Product Number: hp c6452a

- ** Black:** OK
  - Installation Date: 08/16/2001
  - Selection Number: hp no. 14
  - Product Number: hp c6452a

- ** Magenta:** OK
  - Installation Date: 08/16/2001
  - Selection Number: hp no. 14
  - Product Number: hp c6452a

- ** Yellow:** OK
  - Installation Date: 08/16/2001
  - Selection Number: hp no. 14
  - Product Number: hp c6452a

Troubleshooting Tips

**Printhead Has Failed**

When a printhead error is detected, a message appears on the front panel display that indicates the color of the failed printhead. The HP Digital Copier continues to print; however, the failed printhead may affect print quality and speed.

If several printheads fail, the HP Digital Copier may stop working.

For more information, see **Replace the Printheads** on page 38.

**Ink Carriage Is Stalled**

Is the HP Digital Copier on?

Look on the HP Digital Copier display. If the display is blank, the HP Digital Copier is turned off. Check the connections.

Are you using the HP Digital Copier for the first time?

Make sure that you have removed all packing materials from the HP Digital Copier.

Are you using the ink cartridge for the first time?

Make sure that you have removed the protective tape from the nozzles on both ink cartridges. Do not touch the gold contacts.

For more information, see **Handle Ink Cartridges** on page 40.

Did you remove the packing material?

Lift the door and check for tape or packing materials.
other copier problems and errors

The following issues relate to other miscellaneous problems and errors that might occur.

**ink is not drying**
If you are copying transparencies or other media, they require a longer than normal drying time. Leave the media in the output tray until dry.
If necessary, carefully remove the copied media. Hold them from the underside or the edges, and then place them on a flat surface to dry.
For more information, see recommended paper types on page 11.

**cover or door will not close**
Make sure the HP Digital Copier is on an even surface. Make sure there is nothing blocking the door from closing.

**copier is in factory mode**
The settings on your HP Digital Copier are not correct. Call HP for instructions.

**copier is initializing**
If you see this message on the front panel, wait until the HP Digital Copier finishes its start-up routine.

**improper power off**
If you see this message, your HP Digital Copier was not turned off properly the last time it was used.
Press the On button on the front panel of the HP Digital Copier whenever you need to shut down the unit. This allows the print carriage to be properly parked in the print station on the right. If HP Digital Copier is turned off
using a power-strip switch or by removing the power plug from the back of the unit, the print carriage may not return to the correct position, which can allow the ink cartridges to dry out.

**did you remove the protective tape from the ink cartridges and printheads when you set up your unit?**

Check each cartridge and printhead, and remove the tape if it is still covering the ink nozzle. Do not touch the copper contacts.

For more information, see handle printheads on page 36 and handle ink cartridges on page 40.

**do you have a paper jam?**

Clear the paper jam. Turn HP Digital Copier off and then on again.

For more information, see avoid paper jams on page 9.

**is the print carriage blocked?**

Remove any objects that are blocking the print carriage, and then turn the HP Digital Copier off and on. Make sure you have removed all packing materials.
This section contains customer support, service and warranty information for your HP Digital Copier.

If you cannot find the answer you need in this guide, contact one of the HP Support Services listed on the following pages. Some support services are available only in the U.S. and Canada. If a support service number is not listed for your area, contact your nearest authorized HP dealer for help.

register your product

Registering your HP product allows HP to provide you with the best possible service. To register, please go to:

www.register.hp.com

support from the internet

If you have Internet access, you can get help from the following HP website:

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

The website offers technical support, supplies, and ordering information.

hp customer support

If you need to contact HP Customer Support, do the following before you call.

1. Make sure that:
   a. Your unit is plugged in and turned on.
   b. The specified print heads and ink cartridges are installed correctly.
   c. The recommended paper is properly loaded in the input tray.

2. Reset your unit:
   a. Turn off the unit using the On button located on the unit’s front panel.
b. Unplug the power adapter connector from the back of the unit for 10 seconds.
c. Plug the power adapter connector back into the unit.
d. Turn on the unit using the On button.

3 For more information, check the HP Support website at:
   http://www.hp.com/go/copiers

4 If you are still experiencing problems and need to speak with an HP Customer Support representative:
   - Have your serial number and service ID ready. To display your service ID, on the front panel, press Enter and Start Copy, Color at the same time, until SERV ID: and the number appear in the front-panel display. Press the key to display the serial number.
   - Make a color copy.
   - Be prepared to describe your problem in detail.

5 Call HP Customer Support. Be near your unit when you call.

Before returning your HP Digital Copier for service, you must call HP Customer Support. See hp customer support on page 71 for steps to take before calling Customer Support.

If HP Customer Support asks you to send in your unit for service, please follow the power-off and rebox steps below to avoid further damage to the HP product.

1 Verify that the top of the paper tray is down.

2 Turn on the HP Digital Copier.
   Disregard steps 2 through 8 if your unit will not turn on and the carriage is in the home position. You will not be able to remove the ink cartridges or printheads. Proceed to step 9.

3 Open the access door.
   The carriage will move to the center of the printer.

4 Remove the ink cartridges.
   a. Press the release button on the black ink cartridge, and lift the ink cartridge out of the carriage.
   b. Press the release button on the tri-color ink cartridge, and lift the ink cartridge out of the carriage.

