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# Using This Guide

## Text Conventions in This Guide

The examples below identify and explain specially formatted text that is used throughout this guide.

- The names of your keyboard keys, A900 control panel buttons, and certain software instructions appear in a bold type. For example, **Home**, **End**, **Tab**, **Start**, **Setup**, or **Cancel**.
- Some keys must be pressed at the same time to perform a task. We show this with the key names and the plus (+) symbol; for example, **Ctrl+Home**.
- When we discuss hard drives and diskette drives, the drives are identified by capital letters; for example, drive A.
- Software is stored in directories on the hard drive. These directories are called folders. We also show them in capital letters; for example, MY FOLDER.
- File names are shown in capital letters and italic type; for example, *FILENAME*.
- Sometimes, you will need to type information *and* press the **Enter** key. You will be told to "enter" this information.
- Sometimes, you will need to type information without pressing the **Enter** key. You will be asked to "type" this information.
- Sometimes you will enter a command into a text box. This is similar to older operating systems. We show these commands in lower case and bold type; for example, **install** or **a:\install**.

## Special Messages

The following words and symbols have special meaning in this guide:



Text set off in this manner presents helpful hints for using your computer.

**IMPORTANT:** Text set off in this manner presents specific instructions, commentary, sidelights, or interesting points of information.



**CAUTION:** Text set off in this manner indicates that failure to follow directions could result in equipment damage or loss of information.



**WARNING:** Text set off in this manner indicates that failure to follow directions may result in bodily harm or loss of life.

## Locating Help

Compaq provides you with several resources to help you learn about your Compaq A900. A few of these resources are:

### Basic Troubleshooting

The Basic Troubleshooting chapter of this guide shows how to fix many common A900-related issues.

### Index

Look for specific topics in the index at the end of this guide. Look for a topic by name, such as "printer" or, try looking for the action word, such as "printing a file."

### Service and Support

If you need further technical support, you can contact Compaq using our Internet site, or by telephoning one of our technical support centers. Our web site can be found at

**[www.compaq.com](http://www.compaq.com)**

and Compaq's Technical Support telephone numbers, by region, can be found in the Limited Warranty Statement located in the rear of this User's Guide.

**IMPORTANT:** Be sure you know serial number for your A900 before you call technical support. The serial number is located on the rear of the machine. Write this number below for future use.

---

### Model and Serial Numbers

---

Model Number: A900

Serial Number: \_\_\_\_\_

---


## Getting Additional Help



If you see green text while using Help, click on the green text for more information.

### Application Help

Many software programs or applications have Help files. To access Help for a specific application, you need to be using that program. Click **Help** on the menu bar, or press the **F1** key.

**IMPORTANT:** If you are using a program, and you open **Help** with the  **Start** button, you will get the general Windows Help.

# Getting Started

## Step 1: Unpack the Box

When you unpack the box containing your Compaq A900 All-In-One, make sure that all of the items listed below are included. If there are any missing or damaged parts, return the All-In-One in its original packaging to the place of purchase.

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### Box Contents

---



One Compaq A900 All-In-One—use the All-In-One for all of your printing, faxing, copying, and scanning needs.



One document input tray extension—supports the original document when faxing, copying, or scanning.



One document exit tray—supports the original document when faxing, copying, or scanning is complete.



One AC power (electrical) cord—plugs into the rear of the All-In-One to supply electrical power.



One telephone cord—plugs into the A900 telephone line jack.



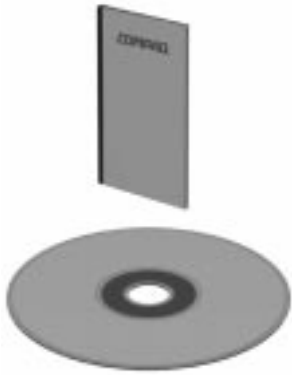
Two ink cartridges—1 color cartridge and 1 black cartridge.

---

*continued*

**Box Contents, *continued***

---



Documentation—provides the information required to set up, operate, and maintain the A900. Your documentation also provides important safety information and troubleshooting tips.

CD-ROM(s)—contain the software drivers and application software required to operate the A900.

One copy/scan sleeve—for faxing, copying, and scanning. Protects photographs to be scanned. Also allows you to scan irregular size paper. (Not shown)

---

**Required Additional Purchases**

---



Printer cable—The Compaq A900 uses a standard, bidirectional, IEEE 1284 Compliant parallel printer cable. This cable is not included with your All-In-One. You may need to purchase this cable separately.

---

## Step 2: Choose a Location to Operate the A900

To help guarantee trouble-free operation of your A900, place it on a flat, stable surface. Leave enough space behind and in front of the A900 to allow for easy paper loading, document removal, and for opening the control panel.

**IMPORTANT:** Do not place the A900 in direct sunlight, near heat sources or air conditioners, or in dusty or dirty environments.

## Step 3: Prepare the A900 for Use

When you take the A900 out the box, note that it has been packaged to protect it during shipping. Before you use the A900, make certain that you check for the following items:

- Remove all tape.
- Remove all packing materials.

**NOTE:** For instructions on removing the packing material, see the Compaq A900 All-In-One setup poster.

## Step 4: Install the Document Trays

The A900 uses several trays to support your paper documents.

**NOTE:** The A900 ships with the paper exit tray already installed.



*Extending the paper exit tray*

## Document Exit Tray

To install the document exit tray:

1. Align the latches on the trays with the slots on the front of the All-In-One.
2. Slide the tray latches into the appropriate slots until the latches lock into place.

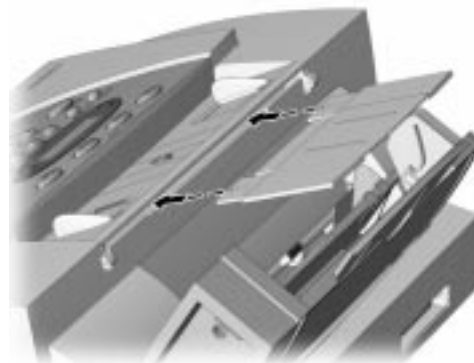


*Installing the document exit tray*

## Document Input Tray Extension

To install the document input tray extension:

1. Align the latches on the tray with the slots on the top of the All-In-One.
2. Slide the tray latches into the appropriate slots until the latches lock into place.



*Installing the document input tray extension*

**NOTE:** To support documents before and after printing, faxing, copying, or scanning, extend all four paper trays. The A900 appears as follows:



*Extending the paper trays*

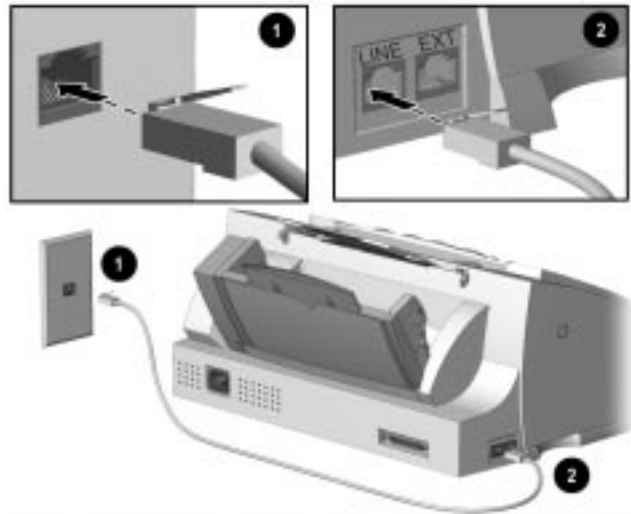
### Step 5: Connect the Telephone (Line) Cord

This section shows you how to connect the telephone (line) cord to the A900. You may also choose to add an extension telephone, answering machine, or computer modem. If you have a single telephone line, this allows you to use your telephone when you are not faxing.

**IMPORTANT:** This unit does not come with an extension telephone or handset. However, any standard telephone may be used. For more information on connecting an extension telephone or other optional equipment to the A900, see Appendix A.

To connect the telephone (line) cord:

1. Plug one end of the telephone (line) cord into a standard telephone wall jack ❶.
2. Plug the telephone (line) cord into the socket marked LINE on the left side of the A900 ❷.



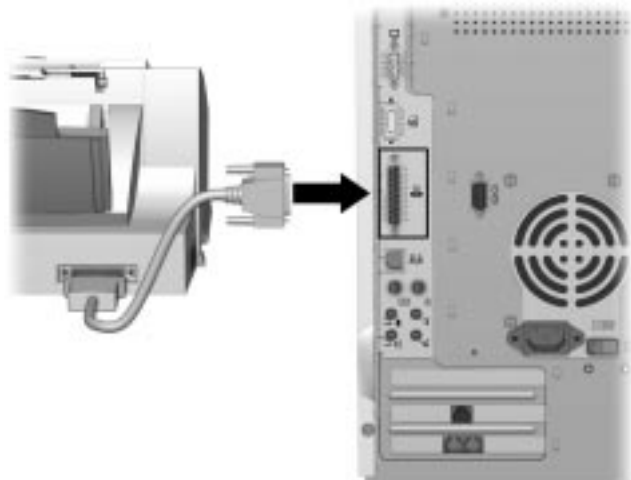
*Connecting the telephone (line) cord*

### Step 6: Connect the Printer Cable

**IMPORTANT:** The printer cable does not come standard with your unit. You may have to purchase an IEEE 1284 compliant printer cable separately.

To connect the printer cable:

1. Turn off the computer before connecting the printer cable.
2. Connect one end of the printer cable to the printer port on the rear of the A900.
3. Connect the other end of the printer cable to the parallel printer port on the rear of your computer.



*Connecting the printer cable*



## Step 7: Connect the AC Power Cord

This section shows you how to connect the A900 to the electrical outlet using the AC power cord.

1. Connect one end of the AC power cord into the back of the A900.
2. Connect the other end into a standard AC power outlet (120V, 60Hz).



**CAUTION:** Make certain that you plug the cord into a grounded (three-prong) wall outlet. Using an outlet that is not grounded may damage the A900.



Connecting the AC power cord

3. When the A900 turns on, the LCD panel displays the following:

```
SET DATE & TIME
PRESS SETUP
```

**NOTE:** If you want to turn off the A900, unplug the power cord. However, Compaq recommends that you leave the A900 on at all times. The A900 goes into an energy saving mode when not in use.

4. Press the **Setup** button on the A900 Control Panel.
5. Press the **Stop** button. The date and time will be set by the computer during software installation.

**NOTE:** If you are using the A900 as a standalone machine, see the *Setting Date and Time* section of the “Common Procedures” chapter.

6. If you have connected the telephone line, press **Start**. You should hear a dial tone. If you hear a dial tone, you are properly connected. Press **Stop** to hang up.

If you do not hear a dial tone, the following message may appear on the LCD panel:

```
NO LINE
CONNECTION!
```

Verify that the telephone line cord is securely connected into the wall and into the socket of the A900 marked LINE.

## Step 8: Load Paper

You can load up to 100 sheets of plain paper into the paper input tray. When paper is not loaded, the A900 emits warning beeps or tones. The LCD panel displays the following message:

```
ADD PAPER
```

**IMPORTANT:** If you load any paper other than 8 1/2” by 11”-sized paper, such as legal-sized paper, into the paper input tray, you must change the default paper size. Change the default paper size in the printer software and on the A900 before printing on that paper. See the *Loading Different Sized Paper* of the “Common Procedures” chapter for instructions. The software must be installed before the paper size may be set in the printer software.

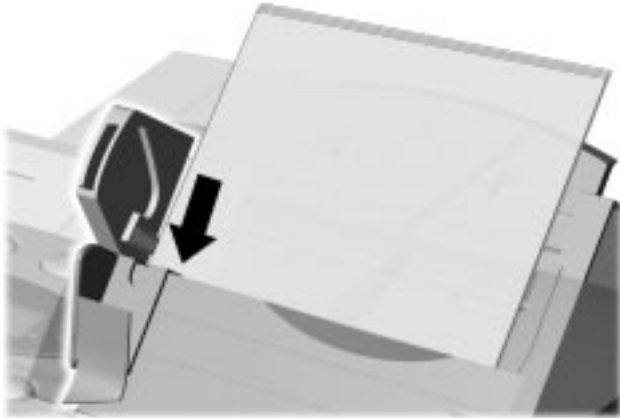
To load paper into the A900:

1. Insert the paper into the paper input tray. Make certain the side you want to print on is facing you. Orient the head of the paper so that the head is facing down.



Inserting paper into the A900

- Align the paper with the paper guide. Squeeze the left paper guide and move it to the right to match the width of the paper.



*Aligning the paper guides*

## Step 9: Install the Ink Cartridges

### Installing the Ink Cartridges for the First Time

To install the ink cartridge:

- Lift the control panel by grabbing the panel along the top edge.
- Pull the control panel forward.



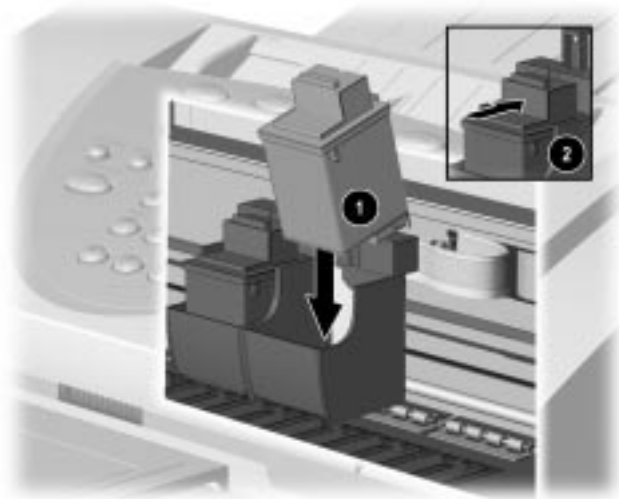
*Lifting the control panel*

- Lift the ink cartridge access door. The carriage will automatically center itself.



*Lifting the ink cartridge access door*

- Remove the new ink cartridge from its packaging. Hold the ink cartridge by the black areas or colored top only.
- Carefully remove the tape covering the print head. Be sure to remove all of the tape. Do not touch the copper area on the bottom of the cartridge.
- Insert the bottom of the black ink cartridge into the right carriage slot ❶. Press back until the cartridge locks firmly into place ❷.



*Installing the printer cartridge*

- Insert the bottom of the color ink cartridge into the left carriage slot. Press back until the cartridge locks firmly into place.



If the ink cartridges move loosely in the carriage, they are not locked into place.

**NOTE:** The carriages are color coded with the ink cartridge to help with their installation.

8. Close the ink cartridge access door and the control panel. Press firmly at the top center of the control panel until it snaps closed. The following displays on the LCD panel:

CARTRIDGE  
CHANGED? NO

9. Press **Start**.

**IMPORTANT:** Before you use the A900, you should properly align the ink cartridges. This will be done when you install the Compaq A900 software. For standalone use, see the *Aligning Print Cartridges* section of the “Common Procedures” chapter.

### **Installing the Ink Cartridges for Standalone Operations**

If you intend to use the A900 as a standalone fax machine or copier, without connecting it to a computer, see *Changing Print Cartridges* in the “Common Procedures” chapter of this guide.

# Compaq A900 Software Installation

This chapter discusses how to install your Compaq A900 Software. You will need to do this after you have set up your A900 and connected it to your computer. The software is located on the A900 Drivers CD. The A900 Drivers CD includes the following software:

- Printer Driver
- Compaq A900 Software
- WinFax Basic Edition
- Pagis ScanWorks with Text Bridge OCR

**IMPORTANT:** All software on the A900 Drivers CD must be installed for the A900 to function properly.

## Description of Programs and Drivers

### Printer Driver

Before you can use any printer with your computer, you must install a printer driver. The printer driver tells the computer what kind of a printer you are using, and controls the various settings, such as print quality and paper type. You define these settings within the printer driver, which then communicates the settings to both the computer and the printer.

To use the A900 as your printer, you must install the A900 printer driver on your computer. After installing the printer driver, make sure Compaq A900 is selected as the default printer.

### Compaq A900 Software

The Compaq A900 software allows you to control how you want to use your Compaq A900 to print, fax, copy, and scan.

### Scanner Driver

The scanner driver allows you to scan images from any graphics or OCR (Optical Character Recognition) applications program that supports the TWAIN standard (for example, *Pagis ScanWorks*, *MS Imaging*, *MS Paint*.)

For information on how to use the scan options, see the “Scanning” chapter.

### WinFax Basic Edition

This fax program allows you to fax and receive documents from your computer.

### Pagis ScanWorks

With *Pagis ScanWorks*, you can easily scan documents and photographs into your computer and maintain them as electronic documents. You can also use *Pagis ScanWorks* to quickly transmit scanned documents by fax or electronic mail, or to print a copy on your printer.

## System Requirements

Before you start, make sure you have the minimum computer setup:

- 486 processor (recommend Pentium 100 or better for optimum performance)
- Microsoft Windows 95 or 98
- 24 MB RAM (32 MB RAM or more for optimum performance)
- 125 MB available hard drive space
- Additional 100 MB free hard drive space recommended for full-color scanning
- CD-ROM drive required for software installation
- Dedicated bi-directional parallel port
- An IEEE 1284 compliant parallel cable

**IMPORTANT:** The Compaq A900 All-In-One is not for use outside of the country purchased.

## Installing the Software for Your Compaq A900

Before you start, make sure your computer meets or exceeds the system requirements for the drivers and application programs you want to install. See *System Requirements*.

**IMPORTANT:** The Compaq A900 requires a dedicated parallel port. Uninstall any devices that control the parallel port before installing the A900 software. These devices include other printers, scanner software, or other external devices.

To install the Compaq A900 software:

1. Turn on your computer.

**NOTE:** Make sure that the Compaq A900 is plugged in and connected to your computer.

2. Windows detects new hardware.

Windows detects that you have installed the Compaq A900 and asks you for the Driver disk. Select **Cancel**. If you are starting Windows for the first time, Windows asks you to select a printer. Again, select **Cancel**.

3. Put the CD in the CD-ROM drive. The installation will start after a short period of time.

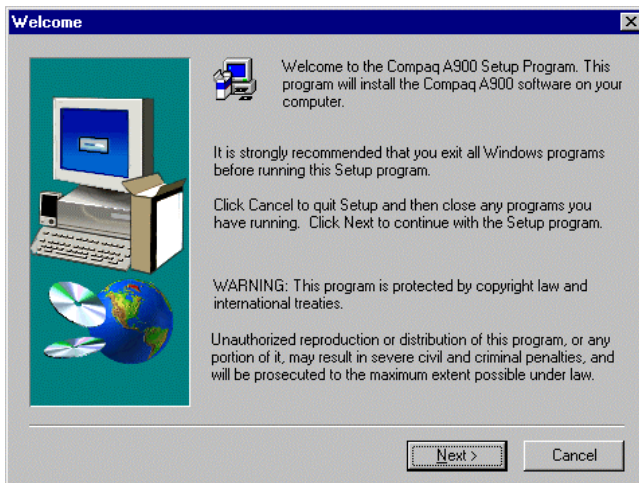
If the CD does not run automatically to start the software installation, click **Start** → **Run**.

Type **x:\setup.exe**

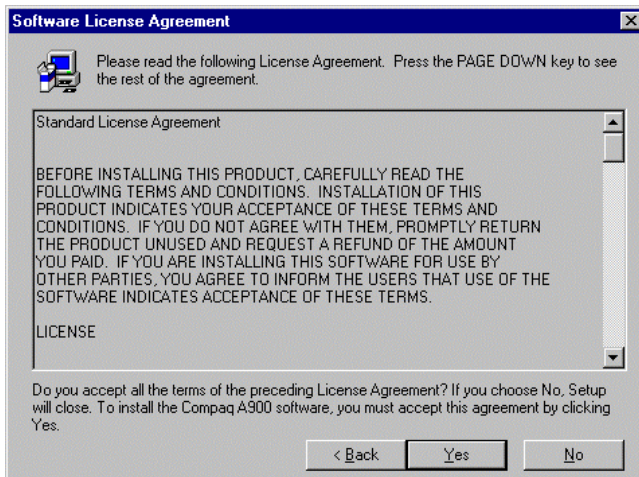
where x is the drive letter for your CD-ROM drive.

Then click **OK**.

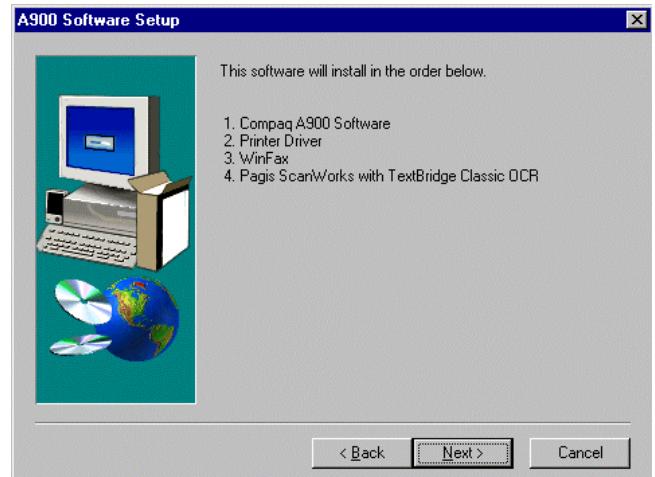
4. The Welcome screen displays. Click **Next**.



5. The Software License Agreement screen displays. Read the Software License Agreement. Click **Yes**.

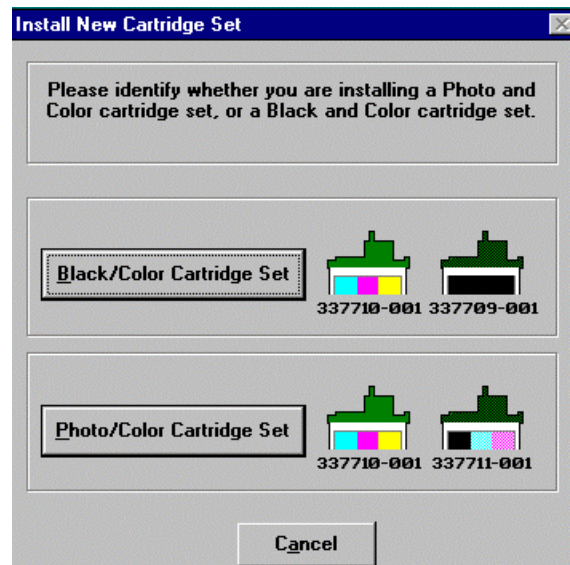


6. The A900 Software Setup screen displays. Click **Next**.

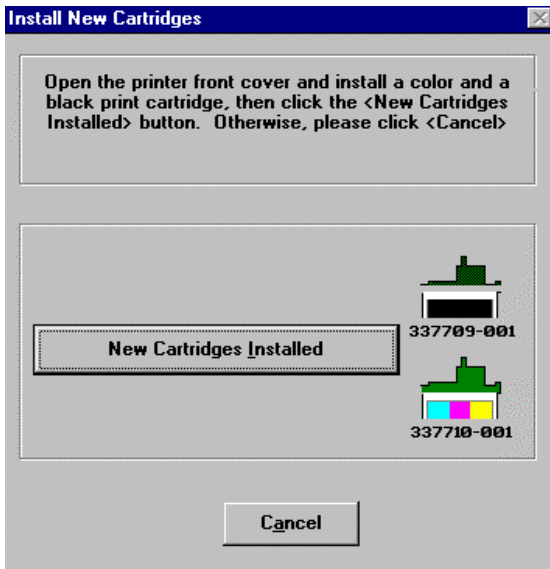


7. The Compaq Software License Agreement screen displays. (Not shown)
8. Click **Yes** to agree.
9. The Install New Cartridge Set screen displays. Select the type of Cartridge Set that was installed. See the "Getting Started" chapter for instructions on installing the cartridge in the All-In-One.

