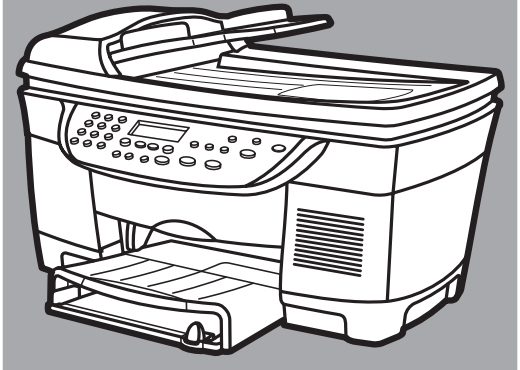

hp digital copier series

510/610

invent

reference guide

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

- Governmental paper or documents:
  - Passports
  - Immigration papers
  - Selective service papers
  - Identification badges, cards, or insignias
- Governmental stamps:
  - Postage stamps
  - Food stamps
- Checks or drafts drawn on Governmental agencies
- Paper currency, traveler's 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.

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.

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review the front panel

1

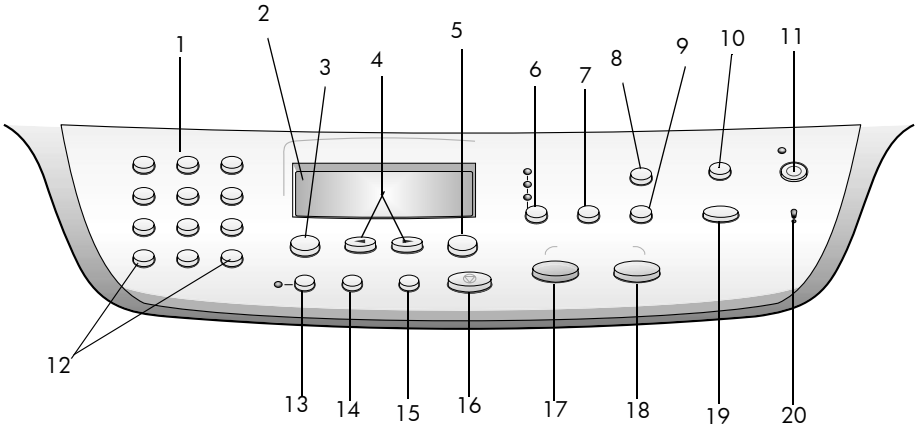
The front panel of your new HP Digital Copier has several buttons and indicators that allow you to change settings and perform a wide range of copy functions.

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
1	**Keypad**: use to enter numbers such as the quantity of copies or percentages when reducing or enlarging.
2	**Front Panel Display**: use to view the active function and access the menu system.
3	**Menu**: 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 & Maintenance.
4	**Arrows**: use to scroll through menu settings or options within settings.
5	**Enter**: use to select or save the displayed setting.
6	**Quality**: use to select the quality of the copy from Best, Normal, or Fast.
7	**Number of Copies**: 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.
8	**Reduce/Enlarge**: 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.

feature	purpose
9	**Special Features**: use to access options that let you reduce or enlarge to a specified copy image size on paper loaded in the selected tray. The options are Normal, Fit to Page, Which Size?, Poster, 2 on 1, MarginShift and Mirror.
10	**Fit to Page:** use to turn the Fit to Page feature on and off.
11	**On**: use to turn your HP Digital Copier on and off.
12	**+ /- Keypad Buttons**: use **+** to scroll forward and **-** to scroll backward through numeric values.
13	**Two-Sided Copy**: use to make hands-free two-sided copies. This is available only if your copier includes the two-sided printing accessory and the automatic document feeder (ADF).
14	**Tray Select/Paper Type**: use to select paper type. The main paper tray supports plain paper and specialty papers. If your HP Digital Copier has the optional 250-sheet plain paper tray, use this button to select both the paper type and the paper tray to use.
15	**Lighter/Darker**: use to adjust the lightness and darkness of your copies.
16	**Cancel**: use to stop an active copy job, exit a menu, or exit button settings.
17	**Start Copy - Black**: use to start a black and white copy.
18	**Start Copy - Color**: use to start a color copy.
19	**Photo Mode**: use to enhance light colors that might otherwise appear white when copying photographs or pictures.
20	**Warning Light:** warns of error conditions that require attention, such as paper jams or low ink levels. Check the front panel display for a description.

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.

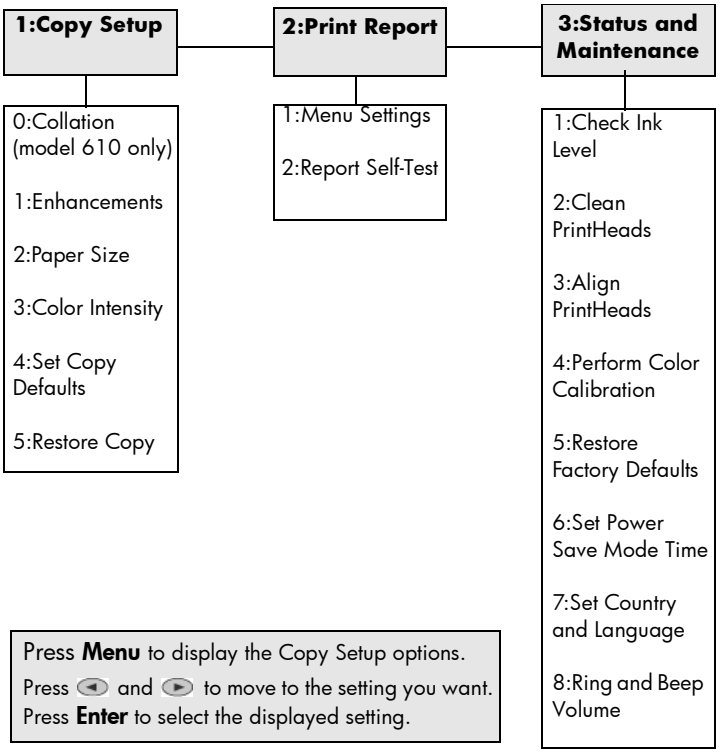
2 Repeatedly press **Menu** or ◄ and ► to view all the submenus.
The submenus are as follows:
- 1:Copy Setup
- 2:Print Report
- 3:Status and Maintenance

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.



get help

2

help	description
Setup Poster	The Setup Poster provides instructions for setting up and configuring your HP Digital Copier.
Reference Guide	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.
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.

load originals and paper

3

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.

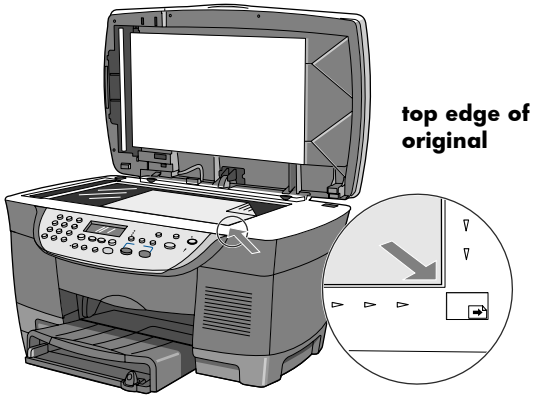
Many of the Special Features options, such as **Which Size?** or **Poster**, will not work correctly if the glass and lid backing are not clean. For more information, see **clean the glass** and **clean the lid backing** on page 35.