   Caution! Be sure to remove both ink cartridges. Failure to do so may damage your unit.

5 Remove the printheads.
   a. Lift the print carriage latch, and open the print carriage.
b. Grip the handle of the first printhead, and lift the print head out of the print carriage. Repeat this process to remove the remaining printheads.
c. Lower the print carriage, and push down on the print carriage latch until it clicks into place.

6 Place the ink cartridges and printheads in an airtight bag so they will not dry out, and put them aside (do not send them with the unit, unless instructed to by the HP Customer Support representative).

7 Close the access door.

8 Turn off the unit.

9 If available, pack the unit for shipment using the original packaging materials.

If you do not have the original packaging materials, you can request a replacement package set from HP Customer Support. Shipping damage caused by improper packaging is not covered under the warranty.

10 Place the return shipping label on the outside of the box.

11 Include the following items in the box:
   - A brief description of symptoms for service personnel (samples of print quality problems are helpful).
   - A copy of the sales slip or other proof of purchase to establish the warranty coverage period.
   - Your name, address, and a phone number where you can be reached during the day.
hp digital copier series

**call in the U.S. during warranty**

Call (208) 323-2551 Monday through Friday from 6:00 A.M. to 10:00 P.M. Mountain Standard Time (MST) and Saturdays from 9:00 A.M. to 4:00 P.M. MST. This service is free during the warranty period; however, your standard long-distance phone charges still apply. A fee may apply outside the warranty period.

**call elsewhere in the world**

The numbers listed below are current as of the printing date of this guide. For a list of current international HP Support Service numbers, visit this address and choose your own country, region, or language:

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

You can call the HP Support Center in the following countries or regions. If your country or region is not listed, contact your local dealer or nearest HP Sales and Support office to find out how to obtain services.

Support service is free during the warranty period; however, your standard long-distance phone charges will apply. In some cases, a flat fee per single incident will also apply.

For phone support in Europe, please check for the details and conditions of phone support in your country or region by consulting the following website:

http://www.hp.com

1. Select the Country/Region.
2. Select Contact HP.

Alternatively, you can ask your dealer or call HP at the phone numbers indicated in this manual.

Check the HP website for updated support and service information.