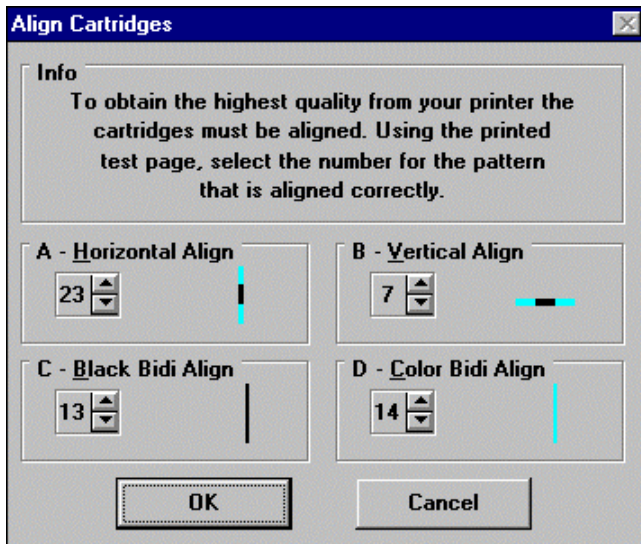
**NOTE:** One black and one color cartridge are included with your Compaq A900.



10. The Install New Cartridge Instruction screen displays. Click **New Cartridges Installed**.



11. The Align Cartridges screen displays and the printer prints an alignment page. Use the printed page to select the number that is most correctly aligned for each alignment type. Use the **Up** and **Down** arrow buttons to select the numbers. Click **OK** when finished.

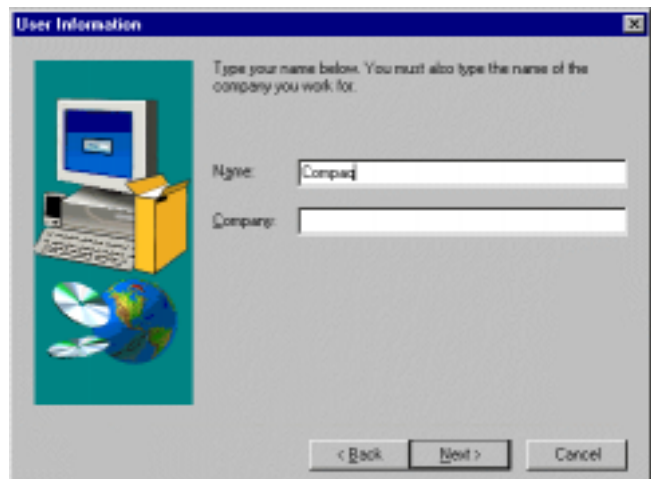


## Installing WinFax Basic Edition

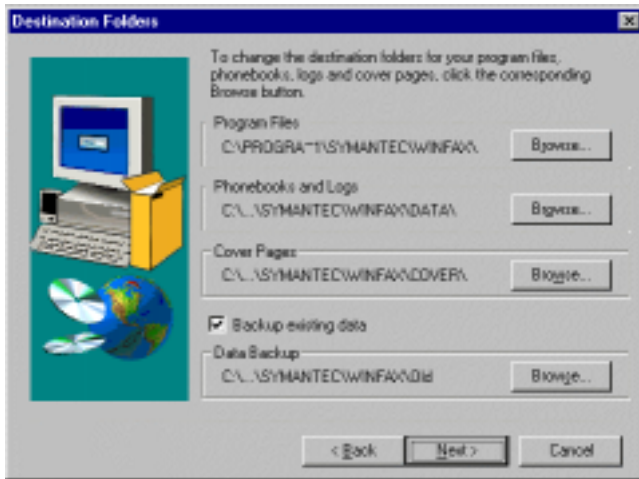
12. The Welcome to the WinFax Basic Edition Setup screen displays. Click **Next** to install *WinFax Basic Edition*.



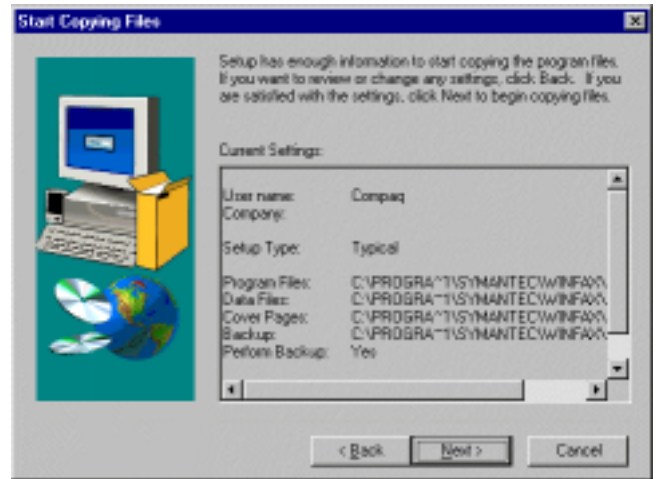
13. The Software License Agreement screen displays. (Not shown)  
Read the Software License Agreement. Click **Yes** to agree to the terms.
14. The User Information screen displays. Type the information in the fields. Click **Next** when finished.
- NOTE:** Use **Tab** and **Shift+Tab** to move between fields.



15. The Destination Folders screen displays. Click **Next**.



17. The Start Copying Files screen displays. Click **Next**. WinFax Basic Edition installs.



16. The Select Program Folder screen displays. Type the program folder name or use the default name, then click **Next**.



18. The File Copy Complete screen displays. (Not shown) Click **Finish**.

### Installing Pagis ScanWorks

19. The Welcome Screen displays. Click **Next**.



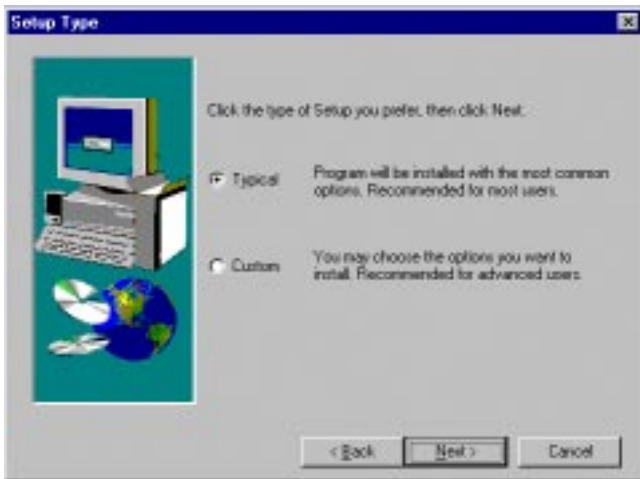
**IMPORTANT:** If you do not have a printer already installed on your computer, you may be asked to insert your Windows CD. **Do not insert your Windows CD.** Click **Next**.

20. The Software License Agreement screen displays. (Not shown) Click **Yes** to continue.

21. The Choose Destination Location screen displays. Click **Next**.



22. The Setup Type screen displays. Select **Typical** for the setup type, then click **Next**.



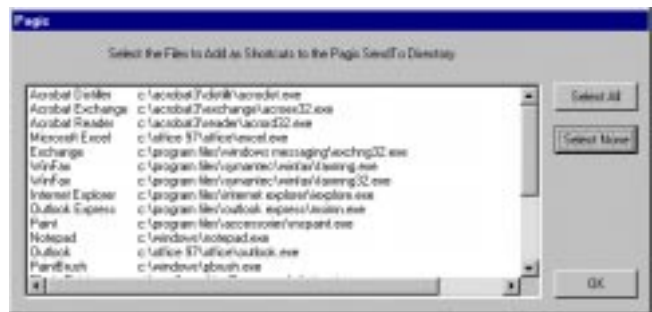
23. The Select Program Folder screen displays. Type the program folder name or use the default name. Click **Next**. The installation begins.



24. The Pagis Send To Directory Setup screen displays. These are programs that scanned images may be sent from within *Pagis ScanWorks*.

To shorten the list and select only applications where you plan to send scanned images, click **Select None**. Then select the applications.

25. Click **OK** when you are finished.



26. The Pagis ScanWorks Registration screen displays. (Not shown) Click **Next**.

27. The first Pagis ScanWorks User Information screen displays. Type the information in the fields. Click **Next** to go to the next screen.

**NOTE:** Use **Tab** and **Shift+Tab** to move between fields.



28. Type the information on the remaining information screens.
29. The Thanks Again for Registering screen displays. (Not shown)  
Click **Exit**.
30. The Pags ScanWorks Installation Is Complete screen displays. Select the options on the screen, then click **Finish**.

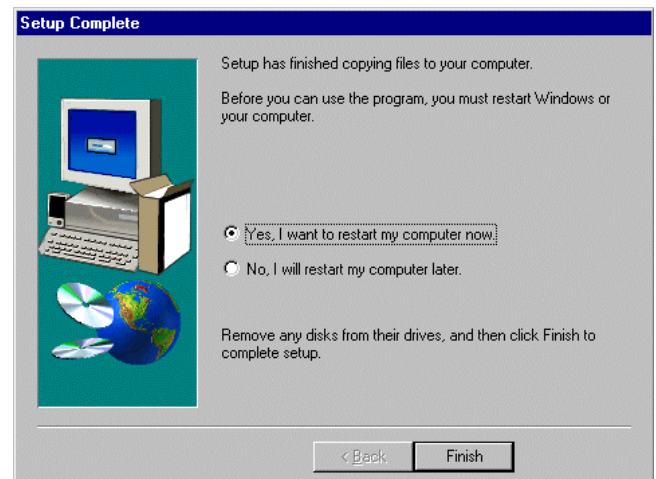



31. The Compaq All-In-One Electronic Registration screen displays. Click **Next**.
32. The first Compaq All-In-One User Information screen displays. Type the information in the fields and click **Next** when finished.  
**NOTE:** Use **Tab** and **Shift+Tab** to move between fields.
33. The second Compaq All-In-One User Information screen displays. Type the information in the fields and click **Next** when finished.  
**NOTE:** Use **Tab** and **Shift+Tab** to move between fields.



34. The third Compaq All-In-One User Information screen displays. Select the options on the screen, then click **Finish**. The registration begins.
35. The Registration Complete screen displays. Click **OK**.
36. The A900 Software Setup Complete screen displays. Select **Yes** and click **Finish** to restart your computer.

**NOTE:** You must restart your computer for the printer to work.



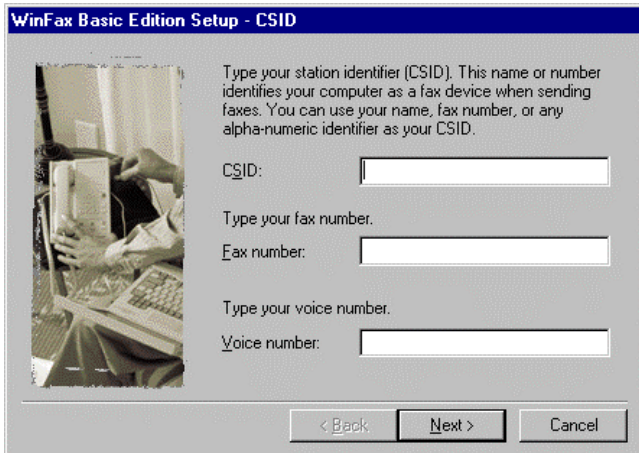
 Setting your parallel port to ECP mode may increase your scan and copy speed significantly. Refer to your computer's user guide for further instructions on how to change the parallel port BIOS setting to ECP mode.

## Configuring WinFax

WinFax Basic must be configured before sending and receiving faxes.

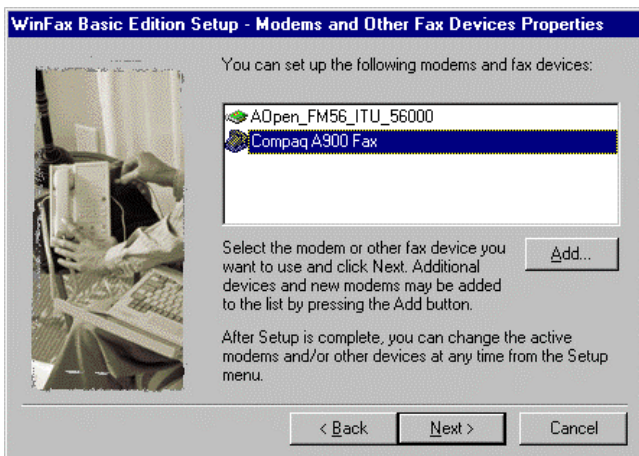
1. When Windows restarts, the WinFax Basic Edition Setup screen displays. Type the information in the fields. Click **Next** when finished.

**NOTE:** If WinFax Configuration does not automatically run, click the Configure WinFax icon on the desktop.



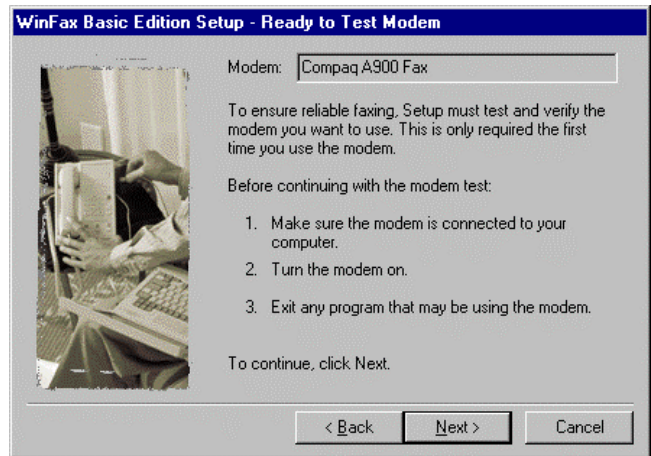
The screenshot shows the 'WinFax Basic Edition Setup - CSID' window. It features a small image of a person at a computer on the left. The main area contains three text input fields: 'CSID:', 'Fax number:', and 'Voice number:'. Each field has a corresponding label and a brief instruction. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

2. The Modems and Other Fax Devices Properties screen displays. Select the Compaq A900 Fax and click **Next**.



The screenshot shows the 'WinFax Basic Edition Setup - Modems and Other Fax Devices Properties' window. It features a small image of a person at a computer on the left. The main area contains a list box with two items: 'ADOpen\_FM56\_ITU\_56000' and 'Compaq A900 Fax'. The 'Compaq A900 Fax' item is selected. Below the list box is an 'Add...' button. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

3. The Ready to Test Modem screen displays. Click **Next**.



The screenshot shows the 'WinFax Basic Edition Setup - Ready to Test Modem' window. It features a small image of a person at a computer on the left. The main area contains a text box labeled 'Modem:' with 'Compaq A900 Fax' entered. Below this is a paragraph of text: 'To ensure reliable faxing, Setup must test and verify the modem you want to use. This is only required the first time you use the modem.' This is followed by a list of three steps: '1. Make sure the modem is connected to your computer.', '2. Turn the modem on.', and '3. Exit any program that may be using the modem.' At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

4. The WinFax Testing Modem screen displays. (Not shown) Click **Next** when testing is complete.
5. The Winfax Ready To Configure System Screen displays. (Not shown) Click **Finish** to configure the system.
6. Select **Yes** or **No** if you want to view the Read Me file. The configuration is finished.
7. When the configuration is finished, the Software License Agreement displays. (Not shown) Click **Yes** to agree.

Your A900 software installation is now complete!

# Common Procedures

This section describes the procedures for changing the default settings and performing common functions with your Compaq A900 All-In-One.

## Changing Default Settings

- From the control panel you can change a limited number of settings. The functions accessible by the control panel include standalone features such as faxing and black and white copying.
- The computer-based Compaq A900 Settings Utility provides a simple user interface to change the print, fax, copy, scan, and Compaq Control Form settings.

To access the Compaq A900 Settings utility, click **Start→Programs→Compaq A900→A900 Settings Utility**

## Common Procedures

This section also describes several common procedures that you will need to perform on the Compaq A900. These procedures include:

- Setting the date and time
- Printing reports
- Changing print cartridges
- Aligning print cartridges
- Cleaning print cartridges
- Installing and using the photo cartridge
- Loading different-sized paper
- Printing on envelopes
- Using the manual feed

## Setting the Date and Time

When the A900 is without power for an extended length of time, you will have to reset the date and time. The LCD panel displays the following:



SET DATE & TIME  
PRESS SETUP

Set the date and time from the computer using the Compaq A900 Settings Utility or from the A900 control panel.

## Setting the Date and Time from the Computer

To change date and time from the computer:

1. Run the Compaq A900 Settings Utility. Click **Start→Programs→Compaq A900→A900 Settings Utility**.
2. Select the **Fax** tab.
3. Click the **More Fax Settings** button.
4. Select the check box to Set A900 time to computer time. Alternately, if this box is not checked, you can enter the date and time.
5. Click **OK** to update the time in the A900 display.

See the *More Fax Settings* section in this chapter.

## Setting the Date and Time from the A900 Control Panel

By default, the computer sets the date and time for the A900. Set the date and time from the A900 control panel when the A900 is used in standalone mode.

To change the date and time from the control panel.

1. Press the **Setup** button. (Date and time is the first menu option in the **Setup** menu.)
2. Enter two digits for the month. For example, enter 01 for January. Note that as you enter valid information, the top line displays the updated date and time.
3. Enter two digits for the day. For example, enter 07 for the 7<sup>th</sup>.
4. Enter two digits for the year. For example, enter 99 for 1999, or 00 for 2000.
5. Enter two digits for the hour. For example, enter 02 for 2 PM.
6. Enter two digits for the minute. For example, enter 45.
7. Enter 1 for AM or 2 for PM.

You can also use the **Options** button to step through settings that are correct. Pressing **Stop** at any time uses the last valid date entered.

## Printing Reports

### Transmission Report Default Settings

When you send a fax from the A900, you can choose to:

- Never print a confirmation report
- Always print a confirmation report
- Print a report if there is an error sending the fax (default setting)

To make your selection, use the Message Confirm pull-down box in the Fax tab of the Compaq A900 Settings Utility. To access the A900 Settings Utility, click **Start→Programs→Compaq A900→A900 Settings Utility**.

From the control panel you can print out a confirmation report for the last fax sent.

1. Press **Setup**, then press the **Menu** button. The LCD panel displays the following:



2. Press **Start** to print the report.

### Transmission and Reception Logs

Logs for faxes received or sent by the A900 are stored on the A900 and can be printed out on request or automatically every 40 transactions.

To print a report, use the following procedure:

1. Press **Setup**.
2. Press the **Menu** button until Print Report displays in the top line of the LCD panel.
3. Press the **Options** button to select the log you want to print.



4. Press the **Start** button to print the report.

**NOTE:** The logs for the faxes sent or received on the computer are available from within the *WinFax* application.

### Speed Dial List

The Speed Dial List contains all of the current speed dial names and numbers. To access the Speed Dial List, click **Start→Programs→Compaq A900→A900 Settings Utility**. Click the **Fax** tab, then select the **Speed Dial** button.

To print a report, use the following procedure:

1. Press **Setup**.
2. Press the **Menu** button until Print Report is displayed in the top of the display.
3. Press the **Options** button to select the Speed Dial List.
4. Press **Start** to print the list.

### Self Test

The Self Test Report prints a nozzle test pattern along with some service information that might be asked for during a service call.

To print a report use the following procedure:

1. Press **Setup**.
2. Press the **Menu** button until Print Report is displayed in the top of the display.
3. Press the **Options** button to select the Self Test.
4. Press **Start** to print the self test.

### Changing Print Cartridges

The system can keep track of the ink level in each of the three cartridge types: black, color, and photo. When you tell the system that a new cartridge has been installed, then the ink level for that cartridge type is set back to full.

If you tell the system that you are installing an old cartridge, the ink level for that cartridge type is not reset. This allows exchanging the black and photo cartridge as required while maintaining the ink level for both. You can also use the old selection when you take a cartridge out for cleaning. For more information, see the *Cleaning Print Cartridges* section.

### Changing Print Cartridges from the Computer

1. Access the Compaq A900 Printer Control Program by clicking **Start→Program→Compaq A900→A900 Printer Control**  
or  
by a double click on the “Q” icon in the system tray.
2. Select the **Cartridges** tab.
3. In the Cartridge pull-down box, select the cartridge you want to install or change (black, color, or photo.)
4. In the Action pull-down box, select the action you want, such as Install New or Reinstall Old.
5. Click the **Install/Reinstall Cartridge** button to start the procedure. The cartridge carriage moves to the load position.
6. Lift the control panel by pulling toward you on the edge nearest the **Fax**, **Copy**, or **Scan** buttons.
7. Lift the cartridge access door.
8. Replace/install the selected cartridge.
9. Close the cartridge access door.
10. Close the control panel. Press firmly on the top center of the control panel until it snaps into place.
11. On the computer, click **Continue**.

12. If new cartridges were installed, then an alignment is required and an alignment pattern will automatically print. Go to step 3 of *Aligning Print Cartridges from the Computer* in the following section.
13. If old cartridges are installed, then the alignment procedure is optional.

### Changing Print Cartridges from the A900 Control Panel

Each time you open the A900 control panel, the LCD panel prompts you for cartridge maintenance information. If you have not changed the ink or photo cartridges, press **Start** to clear the message. If you have changed a cartridge, use a combination of the **Options** and **Start** buttons to allow the A900 to recognize the changed cartridge(s).

1. Lift the control panel by pulling toward you on the edge nearest the **Fax**, **Copy**, and **Scan** buttons.
2. Lift the cartridge access door. The carriage automatically centers itself.
3. Replace/install the selected cartridge. Install the color cartridge in the left position. Install the black or photo cartridge in the right position.
4. Close the cartridge access door and the control panel. Press firmly on the top center of the control panel until it snaps into place. The LCD panel displays:

CARTRIDGE  
CHANGED? NO

5. If you did not change any cartridges, press **Start**. If you changed a cartridge, press the **Options** button until the correct answer displays: Left (color), Right (black or photo) or Both. Then press **Start**.

CARTRIDGE  
CHANGED? LEFT

CARTRIDGE  
CHANGED? RIGHT

CARTRIDGE  
CHANGED? BOTH

6. If you select Left or Both cartridges in Step 5, the following displays on the LCD panel:

LEFT CARTRIDGE?  
NEW COLOR

7. If you installed a new color cartridge, press **Start**.
8. If you are reinstalling the old color cartridge, press the **Options** button until Old Color displays. Then press **Start**. The following displays on the LCD panel:

LEFT CARTRIDGE?  
OLD COLOR

9. If you selected Right in Step 5, then use the **Options** button to select the correct response from those displayed below. Press **Start**.