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.



load originals in the automatic document feeder

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:

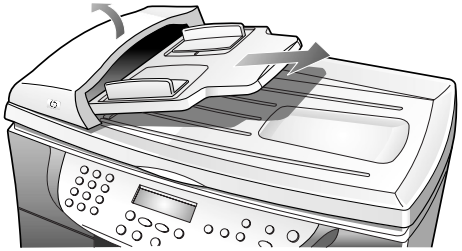
- Plain Paper

  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.

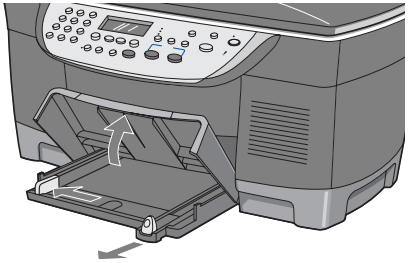
For best results, adjust the paper settings each time you change paper types or paper sizes. For more information, see **choose the paper tray and set the paper type** on page 13.

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

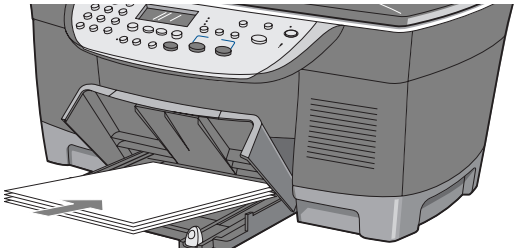
1. Make sure that the unit is on a flat, level surface.
2. Make sure that the input tray is pushed completely into the unit.
3. Make sure that the loaded paper is pushed completely back against the backstop of the paper tray.
4. Lift the output tray up until it catches in the raised position, and slide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



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.

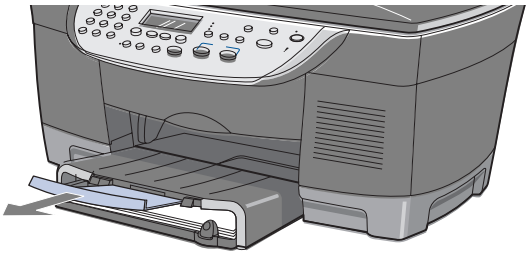
   Be careful not to use too much or too little paper. Check that the stack of paper contains several sheets but is no higher than the top of the paper-length guide.



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 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.

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.

paper	tips
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.

use copier features

4

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

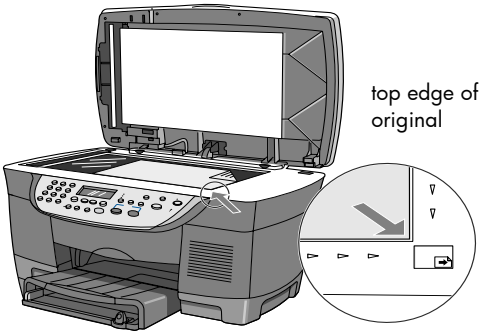
Do the following:

- 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.

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**.

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**.

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**.

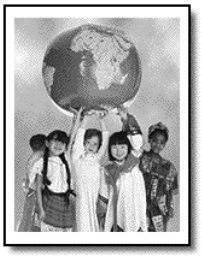
fit a copy to the page

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.

Original

Fit to Page



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**.

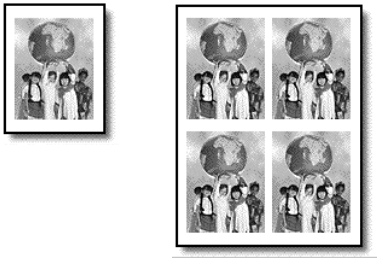
Tip! To prevent the edges of a full page copy from being cut off when you copy, select Fit to Page, which will slightly shrink your full page copy to fit within the borders of a letter-sized page.

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.

Original Copy



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 ▶ until the desired photo size appears, then press **Enter**.
5 When **How Many?** appears, press ▶ 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.

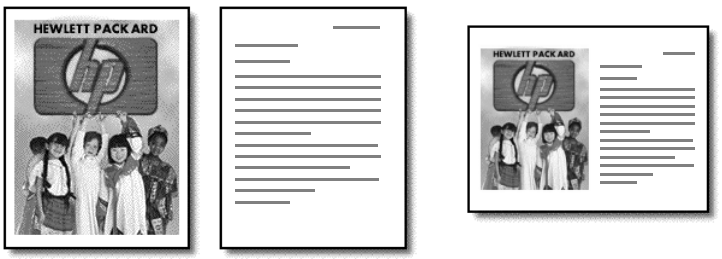
print two originals on one page

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.

Two Originals Two originals on one page



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**.

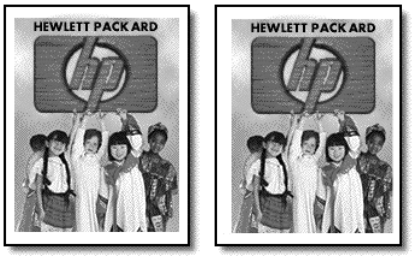
3 Press **Start Copy - Black** or **Start Copy - Color**.

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.

Original MarginShift



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**.

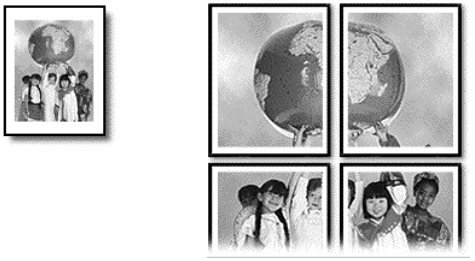
4 Press ▶ until the desired setting (On or Off) appears, then press **Enter**.
   If you turn the feature on, the front panel displays **Collation On**.

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.

Original 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.

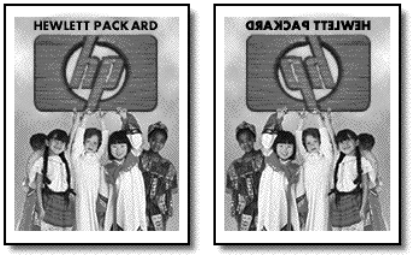
6 Press **Start Copy - Black** or **Start Copy - Color**.

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.

Original Iron-On



Tip! We recommend that you practice applying a T-shirt transfer on an old garment first.

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 ▶ 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**.

create a mirror image copy

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 ◀ 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.

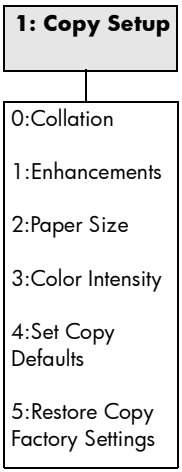
5 Press **Start Copy - Black** or **Start Copy - Color**.

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.



Press **Menu** to display the Copy Setup options.
Press ◄ and ► to move to the setting you want.
Press **Enter** to select the displayed setting.

accessories

5

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.

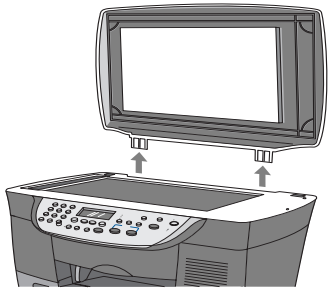
You can use the ADF to perform unattended copying. This means that you can load and copy a multi-page document without raising the copier lid to individually position each page on the glass.

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.
1 Unplug the power cord from the outlet.
2 Open the lid.
3 Gently lift the standard flat lid straight up.