<table>
<thead>
<tr>
<th>country/region</th>
<th>hp technical support</th>
<th>country/region</th>
<th>hp technical support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Argentina</td>
<td>0810-555-5520, ext. 4778 or 8380</td>
<td>Mexico</td>
<td>01-800-472-6684</td>
</tr>
<tr>
<td>Argentina (Buenos Aires)</td>
<td>(5411) 4778-8380</td>
<td>Mexico (Mexico City)</td>
<td>5258-9922</td>
</tr>
<tr>
<td>Australia</td>
<td>+61 3 8877 8000 1902 910 910</td>
<td>Netherlands</td>
<td>+31 (0) 20 606 8751</td>
</tr>
<tr>
<td>Austria</td>
<td>+43 (0) 810 00 6080</td>
<td>New Zealand</td>
<td>(09) 356 6640</td>
</tr>
<tr>
<td>Bahrain (Dubai)</td>
<td>800 728</td>
<td>Norway</td>
<td>+47 22 11 6299</td>
</tr>
<tr>
<td>Belgium (Dutch)</td>
<td>+32 (0)2 6268806</td>
<td>Oman</td>
<td>+971 4 883 8454</td>
</tr>
<tr>
<td>Belgium (French)</td>
<td>+32 (0)2 6268807</td>
<td>Palestine</td>
<td>+971 4 883 8454</td>
</tr>
<tr>
<td>Brazil</td>
<td>55 11 829 6612 800-15-77-51</td>
<td>Peru</td>
<td>0-800-10111</td>
</tr>
<tr>
<td>country/region</td>
<td>hp technical support</td>
<td>country/region</td>
<td>hp technical support</td>
</tr>
<tr>
<td>------------------------</td>
<td>----------------------</td>
<td>------------------------</td>
<td>----------------------</td>
</tr>
<tr>
<td>Brazil (Sao Paulo)</td>
<td>55 (11) 3747-7799</td>
<td>Philippines</td>
<td>632-867-3551</td>
</tr>
<tr>
<td>Canada during warranty</td>
<td>(905) 206 4663</td>
<td>Poland</td>
<td>+48 22 519 06 00</td>
</tr>
<tr>
<td>Canada post-warranty</td>
<td>1-877-621-4722</td>
<td>Portugal</td>
<td>+351 (0)21 3176333</td>
</tr>
<tr>
<td>(per-call charge)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chile</td>
<td>123-800-360-999</td>
<td>Puerto Rico</td>
<td>1-877-232-0589</td>
</tr>
<tr>
<td>Columbia</td>
<td>9-800-91-9477</td>
<td>Qatar</td>
<td>+971 4 883 8454</td>
</tr>
<tr>
<td>Czech Republic</td>
<td>+42 (0) 2 6130 7310</td>
<td>Romania</td>
<td>+40 1 315 44 42</td>
</tr>
<tr>
<td>Denmark</td>
<td>+45 39 29 4099</td>
<td>Russia, Moscow</td>
<td>+7 095 797 3520</td>
</tr>
<tr>
<td>Egypt</td>
<td>02 532 5222</td>
<td>Russia, St. Petersburg</td>
<td>+7 812 346 7997</td>
</tr>
<tr>
<td>Europe (English)</td>
<td>+44 (0) 207 512 5202</td>
<td>Saudi Arabia</td>
<td>800 897 14440</td>
</tr>
<tr>
<td>Finland</td>
<td>+358 (0) 203 47 288</td>
<td>Singapore</td>
<td>(65) 272-5300</td>
</tr>
<tr>
<td>France</td>
<td>+33 (0) 143623434</td>
<td>South Africa (RSA)</td>
<td>086 000 1030</td>
</tr>
<tr>
<td>Germany (0.24 DM/min)</td>
<td>+49 (0) 180 52 58 143</td>
<td>South Africa, Outside</td>
<td></td>
</tr>
<tr>
<td>Germany (0.24 DM/min)</td>
<td></td>
<td>Republic</td>
<td>+27 (0) 11 258 9301</td>
</tr>
<tr>
<td>Greece</td>
<td>+30 1 60 73 603</td>
<td>Spain</td>
<td>+34 902 321 123</td>
</tr>
<tr>
<td>Guatemala</td>
<td>999-5305</td>
<td>Sweden</td>
<td>+46 (0) 8 619 2170</td>
</tr>
<tr>
<td>Hong Kong</td>
<td>(852) 300-28-555</td>
<td>Switzerland (French)</td>
<td>+41 (0) 84 880 1111</td>
</tr>
<tr>
<td>Hungary</td>
<td>+36 (0) 1 382 1111</td>
<td>Switzerland (German)</td>
<td>+41 (0) 84 880 1112</td>
</tr>
<tr>
<td>India</td>
<td>91-11-682-6035</td>
<td>Taiwan</td>
<td>886-22717-0055</td>
</tr>
<tr>
<td>Indonesia</td>
<td>6221-350-3408</td>
<td>Thailand</td>
<td>(662) 661-4000</td>
</tr>
<tr>
<td>Ireland</td>
<td>+353 (0) 1 662 5525</td>
<td>Turkey</td>
<td>+90 (216) 579 71 71</td>
</tr>
<tr>
<td>Israel</td>
<td>+972 (0) 9 9524848</td>
<td>Ukraine</td>
<td>+7 (380-44) 490-3520</td>
</tr>
<tr>
<td>Italy</td>
<td>+39 0226410350</td>
<td>United Arab Emirates</td>
<td>+971 4 883 8454</td>
</tr>
<tr>
<td>Jordan</td>
<td>+971 4 883 8454</td>
<td>United Kingdom</td>
<td>+44 (0) 207 512 52 02</td>
</tr>
<tr>
<td>Korea</td>
<td>+82 (2) 3270 0700</td>
<td>Venezuela</td>
<td>800-47-777</td>
</tr>
<tr>
<td>Kuwait</td>
<td>+971 4 883 8454</td>
<td>Venezuela (Caracas)</td>
<td>(502) 207-8488</td>
</tr>
<tr>
<td>Lebanon</td>
<td>+971 4 883 8454</td>
<td>Vietnam</td>
<td>84-8-823-4530</td>
</tr>
</tbody>
</table>
hp digital copier series

**call in**

**Australia post-warranty**

If your product is not under warranty, you can call 03 8877 8000. A per-incident, out-of-warranty support fee of $27.50 (inc GST) will be charged to your credit card. You can also call 1902 910 910 ($27.50 charged to your phone account) from 9:00 A.M. to 5:00 P.M. Monday through Friday. (Charges and support hours are subject to change without notice.)

**hp distribution center**

To order HP Digital Copier software, if applicable, a copy of the printed Reference Guide, a setup poster, or other customer-replaceable parts, call the appropriate number.

- In the U.S. or Canada, dial (661) 257-5565.
- In Europe, dial +49 180 5 290220 (Germany) or +44 870 606 9081 (U.K.).
- For other countries/regions, call the following:

<table>
<thead>
<tr>
<th>country/region</th>
<th>hp technical support</th>
<th>country/region</th>
<th>hp technical support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Malaysia</td>
<td>03-2952566</td>
<td>Yemen</td>
<td>+971 4 883 8454</td>
</tr>
</tbody>
</table>

**express service**

To obtain HP express repair service, the customer must contact an HP service officOe or an HP Customer Support Center for basic troubleshooting first. See **hp customer support** on page 71 for steps to take before calling Customer Support.

---

**support services and warranty**
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.

The HP Customer Support Center may direct customers to designated authorized service providers who are certified by HP to service the HP product.

**limited warranty statement**

This section contains important warranty information for your HP Digital Copier and its parts and accessories. The warranties are as follows:

<table>
<thead>
<tr>
<th>HP Digital Copier</th>
<th>Limited warranty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Two-Sided Printing Accessory</td>
<td>90 days</td>
</tr>
<tr>
<td>250-Sheet Plain Paper Tray</td>
<td>90 days</td>
</tr>
<tr>
<td>Automatic Document Feeder (ADF)</td>
<td>90 days</td>
</tr>
</tbody>
</table>

1. Hewlett-Packard ("HP") warrants to the end-user customer ("Customer") that the HP Digital Copier accessories specified above will be free from defects in materials and workmanship for the duration of the limited warranty, which begins on the date of purchase by the customer. Customer is responsible for maintaining proof of date of purchase.