RIGHT CARTRIDGE?  
NEW BLACK

RIGHT CARTRIDGE?  
OLD BLACK

RIGHT CARTRIDGE?  
NEW PHOTO

RIGHT CARTRIDGE?  
OLD PHOTO

10. If any NEW cartridges were installed, then an alignment is required. An alignment pattern automatically prints. Go to step 6 of *Aligning Print Cartridges from the A900 Control Panel* in the following section.

### Aligning Print Cartridges

Cartridge alignment can be done from the computer using the Compaq A900 Printer Control or from the A900 control panel.

The print cartridges should be aligned after installing a new print cartridge or if the black portions of graphics do not align with the color portions. The alignment pattern is automatically printed after installing a new cartridge.

#### Aligning Print Cartridges from the Computer

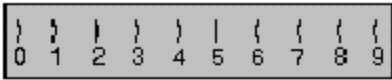
To print the alignment pattern:

1. Access the Compaq A900 Printer Control Program by clicking **Start**→**Programs**→**Compaq A900**→**A900 Printer Control** or by a double click on the “Q” icon in the system tray.
2. From the A900 Printer Control Program, click the **Cartridges** tab.

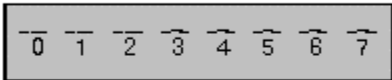
- Click the **Align Cartridges** button. The Ink Cartridge Alignment dialog box appears on your screen.
- Enter the alignment information.

Depending on the cartridge combination you have installed in your printer, a test page with one or more alignment patterns similar to the ones shown below is printed. Each pattern has a number under it.

**A**



**B**



**C**



**D**



- From each group on the test page, locate the number under the alignment pattern that comes closest to forming a perfectly straight line.  
For example, in sample group A above, pattern 5 comes closest to forming a straight line.
- In the dialog box, enter the number you chose as the appropriate alignment setting for each group. Use the **Up** and **Down** arrow keys.
- After you have entered a number for each of the groups, click **OK**.

### Aligning Print Cartridges from the A900 Control Panel

To print the alignment pattern:

- Press **Setup**.
- Press the **Menu** button until the following display appears on the LCD panel:

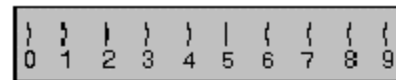


- Press the **Options** button until the following displays:

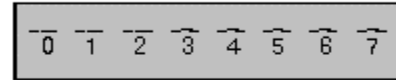


- Press **Start**.  
The Cartridge Alignment page prints.
- Enter the Cartridge Alignment information.  
Depending on the cartridge combination you have installed in your printer, a test page with one or more alignment patterns similar to the ones shown below is printed. Each pattern has a number under it.

**A**



**B**



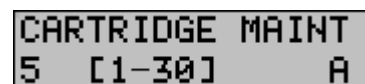
**C**



**D**



- From each group on the test page, locate the number under the alignment pattern that comes closest to forming a perfectly straight line.  
For example, in sample group A above, pattern 5 comes closest to forming a straight line.
- For the "A" alignment pattern, enter the 2-digit number on the keypad using a leading 0 if necessary. In this example, press the **0** and **5** buttons. The LCD panel displays the following:



- Press the **Options** button to save the entered value, then go to the B entry display. Enter the B, 2-digit

value. Repeat for C and D patterns, if the black cartridge is installed.

9. Press the **Options** button or the **Start** button to complete the operation.

## Cleaning Print Cartridges

There are approximately 200 nozzles on each of the cartridges. Depending on the cartridge type, the nozzles are all one color (black) or split into 3 groups of different colors (color or photo).

Cleaning the ink jet nozzles on the print cartridges improves the print quality.

There are several situations that can result in some of the nozzles not working properly.

- If the cartridge is new, it may take a couple of cleaning cycles to get all of the nozzles working.
- If the printer has not been used for an extended period of time, the cartridges may not function properly.
- A build up of ink on the bottom of the cartridge may affect the cartridge performance.
- If the cartridge is running out of ink, the cartridge will not function properly. In this case, cleaning the cartridge will not help the nozzles to fire. You must replace the ink cartridge.

There are two methods to clean the ink cartridges:


- Clean and nozzle test, which can be done from the control panel or the computer application
- Wiping the print cartridge nozzles

### Printing the Cartridge Clean and Nozzle Test from the Computer

1. Access the Compaq A900 Printer Control Program by clicking **Start**→**Programs**→**Compaq A900**→**A900 Printer Control**  
or  
by a double click on the “Q” icon in the system tray.
2. Click the **Cartridge** tab, then on the **Clean Print Nozzles** button. The cleaning pattern prints.

### Printing the Cartridge Clean and Nozzle Test from the Control Panel

1. Press **Setup**.
2. Press the **Menu** button until the following display appears on the LCD panel:



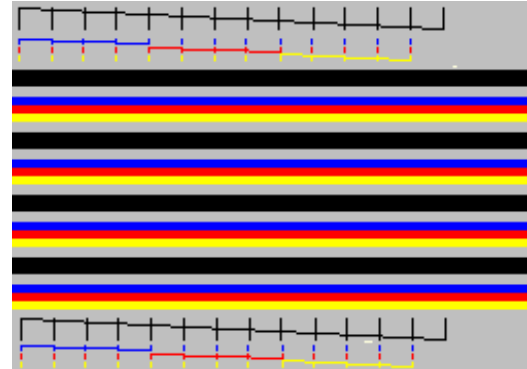
CARTRIDGE MAINT  
PRINT CLEAN

3. Press **Start**.

## Checking the Clean Nozzle Printout

1. Examine the test pattern.

The example below shows a test pattern of all nozzles functioning correctly. The first pattern printed in each group is from the black (or photo) cartridge. The second one is from the color cartridge.



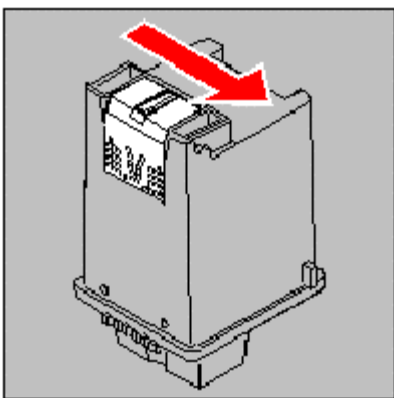
2. Compare the diagonal line above the printed bars to the diagonal line below the printed bars. Look for a break in the diagonal lines. A broken line indicates clogged nozzles.  
If the bottom line has fewer breaks, or better print quality than the top line, run the test two more times. If the print quality is satisfactory after running the test three times, the print nozzles are clean. You do not need to complete the remaining steps.  
If the print quality of both lines is not satisfactory after running the test three times, perform the following steps.
  - a. Remove and reinstall the print cartridge. For more information see the *Changing Print Cartridges* section.
  - b. Repeat the nozzle test.
  - c. If the lines are still broken, wipe the print cartridge nozzles.

## Wipe the Print Nozzles

Wipe the print nozzles only if you have already cleaned the print nozzles but the print quality is still not satisfactory.

Wiping the print nozzles removes dried ink from the nozzles. To wipe the print nozzles:

1. Remove the print cartridge from the printer.  
Because you will be replacing the old cartridge, be sure you select old as the cartridge type to ensure that ink monitoring system stays accurate. For instructions see the *Changing Print Cartridges* section.
2. Use a dry tissue to gently clean the entire copper colored area, including the nozzles and contacts.



*Cleaning the print cartridges*

When cleaning the color print cartridge, wipe the nozzles in one direction so the colors do not mix.

To dissolve dried ink, hold a damp cloth against the nozzles for about three seconds. Gently blot and wipe dry.

1. Allow the copper-colored area to dry.
2. Reinstall the print cartridge and repeat the nozzle test. Be sure that you select old when re-installing the cartridge to maintain the current ink count.
3. If the nozzle test line is still broken, remove the cartridge. Wipe the print cartridge carrier contacts with a tissue or soft cloth.

## Installing and Using the Optional Photo Cartridge

The photo cartridge gives excellent, near photo quality printing when used in conjunction with specialty coated or photo papers.

When you wish to use a photo cartridge, replace the black cartridge (right carriage position) with the photo cartridge. Store the black cartridge in the storage compartment located on the right rear of the A900.

To change the photo or black cartridge, use the install cartridge procedure described in the *Changing Print Cartridges* section. To ensure correct ink level records are maintained, always select OLD when installing a used black or used photo cartridge. Use NEW only when installing a new cartridge. The ink level for one used ink cartridge of each type (color, black, and photo) is tracked. The use of a second old cartridge of the same type disrupts ink tracking and will result in incorrect ink level reporting and possibly lost faxes.

When you have finished using the photo cartridge, immediately swap it with the black cartridge. Store the photo cartridge in the storage compartment located on the right rear of the A900.

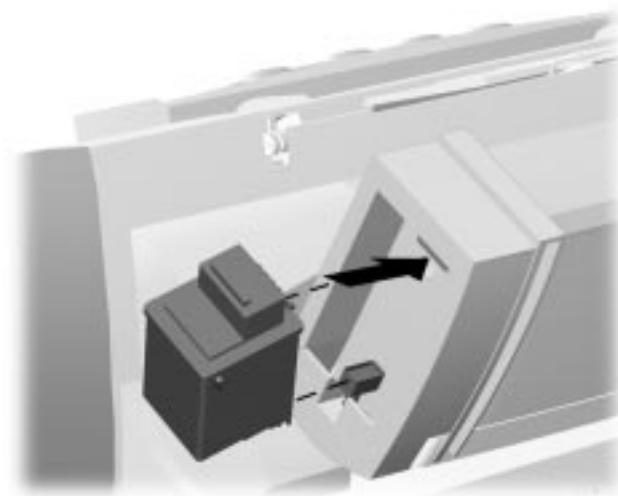
## Storing an Additional Ink Cartridge

The Compaq A900 has a convenient, dedicated area for storing an additional cartridge. This compartment prevents an opened cartridge from drying out when it is not being used. For example, store your black ink cartridge when the photo cartridge is being used.

**IMPORTANT:** This compartment is for storage only. An ink cartridge stored in this location cannot be used to print until it is installed in the ink carriage area. See the *Changing Print Cartridges* section for installing ink cartridges.

To install the ink cartridge in the storage area:

1. Insert the ink cartridge into the storage area.
2. Gently push the top in.



*Storing an additional ink cartridge*



The reasons for replacing the photo cartridge with the black ink cartridge are:

- Photo cartridges should be used for printing pictures. Using it for normal faxing and black printing operations will prematurely deplete the black ink in the photo cartridge.
- Printing black with the photo cartridge installed will be much slower than using the black cartridge.

## Loading Different Sized Paper

The A900 supports A4, Letter, and Legal in the paper input tray.

To load paper into the A900:

1. Insert the paper into the paper input tray. Make certain that the side you want to print on is facing you. Orient the paper so that the head of the paper is facing down.
2. Align the paper with the paper guides. Squeeze the paper guide and move it to the right to match the width of the paper.

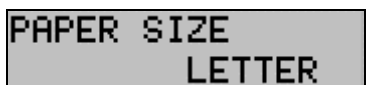
For standalone copy and fax operations make sure that you select the correct paper size. For more information on setting the paper size, see the *Setting Paper Size from the Control Panel* section in this chapter.

### Setting Paper Size for Standalone Copying and Faxing from the Computer

1. Access the Compaq A900 Settings Utility. Click **Start→Programs→Compaq A900→A900 Settings Utility**.
2. Select the **Fax** tab.
3. In the Paper Size drop down box, select the paper size loaded.
4. Click **OK**.

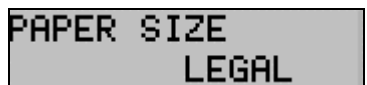
### Setting Paper Size for Standalone Copying and Faxing from the Control Panel

1. Press **Setup**.
2. Press the **Menu** button until the following display appears on the LCD panel:

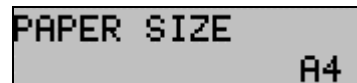


PAPER SIZE  
LETTER

3. Press the **Options** button until the desired paper size displays.



PAPER SIZE  
LEGAL



PAPER SIZE  
A4

4. Press **Stop** to return to the ready state. The last paper size displayed is the size that will be used.

### Setting the Paper Size for Computer-assisted Copying and Printing

1. Open the PRINTERS folder. Click **Start→Settings→Printers**.
2. Click with the right mouse button on **Compaq A900** icon, then select **Properties**.
3. Select the **Paper** tab.
4. Select the size and type of paper installed.
5. Click **OK**.

## Printing on envelopes

### Preparing Envelopes for Printing

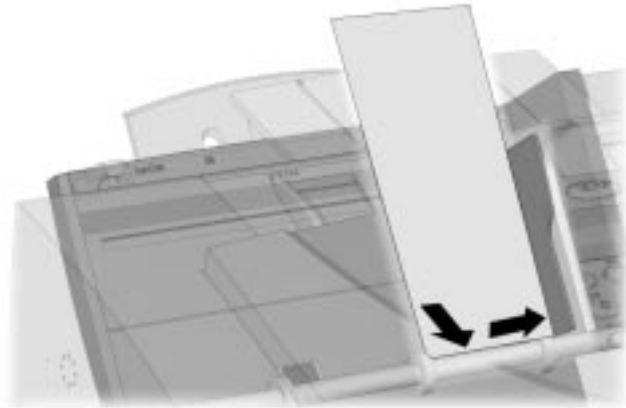
The following envelopes are not recommended because they may cause jams or smears, or may damage the A900.

- Envelopes with windows, holes, perforations, cutouts, and double flaps
- Envelopes made with special coated paper or deeply embossed paper
- Envelopes in which letters have been enclosed

### Loading an Envelope

**IMPORTANT:** Before you can print on an envelope, you must select the envelope as your paper size. Refer to the printing documentation of your word processing software for instructions.

1. Remove the paper from paper input tray.
2. Lift the envelope positioning tab that is inset in the right side of the paper input tray.
3. Load envelopes to the right (viewed from front) against the envelope positioning tab. The side you will be printing on should be facing you.



*Inserting an envelope*

2. Click the **Properties** button of the **Print** dialog box.
3. Select **Manual Feed**.
4. Select the size and type of paper installed in the manual feed tray.
5. Click **OK**.

4. Squeeze and slide the paper guide so that it touches envelopes.
5. Set up the application to print on the size of envelope loaded. You can set up the print size from the **Properties** button of the **Print** dialog box.
6. Print the envelope(s).

When printing is complete

1. Put the envelope tab back into its storage position.
2. Replace the printer paper in paper input tray.
3. Squeeze and slide the paper guide so that it touches the paper.

## Using the Manual Feed

In front of the paper input tray is the manual feed. Use the manual feed for printing on different paper than is loaded in the paper input tray.

**NOTE:** If any paper is loaded in the manual feed tray when a print job is started, that paper will be used instead of the paper loaded in the main paper input tray.

Set up the application to print on the type of the paper in the manual feed tray. To change the paper type:

1. Select **File→Print**  
or  
Click the **Printer** icon in your application.

## Control Panel Setup Button

From the **Setup** button on the All-In-One control panel, you can select the following features. Most of the features and many more are available from the Compaq A900 Settings Utility in your computer.

To access **Setup** button features:

1. Press the **Setup** button.
2. Press the **Menu** button to cycle through **Setup** button features.
3. Press the **Options** button to change the settings.

---

### Setup Button

---

Menu	Options	Description
Date/Time	<ul style="list-style-type: none"> <li>• Month</li> <li>• Date</li> <li>• Year</li> <li>• Hour</li> <li>• Minute</li> <li>• AM/PM</li> </ul>	Use these when you want to change the date and time.
Print Report	<ul style="list-style-type: none"> <li>• Fax Confirm</li> <li>• Transmit Log</li> <li>• Receive Log</li> <li>• Speed Dial List</li> <li>• Self Test</li> </ul>	<p>This setting allows you to print five different reports.</p> <p>The Fax Confirm Report prints a report for the last fax sent.</p> <p>The Transmit Log lists the faxes that were sent.</p> <p>The Receive Log lists the faxes that were received.</p> <p>The Speed Dial List lists the speed dial numbers and names.</p> <p>The Self Test checks that the printer is functioning correctly.</p> <p>Press the <b>Start</b> button to initiate the selected report.</p>
Cartridge Maintenance	<ul style="list-style-type: none"> <li>• Print Align</li> <li>• Print Clean</li> </ul>	<p>Use Print Align when the printed text looks jagged. Use Print Clean when the Self Test page shows a clogged nozzle.</p> <p>Press the <b>Start</b> button to initiate setting.</p>
Paper Size	<ul style="list-style-type: none"> <li>• Letter</li> <li>• Legal</li> <li>• A4</li> </ul>	This feature is used only for fax printing and standalone copy functions.
Fax Print	<ul style="list-style-type: none"> <li>• Letter Quality</li> <li>• Draft Quality</li> </ul>	Letter quality provides the best quality print. Draft quality prints faster and uses less ink.
Ringer Volume	<ul style="list-style-type: none"> <li>• Off</li> <li>• Low</li> <li>• Mid</li> <li>• High</li> </ul>	Use these settings to adjust the ringer volume.
Fax Receive Mode	<ul style="list-style-type: none"> <li>• Tel</li> <li>• Ans/Fax</li> <li>• Fax</li> <li>• DRPD</li> </ul>	<p>The Tel setting allows you to use an extension telephone and start the fax by pressing *9* on the handset if an incoming fax is heard.</p> <p>The Ans/Fax settings allow an answering machine to be attached to your A900. When a call comes in, the fax senses the fax tones. If it doesn't sense these tones, then the answering machine allows the caller to leave a message. The Fax setting should be used when the A900 is attached to a dedicated Fax telephone line. The DRPD mode is available once a distinctive ring pattern is learned.</p>
Setup DRPD	<ul style="list-style-type: none"> <li>• Learn</li> </ul>	Pressing <b>Start</b> will set the A900 to learn the next ring pattern. Call the Fax telephone number from another telephone within three minutes. You must have the DRPD Service enabled by your telephone company.
Fax Memory XMIT	<ul style="list-style-type: none"> <li>• On or Off</li> </ul>	When On, all faxes will be scanned into memory and then faxed. When Off, all faxes will be faxed and scanned at the same time.

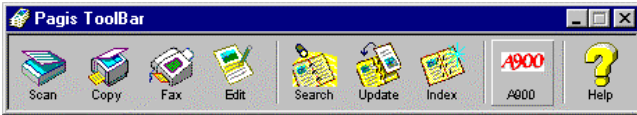
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# Compaq A900 Settings Utility

## Changing Settings Overview

This section describes default features and settings of the A900. When you need to make a temporary change for a specific job, you can use the A900 control panel. When you are finished with the current job, the A900 defaults back to the features settings that you select in this section.

## Accessing the Compaq A900 Settings Utility



To change default settings of the A900:

1. Click **Start → Programs → Compaq A900 → Pagis ScanWorks Toolbar**.
2. From the toolbar, press the **A900** button.



3. The All-In-One Settings screen displays. (Not shown)

## Print Settings

This section describes the Print tab.

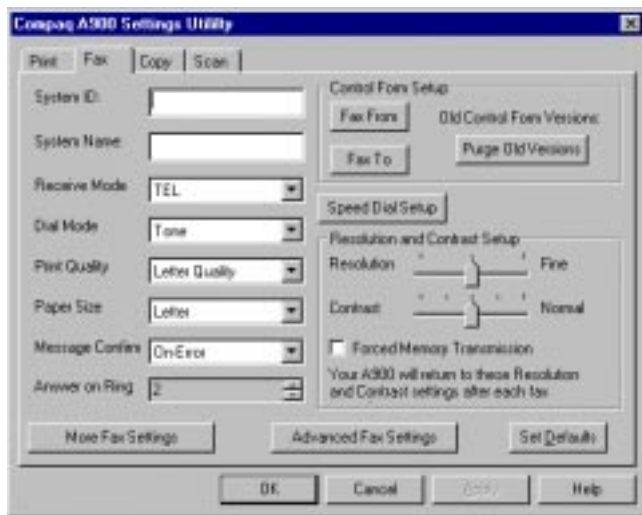


### Print Settings

Field	Description	Options
Printer Control Program	Allows you to access the Printer Control Program.	Click this button to access the Printer Control Program.
Print	Allows you to print one of the Compaq Control Forms.	Highlight the form you want to print and select the number of copies to print. Click <b>Print</b> when you are ready to print.

## Fax Settings

This section describes the different settings for fax mode.



### Fax Settings

Field	Description	Options
System ID	Station ID. This info appears in the header of outgoing faxes.	By default, this is the CSID information that you entered in WinFax Configuration.
System Name	Your company or personal name. This information appears in the header of outgoing faxes.	By default, this is the Name information that you entered in WinFax Configuration.
Receive Mode	Allows you to set the mode from Fax, Tel, Ans/Fax, and DRPD. For more information on the various modes, see the "Faxing" chapter in this guide.	Press arrow down to select from the pull down menu. See the <i>DRPD</i> section in the "Faxing" chapter before selecting DRPD.
Dial Mode	Type of phone line.	Settings are Tone or Pulse.
Print Quality	Quality of incoming fax.	Settings are Letter Quality or Draft.
Paper Size	Change size for the paper in the input tray.	Settings are Letter, A4, or Legal.
Message Confirm	Confirmation report.	Settings are Off, On, or On-Error.
Answer on Ring	The number of rings before the fax answers.	Settings are 1-7.
Forced Memory Transmission	Outgoing faxes are transferred to A900 memory, then faxed.	All pages are scanned before the fax operation begins.

### Fax Settings *Continued*

Field	Description	Options
Fax From Setup	Add names from the WinFax Phonebook to the Fax From section on Control Form.	Press this button to set up names that will appear in the Fax From section of the Control Form. For more information, see the "Control Form" chapter.
Fax To Setup	Add names from your WinFax Phonebook to the Fax To section on Control Form.	Press this button to set up the names that will appear in the Fax To section of the Control Form. For more information, see the "Control Form" chapter.
Purge Old Versions	Allows you to remove old versions of Control Form.	Press this button to purge old versions of Control Form.
Speed Dial Setup	Add names to the speed dial menu on the A900 control panel.	Press this button to add names and telephone numbers to the speed dial list.
Resolution	Resolution of outgoing fax.	Settings are Standard, Fine, or Fine Photo  <b>NOTE:</b> Super Fine and Super Fine Photo modes can be set from the A900 Control Panel if forced memory transmission is set to OFF.
Contrast	Darkens or lightens copy.	Settings are Darkest, Darker, Normal, Lighter, or Lightest.
More Fax Settings	Press this button to access More Fax Settings.	Allows you to set ringer volume, speaker volume, and the time and date.
Advanced Fax Settings	Press this button to access Advanced Fax Settings.	Sets auto reduction, discard sizes, redial, options, and miscellaneous options.
Set Defaults	Changes settings to factory default settings.	Press this button to set the defaults.

## Fax From Setup

This section describes Fax From Setup. To access this screen, click **Fax From Setup** on the **Fax** tab of the A900 Settings Utility. This allows you to set up names in memory to use Control Form.

**NOTE:** Before you can set up Fax From entries, you first enter fax contacts in the *WinFax* Phonebook. See *WinFax Phonebook Setup* in the following section.

For more information on the Control Form, see the “Control Form” chapter of this guide.