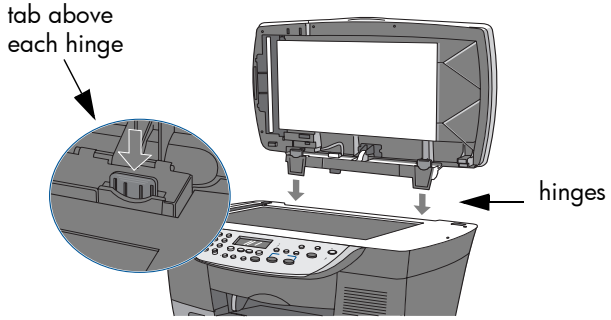


to attach the ADF lid

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.

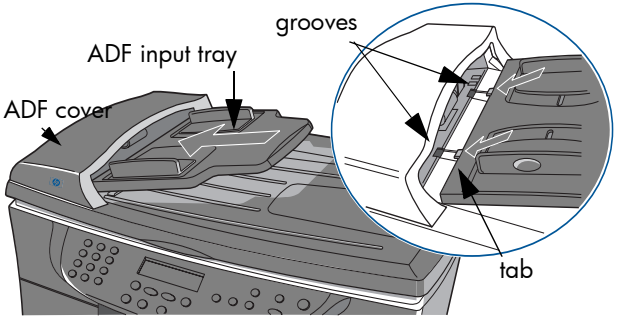
5 Gently close the ADF lid.

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.



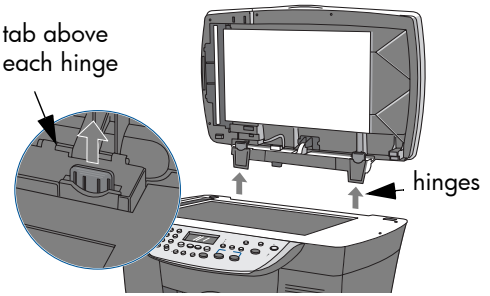
3 Replug the power cord into a grounded AC outlet.

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

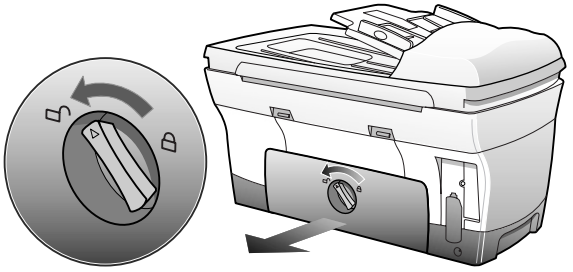
This accessory can be used with or without the optional 250-sheet plain paper tray to provide dual-sided copying capability and dual paper tray capacity. The 250-sheet plain paper tray can handle 250 sheets of copier letterhead and bond paper. You must use the main paper tray to load transparency film,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

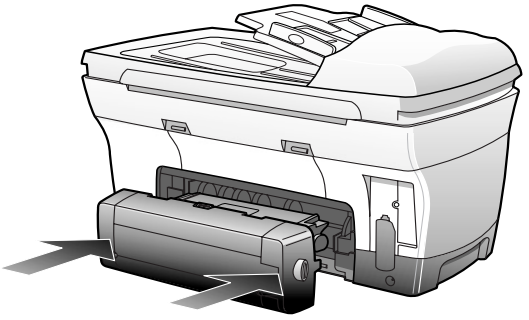
attach the two-sided printing accessory

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.

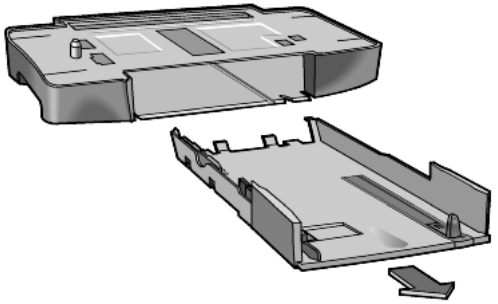


Tip! Turn the two-sided printing accessory so the button is on top.

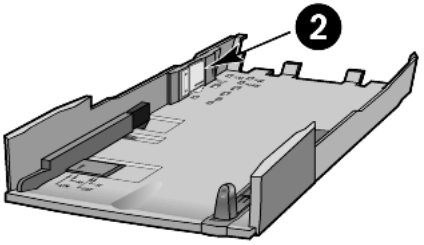
optional hp 250-sheet plain paper tray

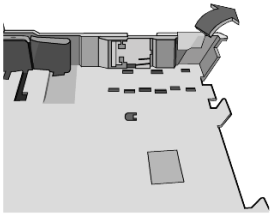
assemble the 250-sheet plain paper tray

1 Unpack the accessory and the inner tray.
2 Remove the inner tray.



3 Remove shipping tape from paper-width fence.





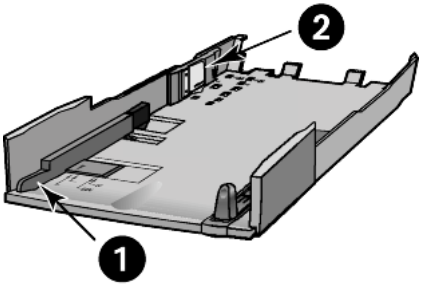
set the paper size

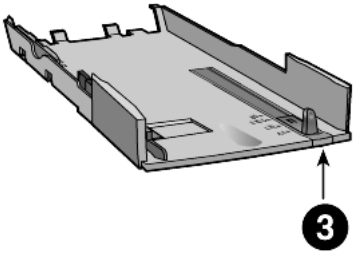
The 250-sheet plain paper tray can hold letter, legal, and A4 paper. To specify the paper size for the 250-sheet plain paper tray, you must set all three size adjustments located on the inner tray.

❶ the paper-width guide

❷ the paper-width fence

❸ the paper-length guide

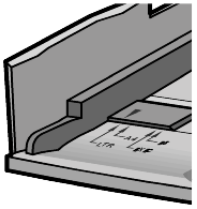




Caution! If you change the paper size, for example, from letter to A4, you must remove the inner tray completely and reset all three size adjustments.

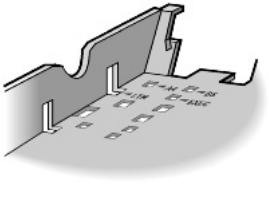
1 Set the paper-width guide by sliding it until the arrow is even with the correct setting.

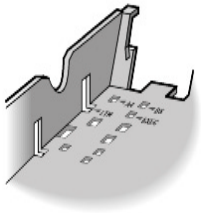
2 Set the width to LTR to use legal-size paper.