2. For software products, HP’s limited warranty applies only if a failure to execute programming instructions. HP does not warrant that the operation of any product will be uninterrupted or error free.

3. HP’s limited warranty covers only those defects which arise as a result of normal use of the products, and does not apply to any:
   - Improper or inadequate maintenance or modification;
   - Operation outside the product’s specifications.

4. For HP printer products, the use of a non-HP ink cartridge or a refilled ink cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.

5. If HP receives, during the applicable warranty period, notice of a defect in any software, media, or ink cartridge product which is covered by HP’s warranty, HP shall replace the defective product. If HP receives, during the applicable warranty period, notice of a defect in any hardware product which is covered by HP’s warranty, HP shall either repair or replace the defective product, at HP’s option.
6 If HP is unable to repair or replace, as applicable, a defective product which is covered by HP’s rewritten, HP shall, within a reasonable time after being notified of the defect, refund the purchase price of the product.

7 HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.

8 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.

9 HP’s limited warranty is valid in any country where the covered HP product is distributed by HP except for the Middle-East, Africa, Argentina, Brazil, Mexico, Venezuela, and France’s “Departments d’Outre-Mer”; for those excepted areas, the warranty is valid only in the country of purchase. Contracts for additional warranty services, such as onsite service, may be available from any authorized HP service facility in countries where the product is distributed by HP or by an authorized importer.

Limitations of Warranty
1 TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKE ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED, WITH RESPECT TO THE HP PRODUCTS, AND SPECIFICALLY DISCLAIM THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

Limitations of Liability
1 To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer’s sole and exclusive remedies.

2 TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR 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.

Local Law
1 This 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.

2 To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this 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., the United Kingdom);
b. Otherwise restrict the ability of a manufacturer to enforce such disclaimers or 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 the duration of implied warranties.

3 FOR CONSUMER TRANSACTIONS IN AUSTRALIA AND NEW ZEALAND, THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF HP PRODUCTS TO SUCH CUSTOMERS.

environmental statement

These products were designed to be environmentally friendly.

hp printhead and ink cartridge limited warranty

digital copier supplies limited warranty
All HP Digital Copier supplies are warranted to be free from defects in material and workmanship during the warranty period.

warranty period
Each HP Digital Copier product is warranted until the End-of-Warranty date, which is printed on each product. Refer to the individual product inserts for the location of the End-of-Warranty date.

limitations on copier supplies warranty
The warranty does not cover empty or refilled products, printer expired products, or products that have been tampered with or misused.

installed-by date
Every HP Digital Copier supply features an Install-by-Date printed on the product’s box. The product must be installed by this date for best printing results.

returning an hp inkjet product
If a problem occurs with an product supply, contact HP Customer Support. See hp customer support on page 71 for contact information.
hp digital copier series

using non-hp inkjet products
If a non-HP Inkjet product is found to be the direct cause of the printer failure or damage, HP will not cover the repair related to that non-HP product.

warranty upgrades
Upgrade your standard factory warranty to a total of three years with the HP SUPPORTPACK. Service coverage begins on product purchase date and the pack must be purchased within the first 180 days of product purchase. This program offers phone support from 6:00 A.M. to 10:00 P.M. Mountain Standard Time (MST) Monday through Friday and 9:00 A.M. to 4:00 P.M. (MST) on Saturdays. If during your technical support call it is determined that you need a replacement product, then HP will ship you this product next business day free of charge. Available in U.S. only.

For more information, please call 1-888-999-4747 or visit the following HP website:
http://www.hp.com/go/hpsupportpack

limited global warranty statement for hp digital copier products

extent of limited warranty
Hewlett-Packard ("HP") warrants to the end-user customer ("Customer") that each HP Digital Copier product ("Product"), including related software, if applicable, accessories, media, and supplies, shall be free from defects in material and workmanship for the duration, which duration begins on the date of purchase by the Customer.

For each hardware Product, the duration of HP’s limited warranty is one year for parts and one year for labor. For all other Products, the duration of HP’s limited warranty for both parts and labor is ninety days.

For each software Product, HP’s limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any Product shall be uninterrupted or error free.

HP’s limited warranty covers only those defects which arise as a result of normal use of a Product, and does not cover any other problems, including those which arise as a result of (a) improper maintenance or modification, (b) accessories, media, or supplies not provided or supported by HP, or (c) operation outside the Product’s specifications.

For any hardware Product, the use of a non-HP ink cartridge or a refilled ink cartridge does not affect either the warranty to the Customer or any HP support contract with the Customer. However, if Product failure or damage is attributable to the use of a non-HP or refilled ink cartridge, HP shall charge its standard labor and materials charges to service the Product for the failure or damage.
If HP receives, during the applicable warranty period, notice of a defect in any Product, HP shall either repair or replace the defective Product, at HP's option. Where labor charges are not covered by HP's limited warranty, repairs shall be at HP's standard charges for labor.

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.

HP shall have no obligation to repair, replace, or refund until the Customer returns the defective Product to HP.

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.