**Fax From Settings**

Field	Description	Options
Phonebook Folders	Allows you to view the names from different address books.	Scroll up or down to select the desired Phonebook.
Folder Entries	Lists all names in the selected Phonebook.	Scroll to select the name from the list.
Compaq Control Form Fax From	Lists the names that are in the Fax From section of the Compaq Control Form.	Names can be added to or subtracted from the selected line.
Add	Adds the highlighted name in the address book list to the Compaq Control Form Fax From list.	Press this button to add the highlighted name from the Folder Entries list to the Compaq Control Form Fax From list.
Del	Deletes the name from the Compaq Control Form Fax From list.	Press this button to delete the highlighted name from the Compaq Control Form Fax From list.

## Fax To Setup

This section describes Fax To Setup. To access this screen, click **Fax To Setup** on the **Fax** tab of the A900 Settings Utility. This allows you to setup names in memory to use Control Form.

**NOTE:** Before you can set up Fax To entries, you must first enter fax contacts in the *WinFax* Phonebook. See *Winfax Phonebook Setup* in the following section.

For more information on Control Form, see the “Control Form” chapter of this guide.



**Fax To Settings**

Field	Description	Options
Phonebook Folders	Allows you to view the names from different address books.	Scroll up or down to select the desired Phonebook.
Folder Entries	Lists all names in the selected Phonebook .	Scroll to select the name from the list.
Compaq Control Form Fax To	Lists the names that are in the Fax To section of the Compaq Control Form.	Names can be added to or subtracted from the selected line.
Add	Adds the highlighted name to the Compaq Control Form.	Press this button to add the highlighted name from the Folder Entries list to the Compaq Control Form Fax To list.
Del	Deletes the name from the Compaq Control Form.	Press this button to delete the highlighted name from the Compaq Control Form Fax To list.

## WinFax Phonebook Setup

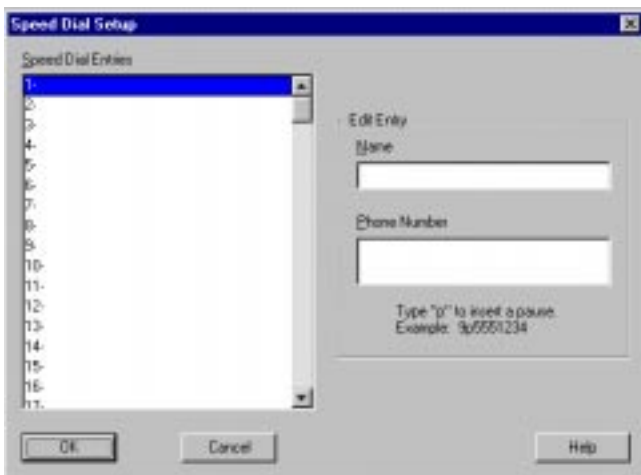
Before you can add Phonebook entries to the Fax From and Fax To sections of the Compaq Control Form, you must first add entries to the WinFax Phonebook.

1. Open the WinFax Message Manager by clicking **Start→Programs→WinFax Basic Edition→WinFax Basic Edition Messaging Manager**.
2. From the **Go** menu, select **Phonebooks**. You may alternately select the **Phonebooks** icon on the left side of the Message Manager window.
3. To add an entry, double click the **New Recipient** line in the main window. Enter the name, fax number, and other pertinent information for the recipient.
4. Click **OK** to add to the Phonebook.

**NOTE:** The same Phonebook entries are used to fill in both Fax From and Fax To entries on the Compaq Control Form.

## Speed Dial Setup

This section describes Speed Dial Setup. To access this screen, click **Speed Dial Setup** on the **Fax** tab of the A900 Settings Utility. This allows you to set up names for speed dialing from the control panel of the A900.

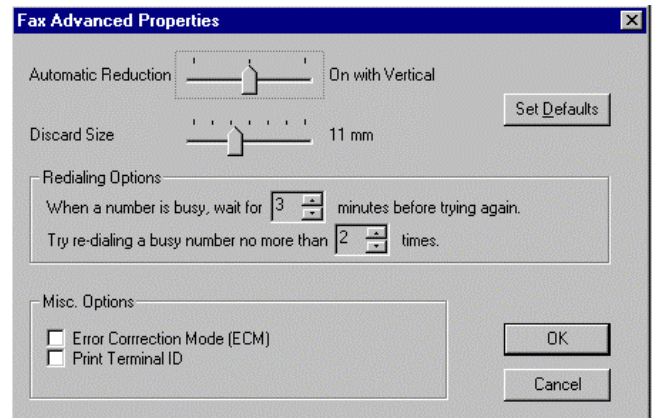


### Speed Dial Settings

Field	Description	Options
Speed Dial Entries	Allows you to view and set up the speed dial entries.	Highlight the name or number in the speed dial entries list you wish to change.
Edit Entry	Allows you to add or edit the Name and Phone Number of the highlighted speed dial entries.	Type the information in the fields after highlighting the speed dial number. Click <b>OK</b> when finished.

## Advanced Fax Settings

This section describes Advanced Fax Settings. To access this screen, click **Advanced Fax Settings** on the **Fax** tab of the Compaq A900 Settings Utility. This allows you to change advanced features related to faxing.

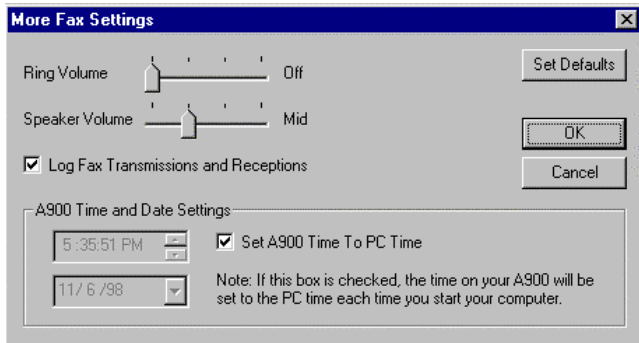


### Advanced Settings

Field	Description	Options
Automatic Reduction	Reduces an incoming fax to fit on the paper in the input tray.	Settings are Off, On with Vertical only (reduces vertically), On (reduces horizontally and vertically).
Discard Size	Allows you to set the discard size for incoming faxes that are slightly longer than the paper in the A900.	Settings are 0mm – 30mm in 1mm increments. Setting a discard size prevents a tiny amount of data being printed at the top of a second page.
Set Defaults	Changes Advanced Fax settings to factory default settings.	Press this button to set the defaults to factory defaults.
Redialing Options	Allows you to set how many minutes to wait before redialing and how many times to redial when a line is busy.	Settings are 1-7 minutes and 0-2 times to redial.
Error Correction Mode (ECM)	Allows you to ensure error-free transmission with another fax machine running ECM when the line quality is poor.	Select this box to turn on this feature.
Print Terminal ID	Allows the machine to print the page number, date, time of reception, the CSID, and System Name of the remote fax at the top of a received document.	Select this box to turn on this feature.

## More Fax Settings

To access this screen, click **More Fax Settings** on the **Fax** tab of the A900 Settings Utility.

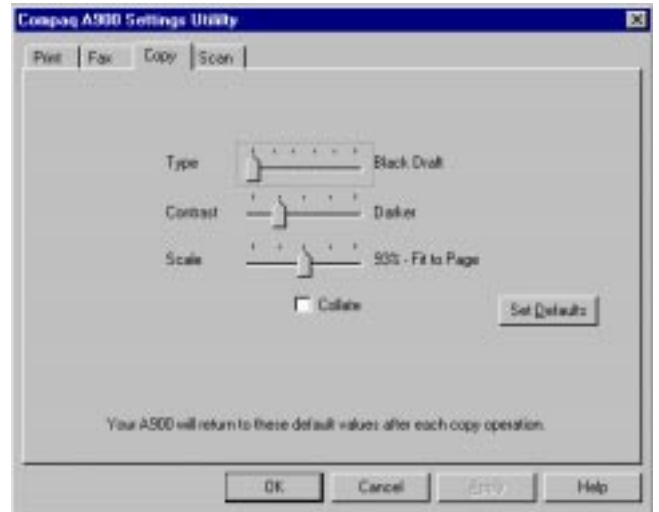


### More Fax Settings

Field	Description	Options
Ring Volume	Set the ring volume.	Settings are Off, Low, Mid, or High.
Speaker Volume	Set the speaker volume.	Settings are Low, Mid, Mid-High, or High
Set Defaults	Changes on this screen to factory default settings.	Press this button to set the defaults.
Log Fax Transmissions and Receptions	Prints out a log every 40 transactions.	Select this box to print out a log every 40 transactions.
A900 Time and Date Settings	Set the time settings for Compaq A900.	Select Set A900 Time to PC time or set the time using the down arrows to select the month, day, year, hour, minute, and second.

## Copy Settings

This section describes the different settings for copy mode.



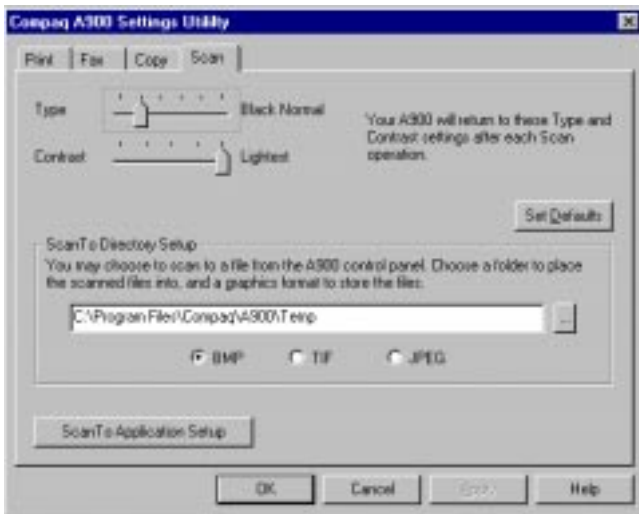
### Copy Settings

Field	Description	Options
Type	Changes type of copy.	Settings are Black Draft, Black Normal, Black Photo, Color Draft, Color Normal, and Color Best.
Contrast	Darkens or lightens copy.	Settings are Darkest, Darker, Normal, Lighter, and Lightest.
Scale	Reduces or enlarges copy.	Settings are 75% Lg to Ltr, 80% Lgl to A4, 90% A4 to Ltr, 93% Ltr to A4, and 100% Normal.
Collate	Arranges multiple copies in 1-2-3 order.	Check this box to activate the collate feature.
Set Defaults	Changes settings to factory default settings.	Press this button to set the defaults.



## Scan Settings

This section describes the different settings for scan mode.

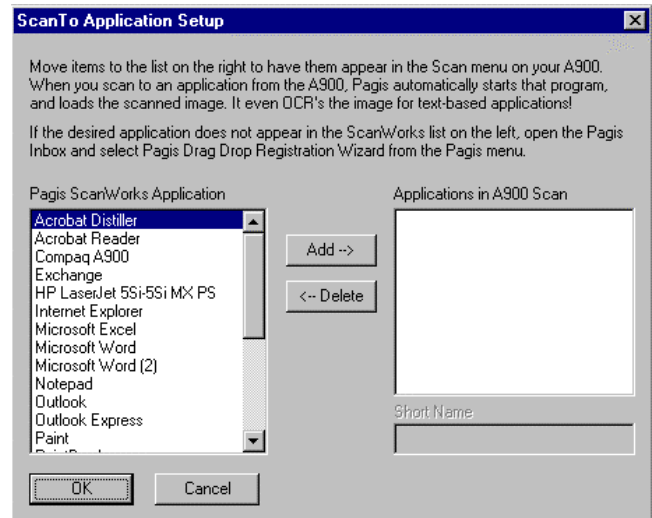


### Scan Settings

Field	Description	Options
Type	Changes type of scan.	Settings are Black Draft, Black Normal, Black Photo, Color Draft, Color Normal, and Color Best.
Contrast	Darkens or lightens scan.	Settings are Darkest, Darker, Normal, Lighter, and Lightest.
Set Defaults	Changes settings to factory default settings.	Press this button to set the defaults.
User Directory Setup	Folder to save images scanned to User Directory from the control panel.	Type or press Browse to browse to select a file location and select the file type (*.bmp, *.tif, *.jpeg).
Scan To Application Setup	Set up the software application names that will appear in the control panel Scan menu.	Press this button to access the Scan To Application Setup panel.

## Scan To Application Setup

This section describes how to add up to five application names to the A900 control panel. To access this screen, press the **Scan To Application Setup** button on the **Scan** tab of the Compaq A900 Settings Utility.



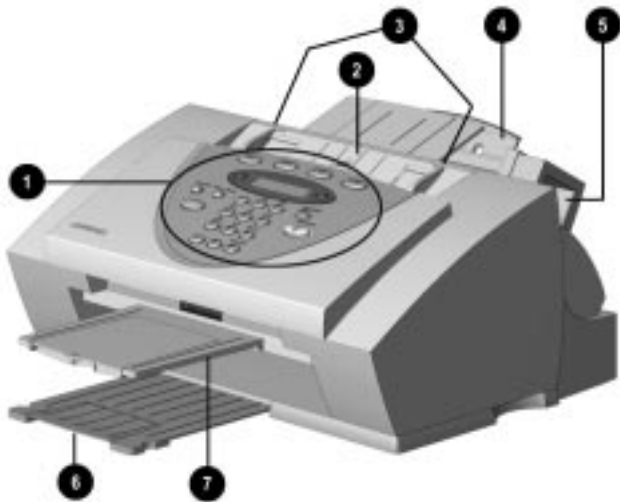
### Scan To Application Setup

Field	Description	Options
Pagis ScanWorks Application	Lists the software applications in your computer.	Highlight the software application you want to add to the Scan To menu of your Compaq A900 control panel.
Add	Adds the highlighted name to the Applications in Scan Menu list.	Press this button to add the highlighted name from the Pagis ScanWorks Application list.
Delete	Deletes the selected name from the A900 Control Panel Scan To Menu.	Press this button to delete the highlighted name in the A900 Control Panel Scan To Menu.
Applications in A900 Scan	Shows the current applications loaded in the control panel of the Compaq A900.	Scroll up or down to select from the list.
Short Name	Shortened name appears on the A900 control panel Scan To menu.	Highlight the name in the Applications in the A900 Scan Menu and type the short name.

# Compaq A900 Controls and Features

## Control Locations and Functions

Take a moment to become familiar with the main components of your A900.



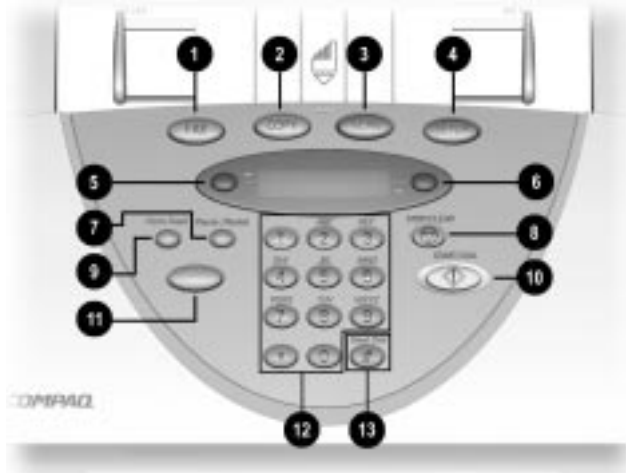
Front view of the A900

### Controls

❶	Control Panel	Accesses the functions of the A900.
❷	Document Input Tray	Supports documents for faxing, copying, or scanning.
❸	Document Input Guides	Aligns original document for faxing, copying, or scanning.
❹	Paper Input Tray Extension	Supports paper.
❺	Ink Cartridge Storage	Store optional photo cartridges when not in use. Or store the black ink cartridge when using the photo cartridge.
❻	Paper Exit Tray	Holds printed pages.
❼	Document Exit Tray	Holds original documents that have been fed through the A900 scanner.

## Control Panel

The control panel is located on the front of the A900.



### Control Panel Features

❶	Fax	Use to fax a document.
❷	Copy	Copies a document.
❸	Scan	Creates electronic files on your host computer from hardcopy documents.
❹	Setup	Provides menus to access the system setup, cartridge maintenance, and print report features.
❺	Menu	Displays features for each operation.
❻	Options	Changes the settings for that feature when pressed after the menu button.
❼	Pause/Redial	Adds a three-second pause when dialing or dials the last number called.
❸	Stop/Clear	Halts an action or clears an incorrect value. Use the <b>Option</b> button to select a job to stop when multiple jobs are running.
❹	Form Feed	Removes paper if paper does not exit completely after printing.
❶	Start/Dial	Begin a selected action, such as faxing. Press this button first for On Hook Dialing (OHD).
❶	Compaq Control Form	Prints out the Compaq Control Form or starts a task using this form.
❶	Keypad	Dials a number or selects a value for printing copies.
❶	#/Speed	Enters the “#” symbol when dialing. If pressed when system is in the idle state, this button provides access to the speed dial menu.

## Rear View



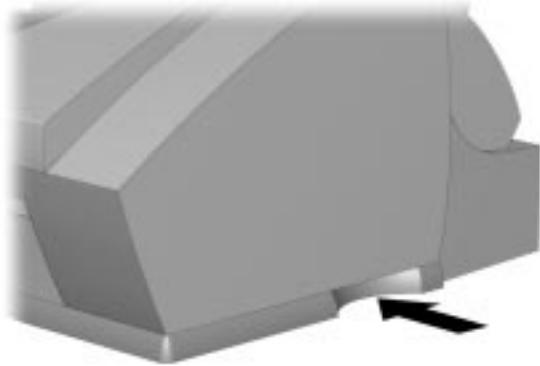
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### Rear View Features

---

- |   |  |
|---|--|
| ❶ | AC power cord connector                                |
| ❷ | Printer port   |
| ❸ | Telephone (LINE) to wall jack                          |
| ❹ | Extension (EXT) Line to telephone or answering machine |
- 

## Side View



### *A900 base indentions*

The A900 has curved indentions on the left and right side of the base. Use these indentions to grip the A900 if you must move it.

# Compaq A900 Control Form

## Overview

The Compaq Control Form is a paper document that you can use to give instructions to your A900. You can mark it with a pencil or pen, feed it into the scanner, and the A900 software will read your instructions and execute them. Control Form compliments the A900 Control Panel and the A900 software on your computer.

A Control Form can be used more than once, and you can use it to perform various operations simultaneously. For example, if you wanted to make a paper copy of a document and store an image of that document on your computer, you could do both of these operations at once on a single Control Form. You could also reuse that form each time you want to do a similar job.



You may want to print several copies. Keeping a supply of printed Control Forms available will save time when you are ready for the A900 to perform a task.

Whenever you want to do several things with a document, you should consider using a Control Form.

For example:

- By checking a few boxes, you may automatically send a fax to several recipients with an optional hand-written note on the cover page.
- Checking the scan box allows you to store a scanned image on your hard drive in a .GIF format, enabling you to put it on your website.
- Checking a combination of Fax, Copy, and Scan boxes on the Compaq Control Form allows you to perform several operations at once.

**NOTE:** Refer to the sample Control Form and the corresponding table on the following pages for more information about specific functions of each section on the Control Form.

## Getting Started with Control Form

Control Form can display up to eight FROM entries and sixteen TO entries in the Fax section. These entries are tied to your *WinFax Phonebook*. There are two easy steps to configure faxing with Control Form.

1. First, enter names and telephone numbers into your *WinFax Phonebook*. Make sure the *WinFax Phonebook* has all the entries that you will want to have printed in the Fax FROM and Fax TO sections of your Control Form. See the *WinFax Phonebook* section of the “Common Procedures” chapter for instructions on how to make *WinFax* phonebook entries.
2. Since *WinFax* can contain more than sixteen entries, indicate which of the entries in your *WinFax Phonebook* should appear on the Control Form. This is done in the Control Form section on the **Fax** tab of the A900 Settings Utility.
3. Print a Control Form by pressing the **Control Form** button and then the **Start** button on the control panel.
4. Use a check mark to identify the operations (fax, copy, or scan) you want to perform at the top of the page.
5. Checkmark the settings for the operations.  
**NOTE:** The default settings are identified by a triangle. You do not need to recheck these boxes if these are the settings you want.
6. When you have made your selections, put the document that you want to fax, copy, or scan behind the Control Form.
7. Place the Control Form and documents face down in the document input tray with the top of the document facing down.
8. Press the **Control Form** button on the control panel, and the operations will be performed.  
**NOTE:** When sending a fax using the Control Form, only the recipient’s name appears on their individual cover page. Information written in the Note section of the Control Form appears on all recipients’ cover pages.

**COMPAQ**  *Control Form*

FAX     COPY     SCAN

**CONTRAST SETTING**    4 → LIGHT      DARK

**FAX SETTINGS**

**FROM:**

Fred Krebs  
 Sarah Kline

**TO:**

Kathy Banks  
 Kevin Smith  
 Mark Jones  
 Nancy Kalootian  
 Sarah Kline

**COVER PAGE**    8

YES

**RESOLUTION**

STANDARD  
 FINE    10

**Note**    9

**COPY/SCAN TYPE**

BLACK DRAFT     BLACK NORMAL     BLACK PHOTO     COLOR DRAFT     COLOR NORMAL     COLOR BEST

**COPY SETTINGS**    12

**SIZE**

100%  
 93% FIT, LETTER TO A4  
 90% A4 TO LETTER  
 80% LEGAL TO A4  
 75% LEGAL TO LETTER

**QUANTITY**

1     2     3  
 4     5     6  
 7     8     9

**COLLATE**    13

YES    14  
 NO

**SCAN SETTINGS**

**DIRECTORY**

Pagis Inbox  
 Shared

**FILE FORMAT**

BMP File    15  
 JPG File    16  
 TIFF File

## Control Form Boxes and Functions

No.	Box	Function
1.	Fax	Check to send a Fax.
2.	Copy	Check to make a Copy.
3.	Scan	Check to Scan.
4.	Contrast	Sets contrast lighter or darker for faxes, copies, or scans.
5.	Fax From	Check to identify the Fax sender (select one only).
6.	Fax To	Check to identify the Fax recipients (select one or more).
7.	Default Mark	Identifies settings used if nothing is checked.
8.	Fax Cover Page	Automatically generates a cover sheet.
9.	Fax Note	If you choose YES for cover page, the note box and anything you've written in it will be copied onto the cover page.
10.	Fax Resolution	Sets the Fax Resolution.
11.	Copy/Scan Type	Sets the type of Copy or Scan to be performed.
12.	Copy Size (Scaling)	Reduces or enlarges your copies. <b>NOTE:</b> This will be ignored if scan or fax options are also checked.
13.	Copy Quantity	Sets number of copies.
14.	Copy Collate	Puts pages of multiple copies in order.
15.	Scan To Directory	Determines the directory to which your scanned image will be saved.
16.	Scan To File Format	Determines the format in which your scanned image will be saved.

# Printing

## Printing Overview

This chapter provides some basic steps for printing a document. The exact steps for printing may vary from one software program to another. Refer to your software application's user manual for detailed printing steps.

### Printing a Document

To print a document:

1. Start a program and create a document, or open an existing document that you want to print.
2. Select **Print** or **Print Setup** from the **File** menu. Make sure the Compaq A900 printer is selected as your default printer.