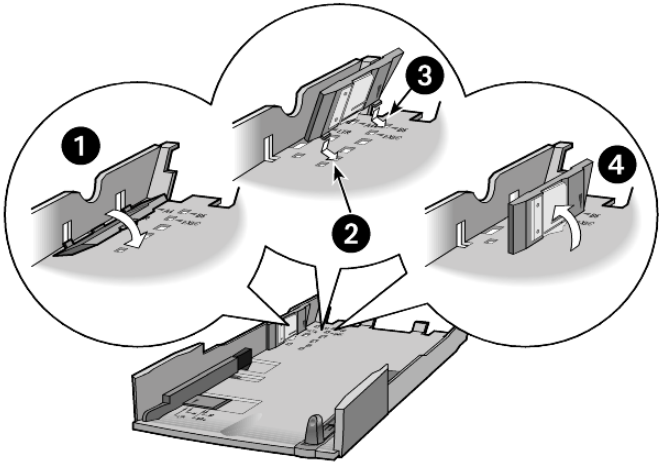


3 Set the paper-width fence by carefully snapping it into the slots for the paper size.

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

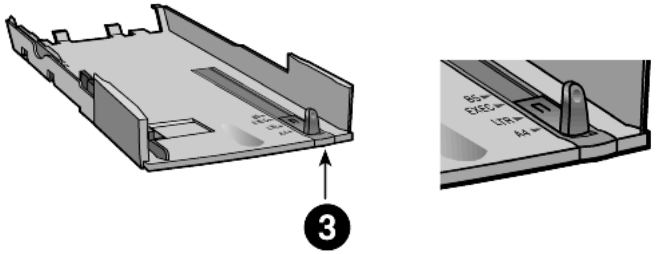






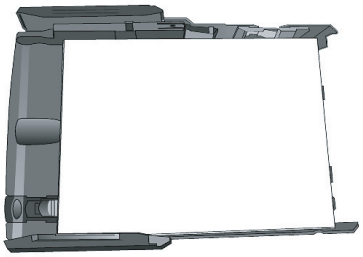
4 Set the paper-length guide by pulling it until the arrow lines up with the paper size.

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.



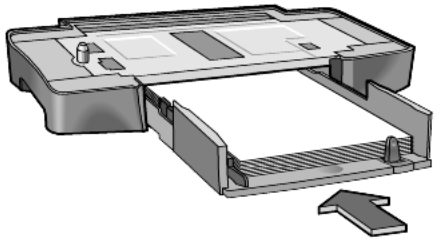
load paper in the optional 250-sheet plain paper tray

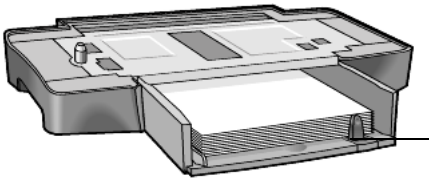
1 Load the paper by dropping it into the inner tray.



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.

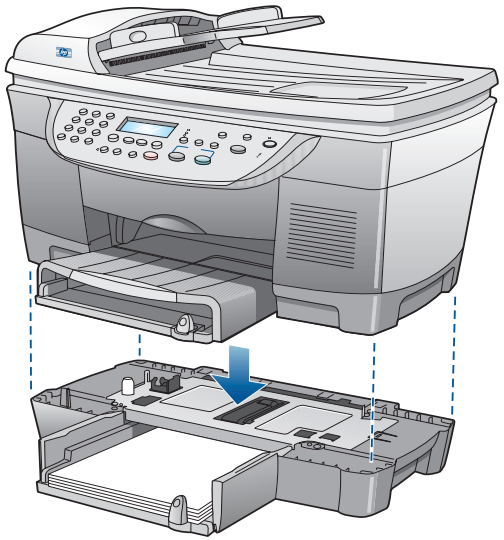




attach the optional 250-sheet plain paper tray to the unit

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.

maintain your hp digital copier

6

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.

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.

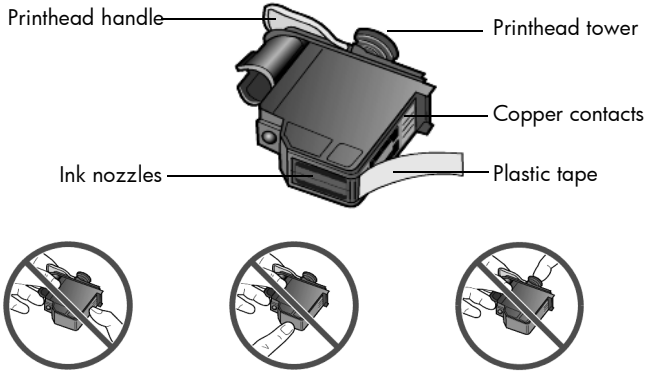
1. Press **Menu**.
2. Press **3**, then press **1**.

   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.



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

verify a printhead needs to be replaced

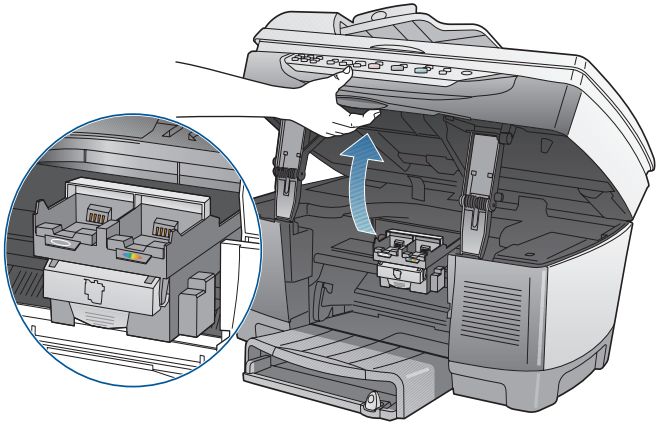
If a printhead error message appears on the front-panel display, verify that the printhead needs to be replaced.

1 Turn the unit off and then turn it on.

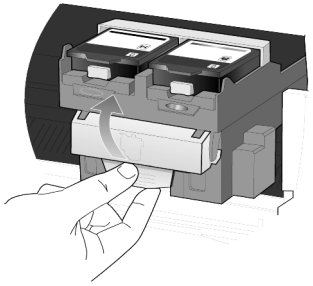
If the error message still appears, continue with the following steps.

2 Open the print-carriage access door by lifting the handle until the door locks into place.

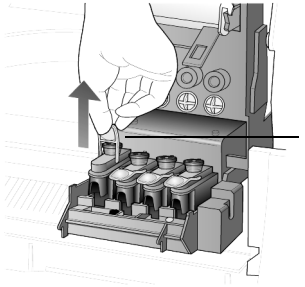
The print carriage will move to the center of the copier.



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

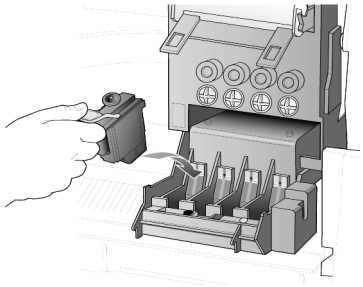


4 Remove the old printhead by lifting the printhead handle and pulling upward.



5 If there is plastic tape on the failed printhead, remove the plastic tape.

6 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.



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

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

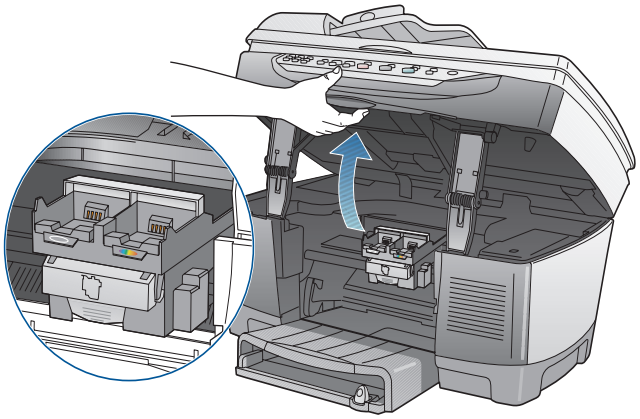
replace the printheads

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.