HP products, including each Product, may contain remanufactured parts, components, or materials equivalent to new in performance.

HP's limited warranty for each Product is valid in any country or locality where HP has a support presence for the Product and where HP has marketed the Product. The level of warranty service may vary according to local standards. HP shall have no obligation to alter the form, fit, or function of the Product in order to make it operate in a country or locality for which the Product was never intended to operate.

**limitations of warranty**

TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKE ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED, WITH RESPECT TO THE COVERED HP PRODUCTS, AND SPECIFICALLY DISCLAIM THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

**limitations of liability**

To the extent allowed by local law, the remedies provided in this Limited Warranty Statement are the Customer's sole and exclusive remedies.

TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS LIMITED WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR 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.

**local law**

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.
To the extent this Limited Warranty Statement is inconsistent with local law, this Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this 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:

Preclude the disclaimers and limitations in this Statement from limiting the statutory rights of a consumer (e.g. the United Kingdom);

Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or

Grant the Customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or not allow limitations on the duration of implied warranties.

FOR CONSUMER TRANSACTIONS IN AUSTRALIA AND NEW ZEALAND, THE TERMS IN THIS LIMITED WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THE COVERED HP PRODUCTS TO SUCH CUSTOMERS.
hp digital copier series specifications

The following specifications are subject to change without notice.

- Digital image processing
- Up to 99 copies from original
- Digital zoom from 25 to 400%
- Fit to Page, Poster, Clone, Mirror, Photo Mode, 2-on-1, and Margin Shift
- Up to 18 cpm black, 16 cpm color
- Copy speeds vary according to the complexity of the document

speed

<table>
<thead>
<tr>
<th>mode</th>
<th>speed from the glass (ppm)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Best</td>
<td></td>
</tr>
<tr>
<td>Black</td>
<td>1.3*</td>
</tr>
<tr>
<td>Color</td>
<td>1.3†</td>
</tr>
<tr>
<td>Normal</td>
<td></td>
</tr>
<tr>
<td>Black</td>
<td>7.0*</td>
</tr>
<tr>
<td>Color</td>
<td>7.0†</td>
</tr>
<tr>
<td>Fast</td>
<td></td>
</tr>
<tr>
<td>Black</td>
<td>18.0</td>
</tr>
<tr>
<td>Color</td>
<td>16.0</td>
</tr>
</tbody>
</table>

* Black text document.
† Document with mixed text and color graphics.

margin specifications

<table>
<thead>
<tr>
<th>sheet paper</th>
<th>top (leading edge)</th>
<th>bottom (trailing edge)</th>
<th>left</th>
<th>right</th>
</tr>
</thead>
<tbody>
<tr>
<td>U.S. Letter</td>
<td>.07 in. (1.8 mm)</td>
<td>.44 in. (8.7 mm)</td>
<td>.25 in. (6.4 mm)</td>
<td>.25 in. (6.4 mm)</td>
</tr>
<tr>
<td>U.S. Legal</td>
<td>.07 in. (1.8 mm)</td>
<td>.44 in. (8.7 mm)</td>
<td>.25 in. (6.4 mm)</td>
<td>.25 in. (6.4 mm)</td>
</tr>
<tr>
<td>ISO A4</td>
<td>.07 in. (1.8 mm)</td>
<td>.44 in. (8.7 mm)</td>
<td>.13 in. (3.4 mm)</td>
<td>.13 in. (3.4 mm)</td>
</tr>
</tbody>
</table>

technical information
hp digital copier series

paper specifications

<table>
<thead>
<tr>
<th></th>
<th>top (leading edge)</th>
<th>bottom (trailing edge)*</th>
<th>left</th>
<th>right</th>
</tr>
</thead>
<tbody>
<tr>
<td>sheet paper</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>U.S. Letter</td>
<td>.07 in. (1.8 mm)</td>
<td>.44 in. (8.7 mm)</td>
<td>.25 in. (6.4 mm)</td>
<td>.25 in. (6.4 mm)</td>
</tr>
<tr>
<td>U.S. Legal</td>
<td>.07 in. (1.8 mm)</td>
<td>.44 in. (8.7 mm)</td>
<td>.25 in. (6.4 mm)</td>
<td>.25 in. (6.4 mm)</td>
</tr>
<tr>
<td>ISO A4</td>
<td>.07 in. (1.8 mm)</td>
<td>.44 in. (8.7 mm)</td>
<td>.13 in. (3.4 mm)</td>
<td>.13 in. (3.4 mm)</td>
</tr>
</tbody>
</table>

* This margin is not LaserJet-compatible, however, the total writing area is compatible. The writing area is offset from center by .21 inches (5.4 mm), which causes asymmetric top and bottom margins.