**NOTE:** To set your printer as the default printer, click **Start→Settings→Printers**. Highlight the **A900** icon, right mouse click and select **Set as Default**.

3. Click **Properties** or the **Setup** button if you want to change the settings that are appropriate for printing that document.
4. Select **OK** to close the **Properties** dialog box.
5. After making any necessary changes to print settings, select **OK** to print.

### Printer Settings

Most Windows software applications allow you to make changes to the printer settings. This includes settings that determine how a print job looks, such as, page size, paper orientation, and margins. Settings changed in the software application will override settings made in the printer driver.

The printer driver includes many of the settings mentioned above (in case your software does not include them). It also includes all settings that determine how your printer will operate.

## Accessing the Compaq A900 Control Program Window

To access the Compaq A900 control program window:

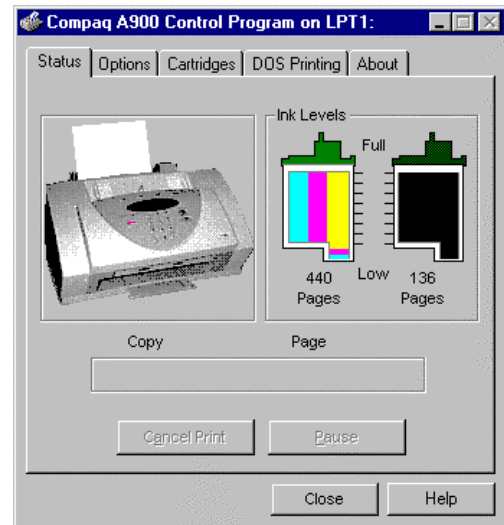
- Click **Start→Programs→Compaq A900 → Compaq A900 Printer Control**.

Or

- Double-click on the “Q” icon in the bottom right corner of the taskbar.



When the Compaq A900 Control Program window appears, click the appropriate tab for the options you want to display. Make the necessary changes on each tab.

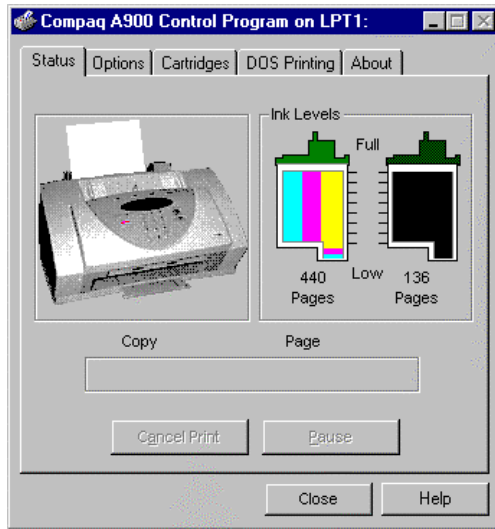


### Control Program Tab Description

Option	Description
Status	Displays the printer status and the ink level.
Options	Controls program options.
Cartridges	Installs, cleans, and aligns ink cartridges.
DOS Printing	Changes DOS printing settings.
About	Displays information on the program version.

## Using the Status Tab

The **Status** tab shows the current printer status.

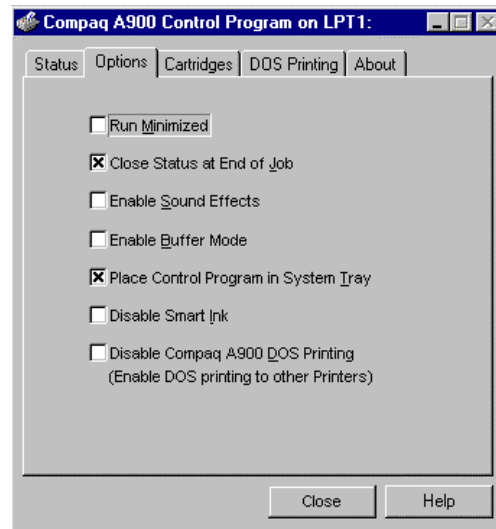


### Status Tab Description

Option	Description
Ink Levels	Shows how much ink remains.
Cancel Print	Stops a print job.
Pause	Temporarily halts a print job.

## Using the Options Tab

The **Options** tab allows you to specify the control program setup options.



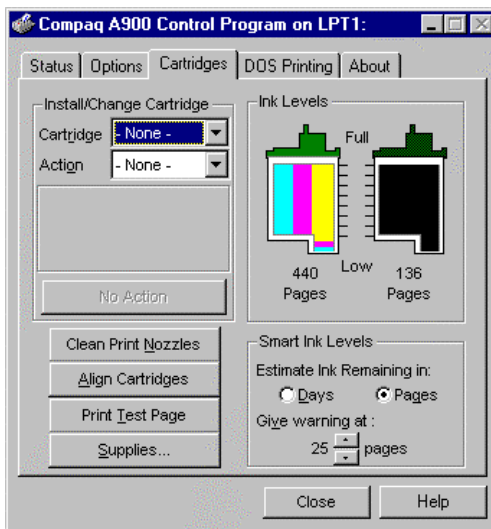
### Options Tab Description

Option	Description
Run Minimized	Displays the Control Program in the taskbar when a job is printing.
Close Status at End of Job	Closes the status monitor automatically at the end of a job.
Enable Sound Effects	Activates the sound effects.
Enable Buffer Mode	Activates the buffer mode.
Place Control Program in System Tray	Allows you to have quick access to the control panel.
Disable Smart Ink	Disables the ink level predictions on the control panel.
Disable Compaq A900 DOS Printing (Enable DOS printing to other printers)	Disables the Compaq A900 from printing in DOS applications and use other printers in DOS applications.



## Using the Cartridge Tab

The **Cartridge** tab allows you to select cartridge options.

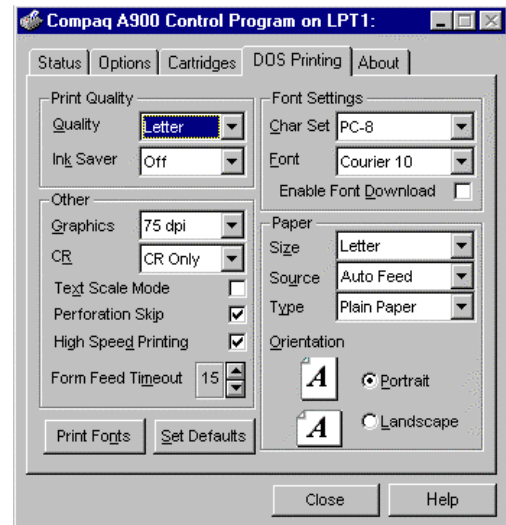


### Cartridges Tab Description

Option	Description
Cartridge	Select the type of cartridge to install or change. (Black, Color, or Photo).
Action	Select to Install New or Reinstall Old cartridge.
Action/No Action	This button changes according to what is selected in Cartridge and Action. Press this to begin the action.
Clean Print Nozzles	Use this when there are missing portions on the printed page.
Align Cartridges	Use this after you install a new cartridge or when the black portions of text or graphics don't line up with the color portions.
Print Test Page	Use this when you want to check the functionality of the printer.
Supplies	Use this to view the printer supplies for your printer.
Smart Ink	Use this to select how you want to view the time remaining on the ink cartridges and when you want the warning to be given.

## Using the DOS Printing Tab

Use the **DOS Printing** tab to change print settings for printing from DOS applications. If you cannot change the settings from within the application, use this tab for settings. Otherwise, the settings in the DOS application will override the **DOS Printing** tab settings.



### DOS Printing Tab Description

Option	Description
Quality	Select Letter, Draft, or Presentation for print quality.
Ink Saver	Allows you to save ink by setting it on High (saves 50%), Medium (saves 25%) or Off.
Graphics	Select the resolution for the print job.
CR	Select to run in carriage return mode. CR + LF instructs the printer to perform a line feed (LF) after each carriage return (CR).
Text Scale Mode	Select to automatically set how many lines per page will print on each page.
Perforation Skip	Select to add a 1/2" top margin to the print job.
High Speed Printing	Select to print at a faster rate
Form Feed Timeout	Select 1-99 seconds for the time out period for form feed.
Char Set	Allows you to select the character set as needed.
Font	Allows you to select the font as needed.
Enable Font Download	Check this to use any fonts that are downloaded from a software application.

*Continued*

## DOS Printing Tab, *continued*

Option	Description
Size	Select paper size from the list.
Source	Select the printer's manual or automatic feeder.
Type	Select the paper type that you are using. You can select Plain Paper, Coated Paper (for ink jet printers), Glossy/Photo Paper, or Transparencies.
Orientation	Select portrait or landscape page orientation.
Print Fonts	Prints a list of fonts you can use in DOS applications.
Set Defaults	Changes settings to original settings that were loaded on your computer when the driver was installed.

### Using the About Tab

The **About** tab gives you the program name and version number.

### Preparing Envelopes for Printing

The following envelopes are not recommended because they may cause jams or smears, or may damage the A900:

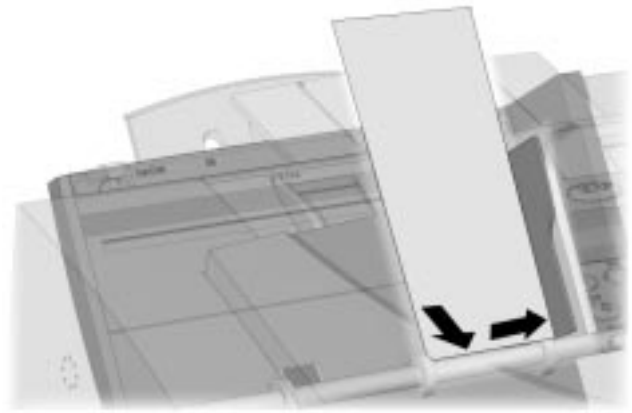
- Envelopes with windows, holes, perforations, cutouts, and double flaps
- Envelopes made with special coated paper or deeply embossed paper
- Envelopes in which letters have been enclosed

### Loading an Envelope

**IMPORTANT:** Before you can print on an envelope, you must select the envelope as your paper size. Refer to the printing documentation of your word processing software for instructions.

To load an envelope:

1. Remove the paper from the paper input tray.
2. Lift the envelope positioning tab that is inset in the right side of the paper input tray.
3. Load envelope(s) to the right (viewed from the front) against the envelope positioning tab. The side you will be printing on should face you.
4. Squeeze and slide the paper guide so that it touches the envelope(s).



*Inserting an envelope*

5. Set up the application to print on the size of the envelope(s) loaded. Select the envelope size from the **Properties** button of the **Print** dialog box.

6. Print the envelope(s).

When printing is complete:

7. Put the envelope tab back into its storage position.
8. Replace the printer paper in the paper input tray.
9. Squeeze and slide the paper guide so that it touches the paper.

# Faxing

## Faxing Overview

The Compaq A900 All-In-One offers three ways to send a fax:

- Using the control panel
- Using the Compaq Control Form
- Using the computer

Until you are ready to send or receive a fax, the LCD panel on the control panel displays READY.



## Preparing Documents for Faxing

You can use the A900 to fax documents that are printed on standard letter, legal, or A4-sized paper. Follow these guidelines to prepare your documents.

For the following types of documents, use the Copy/Scan Sleeve:

- Envelopes
- Checks
- Receipts
- Fragile or thin documents
- Photographs
- Wrinkled or creased paper
- Curled or rolled paper
- Torn paper
- Carbon or carbon-backed paper
- Coated or glossy paper
- Onion skin or thin paper
- Remove all staples, paper clips, and similar items before feeding the document.
- Make sure any glue, ink, or correction fluid on the paper is completely dry before feeding the document.

## Loading the Documents

1. Place the document(s) to be faxed **face down** and **top down** in the document input tray.

2. Adjust the document guides to match the width of the document, if necessary.
3. Slide the document down into the tray until the machine grips the first sheet. The lower LCD panel displays the message:



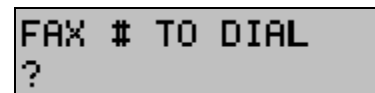
## Sending a Fax Using the Control Panel

To send a fax using the control panel, complete the following steps.

1. Load the documents as described above.
2. Press the **Fax** button.



The following displays on the LCD panel:



3. Enter the fax number using the numeric keys.

Pressing the **Pause/Redial** button when entering a number inserts a "P" into the number. When the All-In-One dials, the "P" results in a three-second delay before sending the next digit. This is useful when you have to dial a number and wait for an outside line. (For example, 9P5551212)

4. Press **Start**.



The All-In-One dials the entered fax number and the document transmits.



### Faxing in Quick Mode

To send a fax using the default settings simply load the documents, enter the fax number and press the **Fax** button.

## Advanced Faxing Features

In addition to the telephone number, you can adjust the fax resolution and contrast. Use the **Menu** and **Options** buttons located on the left and right side of the LCD panel.

To access the advanced faxing features:

1. Load the documents printed side facing down in the document input tray.
2. Press the **Fax** button.
3. Enter the fax number using the numeric keypad.
4. Press the **Menu** button to cycle through the advanced fax features. (See the table below.)
5. Press the **Options** button to change the settings.
6. Press **Start** to fax.

---

### Advanced Fax Features

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MENU	OPTIONS	Description
Fax Resolution	• Standard	Use when the originals are black text or line art. This mode provides the fastest fax speed, but resolution is 203 x 98 dpi.
	• Fine	Use when the originals are black text or line art. Slower than Standard, but resolution is 203 x 196 dpi.
	• Fine Photo	Use when the originals are photos or have color content. Slower than Fine, but resolution is 203 x 196 dpi and gray level imaging is used.
	• Super Fine*	Use when the originals are small black text or line art. Slower than Fine Photo, but resolution is 300 x 300 dpi.
	• Super Fine Photo*	Use when the originals are photos or have color content. Slower than Super Fine, but resolution is 300 x 300 dpi and gray level imaging is used.
Fax Contrast	• Dark to Light	Adjust this when your originals are too light or too dark.

\* If the default settings have been set for FAX MEMORY XMIT to be ON, then the SUPER FINE and SUPER FINE PHOTO settings are not available.

## Speed Dialing

Up to 70 speed dial numbers are set up on the host computer using the Compaq A900 Settings Utility as described in the *Speed Dial Setup* section. Once the speed dial numbers are set up and downloaded to the Compaq A900, you are ready to begin faxing with the Speed Dial.

1. Load the documents printed side facing down in the document input tray.
2. Press **#/Speed Dial**.
3. Press the **Options** button to select the speed dial destination or enter the speed dial number associated with the name desired.

**NOTE:** When you select the speed dial number, the name associated with the speed dial number displays in the lower LCD panel.

4. Press **Start** to fax.

To obtain a speed dial report, see the *Printing Reports* section.

## Redial

Pressing the **Redial** button dials the number that was last entered. You can also modify the number using the **Clear** button and the numeric keypad.



If the last number dialed was a SPEED DIAL number, then pressing the **Redial** button displays the number for that speed dial. This may be more convenient than printing out the speed dial list or going into the Compaq A900 Settings Utility to verify a speed dial number.

## On Hook Dialing (OHD)

This feature provides the ability to dial a number, respond to an automated answering system and then receive or send a fax.

Because the All-In-One does not have a microphone, you can only listen.

For OHD, complete the following procedure:

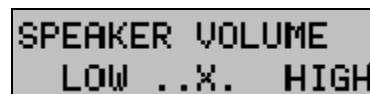
1. When the LCD panel displays **Ready**, place documents face down on the document input tray.
2. Press **Start/Dial** button to simulate lifting the handset.
3. Dial the number just as you would on a standard telephone.



Make sure to dial the number carefully. If you make a mistake, press the **STOP** button and start over.

4. When the called station answers, you can listen to the answering message.

A volume control feature is available when you press the **Menu** button. To change the volume, press the **Menu** button until this display appears:



Then use the **Options** button to select the desired volume.

5. Press **Start** when you hear the fax tones. The fax begins.

## Confirming Transmission

When the last page of your document has been sent successfully, the machine beeps and returns to the **Ready** state. If something goes wrong during the fax transmission, an error message appears on the LCD panel.

Use the Compaq A900 Settings Utility to print a confirmation report each time faxing is complete or when there is an error. See the *Compaq A900 Settings Utility* section.

## Automatic Redial

When you send a fax, if the number you have dialed is busy or there is no answer, the A900 hangs up, waits for a specified interval, and redials the number. When this occurs, the LCD panel shows the retry count and the number of minutes left before the next retry. If after a specified number of retry attempts (retry count) the All-In-One fails to connect, the machine returns to the **Ready** state.

Set the retry interval and count from the Compaq A900 Settings Utility.

## Receiving a Fax

The All-In-One has four receiving modes

- In FAX mode, the All-In-One answers an incoming call and immediately goes into receive mode.
- In ANS/FAX mode, the answering machine answers the incoming call and the caller can leave a message on the answering machine. If the All-In-One senses a fax tone on the line, the call automatically switches over to the All-In-One. To use the ANS/FAX, you have to attach an answering machine to the EXT socket on the All-In-One. You also need to set the machine to answer after one ring.
- In TEL mode, automatic fax reception is turned OFF. You can receive a fax by picking up the handset and pressing \*9\* (star-nine-star) or press the **Start** button twice on the control panel.
- In DRPD (Distinctive Ring Pattern Detection) mode, the All-In-One will answer a call on the line that has a specific ring pattern. It then immediately goes into receive mode, waiting for the fax to be sent. Use the DRPD setup to teach the All-In-One the ring pattern it should respond to. DRPD service must be obtained from your local telephone company.

The current receive mode is displayed in the top right corner of the LCD panel when the A900 is in **Ready** mode.

You can change the RECEIVE MODE either on the computer using the A900 Settings Utility or from the SETUP, FAX RECEIVE MODE menu on the A900 control panel. See the *Compaq A900 Settings* section.



While you are printing from the computer to the All-In-One, an incoming fax will be received into memory. The memory can store up to 30 pages. However, other tasks, such as copying or sending a fax, may temporarily reduce the amount of memory available.

### Receiving Automatically in FAX Mode

1. Press **Setup** then the **Menu** button to access the FAX RECEIVE MODE. Press the **Options** button until the FAX setting displays.
2. When you receive a call, the All-In-One answers the call on the second ring and receives a fax automatically. You can change the number of rings from the Compaq A900 Settings Utility.



The fax mode is recommended when you have a dedicated telephone line for your Compaq A900.

### Receiving Manually in TEL Mode Using an Extension Telephone

This feature works best when you are using an extension telephone connected to the EXT jack on the A900. You can receive a fax from someone you are talking to on the extension telephone without having to go to the control panel.

1. Press **Setup** then the **Menu** button to access the FAX RECEIVE MODE feature. Press the **Options** button until the TEL setting displays.
2. If you receive a call on the extension telephone and hear fax tones, press the **Start** button twice on the control panel or press the buttons \*9\* (star-nine-star) on the extension telephone. When using the extension telephone, press these buttons slowly in sequence. If you still hear the fax tone and do not hear the sound indicating data transfer from the remote machine, try pressing \*9\* once.
3. The machine receives the document. Replace the handset on the extension telephone.

**NOTE:** You cannot send a fax in this mode.

### Receiving Automatically in ANS/FAX Mode

To use this mode, you must attach an answering machine to the EXT socket on the All-In-One

1. Press **Setup** then the **Menu** button to access the FAX RECEIVE MODE feature. Press the **Options** button until the ANS/FAX setting displays.
2. When you get a call, the answering machine answers it. If the caller leaves a message, the answering machine stores the message normally. If the All-In-One hears a fax tone on the line, the receive fax mode is activated.



If you have set the All-In-One to ANS/FAX mode and your answering machine is turned off, or no answering machine is connected to the All-In-One, the All-In-One will automatically attempt to receive a fax after 6 rings.



If your answering machine has a 'user-selectable ring counter', set it to answer incoming calls within 1 ring.

## Receiving Automatically in DRPD Mode

'Distinctive ring' is a telephone company service that enables a user to use a single telephone line to answer several different telephone numbers. The particular numbers that someone calls is identified by a distinctive ringing pattern consisting of various combinations of long and short ringing sounds.

Use the following steps on the Compaq A900 control panel to teach the All-In-One the ring pattern that it should answer:

1. Press **Setup**.
2. Press the **Menu** button until you see this display:



3. Press **Start**.
4. Call the telephone number that you want the distinctive ring pattern to recognize.  
**NOTE:** You have 3 minutes to call the A900 to learn the distinctive ring. If three minutes have passed, follow these steps again.
5. The All-In-One will learn the distinctive ring pattern.
6. Press **Setup** then the **Menu** button to access the FAX RECEIVE MODE feature. Press the **Options** button to select DRPD mode.
7. Press **Start**.  
**NOTE:** DRPD mode is not available in the FAX RECEIVE MODE menu until a ring pattern has been successfully learned.
8. When the distinctive ring pattern is detected, the All-In-One answers the call on the second ring and receives a fax automatically. All other ring patterns will be ignored.

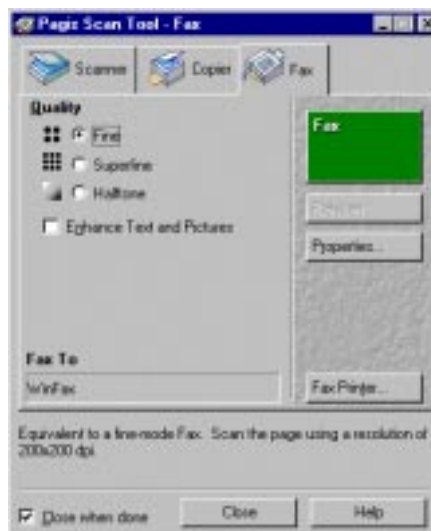
## Sending Faxes from the Computer

Your Compaq A900 comes with the ability to send faxes through your computer. Before you send faxes, set up and connect your Compaq A900. This section contains basic information about sending faxes with your computer. Prior to faxing from the computer you must have completed:

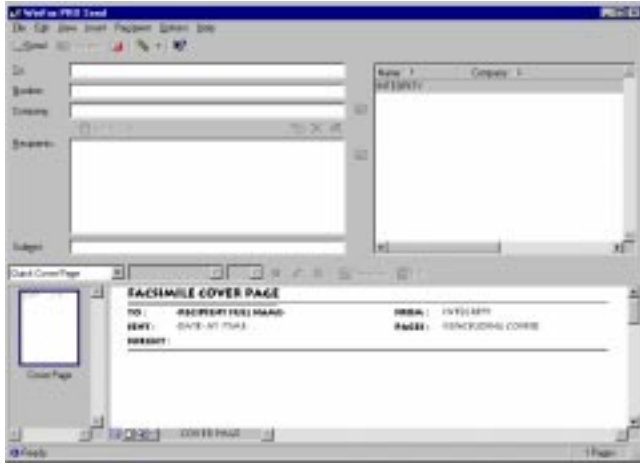
- The "Getting Started" chapter of the user guide
- The Compaq A900 software installation (including *Configuring WinFax Basic*)
- Optionally, you may enter names and telephone numbers into the *WinFax* address book. See the *WinFax Phonebook* section for instructions.