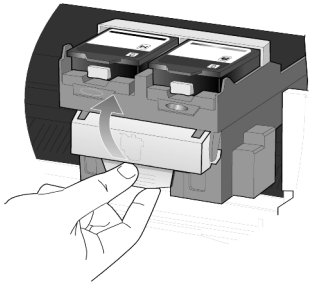
See **order printheads and ink cartridges** on page 86 for information on ordering replacement printheads.

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.



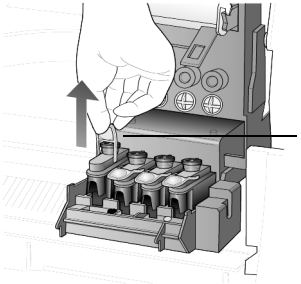
2 After the print carriage stops moving, release the gray print carriage latch and then lift the print carriage to access the printheads.



Caution! To avoid damaging the copier, remove a printhead only when a replacement is available. If a printhead is removed without being replaced:

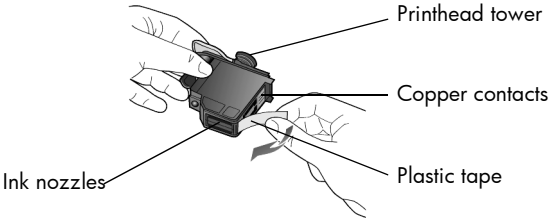
- Close the print carriage and the print-carriage access door.
- Replace the printhead within 24 hours.
- Never remove an ink cartridge and a printhead at the same time.

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.

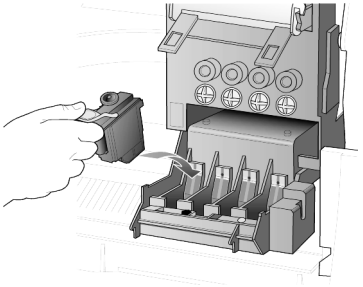
Caution! Do not touch the copper contacts, the printhead tower, or the ink nozzles.



removing the plastic tape from the printhead

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.

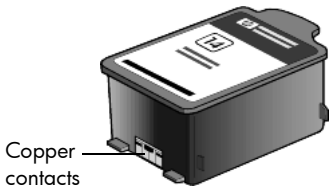


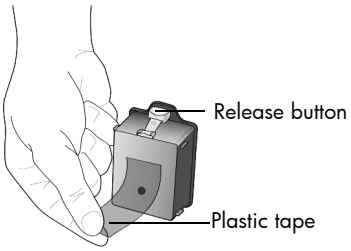
7 Move the print carriage latch down, and make sure the loops catch the hooks. Snap the latch into place, then close the print carriage access door.

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.





Do not touch the copper contacts, and hold the cartridge away from you as you remove the plastic tape so the ink does not spill on you or your clothing.

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

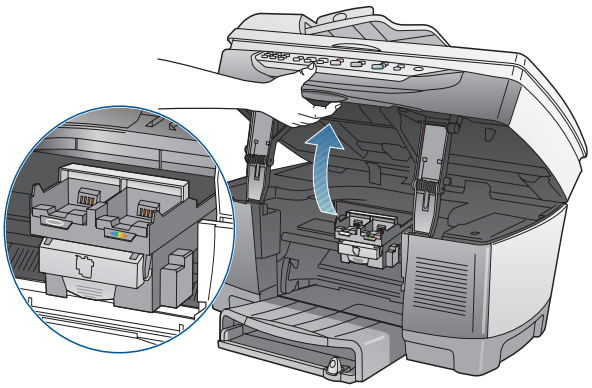
Caution! If you ignore the messages and do not replace the ink cartridges, eventually the HP Digital Copier will stop working to avoid damaging the printheads.

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.

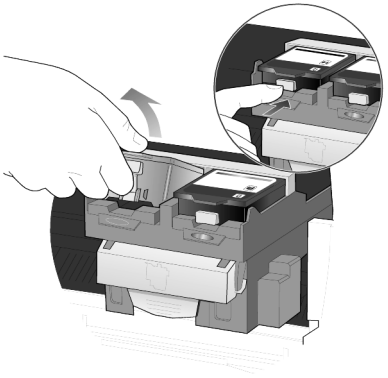
The print carriage moves to the center of the unit.



2 After the carriage stops moving, press the gray button to release the ink cartridge, then pull it up and out of its slot.

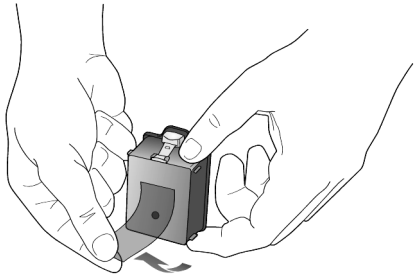
Caution! To avoid damaging the copier, remove an ink cartridge only when a replacement is available. If an ink cartridge is removed without being replaced:

- 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.

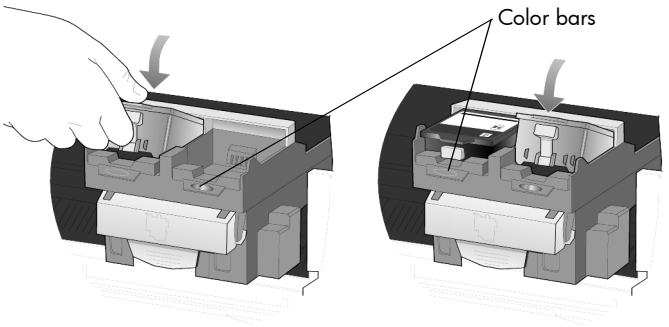


Caution! Do not touch the copper contacts.

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.

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.

Make sure you have the following materials available:

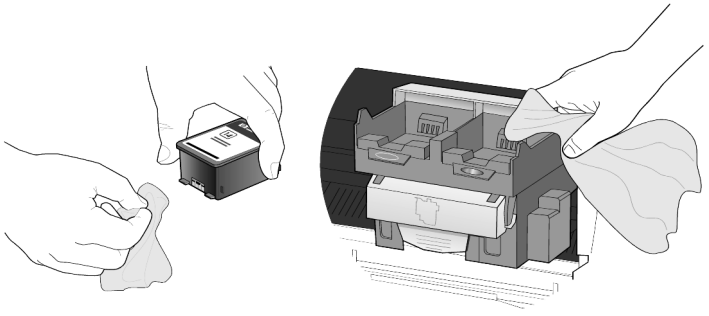
- A clean, lint-free cloth
- Distilled, filtered, or bottled water (do not use tap water, as it may contain contaminants that can damage the printheads)

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).

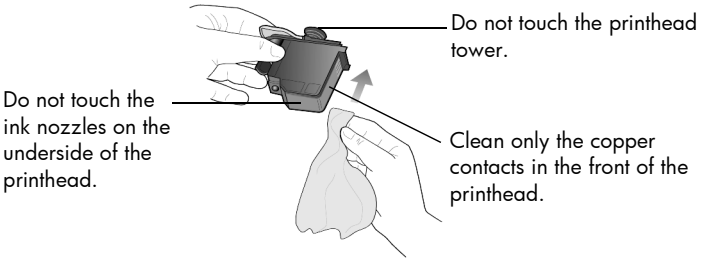
Caution! Be careful not to get ink on your hands or clothing.