paper weight and paper tray capacities

<table>
<thead>
<tr>
<th>type</th>
<th>paper weight</th>
<th>input tray</th>
<th>output tray†</th>
</tr>
</thead>
<tbody>
<tr>
<td>main paper tray</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Plain paper</td>
<td>16 to 24 lb. (60 to 90 gsm)</td>
<td>150 sheets</td>
<td>50 black, 20 color</td>
</tr>
<tr>
<td>Labels</td>
<td>N/A</td>
<td>30 sheets</td>
<td></td>
</tr>
<tr>
<td>Transparencies/Photo media</td>
<td>N/A</td>
<td>30 sheets</td>
<td>30 sheets</td>
</tr>
<tr>
<td>automatic document feeder (ADF)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Paper</td>
<td>16 to 24 lb. (60 to 90 gsm)</td>
<td>50 sheets</td>
<td>50 sheets</td>
</tr>
<tr>
<td>Transparencies, Photo media, and Photos</td>
<td>Not Supported</td>
<td></td>
<td></td>
</tr>
<tr>
<td>two-sided printing accessory (available as an optional accessory on some models)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Plain paper</td>
<td>16 to 24 lb. (60 to 90 gsm)</td>
<td>150 sheets</td>
<td>50 black, 20 color</td>
</tr>
<tr>
<td>250-sheet plain paper tray (available as an optional accessory on some models)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Plain paper</td>
<td>16 to 28 lb. (60 to 105 gsm)</td>
<td>250 sheets</td>
<td>N/A</td>
</tr>
</tbody>
</table>

* Maximum capacity.
† Output tray capacity is affected by the type of paper and the amount of ink you are using. HP recommends emptying the tray frequently.

paper sizes

<table>
<thead>
<tr>
<th>type</th>
<th>size</th>
</tr>
</thead>
<tbody>
<tr>
<td>main paper tray</td>
<td></td>
</tr>
</tbody>
</table>
| Paper          | Letter: 8.5 x 11 in. (215.9 x 279.4 mm)  
                | Legal: 8.5 x 14 in. (215.9 x 355.6 mm)  
                | A4: 210 x 297 mm                           |
| Transparency films | Letter: 8.5 x 11 in. (215.9 x 279.4 mm)  
                    | A4: 210 x 297 mm                           |
paper sizes (continued)

<table>
<thead>
<tr>
<th>type</th>
<th>size</th>
</tr>
</thead>
</table>
| Labels             | Letter: 8.5 x 11 in. (215.9 x 279.4 mm)  
                    | A4: 210 x 297 mm                   |

automatic document feeder (ADF)

<table>
<thead>
<tr>
<th>Paper</th>
<th>size</th>
</tr>
</thead>
</table>
| Paper              | Letter: 8.5 x 11 in. (215.9 x 279.4 mm)  
                    | Legal: 8.5 x 14 in. (215.9 x 355.6 mm)  
                    | Executive: 7.25 x 10.5 in. (184.2 x 266.7 mm)  
                    | US Personal: 5.5 x 8.5 in. (139.7 x 215.9 mm)  
                    | A4: 210 x 297 mm                   |
|                   | A5: 148 x 210 mm                  |
|                   | B5: 182 x 257 mm                  |

two-sided printing accessory (available as an optional accessory on some models)

<table>
<thead>
<tr>
<th>Paper</th>
<th>size</th>
</tr>
</thead>
</table>
| Paper              | Letter: 8.5 x 11 in. (215.9 x 279.4 mm)  
                    | A4: 210 x 297 mm                   |
|                   | Custom media: 3 x 5 in. up to 8.5 x 11.7 in. (76.2 x 127 up to 216 x 297 mm) |

250-sheet plain paper tray (available as an optional accessory on some models)

<table>
<thead>
<tr>
<th>Paper</th>
<th>size</th>
</tr>
</thead>
</table>
| Paper              | Letter: 8.5 x 11 in. (215.9 x 279.4 mm)  
                    | Legal: 8.5 x 14 in. (215.9 x 355.6 mm)  
                    | A4: 210 x 297 mm                   |

physical specifications

<table>
<thead>
<tr>
<th>hp digital copier with automatic document feeder (ADF)</th>
<th>hp digital copier with an (ADF) and a two-sided printing accessory</th>
<th>hp digital copier with an (ADF), a two-sided printing accessory, and a 250-sheet plain paper tray</th>
</tr>
</thead>
<tbody>
<tr>
<td>Height</td>
<td>13.3 in. (33.8 cm)</td>
<td>15.8 in. (40.0 cm)</td>
</tr>
<tr>
<td>Width</td>
<td>21.85 in. (55.5 cm)</td>
<td>21.85 in. (55.5 cm)</td>
</tr>
<tr>
<td>Depth</td>
<td>16.3 in. (41.5 cm)</td>
<td>16.3 in. (41.5 cm)</td>
</tr>
<tr>
<td>Weight</td>
<td>30.8 lbs. (14.0 kg)</td>
<td>32.4 lbs. (14.7 kg)</td>
</tr>
</tbody>
</table>

power specifications

<table>
<thead>
<tr>
<th>international P/N C7296-60043</th>
<th>domestic P/N C7296-60024</th>
</tr>
</thead>
<tbody>
<tr>
<td>Power consumption</td>
<td>100W</td>
</tr>
<tr>
<td>Source (input voltage)</td>
<td>100-240VAC</td>
</tr>
<tr>
<td>Input frequency</td>
<td>50-60Hz</td>
</tr>
<tr>
<td>Current</td>
<td>2.5A max</td>
</tr>
</tbody>
</table>