## Sending a Fax

1. Double click on the *Pagis Inbox* icon on the Windows desktop.  
  
Or  
  
Click **Start** → **Programs** → **Pagis ScanWorks** → **Pagis Toolbar**.
2. Place the document(s) to be faxed **face down** and **top down** in the document input tray.
3. Click **Fax** on the *Pagis ScanWorks* toolbar, or the **Fax machine** icon on the *Pagis Inbox* toolbar.
4. Make sure **Fax To** is set to **WinFax**. If not, click **Fax Printer...** and select **WinFax**.
5. Click **Properties** to set enhancement options.



- Click **Fax**. The All-In-One then scans the document.
- Select **Send Fax** once the scan is complete. The *WinFax Basic* Send screen displays.



- Select a name from the phone book listing or enter a name, fax number and subject. Follow the instructions on the screens to send the fax.



You can set up *WinFax Basic Edition* to receive faxes automatically on the computer using the A900 modem. This is not recommended since you cannot perform other tasks, such as copying, scanning, or printing, with the A900 when WinFax is set up in receive mode. If you want to set up WinFax to automatically receive faxes on the computer, be sure to set WinFax to use the computer modem. See Appendix A for more details.

## Using WinFax Basic for Faxing

You may also use *WinFax Basic* to fax from the computer. Consult the online *WinFax Basic Help* within the *WinFax* program for instructions.

## Using the Compaq Control Form to Fax

You can use the Compaq Control Form to fax documents. The Compaq Control Form must be set up in the computer before printing a copy of Compaq Control Form. See the *Compaq A900 Settings Utility* section for instructions.

### Faxing with the Compaq Control Form

- Press the **Control Form** button and then press the **Start** button. A copy of the Control Form prints. Default settings are identified with a triangle next to the setting box.
- After printing the Compaq Control Form, check the **Fax** box at the top of the page and the desired settings in the **Contrast** and **Fax Settings** areas.
- Check the name of the person who is sending the **Fax From** section.
- Check the names of the people who are receiving the fax in the **Fax To** section.
- Write your message, within the box, in the **Note** section.
- When you are finished, put the documents that you want to fax behind the Compaq Control Form. Place the documents printed side **face down** and **top down** in the document input tray.
- Press the **Control Form** button on the control panel. The fax begins.



# Copying

## Copying Overview

The Compaq A900 All-In-One offers three ways to make copies. You can make copies:

- Using the control panel
- Using the Compaq Control Form
- Using the computer

Until a task is selected, the LCD panel displays **READY**.



## Loading the Documents

You can use the A900 to copy documents that are printed on standard letter, legal, or A4-sized paper. Follow these guidelines to prepare your documents.

For the following types of documents, use the Copy/Scan Sleeve:

- Envelopes
  - Checks
  - Receipts
  - Fragile or thin documents
  - Photographs
  - Wrinkled or creased paper
  - Curled or rolled paper
  - Torn paper
  - Carbon or carbon-backed paper
  - Coated or glossy paper
  - Onion skin or thin paper
1. Place the document(s) to be copied **face down** and **top down** in the document input tray.
  2. Adjust document guides to match the width of the document, if necessary.

## Loading the Document Using the Copy/Scan Sleeve

To protect irregular-sized or delicate documents or photos that were mentioned above, use the copy/scan sleeve when making copies.

1. Position the document or photograph in the upper left corner of the sleeve.
2. Place the copy/scan sleeve **face down** and **top down** in the document input tray.

## Copying

1. Slide document down into the tray until the machine grips the first sheet. The lower LCD panel displays the message:



2. Press the **Copy** button.



3. Use the numeric keypad to enter the number of copies to be made.
4. Press **Start**.
  - The All-In-One will then make the requested copies of all the documents in the document input tray. Note that for some types of copies the computer may be required.

## Advanced Copy Features

In addition to the copy quantity, you can adjust the copy type, contrast, and size. This is done using the **Menu** and **Options** keys located on the left and right side of the LCD panel. To adjust the copy type, contrast, size and collation, complete the following procedure.

To access advanced copy features:

1. Load the documents printed side facing down in the document input tray.
2. Press the **Copy** button.
3. Enter the number of copies you want using the numeric keypad.
4. Press the **Menu** button to cycle through advanced copy features. (See the table below.)
5. Press the **Options** button to change the copy feature settings.
6. Press the **Start** button to copy.

### Advanced Copy Features

Menu	Options	Description
Copy Quantity	1-99	Use the numeric keypad to enter the quantity of copies you want.
Copy Type	• Black Draft	Use Black Draft when the originals are black text or line art. Black Draft is the fastest copy setting, but the resolution is reduced.
	• Black Normal	Use Black Normal when the originals are black text or line art. Black Text is slower than Black Draft, but the resolution is better.
	• Black Photo <sup>1</sup>	Use Black Photo when the originals are photos or have color content. Black Photo is faster than the color settings, but it prints in grayscale.
	• Color Draft <sup>2</sup>	Use Color Draft to make quick color copies.
	• Color Normal <sup>2</sup>	Use Color Normal to make color copies with a better resolution than Color Draft.
	• Color Best <sup>2</sup>	Use Color Best to make color copies with the best quality.
Copy Contrast	• Dark to Light	Adjust this when your originals are too light or too dark.
Copy Size	• 100%	Use this when you want the copied image the same size as the original.
	• 93% Fit, Letter to A4	Use this to copy the full page, including areas outside of printable margins. This will also reduce from Letter to A4.
	• 90% A4 to Letter	Use this to reduce from A4 to letter.
	• 80% Legal to A4	Use this to reduce from Legal to A4.
	• 75% Legal to Letter	Use this to reduce from Legal to Letter.
	• Custom (25 to 250%)	Use this for a custom reduction. Use the numeric keypad to enter the size you want.

<sup>1</sup>For multiple copies, the computer must be operational.

<sup>2</sup>The computer must be operational for color copies.

## Copying with the Computer

Using *Pagis ScanWorks*, you can make copies of scanned images. These are basic steps to help you through a copy process. For more information on copying with *Pagis ScanWorks*, refer to the online documentation for *Pagis ScanWorks*.

1. Click **Start**→**Programs**→**Compaq A900**→**Pagis Toolbar**.
2. Place the document(s) to be copied **face down** and **top down** into the document input tray.
3. Click **Copy** on the *Pagis ScanWorks* toolbar.
4. Select the desired options on the screen.
  - Click **Printer** to set the paper size and type.
  - Click **Properties** to set enhancement options.
  - Select **Reduce/Enlarge** to set the proper scaling.



5. Click **Copy**. The All-In-One then scans the document and sends the image to the selected printer.

## Copying with the Compaq Control Form

1. Press the **Control Form** button and press **Start**. A copy of Control Form prints.
2. Check the **Copy** box at the top of the page
3. The default settings on Control Form are indicated with a triangle. You can change these settings by checking the desired settings in the Copy Setting section. For example, if you want 9 copies, check the 9 box.
4. When you are finished, put the documents that you want to copy behind the Control Form. Place the document(s) to be copied **face down** and **top down** into the document input tray.
5. Press the **Control Form** button on the control panel. The copy process begins.

# Scanning

## Scanning Overview



All scanning activities require the host computer to be connected and powered up.

The Compaq A900 All-In-One offers three ways to scan a document. You can scan:

- Using the control panel of the A900
- Using the Compaq Control Form
- Using the computer

The driver supports scanning from the bundled applications as well as all your favorite computer applications.

## Loading Documents for Scanning

You can use the A900 to scan documents that are printed on standard letter, legal, or A4-sized paper. Follow these guidelines to prepare your documents.

1. Place the document(s) to be scanned **face down** and **top down** in the document input tray.
2. Adjust the document guides to match the width of the document, if necessary.

For the following types of documents use the Copy/Scan sleeve:

- Envelopes
  - Checks
  - Receipts
  - Fragile or thin documents
  - Photographs
  - Wrinkled or creased paper
  - Curled or rolled paper
  - Torn paper
  - Carbon or carbon-backed paper
  - Coated or glossy paper
  - Onion skin or thin paper
- Remove all staples, paper clips, and similar items before feeding the document.
  - Make sure any glue, ink, or correction fluid on the paper is completely dry before feeding the document.

## Loading the Document Using the Copy/Scan Sleeve

To protect irregular-sized or delicate documents or photos that were mentioned above, use the Copy/Scan sleeve when scanning.

1. Slide the document or photograph in the upper left corner of the sleeve.
2. With the original document/photo facing away from you, place the sleeve in the document input tray.

## Scanning

To send a scan, complete the following steps.

1. Slide document into the tray until the machine grips the first sheet. The lower LCD panel displays the message:

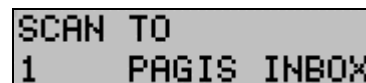


2. Press the **Scan** button.



**IMPORTANT:** Scan destinations must have been previously set up from the computer. See the section *Scan Settings* in the “Common Procedures” chapter for information on setting up a scan destination.

3. Select the SCAN TO destination. Use the **Options** button to cycle through the available choices.



4. Press **Start**.



The All-In-One will then contact the host computer and scan all the documents in the document input tray to the chosen destination.

## Advanced Scanning

You can adjust the scan type and contrast. Use the **Menu** and **Options** buttons located on the left and right side of the LCD panel to make adjustments.

To access advanced scanning features:

1. Load the documents printed side facing down in the document input tray.
2. Press the **Scan** button.
3. Select the Scan To destination using the **Options** button.
4. Press the **Menu** button to cycle through advanced scan features.
5. Press the **Options** button to change the scan feature settings.
6. Press the **Start** button to scan.

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### Advanced Scan Features

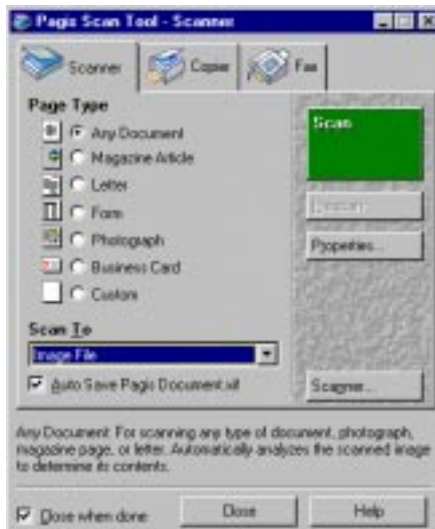
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Menu	Options	Description
Scan Type	• Black Draft	Use when the originals are black text or line art. This is the fastest scan, but the resolution is reduced.
	• Black Normal	Use when the originals are black text or line art. This is slower than Black Draft, but the resolution is better.
	• Black Photo	Use when the originals are photos or have color content. Black Photo is slower than Black Normal but it captures grayscale information.
	• Color Draft	Use when the originals are color photos. This is the fastest color scan, but the resolution is reduced.
	• Color Normal	Use when you want a better quality color scan. This is slower than Color Draft.
	• Color Best	Use when you want the best quality color scan. This is slower than Color Normal and the slowest scan possible. The resolution is the best.
Scan Contrast	• Dark to Light	Adjust this when your originals are too light or too dark.

## Scanning with the Computer

Using *Pagis ScanWorks*, you can scan documents and photos. These are basic steps to help you through a scan process. For more information on scanning with *Pagis ScanWorks*, refer to the online user's manual.

1. Click **Start → Programs → Compaq A900 → Pagis Toolbar**.
2. Place the document(s) to be scanned **face down** and **top down** in the document input tray.
3. Click **Scan** on the *Pagis ScanWorks* toolbar.
4. Select the desired options on the screen.
  - Select the page type that most closely resembles your document.
  - Click **Properties** to set enhancement options.
  - Select the Scan To selection to set where the image will be sent when it is scanned.



5. Click **Scan**. The All-In-One then scans the document and sends the image to the selected application.

## Scanning with the Compaq Control Form

1. Press the **Control Form** button and then press the **Start** button. A copy of Compaq Control Form prints.
2. Check the **Scan** box at the top of the page.
3. The default settings on the Control Form are indicated with a triangle. You can change these settings by checking the desired settings in the **Scan Settings** section.
4. When you are finished, put the documents that you want to scan behind the Compaq Control Form. Place the document(s) to be scanned **face down** and **top down** in the document input tray.
5. Press the **Control Form** button on the control panel. The scan process begins.
6. The Control Form and document are scanned and the image is sent to the selected destination.

# Maintaining Your A900

## Cleaning the Document Scanner

For best quality faxes and scans, you may occasionally need to clean some internal parts of the machine, such as the:

- white roller
- scanning glass

If these parts are dirty, documents scanned or sent to another fax machine will not be clear.

To clean the internal parts of the A900:

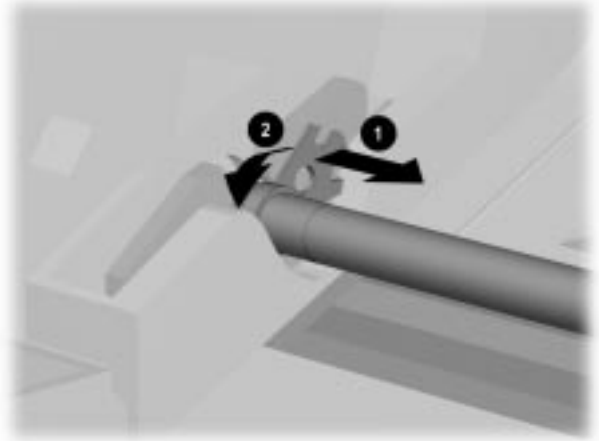
1. Unplug the power cord from the electrical outlet or the rear of the machine.
2. Open the control panel.



*Opening the control panel*

3. Disassemble the white roller as follows:

Both ends of the white roller have plastic bushings that are snapped shut with small tabs on them. Pull the bushing slightly out ❶, then rotate the bushing until it reaches the slot ❷. Then pull the roller up.



*Removing the white roller*

4. Wipe the roller surface with a soft cloth dampened with water.
5. Wipe the scanner glass surface with a soft cloth dampened with water. Dry with a soft tissue.

## Cleaning the Cartridge Carrier

If the ink cartridge is not printing from some nozzles as indicated on the test page, the cartridge carrier contacts may need cleaning. See the *Cleaning Print Cartridges* of the “Common Procedures” chapter for more information.

To clean the cartridge carrier contacts:

1. Open the control panel and the cartridge access door.
2. Unplug the power cord from the electrical outlet or the rear of the machine.
3. Remove the ink cartridges.
4. Use a clean dry cloth or tissue to clean the print cartridge contacts inside of the machine.
5. Replace the ink cartridges.
6. Plug in the power cord.

## Replacing the Document Separator Pad

If documents continually feed more than one page at a time through the scanner assembly, you may need to replace the document separator pad. Visit the Compaq website at [www.compaq.com](http://www.compaq.com) to order the separator pad. Or call Customer Service at 1-800-OKCOMPAQ (1-800-652-6672).



The life of the automatic document feed rubber varies with use. You may not have to replace this pad during the life of the A900.



# Basic Troubleshooting

## Preparation

Many times a problem can be easily solved by verifying that simple things are installed and/or connected properly. Before continuing in this section, be sure to check:

- The power is on at the unit.
- The ink cartridges are present.
- The paper is installed.
- The cables and cable connections are secure.

## Clearing Document and Paper Jams

### Document Jams during Copying, Scanning or Sending Faxes

While scanning documents with your Compaq A900, you could experience a document jam.

If a document jam occurs, the following displays on the LCD panel:



CLR DOCUMENT JAM



**CAUTION:** If a document jams while you are sending a fax, do not pull the document out of the slot. Doing so could harm your machine.

If an original document jams:

1. Open the control panel.
2. Carefully remove the jammed document. Be sure to remove the entire document to prevent the jam from reoccurring.
3. Ensure that the document input tray is clear.
4. Close the control panel firmly until it clicks into place.
5. Retry.

### Paper Jams during Printing, Copying, or Printing Faxes

Paper may get jammed in the printer exit.

If a paper jam occurs, the following displays on the LCD panel:



REMOVE PAPER JAM  
THEN PRESS CLEAR

If you experience a jam in the printer exit tray:

1. Carefully pull the jammed paper out the paper exit of the A900.
2. Clear the printer exit tray's path and ensure that the paper in the paper feed is aligned properly.
3. Press the **Stop/Clear** button.

The plain paper feed area can become obstructed.

If you experience a jam in the plain paper feed area:

1. Gently pull the jammed paper out.
2. Clear the paper tray.
3. Reload the paper.
4. Press the **Stop/Clear** button.

If the jam occurs inside the A900:

1. Unplug the A900 power cord.
2. Open the control panel and the cartridge compartment cover.
3. Carefully remove the jammed paper.
4. Close the cartridge compartment cover.
5. Close the control panel firmly until it clicks into place.
6. Plug in the power cord

## Error Messages

Occasionally the A900 may display an error message on the Control Panel's Liquid Crystal Display (LCD) screen. Often, the error can be easily resolved and the current task can be completed. The following table lists the error messages you may encounter, the most probable cause, and a simple solution.

## Troubleshooting Error Messages

### Ready State Messages

SYMPTOM/MESSAGE	CAUSE	SOLUTION
"ADD PAPER"	No paper detected in the paper input tray.	Load paper in the input tray.
"CHANGE BLACK INK" Received faxes are stored to memory, not printed.	Smart Ink has determined that the ink cartridge is empty.	Replace the Black ink cartridge. Replacing the Black ink cartridge and selecting <b>NEW BLACK CARTRIDGE</b> will reset the ink monitoring system and print any faxes in memory. (Note that if you keep the old cartridge installed and tell the system you have installed new cartridges you may get some more pages printed but you will defeat the ink management system and may lose incoming faxes.)
"CLR DOCUMENT JAM"	A document jam or a very long document was scanned.	Open cover and remove document or jam
"REMOVE PAPER JAM THEN PRESS CLEAR"	Paper jam occurred in printer paper path.	Clear paper jam then press <b>CLEAR/STOP</b> <i>See Clear Paper Jam instructions</i>
"MEMORY TO PRINT"	A copy collate or incoming fax is in memory while the printer is busy.	A copy job will complete when a print job is finished.
"COVER OPEN CLOSE COVER"	The cartridge access door is open.	Close the cover. The display will ask if any cartridges were changed with <b>CARTRIDGE CHANGE</b> . The default is <b>NO</b> - press <b>START</b> to select this. If cartridges were changed, see the <i>Changing Cartridges from the A900 Control Panel</i> section.

## Troubleshooting Error Messages

### Fax Messages

SYMPTOM/MESSAGE	CAUSE	SOLUTION
"ENTER FAX NUMBER TO DIAL" with beep warning tone and return to READY state.	An attempt to send a fax without entering a fax number.	Enter a fax number before sending a fax.
"LOAD DOCUMENT" with beep warning tone and return to READY state.	An attempt to start a fax operation before loading the document.	Load the document to be copied before pressing "START."
"RESOURCE BUSY, TRY LATER" with beep warning tone and return to prior state.	Tried to fax a document with MEMORY XMIT OFF while another fax operation is happening.	Wait for the current fax operation to complete.
"CLR DOCUMENT JAM"	A document jam or very long document was scanned.	Open the cover and remove document or jam.
"DOCUMENT OUT, PLEASE WAIT"	Pressing STOP after paper is loaded.	Wait for all document(s) in the document input tray to be fed to the document exit tray.
"FAX SPEED # ? UNDEFINED" beep warning tone and return to READY state.	Entered a number of an unassigned speed dial.	Enter an assigned speed dial number. Use the A900 Settings Utility to set up speed dial numbers.
Display "MEMORY FULL!" and returns to READY state	Memory Full occurred while scanning the first page of a document.	Wait for memory to become available, then try again or Turn Memory XMIT off from SETUP or A900 Settings Utility.
"MEMORY FULL, TO CONTINUE, START "	Memory Full occurred after the first page of a document has been scanned into memory.	Press <b>START</b> and the A900 will send completely stored pages. Current and remaining pages will not be sent. Pressing <b>STOP/CLEAR</b> will cancel the job.
"NO LINE CONNECTION", beep warning tone and return to READY state.	Phone line disconnected while trying to send a fax.	Check the phone line connection.
"STOP PRESSED, PLEASE WAIT"	STOP key pressed during fax transmission.	Wait for the fax job to be terminated.
"CHANGE BLACK INK MEMORY TO PRINT"	Smart Ink has determined that the ink cartridge is empty. An incoming FAX has been saved to memory	Faxes will continue to be received to memory (until full). Replace Black ink cartridge to print out received faxes. Replacing the Black ink cartridge and selecting NEW BLACK CARTRIDGE will reset the ink counting system. (Note that if you keep the old cartridge installed and tell the system you have installed new cartridges you may get some more pages printed but you will defeat the ink management system and may lose incoming faxes.)
"MEMORY FULL!"	The memory becomes full while receiving a fax. A900 will print out (or save to memory) the received pages.	Sending station should see a transmission error and re-send the fax.

*Continued*

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**Fax Messages, Continued**

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<b>SYMPTOM/MESSAGE</b>	<b>CAUSE</b>	<b>SOLUTION</b>
"PC DRPD SETUP FAILED!"	A900 failed to learn the DRPD tones. Ring pattern not detected. System timed out waiting for ring. Note that DRPD mode can not be selected until a ring pattern has been successfully learned.	Check phone line connection.

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## Troubleshooting Error Messages

### Copy Messages

SYMPTOM/MESSAGE	CAUSE	SOLUTION
"LOAD DOCUMENT" with beep warning tone and return to READY state.	Tried to start a copy operation before loading the document.	Load document to be copied before pressing <b>START</b> .
"ADD PAPER" with beep warning tone and return to READY state.	Tried to start a copy operation with no paper in the paper input tray.	Load paper in the input tray.
"RESOURCE BUSY, TRY LATER" with beep warning tone and return to prior state.	Tried to copy when the scanner is in use. Tried to copy when printer is in use. Tried to start a computer-assisted copy while parallel port is in use by another task.	Verify that the computer is connected and available. Wait for resource to become free then try again.
"REMOVE PAPER JAM THEN PRESS CLEAR"	Paper jam occurred in paper path.	Clear paper jam, then press <b>CLEAR /STOP</b> . See <i>Clearing Documents and Paper Jam</i> section.
"DOCUMENT OUT, PLEASE WAIT"	STOP pressed after paper is loaded.	Wait for all document(s) in the document input tray to be fed to the document output tray.
"CLR DOCUMENT JAM"	A document jam or a very long document was scanned.	Open the control panel and remove document or jam.
"PC NOT AVAILABLE" displayed on the LCD panel with a beep warning tone and return to READY state.	Computer is not available for a copy task that required computer assistance. (multiple photo or color copies)	Verify that the computer is connected and available. Make sure the cables are connected, the computer is on and not in sleep mode. Retry when the computer is available.
"ADD PAPER MEMORY TO PRINT"	Making copies without paper and collate on.	Add paper and printing will continue
"ADD PAPER" with beep warning tone and return to READY state.	Making copies without paper and collate off.	Add paper before attempting to copy.
"MEMORY TO PRINT"	Starting a copy collate or multiple copy operation while the printer is busy.	Copy job will complete when print job is finished.
"MEMORY FULL!"	Collate is off and insufficient memory to copy current sheet of document.	Job will be automatically aborted. Retry when more memory becomes available.
"MEMORY FULL, TO CONTINUE, START"	During a multiple copy operation, the memory became full.	Press <b>START</b> to print (collated) the current full pages scanned so far, then continue the scanning process. Press <b>STOP</b> to cancel the copy operation.