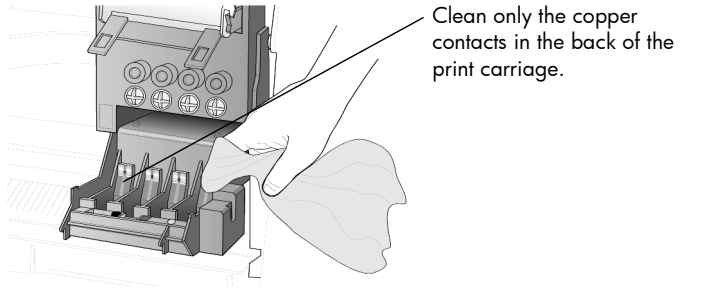
1. Turn the unit on and open the print-carriage access door.
   The print carriage moves to the center.
2. After the print carriage has moved to the center, unplug the power cord from the back of the unit.

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.

replacement alternatives

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

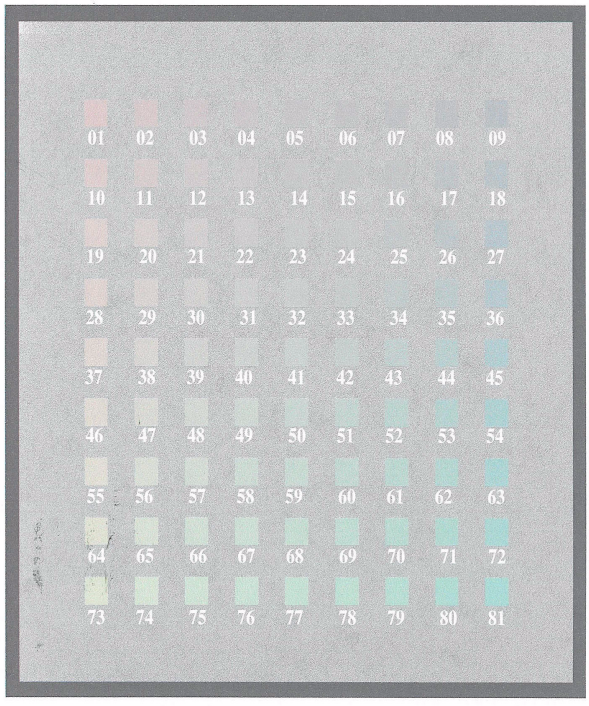
To install a refilled HP ink cartridge, you must override the Ink Level Gauge. For more information, see **override the ink level gauge** on page 48.

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**.

2 Press **3**, then press **4**.
This selects the **Status and Maintenance** menu, then selects the **Perform Color Calibration** option.
A Color Calibration report is printed.



3 Follow the instructions on the report to determine the correct Color Patch Number.

4 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**.

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 ▶ 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 ▶ to select **Soft**, **Loud**, or **Off**, then press **Enter**.

maintenance menu options

Use **Menu** to display the **Status and Maintenance** menu options.
Press ◄ and ► to move to the setting you want.
Press **Enter** to select the displayed setting.

3:Status and Maintenance

- 1:Check Ink Level
- 2:Clean PrintHeads
- 3:Align PrintHeads
- 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

7

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

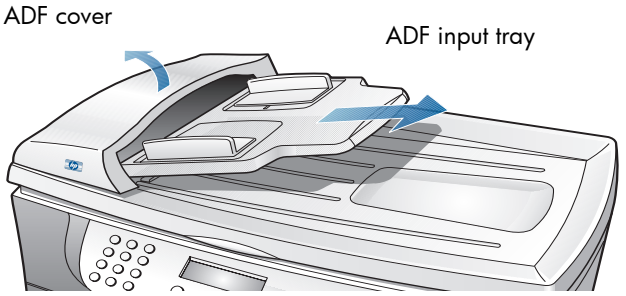
- main paper tray or optional 250-sheet plain paper tray
- automatic document feeder (ADF) tray and cover
- two-sided printing accessory
- back of unit

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.

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.

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.

paper type is not correct or not supported

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.

out of paper

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.

paper is too narrow or paper size errors

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

failure to copy

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

hp digital copier is not responding

do you have a paper jam?

Check the HP Digital Copier for a paper jam.

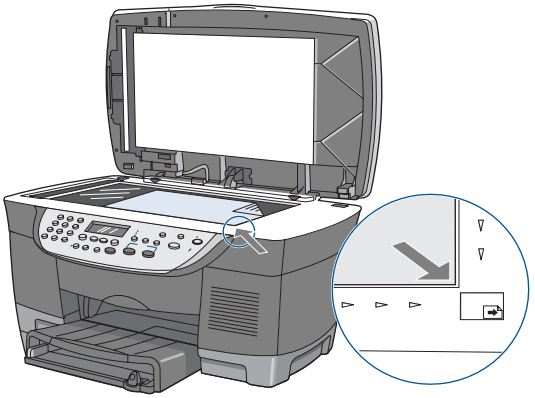
For more information, see **paper problems** on page 53.

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.

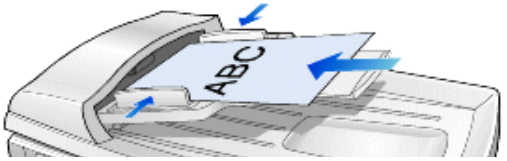
is your original placed correctly on the glass?

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 is it can go into the ADF so that it can be grabbed by the feeding mechanism.

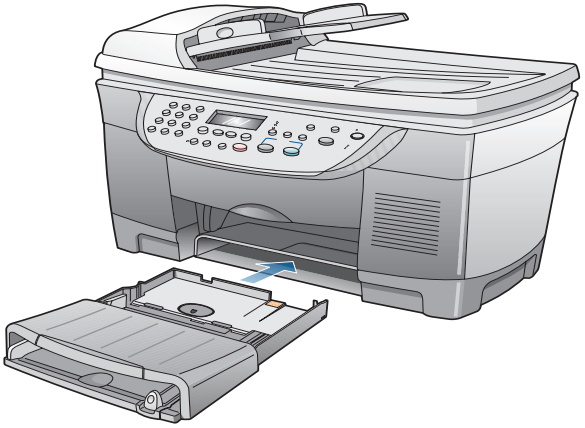


did you load the correct paper type in the input tray?

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.



hp digital copier fails to power on

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.

hp digital copier will not make copies

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.

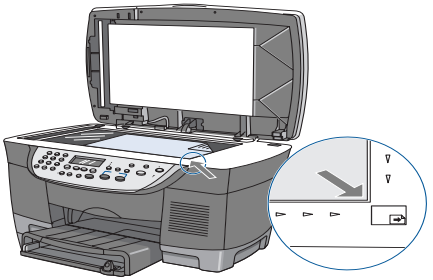
is there more than one paper type loaded in the input tray?

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.

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.

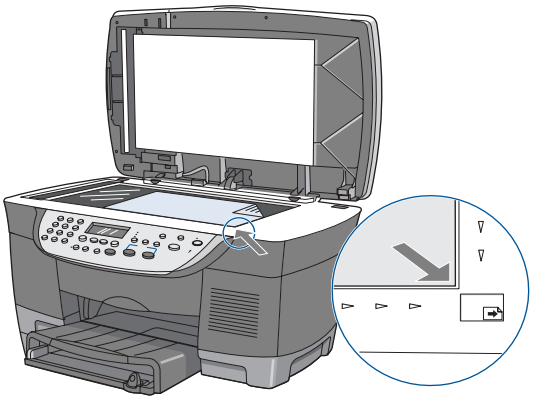
is your original wrinkled?

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.