environmental specifications

<table>
<thead>
<tr>
<th>temperature</th>
<th>humidity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maximum operating conditions</td>
<td>41° to 104° F, or 5° to 40° C</td>
</tr>
<tr>
<td>Recommended operating conditions for best copy quality</td>
<td>59° to 95° F, or 15° to 35° C</td>
</tr>
</tbody>
</table>

technical information
hp digital copier series

environmental specifications

<table>
<thead>
<tr>
<th></th>
<th>temperature</th>
<th>humidity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Storage conditions</td>
<td>-40º to 158º F, or -40º to 60º C</td>
<td></td>
</tr>
</tbody>
</table>

additional specifications

<table>
<thead>
<tr>
<th>sound level</th>
<th>copy color</th>
<th>copy b&amp;w</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sound Power, LwAd (1B=10dB)</td>
<td>5.3 B(A)</td>
<td>5.9 B(A)</td>
</tr>
<tr>
<td>Sound Pressure, LpAm (bystander positions)</td>
<td>44.3 dB(A)</td>
<td>50.5 dB(A)</td>
</tr>
</tbody>
</table>

To obtain sound level specifications, visit the following HP website:
http://www.hp.com

order printheads and ink cartridges

<table>
<thead>
<tr>
<th>printheads</th>
<th>hp reorder number</th>
</tr>
</thead>
<tbody>
<tr>
<td>HP black printhead</td>
<td>#14, C4920A</td>
</tr>
<tr>
<td>HP cyan printhead</td>
<td>#14, C4921A</td>
</tr>
<tr>
<td>HP magenta printhead</td>
<td>#14, C4922A</td>
</tr>
<tr>
<td>HP yellow printhead</td>
<td>#14, C4923A</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ink cartridges</th>
<th>hp reorder number</th>
</tr>
</thead>
<tbody>
<tr>
<td>HP black ink cartridge</td>
<td>#14, C5011A</td>
</tr>
<tr>
<td>HP color ink cartridge</td>
<td>#14, C5010A</td>
</tr>
</tbody>
</table>

If you have Internet access, you can get more information from the HP Support website at:
http://www.hp.com/go/copiers

additional hp digital copier accessories

The table below shows the accessories that are included with each model. If you would like to order an additional accessory for your HP Digital Copier, please visit the following website:
http://www.hp.com/go/copiers

<table>
<thead>
<tr>
<th>accessory and part number</th>
<th>510</th>
<th>610</th>
</tr>
</thead>
<tbody>
<tr>
<td>Automatic document feeder (ADF)</td>
<td>optional</td>
<td>included</td>
</tr>
<tr>
<td>250-sheet plain paper tray ph7816 (C7310A)</td>
<td>optional</td>
<td>optional</td>
</tr>
<tr>
<td>Two-sided printing accessory ph6437 (C6437A)</td>
<td>optional</td>
<td>included</td>
</tr>
</tbody>
</table>

technical information
environmental product stewardship program

protecting the environment

Hewlett-Packard is committed to providing quality products in an environmentally sound manner. This product has been designed with several attributes to minimize impacts on our environment.

For more information, visit HP’s Commitment to the Environment website at:
http://www.hp.com/hpinfo/community/environment

ozone production

This product generates no appreciable ozone gas (O₃).

energy consumption

Energy usage drops significantly while in ENERGY STAR® mode, which saves natural resources, and saves money without affecting the high performance of this product. This product qualifies for ENERGY STAR, which is a voluntary program established to encourage the development of energy-efficient office products.

ENERGY STAR is a U.S. registered service mark of the U.S. EPA. As an ENERGY STAR partner, HP has determined that this product meets ENERGY STAR guidelines for energy efficiency.

For more information on ENERGY STAR guidelines, visit the following website:
http://www.epa.gov/energystar

paper use

This product is suited for the use of recycled paper according to DIN 19309.

plastics

Plastic parts over 25 grams are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of the product’s life.

material safety data sheets

Material safety data sheets (MSDS) can be obtained from the HP website at:
http://www.hp.com/go/msds

Customers without Internet access should contact their local HP Support Center. For contact information see call in the U.S. during warranty on page 51.

materials that require special handling

This product contains the following materials that may require special handling at the end of the product’s life:

• Lead in the solder

recycling program

HP offers an increasing number of product return and recycling programs in many countries, as well as partnering with some of the largest electronic recycling centers throughout the world. HP also conserves resources by refurbishing and reselling some of its most popular products.
Numerics
2 on 1 feature 21
250-sheet plain paper tray 3, 9, 13, 30
attach 34

A
accessories
  250-sheet plain paper tray 30
  standard flat lid 27
ADF
  install the 27
  jams 54
  use the 8, 29
adjust settings
  copy 18
  align printheads 43
arrows 2
automatic document feeder
  load originals in 8
  use for two-sided copies 22
  automatic document feeder (ADF) 27

B
best copy quality 16
blank page 60
buttons
  cancel 3
  keypad 2
  lighter/darker 3, 17
  menu 2
  number of copies 2, 18
  quality 2, 16
  reduce/enlarge 2, 16
special features 3, 21, 22, 23
tray select/paper type 3, 24
two-sided copy 22