## Troubleshooting Error Messages

### Scan Messages

SYMPTOM/MESSAGE	CAUSE	SOLUTION
"SCAN TO UNDEFINED." with beep warning tone and return to READY state.	Trying to scan to an undefined scan destination.	Use A900 Settings Utility to define the scan locations.
"LOAD DOCUMENT" with beep warning tone and return to READY state.	Trying to start a scan operation before loading the document.	Load document to be scanned before pressing <b>START</b> .
"RESOURCE BUSY, TRY LATER" with beep warning tone and return to prior state.	Trying a SCAN operation while the scanner is busy.	Verify that the computer is connected and available.
	Trying to scan while parallel port is in use by another task	Wait for resource to become free then try again.
"CLR DOCUMENT JAM"	A document jam or a very long document was scanned.	Open the cover and remove document or jam.
"DOCUMENT OUT, PLEASE WAIT"	Pressing STOP after paper is loaded.	Wait for all document(s) in the document input tray to be fed to the document output tray.
"PC NOT AVAILABLE" with beep warning tone and return to READY state.	There is no response from computer.	Verify that an IEEE 1284 cable is connected to the computer and that the computer is on and not in sleep mode. Verify that the A900 software is properly installed and running by selecting A900 Settings from the Compaq A900 program group. Retry.

## Troubleshooting Error Messages

### Control Form Messages

SYMPTOM/MESSAGE	CAUSE	SOLUTION
"RESOURCE BUSY, TRY LATER" with beep warning tone and return to prior state.	Trying to scan Control Form sheet while the computer is using parallel port for another job. Trying to print a Control form sheet while computer is using parallel port for another job.	Wait for current computer to printer port activity to complete, then try again.
"CLR DOCUMENT JAM"	A document jam or a very long document was scanned.	Open the cover and remove document or jam.
"DOCUMENT OUT, PLEASE WAIT"	Pressing STOP after paper is loaded	Wait for all document(s) in the document input tray to be fed to the document output tray.
"ADD PAPER" with beep warning tone and return to READY state.	Trying to print a Control Form when no paper is in the paper input tray.	Load paper into the paper input tray.
"CHANGE BLACK INK"	Trying to print a Control Form but Smart Ink has determined that the ink cartridge is empty.	Replace Black ink cartridge. Replacing the Black ink cartridge and selecting NEW BLACK CARTRIDGE will reset the ink counting system. (Note that if you keep the old cartridge installed and tell the system you have installed new cartridges you may get some more pages printed but you will defeat the ink management system and may lose incoming faxes.)
"REMOVE PAPER JAM THEN PRESS CLEAR"	Trying to print a Control Form when a Paper jam occurred in the paper path.	Clear paper jam, then press <b>STOP/CLEAR</b> .
"PC NOT AVAILABLE" with beep warning tone and return to READY state.	There is no response from the computer.	Verify that an IEEE 1284 cable is connected to the computer and that the computer is on and not in sleep mode. Verify that the A900 software is properly installed and running by selecting A900 Settings from the Compaq A900 program group. Retry.

## Correcting Problems

Some of the problems that you may encounter are listed in the table titled “Error Messages.” Occasionally, other problems may arise that you could solve yourself. They are listed in the tables below along with a possible cause and possible solution.

<b>Fax Problems</b>	
<b>Symptom</b>	<b>Solution</b>
The machine is not working. There is no display. The buttons do not work.	<ul style="list-style-type: none"> <li>• Check the power cord connection.</li> <li>• Check to make sure your electrical outlet is live.</li> </ul>
No dial tone (when START key is pressed form READY display.)	<ul style="list-style-type: none"> <li>• Ensure that the telephone cord is connected properly.</li> <li>• Plug another telephone into the phone jack to check the socket.</li> </ul>
The numbers stored in the SPEED DIAL memory do not dial correctly.	<ul style="list-style-type: none"> <li>• Make sure the numbers are stored in the memory correctly. To print speed dial list press <b>SETUP</b>, then press <b>MENU</b> button to select the PRINT REPORT feature. Press the <b>OPTIONS</b> button to select the <b>SPEED DIAL LIST</b>. Press <b>START</b> to print.</li> </ul>
The document does not feed into the machine.	<ul style="list-style-type: none"> <li>• Make sure the document is not wrinkled or folded and is not too thick or too thin.</li> <li>• Make sure that the cover is firmly closed.</li> </ul>
Incoming faxes are not received automatically.	<ul style="list-style-type: none"> <li>• Make sure that the A900 FAX RECEIVE mode is not set to TEL. The current receive mode is displayed in the upper right corner of the LCD panel.</li> <li>• Make sure the extension phone is on the hook properly.</li> <li>• Check to see if there is paper in the paper input tray.</li> <li>• Insufficient memory to receive fax. – (See <i>Memory To Print, Memory Full</i> in Fax Messages)</li> </ul>
Faxes can not be received manually.	<ul style="list-style-type: none"> <li>• Press <b>START</b> twice , or *9* on the EXT phone, before you hang up the handset.</li> </ul>
The machine will not send a fax.	<ul style="list-style-type: none"> <li>• Make sure the document is loaded face down.</li> <li>• Check the machine you are sending to for problems.</li> </ul>
Incoming faxes are incomplete or contain blank spaces.	<ul style="list-style-type: none"> <li>• The machine sending you the fax may be faulty.</li> <li>• A noisy phone line can cause line errors.</li> <li>• Make a copy to check your machine.</li> <li>• The cartridge may be running out of ink. See <i>Print Quality Problems</i>.</li> </ul>
Spots on incoming faxes.	<ul style="list-style-type: none"> <li>• Check the phone for line noise.</li> <li>• Run a printer self test to be sure the print head is clean. See <i>Print Quality Problems</i>.</li> </ul>
You are receiving poor quality faxes.	<ul style="list-style-type: none"> <li>• The machine sending you a fax may have a dirty scan glass.</li> <li>• Check the phone for line noise.</li> </ul>
Stretched words on incoming faxes.	<ul style="list-style-type: none"> <li>• The machine sending you the fax had a temporary document jam.</li> </ul>
There are vertical lines or stripes on copies or documents you send.	<ul style="list-style-type: none"> <li>• Check your scan glass. It may need to be cleaned. See <i>Maintaining Your A900</i>.</li> </ul>
The machine dials a number, but fails to make a connection with another fax machine.	<ul style="list-style-type: none"> <li>• The fax machine you are trying to reach may be turned off, out of paper, or can not answer incoming calls.</li> </ul>
Pages have a small strip of text printed at the top with a large blank area below.	<ul style="list-style-type: none"> <li>• You may have selected the wrong paper size setting. See The <i>Loading Different Size Paper</i> section.</li> </ul>
Losing characters on the bottom edge of the page.	<ul style="list-style-type: none"> <li>• Set AUTO REDUCTION ON. This control is located in the A900 Settings Utility on the FAX TAB</li> </ul>



## Print Quality Problems

Symptom	Solution
Light or blurred characters	<ul style="list-style-type: none"> <li>• The print cartridge may be running out of ink.</li> <li>• The print cartridge may need to be cleaned. See <i>Cleaning Print Cartridges</i> section.</li> <li>• Make sure you are using the correct type of paper.</li> </ul>
Smudged or dark characters	<ul style="list-style-type: none"> <li>• Make sure you are using the correct type of paper.</li> <li>• The paper should be straight and without wrinkles.</li> <li>• Let the ink dry for a moment before handling the document.</li> <li>• Adjust the Print Quality settings.</li> <li>• The print cartridge may need to be cleaned. See <i>Cleaning Print Cartridges</i> section.</li> </ul>
Characters with white lines	<ul style="list-style-type: none"> <li>• The print cartridge may be running low on ink.</li> <li>• Remove and reinstall the print cartridge.</li> <li>• The print cartridge may need to be cleaned. See <i>Cleaning Print Cartridges</i> section.</li> </ul>
Color print quality is poor.	<ul style="list-style-type: none"> <li>• Make sure you are using the correct type of paper.</li> <li>• Adjust the Print Quality settings.</li> </ul>
Characters are improperly formed or not aligned correctly.	<ul style="list-style-type: none"> <li>• The media is loaded incorrectly or is an unsupported size or type. Try feeding one sheet at a time.</li> <li>• Make sure you do not have hard-coded spaces at the left margin in your application.</li> <li>• The print cartridge may need to be cleaned. See <i>Cleaning Print Cartridges</i> section.</li> <li>• The print cartridge may need to be aligned. See <i>Aligning Print Cartridges</i> section.</li> </ul>
Vertical straight lines in tables, borders and graphs are not smooth.	<ul style="list-style-type: none"> <li>• The print cartridge may need to be aligned. See <i>Aligning Print Cartridges</i> section.</li> <li>• The print cartridge may need to be cleaned. See <i>Cleaning Print Cartridges</i> section.</li> </ul>
Solid black areas on transparencies contain white streaks.	<ul style="list-style-type: none"> <li>• Try changing the fill pattern in your application software.</li> </ul>
Printed color does not match screen color.	<ul style="list-style-type: none"> <li>• The color print cartridge has run out of one or more ink colors. Install a new color ink cartridge.</li> <li>• The print cartridge may need to be cleaned. See <i>Cleaning Print Cartridges</i> section.</li> </ul>
Documents are printing black and white instead of color.	<ul style="list-style-type: none"> <li>• The print settings may be incorrect.</li> </ul>
Printer pauses frequently during a print job	<ul style="list-style-type: none"> <li>• If your printer pauses frequently (every two or three lines) during a print job, and the printed pages have alternating bands of light and dark print, choose Enable Buffer Mode from the <b>Options</b> tab. <ol style="list-style-type: none"> <li>1. From the printer's Control Program, click the <b>Options</b> tab.</li> <li>2. Choose the <b>Enable Buffer Mode</b> option.</li> </ol> </li> </ul>

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## Printing and Copying Problems

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Symptom	Solution
Printer is on, but nothing prints.	<ul style="list-style-type: none"><li>• The scan tool may be using the parallel port. Close the scan tool application.</li><li>• The printer may be improperly connected to the computer. Check the cable connections at the All-In-One and at the computer.</li><li>• Make sure that the printer cable is IEEE 1284 compliant.</li><li>• The printer cable may be defective. Try another cable.</li><li>• Make sure your application has the A900 selected as the default printer.</li><li>• Make sure there is paper in the paper input tray.</li><li>• Make sure that your selected port is not already being used by another device.</li><li>• Make sure that the paper path is not blocked.</li></ul>
Printer seems to be printing, but no characters are printing.	<ul style="list-style-type: none"><li>• Be sure the tape covering the nozzle of the print cartridge has been removed.</li><li>• The print cartridge may be out of ink.</li></ul>
Unexpected characters print or characters are missing.	<ul style="list-style-type: none"><li>• Make sure that your application has the A900 selected as the default printer.</li><li>• Check the printer cable connections.</li><li>• The print head may need to be cleaned. See <i>Cleaning Print Cartridges</i> section.</li></ul>
Printer prints very slowly.	<ul style="list-style-type: none"><li>• You may be using "High" print quality. Adjust your Print Quality settings to <b>NORMAL</b> or <b>QUICK PRINT</b>.</li><li>• Graphics print more slowly than text.</li><li>• Color prints more slowly than black.</li><li>• Special media prints more slowly than plain paper.</li><li>• Open applications affect print speed. Close other running programs if they are not required.</li></ul>
The Control Panel does not respond.	<ul style="list-style-type: none"><li>• Unplug the A900 power cord, then plug it back in.</li></ul>
Making a local copy at 100% does not print on a single sheet although the same size paper is in the paper input tray.	<ul style="list-style-type: none"><li>• The A900 does not know the paper size that is loaded in the printer output tray. Press <b>Setup</b>, use the menu key to select the <b>Paper Size</b> menu. Press the <b>Options</b> button until the correct paper size (letter, legal, A4) is displayed.</li></ul>
Page does not print.	<ul style="list-style-type: none"><li>• Complicated page formats may not be printable on the printer. Too many fonts and/or complex graphics can cause this problem. Simplify your page.</li></ul>
The A900 doesn't respond.	<ul style="list-style-type: none"><li>• Unplug the A900 power cord, then plug back in.</li><li>• Restart Windows.</li></ul>

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## Paper Feeding Problems

Symptom	Solution
Paper is jammed	<ul style="list-style-type: none"><li>• Clear the paper jam. See section, <i>Clearing Document And Paper Jams</i>.</li></ul>
Paper sticks together	<ul style="list-style-type: none"><li>• Make sure there is not too much paper in the paper input tray.</li><li>• Make sure you are using the correct type of paper.</li><li>• Fan the paper to allow some air between the sheets.</li><li>• Humid conditions may cause some paper to stick together.</li></ul>
Paper fails to feed	<ul style="list-style-type: none"><li>• Make sure there is not too much paper in the paper input tray.</li><li>• Make sure that the envelope guide is not in the install position.</li><li>• Remove any obstructions from inside the printer.</li></ul>
Multiple sheets of paper fed	<ul style="list-style-type: none"><li>• Make sure there is not too much paper in the paper bin.</li><li>• Load paper of only one type, size, and weight.</li><li>• Do not force paper down into the printer when loading.</li><li>• If multiple sheets have caused a paper jam, clear the paper jam.</li></ul>
Paper skews or buckles in the paper bin	<ul style="list-style-type: none"><li>• Make sure there is not too much paper in the paper input tray.</li><li>• Make sure the paper guide does not push the paper and cause it to bow.</li><li>• Make sure you are using the correct type of paper.</li><li>• Do not force paper down into the printer when loading.</li><li>• Make sure that the right side of the paper is aligned with the right edge of the feeder, and the left paper guide is set against the left side of the paper.</li><li>• Make sure that the envelope guide is not in the envelope position.</li></ul>
Envelopes skew or fail to feed correctly in the paper bin.	<ul style="list-style-type: none"><li>• Make sure that the envelope guide has been turned to the envelope load position.</li><li>• Make sure that the paper guide is against the left side of the envelopes.</li></ul>
Transparencies stick together in the paper exit.	<ul style="list-style-type: none"><li>• Use only transparencies designed for Inkjet Printers.</li><li>• Remove each transparency as it exits from the printer.</li></ul>

## Scanning and Copying Problems

Symptom	Solution
Can not scan a document into memory	<ul style="list-style-type: none"> <li>• Make sure you load the document to be scanned into the document tray.</li> <li>• Print out any received documents that are stored in the memory.</li> <li>• If there are any outgoing faxes stored in the memory waiting to be sent, print out the received documents that are stored in memory.</li> </ul>
Scanning very slowly	<ul style="list-style-type: none"> <li>• Graphics are scanned more slowly than text and color is slower than black. Increasing resolution will slow scanning.</li> <li>• Adding more memory to the computer can dramatically improve scanning speed, especially for higher resolution color images. If there is a lot of disk activity when scanning is the only application running on the computer, this is a good indication that additional memory is needed.</li> <li>• Communication speed becomes slow in scan mode because a lot of memory is required to analyze and reproduce the scan image. It is recommended that you set your computer's Parallel Port to ECP mode for maximum performance. Bi-directional mode can also be used, but it will run slower than ECP mode. (Do not select EPP as this mode is not supported by A900.). For details on how to set the mode in your BIOS, refer to the documentation that came with your computer.</li> </ul>
"There is no document or the document is loaded improperly. Insert the document properly and try again," message appears on the screen.	<ul style="list-style-type: none"> <li>• Insert the document properly and push it down until the A900 grips the document.</li> </ul>
"Scanner is busy receiving or printing data. When the current job is completed, try again," message appears on the screen.	<ul style="list-style-type: none"> <li>• Your scanner may be busy with a copying or faxing job. When the current job is completed, try again.</li> </ul>
"The scanner driver is not installed or an operation environment is not set up properly. Reinstall the scanner driver and try again," message appears on the screen.	<ul style="list-style-type: none"> <li>• Make sure that the application selects the Compaq A900 Scanner as the Twain Scanner</li> <li>• Reinstall the scanner driver by re-installing the A900 software.</li> </ul>
"Port is disabled. Check if the port is properly connected, or power is on. Then restart your computer," message appears on the screen.	<ul style="list-style-type: none"> <li>• I/O errors can occur during scanning. Check the cable and cable connections.</li> </ul>
"Port is disabled. Check if the port is properly connected, power is on, scanner is not busy," message appears on the screen.	<ul style="list-style-type: none"> <li>• The printer cable may be improperly connected or the power may be turned off. Check the cable. Make sure the power is turned on.</li> </ul>
Vertical black line or strip over the entire length of the scan or copy.	<ul style="list-style-type: none"> <li>• Contaminated scanner lens. See the <i>Maintaining Your A900</i> section for cleaning instructions.</li> </ul>

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## Control Form Problems

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### Symptom

Demo Sample prints when **CONTROL FORM** button is pressed

### Solution

- Computer is not available and system has reverted into demo mode.
  - Verify that an IEEE 1284 cable is connected to the computer and that the computer is on and not in sleep mode.
  - Verify that the A900 software is properly installed and running by selecting A900 Settings from the Compaq A900 program group.
-

# Regulatory and Safety Notices

## Electromagnetic Interference Compliance Notices

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

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio or television technician for help.

### Modifications

The FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by Compaq Computer Corporation may void the user's authority to operate the equipment.

### Cables

Connections to this device must be made with shielded cables with metallic RFI/EMI connector hoods in order to maintain compliance with FCC Rules and Regulations

## Declaration Of Conformity For Products Marked With The FCC Logo—United States Only

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

For questions regarding your product, call 1-800- 652-6672 (1-800-OK COMPAQ) or contact:

Compaq Computer Corporation  
P. O. Box 692000, Mail Stop 530113  
Houston, Texas 77269-2000

For questions regarding this FCC declaration, call 1-281-514-3333 or contact:

Compaq Computer Corporation  
P. O. Box 692000, Mail Stop 510101  
Houston, Texas 77269-2000

To identify this product, refer to the Part, Series, or Model number found on the product.

### Canadian Notice

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

### Avis Canadien

Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

## Safety

Safety is important when you are operating your unit. Follow the guidelines in this section to enjoy your experience.

## Power Cords

If you were not provided with a power cord for your unit, you should purchase a power cord that is approved for use in your country.

The power cord must be rated for the product and for the voltage and current marked on the product's electrical ratings **label**. The voltage and current rating of the cord should be greater than the voltage and current rating marked on the product. In addition, the diameter of the wire must be a minimum of 0.75 mm<sup>2</sup>/18AWG, and the length of the cord must be between 5 feet (1.5 m) and 6 ½ feet (2m). If you have questions about the type of power cord to use, contact your Compaq authorized service provider.

A power cord should be routed so that it is not likely to be walked on or pinched by items placed upon it or against it. Particular attention should be paid to the plug, electrical outlet, and the point where the cord exits from the product.



**WARNING:** Only authorized technicians trained by Compaq should attempt to repair this equipment. All troubleshooting and repair procedures are detailed to allow only subassembly/module-level repair. Because of the complexity of the individual boards and subassemblies, no one should attempt to make repairs at the component level or to make modifications to any printed wiring board. Improper repairs can create a safety hazard.

### **U.S. Regulations Governing the Use of Modems**

This equipment complies with Part 68 of the FCC rules. Located on the rear of the **Compaq A900 All-In-One** is a label that contains, among other information, the FCC Registration Number and Ringer Equivalence Number (REN) for this equipment. Upon request, you must provide this information to your telephone company.

### **Ringer Equivalence Number**

The REN is useful to determine the quantity of devices you may connect to your telephone line and still have all of those devices ring when your telephone number is called. In most areas (but not all), the sum of the RENs of all devices connected to one line should not exceed five (5.0). To be certain of the number of devices you may connect to your telephone line, as determined by the REN, you should contact your local telephone company to determine the maximum REN for your calling area.

The REN for this device is 0.7B.

An FCC Compliant 6-position modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible 6-position modular jack which is FCC Part 68 Compliant.

If your telephone equipment causes harm to the telephone network, the telephone company may discontinue your service temporarily. If possible, they will notify you in advance. But, if advance notice is not practical, you will be notified as soon as possible. You will also be informed of your right to file a complaint with the FCC.

Your telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the proper functioning of your equipment. If they do, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service.

If you experience trouble with this telephone equipment, contact your local telephone company for information on obtaining service or repairs. The telephone company may ask that you disconnect this equipment from the network until the problem has been corrected or until you are sure that the equipment is not malfunctioning.

This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs.

For the Compaq Customer Support Center and your nearest Compaq Authorized reseller in North America, call 1-800-345-1518 or write:

Compaq Customer Support Center  
P.O. Box 692000  
Houston, Texas 77269-2000

### **Telephone Consumer Protection Act of 1991**

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device to send any message via a telephone facsimile machine unless such message clearly contains, in a margin at the top or bottom of each transmitted page, or on the first page of the transmission, the date and time it is sent and an identification of the business, or entity, or individual sending the message and the telephone number of the sending machine or such business, or entity, or individual.

## Canadian Regulations Governing the Use of Modems

**NOTE:** The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational, and safety requirements. The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing the equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single line individual service may be extended by means of a certified connector assembly (telephone extension cord). The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.



**CAUTION:** Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority or an electrician.

**NOTICE:** The Ringer Equivalence Number (**REN**) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices, subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed **5**.

The **Ringer Equivalence Number (REN)** for this device is 0.7B.


For the location of the authorized Canadian maintenance facility nearest you, call 1-800-263-5868 or contact:

Compaq Canada, Inc.  
45 Vogell Road  
Richmond Hill, Ontario LA5B 3P6

## General Precautions for Compaq Products

Retain the product's safety and operating instructions for future reference. Follow all operating and usage instructions. Observe all warnings on the product and in the operating instructions.

To reduce the risk of fire, bodily injury, and damage to the equipment, observe the following precautions.

- **Damage Requiring Service**  
Unplug the product from the electrical outlet and take the product to a Compaq authorized service provider under the following conditions:
  - The power cord, extension cord, or plug is damaged.
  - Liquid has been spilled or an object has fallen into the product.
  - The product has been exposed to water.
  - The product has been dropped or damaged in any way.
  - There are noticeable signs of overheating.
  - The product does not operate normally when you follow the operating instructions.
- **Servicing**  
Except as explained elsewhere in the Compaq documentation, do not service any Compaq product yourself. Opening or removing covers that are marked  may expose you to electric shock. Service needed on components inside these compartments should be done by a Compaq authorized service provider.
- **Mounting Accessories**  
Do not use the product on an unstable table, cart, stand, tripod, or bracket. The product may fall, causing serious bodily injury and serious damage to the product. Use only with a table, cart, stand, tripod, or bracket recommended by the manufacturer, or sold with the product. Any mounting of the product should follow the manufacturer's instructions, and should use a mounting accessory recommended by the manufacturer.