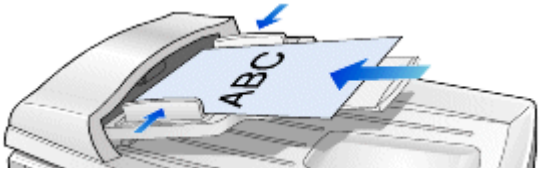
parts of the original are cut off

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.



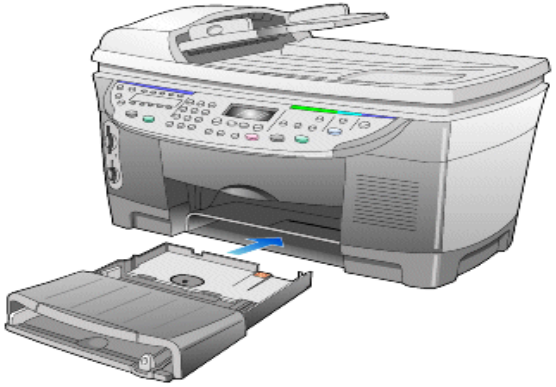
does your original fill the margins?

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.



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.

ink cartridge error

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.

ink cartridge is low or out of ink

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.

ink cartridge is missing, or incorrect cartridge is installed

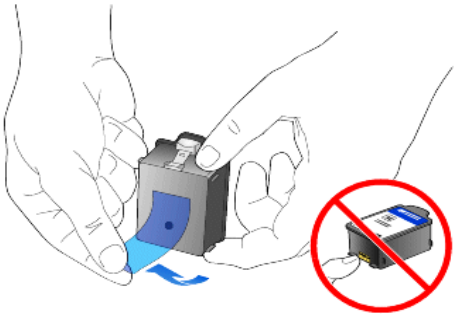
is the ink cartridge installed correctly?

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 mis-align 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)

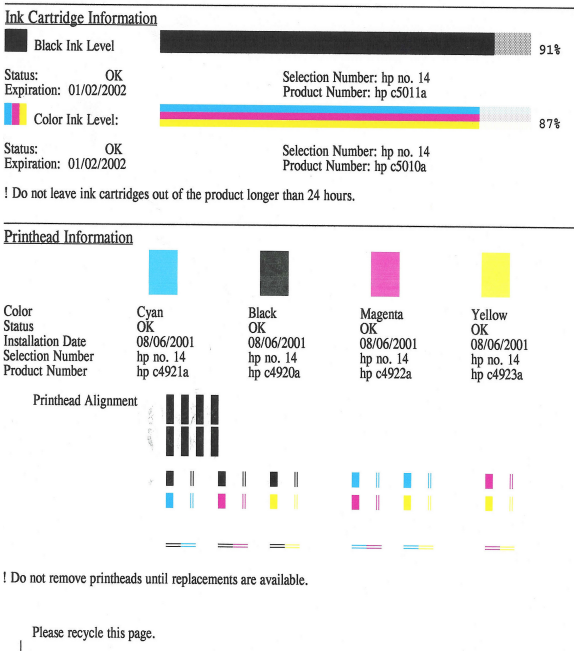
to print a self-test report

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 91%

Status: OK
Expiration: 01/02/2002
Selection Number: hp no. 14
Product Number: hp c5011a

Color Ink Level: 87%

Status: OK
Expiration: 01/02/2002
Selection Number: hp no. 14
Product Number: hp c5010a

! Do not leave ink cartridges out of the product longer than 24 hours.

Printhead Information

Color	Cyan	Black	Magenta	Yellow
Status	OK	OK	OK	OK
Installation Date	08/06/2001	08/06/2001	08/06/2001	08/06/2001
Selection Number	hp no. 14	hp no. 14	hp no. 14	hp no. 14
Product Number	hp c4921a	hp c4920a	hp c4922a	hp c4923a

Printhead Alignment

! Do not remove printheads until replacements are available.

Please recycle this page.

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.

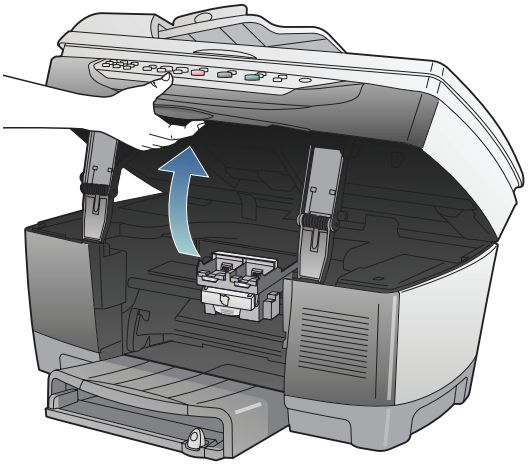
are you using the ink cartridge for the first time?

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.

mechanism error

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.

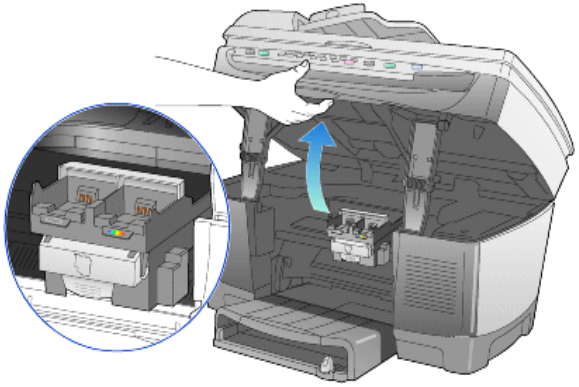
do you have a paper jam?

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.



support services and warranty

8

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.
– Print a Self-Test Report. To print a Self-Test Report from the front panel, press **Menu** until **Print Report** appears. Press **Enter**. Press **Menu** until **Report Self Test** appears. Press **Enter**.
– Make a color copy.
– Be prepared to describe your problem in detail.

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

returning your hp digital copier for service

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.

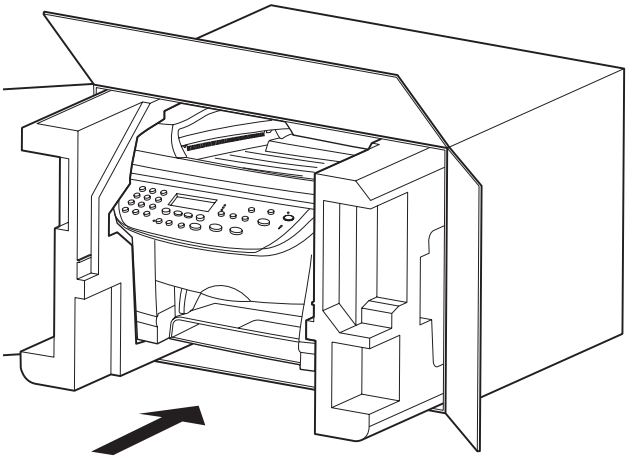
b. Grip the handle of the first printhead, and lift the print head out of the print carriage. Repeat this process to remove the remaining printheads.
c. Lower the print carriage, and push down on the print carriage latch until it clicks into place.

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.