C
cancel
  button 3
  copy 25
cancel color calibration 48
cartridge
  check ink level 36
  clean contacts 43
  replace ink cartridges 41
change paper tray 13
clean
  ink cartridge contacts 43
  printhead contacts 45
  printheads 43
  the exterior 36
  the glass 35
  the lid backing 35
clean the lid backing on page 31 7
collate copies 23
color
  improve printing 47
  improve quality 61
  intensity of copy 17
color calibration
  cancel 48
contrast, enhance photo colors 18
copies
  making 15
copy
  2 on 1 21
  an original 20
  change default settings 18
color intensity 17
correcting problems 60
darken 3, 17
defaults 18
hp digital copier

enhancements 18
enlarge 16
fit to page 19
lighten 3, 17
make a copy 16
make a poster 23
mirror image 25
newspapers or thin paper 60
photo 19
quality 2, 16, 60
reduce 16
set number of copies 18
several copies on a page 20
special jobs 19
speed 16
stop 25
T-shirt transfer 24
two-sided copies 3, 22
copy photos 17
copy problems 56, 61
country/region setup 49
customer support 71

D
darken a copy 17
default settings
  change for copy 18
double-sided copies 22

e enhancements 18
enlarge a copy 2, 16, 19
environmental specifications 85
express service 76

F
factory defaults
  change for copying 18
failure to copy 56
fast copy quality 16
fit to page 19
fit to page feature 3
flat lid 27
front panel
  overview 2
  front panel display 1, 2
  set language 49
front panel features 1

g glass cleaning 35
greeting cards, load 12

H
help 5
hp Customer Support 71
hp distribution center 76
hp papers, tips on loading 12
hp two-sided printing accessory 22

I
image, shift 22
ink cartridges
  check ink level 36
  clean 43
  expired 58
  low 66
  refill 47
  replace 41
  troubleshooting 65
ink level
  check 36
  low 41
  override gauge 48
inkjet paper, load 12
input tray 30
intensity of color copy 17
iron-on 24

K
keypad 1, 2

L
lamp power save mode 50
language setup 49
legal-size paper
  copy from 16
  tips on loading 12
lid
  install 27
  lid backing, clean 35
lids 27
light power save mode 50
lighten or darken copies 3, 17, 64
load
  250-sheet plain paper tray 9
  change the paper type 13
  ink cartridges 41
main paper tray 9
original in the ADF 8
paper 9
printheads 38
set the paper size 13
tips 12
load originals 7
load originals on the glass 7
load paper 7
lower paper tray, see 250-sheet plain paper tray

M
main paper tray
load 12
load paper in 9
main paper tray, load 9
maintenance
align printheads 43
clean the exterior 36
clean the glass 35
clean the printheads 43
power save mode time 50
replace ink cartridges 41
replace printheads 38
margin specifications 83
margins, increase 22
menu functions 3
menu options 4
menus
copy setup 25
print reports 51
status and maintenance 51
mirror image 25
missing lines 62

N
normal copy quality 16
number of copies 2
set 18

O
on button 1
order print cartridges 86
originals 7
how to place in the ADF 8
multiple copies 20
print two on one page 21
output tray

index
hp digital copier

replace 38
replacement verification 37
troubleshooting 65

Q
quality 16
quality of copies 60

R
reduce a copy 2, 16, 19
replace the flat lid with an ADF 27
reports
color calibration 47
restore factory defaults 48
returning your hp digital copier 72
ring and beep volume 50

S
set
country and language 49
number of copies 18
power save mode 50
settings
best copy quality 16
copy a photo 19
copy color intensity 17
copy defaults 18
copy quality 16
copy speed 16
country/region and language 49
darken a copy 17
enlarge a copy 16
fast copy quality 16
lighten a copy 17
normal copy quality 16
paper tray 13
power save mode 50
reduce a copy 16
save copy 18
text enhancement 18
shift margins 22
special features 3, 21, 22, 23, 25
limitations 7
standard flat lid 27
stickers, load 12
stop
copy 25
streaks 61, 62
supply, check ink level 36
support services 71

T
telephone numbers 71
text
enhance 18
transparency film
recommend choices 9
tips on loading 12
troubleshoot
paper jams 53
paper not feeding correctly 55
troubleshoot ink cartridges and printheads 65
troubleshoot paper types 56
troubleshooting
blurred copy 62
color are bleeding 61
copies do not look right 59
copy color 59
copy problems 56
cut off copy 62
even surfaces 56
failure to copy 58
failure to power-on 58
horizontal streaks 61
improve copy appearance 59
ink cartridges 61, 65
missing lines 62
out of paper 56
paper orientation 61
printhead alignment 67
printheads 61, 65
slanted or skewed copy 60
too light or dark 64
unfilled text or graphics 64
unit does not copy 56
unit is not responding 56
vertical streaks 62
wrong size paper 56
troubleshooting tips 53
T-shirt transfer 24
load 12
tutorial
before you begin 15
two-sided copies 3, 22
two-sided printing accessory 29
attach 29
jams 54

W
warning light 3
warranty 71
warranty on copier 80
warranty upgrades 80
visit the hp digital copier information center

It has everything you need to get the most value from your HP Digital Copier.

• Technical Support
• Supplies and Ordering Information
• Project Tips
• Ways to Enhance Your Product

www.hp.com/go/copiers

© 2002 Hewlett-Packard Company
Printed in the U.S.A., Mexico, Germany, Singapore, or China.