- **Ventilation**  
Slots and openings in the product are provided for ventilation and should never be blocked or covered since these ensure reliable operation of the product and protect it from overheating. The openings should never be blocked by placing the product on a bed, sofa, carpet, or other similar flexible surface. The product should not be placed in a built-in apparatus such as a bookcase or rack unless the apparatus has been specifically designed to accommodate the product, proper ventilation is provided for the product, and the manufacturer's instructions have been followed.
- **Water and Moisture**  
Do not use the product in a wet location.
- **Grounded (Earthed) Products**  
Some products are equipped with a three-wire electrical grounding-type plug that has a third pin for grounding. This plug only fits into a grounded electrical outlet. This is a safety feature. Do not defeat the safety purpose of the grounding-type plug by trying to insert it into a non-grounded outlet. If you cannot insert the plug into the outlet, contact your electrician to replace the obsolete outlet.
- **Power Sources**  
The product should be operated only from the type of power source indicated on the product's electrical ratings label. If you have questions about the type of power source to use, contact your Compaq authorized service provider or local power company. For a product that operates from battery power or other power sources, refer to the operating instructions included with the product.
- **Accessibility**  
Be sure that the power outlet you plug the power cord into is easily accessible and located as close to the equipment operator as possible. When you need to disconnect power to the equipment, be sure to unplug the power cord from the electrical outlet.
- **Power Cords**  
If you have not been provided with a power cord for your unit or for any AC-powered option intended for use with your unit, you should purchase a power cord that is approved for use in your country.

The power cord must be rated for the product and for the voltage and current marked on the product's electrical ratings label. The voltage and current rating of the cord should be greater than the voltage and current rating marked on the product. In addition, the diameter of the wire must be a minimum of 0.75 mm<sup>2</sup> / 18AWG and the cord should be between 5 and 6.5 feet (1.5 and 2 meters) long. If you have questions about the type of power cord to use, contact your Compaq authorized service provider.

Route the power cord so that it will not be walked on, tripped over, or pinched by items placed upon or against it. Pay particular attention to the plug, electrical outlet, and the point where the cord exits the product.

- **Protective Attachment Plug**  
In some countries, the product cord set may be equipped with a wall plug having overload protection. This is a safety feature. If the plug needs to be replaced, be sure the Compaq authorized service provider uses a replacement plug specified by the manufacturer as having the same overload protection as the original plug.
- **Extension Cord**  
If an extension cord or power strip is used, make sure that the cord or strip is rated for the product and that the total ampere ratings of all products plugged into the extension cord or power strip do not exceed 80% of the extension cord or strip ampere ratings limit.
- **Overloading**  
Do not overload an electrical outlet, power strip, or convenience receptacle. The overall system load must not exceed 80% of the branch circuit rating. If power strips are used, the load should not exceed 80% of the power strip input rating.
- **Cleaning**  
Unplug the product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
- **Heat**  
The product should be placed away from radiators, heat registers, stoves, or other pieces of equipment (including amplifiers) that produce heat.
- **Replacement Parts**  
When replacement parts are required, be sure the service provider uses replacement parts specified by Compaq.

- **Safety Check**  
Upon completion of any service or repairs to the product, have your Compaq authorized service provider perform safety checks to determine that the product is in proper operating condition.
- **Options and Upgrades**  
Use only the options and upgrades recommended by Compaq.
- **Object Entry**  
Never push a foreign object through an opening in the product.

## **Precautions for Products with Modems, Telecommunications, or Local Area Network Options**

In addition to the general precautions described earlier in this chapter, be sure to observe the following precautions when operating telecommunications and network equipment. Failure to observe these precautions could result in fire, bodily injury, and damage to the equipment.

- Do not connect or use a modem or telephone (other than a cordless type) during a lightning storm. There may be a remote risk of electric shock from lightning.
- Never connect or use a modem or telephone in a wet location.
- Do not plug a modem or telephone cable into the Network Interface Card (NIC) receptacle.
- Disconnect the modem cable before opening a product enclosure, touching or installing internal components, or touching an uninsulated modem cable or jack.
- Do not use a telephone line to report a gas leak while you are in the vicinity of the leak.

# Warranty Information

## What is the warranty for my Compaq A900 All-In-One?

Your Compaq A900 All-In-One is covered by a Compaq One Year Limited Warranty. You are entitled to warranty service if a hardware repair is required on your Compaq A900 All-In-One within the warranty period. This limited warranty is valid only within the United States or Canada, and only within the country in which it was purchased.

## What are the terms of this limited warranty?

Compaq warrants that the printer you have purchased from Compaq or from a Compaq authorized reseller is free from defects in materials or workmanship under normal use during the warranty period. The warranty period commences on the date of purchase. Your dated sales receipt is your proof of the date of purchase. This warranty extends only to you, the original purchaser. You cannot transfer the warranty to anyone who purchases the product from you.



Compaq's Extra Mile Program features free technical support during the one-year warranty period. Contact the Compaq Technical Support Center 1-800-OKCOMPAQ (1-800-652-6672). Technical support is available during the warranty period. Technical support specialists are available to diagnose and troubleshoot problems seven days a week, 24 hours a day.

## How do I obtain warranty service?

Call Compaq's Technical Support Center at 1-800-OK-COMPAQ, 1-800-652-6672. Compaq's highly trained technicians will first try to resolve the problem by phone. If your problems cannot be resolved by phone, Compaq will ship an exchange printer to you. Upon receipt of the exchange printer, pack the defective printer (in the carton which contained the exchange printer) and make it available for pickup by a Compaq representative. If you fail to return the defective printer within 5 business days, you will be responsible for the full amount of the replacement printer.

If you prefer, your printer may be mailed to Compaq to be repaired and returned, rather than exchanged. In either case, Compaq pays for all shipping charges.

## How do I obtain online support?

Compaq offers free technical support via the Internet at [www.compaq-at-home.com](http://www.compaq-at-home.com) web site. You may also Email Compaq Technical Support at [Support@Compaq.com](mailto:Support@Compaq.com) and quickly receive answers to your Compaq A900 All-In-One questions.

## What is not covered by this limited warranty?

- Product purchased from anyone other than Compaq or a Compaq authorized reseller
- Product purchased outside the United States or Canada
- Software products except for obligations specified in the software program license agreement
- Routine cleaning, or normal cosmetic and mechanical wear
- Damage from misuse, abuse, or neglect
- Damage from use outside the product's usage parameters
- Damage from use of parts not manufactured or sold by Compaq
- Damage from modification or incorporation into other products
- Damage from repair or replacement of warranted parts by other than a Compaq authorized service provider
- Damage to or loss of any programs or data
- Damage resulting from an act of God

## Limited Warranty Statement for the United States and Canada

### Hardware Products Covered and Duration of Warranty

This Limited Warranty applies in the United States and Canada to Hardware Products manufactured or distributed by Compaq Computer Corporation (Compaq) under the Compaq brand name.

A Compaq Hardware Product is defined as Compaq A900 All-In-One.

Contact your Compaq authorized reseller or Compaq if you have any questions about this Limited Warranty.

Compaq's obligations with respect to Software distributed by Compaq under the Compaq brand name are set forth in the applicable end-user license agreement. Compaq has no other obligation to repair or replace software under this limited warranty. Non-Compaq Hardware and Software Products are provided on an "AS IS" basis. However, non-Compaq manufacturers, suppliers, or publishers may provide their own warranties.

## Terms of the Warranty

Compaq warrants that the Hardware Product you have purchased from Compaq or from a Compaq authorized reseller is free from defects in materials or workmanship under normal use during the warranty period. The warranty period commences on the date of purchase. Your sales receipt, showing the date of purchase of the Hardware Product, is your proof of the date of purchase. This warranty extends only to you, the original Purchaser. It is not transferable to anyone who subsequently purchases the Hardware Product from you. It excludes expendable parts.

During the warranty period, Compaq will, at no additional charge, repair or replace defective parts with new parts or, at the option of Compaq, serviceable used parts that are equivalent or superior to new parts in performance.

All exchanged parts and Products replaced under this warranty will become the property of Compaq. If, after repeated efforts, Compaq is unable to restore the Product to good working order, you are entitled to a refund of the purchase price.

If the Hardware Product is replaced by Compaq, and you fail to return the defective Hardware Product within 5 business days, you will be responsible for the full amount of the replacement printer.

This Limited Warranty is valid only within the United States or Canada, and within the country in which the Hardware Product was purchased.

This Limited Warranty extends only to Products purchased from Compaq or from a Compaq authorized reseller.

This Limited Warranty also does not extend to any Product that has been damaged or rendered defective (a) as a result of accident, misuse, or abuse; (b) as a result of an act of God; (c) by operation outside the usage parameters stated in the Product's User's Guide; (d) by the use of parts not manufactured or sold by Compaq; (e) by modification of the Product; or (f) as a result of service by anyone other than Compaq, a Compaq authorized reseller, or a Compaq authorized service provider. Compaq is not responsible for damage to or loss of any programs or data. Contact your local Compaq authorized service provider for geographic restrictions, proof-of-purchase requirements, response time commitments and other specific on-site service requirements.

EXCEPT AS EXPRESSLY SET FORTH IN THIS WARRANTY, COMPAQ MAKES NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. COMPAQ EXPRESSLY DISCLAIMS ALL WARRANTIES NOT STATED IN THIS LIMITED WARRANTY. ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY LAW ARE LIMITED TO THE TERMS OF THIS EXPRESS LIMITED WARRANTY.

## Limitation of Remedy

Compaq is not liable for any damages caused by the Product or the failure of the Product to perform, including any lost profits, lost savings, incidental damages, or consequential damages. Compaq is not liable for any claim made by a third party or made by you for a third party.

This limitation applies whether damages are sought, or a claim made, under this warranty or as a tort claim (including negligence and strict product liability), a contract claim, or any other claim. This limitation cannot be waived or amended by any person. This limitation of liability will be effective even if Compaq or an authorized representative of Compaq has been advised by you of the possibility of any such damages. This limitation of liability, however, will not apply to claims for personal injury.

U.S.A. State Laws

Some states do not allow limitation on how long an implied warranty lasts. In such states, the limitations or exclusions of this Limited Warranty may not apply to you. Some states do not allow the exclusion or limitation in incidental or consequential damages for consumer products. In such states, the exclusion or limitation of this Limited Warranty may not apply to you. This Limited Warranty gives you specific legal rights. You may also have other rights that may vary from state to state. You are advised to consult applicable state laws for a full determination of your rights.

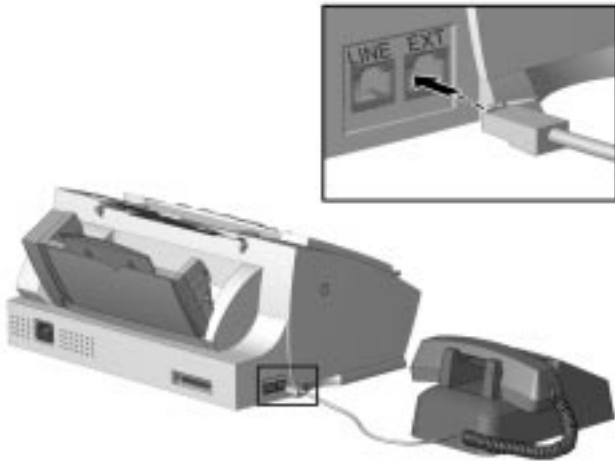
# Appendix A

## Using the A900 Extension Feature

When sharing a telephone line between the Compaq A900 All-In-One and other equipment use the EXT connection. If you wish to connect more than one device, a multiple outlet adapter may be required.

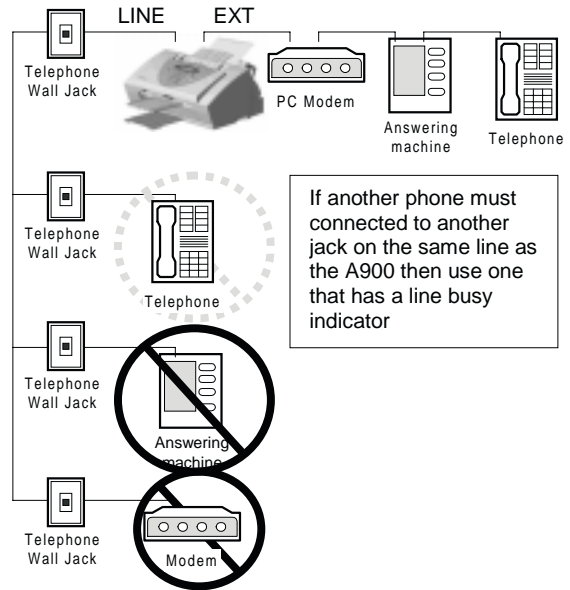
To connect the A900 to an optional extension telephone:

1. Plug one end of the telephone cord into the telephone.
2. Plug the opposite end of the cord into the socket marked EXT on the left side of the A900.



Connecting an extension telephone to the A900

## Sharing a Telephone Line with Other Devices



Compaq recommends that you do not connect an answering machine or computer modem to another wall jack on the same telephone line as the A900. The fax information can be corrupted by any voice, answering machine or modem activity that occurs during fax reception. Equipment plugged into the EXT connection is disconnected from the line during A900 fax activities reducing the possibility of fax corruption.

### Telephones

When a telephone is connected directly (or through an answering machine) to the EXT connection on the A900, you can instruct the A900 to receive an incoming fax. Press \*9\* (star-nine-star) if you pick up the handset and hear a fax tone. A telephone connected to the EXT connection will not interfere with FAX transactions when it is off hook.

If you must have other telephones connected to the same telephone line at other locations (not through the EXT port) then use telephones that indicate that the line is busy. This helps prevent the corruption of fax data that would occur if the telephone is picked up during fax transmissions.

## Answering Machines

If the answering machine and A900 will share the same line then, for reliable fax operation, you must use the EXT connection on the A900.

## Computer Modems (internal or external)

If you have a modem in your computer that will use the same line as the A900, use the EXT connection on the A900. If the computer modem has a TELEPHONE or EXT connection to it, use this to connect any additional equipment such as telephones or answering machines instead of using a multiple outlet adapter. Depending on that equipment's design, this prevents such equipment from interfering with computer modem activities.

## DRPD

The recommendations above for connecting additional devices still apply if using Distinctive Ring Pattern Detection (DRPD). The A900 will only pick up calls made to the telephone number that has the Ring Pattern that it has learned. DRPD setup instructions may be found in the *Receiving Automatically in DRPD Mode* section of the "Faxing" chapter.

## Connecting and Configuring Equipment

Deciding how to connect and configure equipment depends on the number of lines available and the intended usage. The main functions are:

- Fax
- Audio (including answering machines and voice messaging systems)
- Internet (includes data or bulletin board link)

If you only have a single line then only one of these functions can be active any one time.

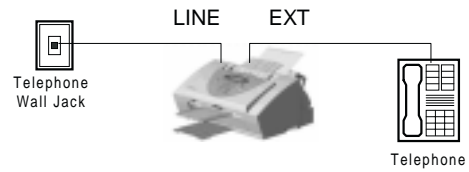
If you have more than one line then it may be advantageous to dedicate a line to a specific function. For example, with two telephone lines you can fax and browse the Internet at the same time.

## Devices and Connections

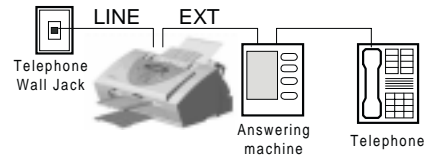
This section describes four ways to connect the A900 to a single telephone line with other equipment. Additional equipment connected to other lines is not shown.

Find the Diagram that shows the devices that you wish to connect to the same telephone line.

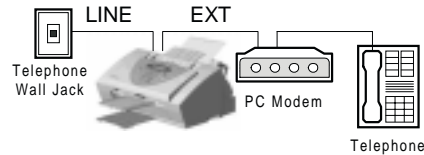
### A. A900 and Telephone (optional)



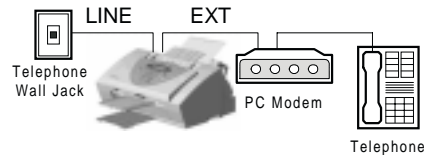
### B. A900 Answering Machine and Telephone



### C. A900 Computer Modem (internal or external) and Telephone



### D. A900, Computer Modem, Answering Machine and Telephone



Sections A, B, C, or D below describe the Fax Receive Mode options on the A900 and the WinFax setup necessary to get your desired functionality.

### Changing A900 FAX RECEIVE MODE

Set up as described in the *Control Panel Setup Button* section of the "Common Procedures" chapter.

### Changing WINFAX SETUP

The A900 is set up as the active modem for WinFax when you install the A900.

**NOTE:** Faxes sent from the computer using the Compaq Control Form use the active WinFax device.

### Changing the WinFax Active Connection Device

Use the following procedure to change the modem that WinFax uses.

1. Start the WinFax Message Manager.  
Click **Start** → **Programs** → **WinFax Basic Edition** → **WinFax Message Manager**
2. Select **Tools** → **Setup** → **Program Setup**.
3. Select the **Modems and other Fax devices** icon.
4. Click the **Properties** button.
5. Select the modem from the list of connection devices. Select the **Compaq A900 Fax**, if you wish to use the A900 for computer faxing. Select the **Computer Modem** if you wish to use this for computer faxing.
6. Check the box to make it active. Follow any setup instructions necessary.
7. Click **OK**.

### Setting up WinFax Fax Reception

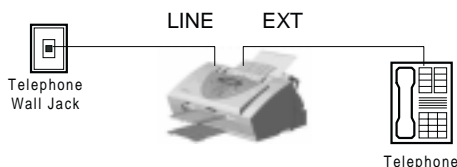
1. Start the WinFax Message Manager.
2. Select **Receive** → **Automatic Receive** to toggle the receive mode state, a check indicates it is enabled.



**WARNING:**

Do not set WinFax for AUTOMATIC FAX RECEPTION when using the Compaq A900 fax device as this will inhibit printing and scanning functions to the A900

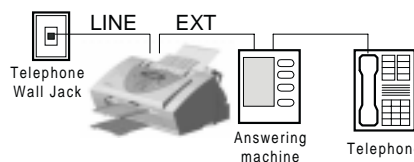
### A. A900 and Telephone (optional)



A900 Fax Receive Modes	
Mode	Selection Description
FAX	Receives faxes automatically.
TEL	To receive faxes manually, press <b>Start</b> twice on the A900 or press *9* on the telephone.
ANS/FAX	Do not use for this configuration.
DRPD	The A900 answers the previously learned ring pattern on 2 rings

WinFax Active Connection Device Selections	
Selection	Description
Compaq A900 Fax	Send computer faxes using the A900. (Note: -Do not set WinFax for AUTOMATIC FAX RECEPTION. This will inhibit printing and scanning functions to the A900).
Computer Modem	Send or receive computer faxes using a computer modem. Your computer modem must be connected to a different telephone line. (Not shown)

### B. A900 Answering Machine and Telephone



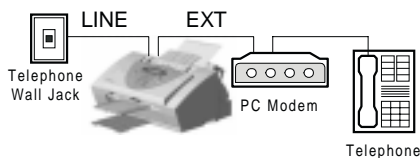
A900 Fax Receive Mode Selections	
Mode	Mode Description
FAX	Do not use for this configuration.
TEL	To receive faxes manually, press <b>Start</b> twice on the A900 or press *9* on the telephone.
ANS/FAX	Receives faxes automatically. The answering machine will answer the call and the A900 will listen for fax tones. It will intercept the call if fax tones are detected. Set the answering machine to answer in 1 or less rings. The A900 will pick up after 6 rings.
DRPD	The A900 answers the learned ring pattern on 2 rings. Make sure that the Answering Machine is set to answer after 4 or more rings if it does not recognize DRPD patterns.



## WinFax Active Connection Device Selections

Selection	Description
Compaq A900 Fax	Send computer faxes via A900. (Note:-Do not set WinFax for AUTOMATIC FAX RECEPTION, as this will inhibit printing and scanning functions to the A900).
Computer Modem	Send or receive computer faxes via a computer modem. Your computer modem must be connected to a different telephone line. (Not shown)

### C. A900 Computer Modem (Internal or External) and Telephone



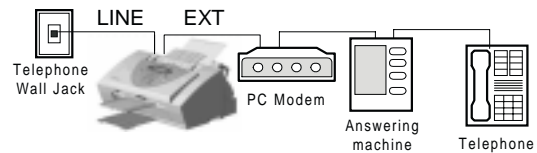
### A900 Fax Receive Mode Selections

Mode	Selection Description
FAX	Receives faxes automatically. Use if computer modem is not set up to answer incoming calls.
TEL	To receive faxes manually, press <b>Start</b> twice on the A900 or press *9* on the telephone. Use this mode if you wish to receive faxes through the computer modem instead of the A900.
ANS/FAX	Use only if computer modem is providing answering machine functionality. Receives faxes automatically. The computer modem will answer the call and the A900 will listen for fax tones. It will intercept the call if fax tones are detected. Set the computer Modem to answer in 1 or less rings. The A900 will pick up after 6 rings.
DRPD	The A900 answers the learned ring pattern on 2 rings. Make sure that the computer Modem is set to answer after 4 or more rings if it does not recognize DRPD patterns.

## WinFax Active Connection Device Selections

Device	Selection Description
Compaq A900 Fax	Send computer faxes via A900. (Note:-Do not set WinFax for AUTOMATIC FAX RECEPTION. This will inhibit printing and scanning functions to the A900.)
Computer Modem	Send or receive computer faxes through a computer modem that is connected to the same telephone line as the A900. This has the advantage that printing and scanning operations can happen concurrently with computer modem/faxing or Internet activity. If you wish to receive faxes through the computer modem instead of the A900, set WinFax for AUTOMATIC FAX RECEPTION. (You will also need to set the A900 FAX RECEIVE MODE to TEL so that the A900 does not interrupt computer fax reception).

### D. A900, Computer Modem, Answering Machine, and Telephone



### A900 Fax Receive Mode Selections

Mode	Selection Description
FAX	Do not use for this configuration.
TEL	To receive faxes manually, press <b>START</b> twice on the A900 or press *9* on the telephone. Also use this mode if you wish to receive faxes through the computer modem instead of the A900.
ANS/FAX	Receives faxes automatically. The answering machine will answer the call and the A900 will listen for fax tones. It will intercept the call if fax tones are detected. Set the answering machine to answer in 1 or less rings. The A900 will pick up after 6 rings. The computer Modem should be disabled from answering calls.
DRPD	The A900 answers the learned ring pattern on 2 rings. Make sure that the computer Modem is set to answer after 4 or more rings if it does not recognize DRPD patterns. Also make sure that the answering machine is set to answer after more rings than both the A900 and computer modem if it does not recognize DRPD patterns.

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## WinFax Active Device Selections

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Device	Selection Description
Compaq A900 Fax	Send computer faxes via A900. (Note:-Do not set WinFax for AUTOMATIC FAX RECEPTION, as this will inhibit printing and scanning functions to the A900.)
Compaq A900 Fax	Send or receive computer faxes via a computer modem that is connected to the same telephone line as the A900. This has the advantage that printing and scanning operations can happen concurrently with computer modem/faxing or even Internet activity.  If you wish to receive faxes through the computer modem instead of the A900 set WinFax for AUTOMATIC FAX RECEPTION. (You will also need to set the A900 FAX RECEIVE MODE to TEL so that the A900 does not interrupt computer fax reception.)

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