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.

country/region	hp technical support	country/region	hp technical support
Argentina	0810-555-5520, ext. 4778 or 8380	Mexico	01-800-472-6684
Argentina (Buenos Aires)	(5411) 4778-8380	Mexico (Mexico City)	5258-9922
Australia	+61 3 8877 8000 1902 910 910	Netherlands	+31 (0) 20 606 8751
Austria	+43 (0) 810 00 6080	New Zealand	(09) 356 6640
Bahrain (Dubai)	800 728	Norway	+47 22 11 6299
Belgium (Dutch)	+32 (0)2 6268806	Oman	+971 4 883 8454
Belgium (French)	+32 (0)2 6268807	Palestine	+971 4 883 8454
Brazil	55 11 829 6612 800-15-77-51	Peru	0-800-10111

country/region	hp technical support	country/region	hp technical support
Brazil (Sao Paulo)	55 (11) 3747-7799	Philippines	632-867-3551
Canada during warranty	(905) 206 4663	Poland	+48 22 519 06 00
Canada post-warranty (per-call charge)	1-877-621-4722	Portugal	+351 (0)21 3176333
Chile	123-800-360-999	Puerto Rico	1-877-232-0589
Columbia	9-800-91-9477	Qatar	+971 4 883 8454
Czech Republic	+42 (0) 2 6130 7310	Romania	+40 1 315 44 42 01 3154442
Denmark	+45 39 29 4099	Russia, Moscow	+7 095 797 3520
Egypt	02 532 5222	Russia, St. Petersburg	+7 812 346 7997
Europe (English)	+44 (0) 207 512 5202	Saudi Arabia	800 897 14440
Finland	+358 (0) 203 47 288	Singapore	(65) 272-5300
France	+33 (0) 143623434	South Africa (RSA)	086 000 1030
Germany (0.24 DM/ min)	+49 (0) 180 52 58 143	South Africa, Outside Republic	+27 (0) 11 258 9301
Greece	+30 1 60 73 603	Spain	+34 902 321 123
Guatemala	999-5305	Sweden	+46 (0)8 619 2170
Hong Kong	(852) 300-28-555	Switzerland (French)	+41 (0) 84 880 1111
Hungary	+36 (0) 1 382 1111	Switzerland (German)	+41 (0) 84 880 1112
India	91-11-682-6035	Taiwan	886-2-2717-0055
Indonesia	62-21-350-3408	Thailand	(662) 661-4000
Ireland	+353 (0) 1 662 5525	Turkey	+90 (216) 579 71 71
Israel	+972 (0) 9 9524848	Ukraine	+7 (380-44) 490-3520
Italy	+39 0226410350	United Arab Emirates	+971 4 883 8454
Jordan	+971 4 883 8454	United Kingdom	+44 (0) 207 512 52 02
Korea	+82 (2) 3270 0700	Venezuela	800-47-777
Kuwait	+971 4 883 8454	Venezuela (Caracas)	(502) 207-8488
Lebanon	+971 4 883 8454	Vietnam	84-8-823-4530

country/region	hp technical support	country/region	hp technical support
Malaysia	03-2952566	Yemen	+971 4 883 8454

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:

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country/region	number for ordering
U.S.	(661) 257-5565
Argentina	541 14 778-8380
Asia Pacific	65 272 5300
Australia/New Zealand	61 3 8877 8000
Brazil	55-11-829-6612
Chile	123-800-360-999
Europe	+49 180 5 290220
Europe	+44 870 606 9081
South Africa	+27 (0)11 8061030
Mexico	01-800-472-6684
Venezuela	800-47-777
Venezuela (Caracas)	(502) 207-8488

express service

To obtain HP express repair service, the customer must contact an HP service offic0e 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.

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:

HP Digital Copier	Limited warranty
Two-Sided Printing Accessory	90 days
250-Sheet Plain Paper Tray	90 days
Automatic Document Feeder (ADF)	90 days

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 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 on-site 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 SPECIFCALLY 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 RPOODUCTS 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.

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.

technical information

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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

mode		speed from the glass (ppm)
Best	Black	1.3*
	Color	1.3†
Normal	Black	7.0*
	Color	7.0†
Fast	Black	18.0
	Color	16.0

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

margin specifications

	top (leading edge)	bottom (trailing edge)	left	right
sheet paper				
U.S. Letter	.07 in. (1.8 mm)	.44 in. (8.7 mm)	.25 in. (6.4 mm)	.25 in. (6.4 mm)
U.S. Legal	.07 in. (1.8 mm)	.44 in. (8.7 mm)	.25 in. (6.4 mm)	.25 in. (6.4 mm)
ISO A4	.07 in. (1.8 mm)	.44 in. (8.7 mm)	.13 in. (3.4 mm)	.13 in. (3.4 mm)

paper specifications

	top (leading edge)	bottom (trailing edge)*	left	right
sheet paper				
U.S. Letter	.07 in. (1.8 mm)	.44 in. (8.7 mm)	.25 in. (6.4 mm)	.25 in. (6.4 mm)
U.S. Legal	.07 in. (1.8 mm)	.44 in. (8.7 mm)	.25 in. (6.4 mm)	.25 in. (6.4 mm)
ISO A4	.07 in. (1.8 mm)	.44 in. (8.7 mm)	.13 in. (3.4 mm)	.13 in. (3.4 mm)

* 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

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

* 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

	type	size
main paper tray		
	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)

	type	size
	Labels	Letter: 8.5 x 11 in. (215.9 x 279.4 mm) A4: 210 x 297 mm
automatic document feeder (ADF)		
	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)		
	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)		
	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

phycical specifications

	hp digital copier with automatic document feeder (ADF)	hp digital copier with an (ADF) and a two-sided printing accessory	hp digital copier with an (ADF), a two-sided printing accessory, and a 250-sheet plain paper tray
Height	13.3 in. (33.8 cm)	13.3 in. (33.8 cm)	15.8 in. (40.0 cm)
Width	21.85 in. (55.5 cm)	21.85 in. (55.5 cm)	21.85 in. (55.5 cm)
Depth	16.3 in. (41.5 cm)	16.3 in. (41.5 cm)	16.3 in. (41.5 cm)
Weight	30.8 lbs. (14.0 kg)	32.4 lbs. (14.7 kg)	34.4 lbs. (15.6 kg)

power specifications

	international P/N C7296-60043	domestic P/N C7296-60024
Power consumption	100W	100W
Source (input voltage)	100-240VAC	120-127VAC
Input frequency	50-60Hz	60Hz
Current	2.5A max	2.2A max

environmental specifications

	temperature	humidity
Maximum operating conditions	41° to 104° F, or 5° to 40° C	15% to 80% RH non-condensing
Recommended operating conditions for best copy quality	59° to 95° F, or 15° to 35° C	20% to 80% RH non-condensing

environmental specifications

	temperature	humidity
Storage conditions	-40° to 158° F, or -40° to 60° C	

additional specifications

sound level	copy color	copy b&w
Sound Power, LwAd (1B=10dB)	5.3 B(A)	5.9 B(A)
Sound Pressure, LpAm (bystander positions)	44.3 dB(A)	50.5 dB(A)

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

order printheads and ink cartridges

printheads	hp reorder number
HP black printhead	#14, C4920A
HP cyan printhead	#14, C4921A
HP magenta printhead	#14, C4922A
HP yellow printhead	#14, C4923A

ink cartridges	hp reorder number
HP black ink cartridge	#14, C5011A
HP color ink cartridge	#14, C5010A

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

accessory and part number	510	610
Automatic document feeder (ADF)	optional	included
250-sheet plain paper tray ph7816 (C7310A)	optional	optional
Two-sided printing accessory ph6437 (C6437A)	optional	included

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 (O_3).

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.

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  standard flat lid **27**
ADF
  install the **27**
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