

**hp officejet**  
9110 • 9120 • 9130



**User's Guide**





# HP Officejet 9100 series all-in-one

## User's Guide

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- 2 Use only a grounded electrical outlet when connecting this product to a power source. If you do not know whether the outlet is grounded, check with a qualified electrician.
- 3 Observe all warnings and instructions that are marked on the product.
- 4 Before cleaning this product, unplug the product from the wall outlets.
- 5 Do not install or use this product near water, or when you are wet.
- 6 Install the product securely on a stable surface.
- 7 Install the product in a protected location where no one can step on or trip over the line cord, and the line cord cannot be damaged.
- 8 See [Maintaining and troubleshooting](#) if the product does not operate normally.
- 9 There are no user-serviceable parts inside. Contact qualified service personnel if service is required.



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## **Index**

# 1

# Getting started

The following topics explain how to use the all-in-one, and list the resources that are available for additional information.

- [Additional resources](#)
- [Learning about the features and configurations](#)
- [Understanding the all-in-one parts](#)

## Additional resources

The following resources provide additional information about the all-in-one.

| Resource  | Description   | Location  |
|---|---|---|
| Getting started guide                           | Provides instructions for setting up the all-in-one, and information about the warranty and safety issues.  | Included as a printed guide in the box with the all-in-one.   |
| Product tour                                    | Provides a brief, animated introduction to the all-in-one and its capabilities. You can take the tour at any time.  | Included on Starter CD 1. Insert Starter CD 1 in your CD-ROM drive and click the link for the product tour.   |
| Embedded Web server (network connection)        | A Web-based tool that can be used to view status information, change settings, and manage the all-in-one from any computer on the network. It includes links to HP Instant Support and myPrintMileage, which are additional Web-based tools for troubleshooting all-in-one problems and for managing all-in-one activities and supplies more effectively.<br>See <a href="#">Embedded Web server (EWS) (network connection)</a> , <a href="#">HP Instant Support</a> , and <a href="#">myPrintMileage</a> for more information. | Available through any standard Web browser.<br>Open the browser, type the Internet protocol (IP) address for the all-in-one, and then press Enter on the keyboard.  |
| Toolbox (Microsoft® Windows® direct connection) | Provides status, maintenance, and job-accounting information (such as all the jobs submitted by each user and statistics about those jobs) for the all-in-one. It also provides steps for performing many of the tasks that are described in this guide and for setting all-in-one options.<br>See <a href="#">Toolbox (direct connection)</a> for more information.  | Available at the computer while you are using the Toolbox.<br>On the <b>Start</b> menu at your computer, point to <b>Programs</b> , point to <b>HP Officejet 9100 series</b> , and then click <b>HP Officejet 9100 series Toolbox</b> . |
| Printer-driver onscreen Help (Windows)          | Provides information about using the printer driver.  | Available at the computer while you are using the printer driver.   |

| Resource  | Description   | Location   |
|---|---|--|
| HP photo and imaging software onscreen Help (direct connection) | Provides onscreen help for using the HP Photo & Imaging software (Windows) or HP Image Zone software (Macintosh) that is installed when an all-in-one is connected directly to a computer.<br>See <a href="#">Using the HP photo and imaging software</a> for more information. | Available at the computer while you are using the HP photo and imaging software.   |
| <i>HP Jetdirect Administrator's Guide</i>                       | Provides information for network connections about configuring and troubleshooting the HP Jetdirect print server used with the all-in-one.  | Included on Starter CD 1 as a PDF file (all languages) and CHM (English only). Insert Starter CD 1 in your CD-ROM drive and click the link for documentation.  |
| HP Instant Support  | A suite of Web-based troubleshooting tools to help you quickly identify, diagnose, and resolve computing and printing problems.<br>See <a href="#">HP Instant Support</a> for more information.   | Available through any standard Web browser.<br>Open the browser, type the IP address for the all-in-one, and then press Enter on the keyboard. When the embedded Web server appears, click <b>HP Instant Support</b> in the left pane. |
| HP websites on the World Wide Web                               | Provide the latest printer software, product information, and support information that are available for the all-in-one.  | <a href="http://www.hp.com/support/officejet9100">http://www.hp.com/support/officejet9100</a><br><br><a href="http://www.hp.com">http://www.hp.com</a>   |



# Learning about the features and configurations

This section describes the features and configurations for the three models.

- [Features](#)
- [Configurations](#)

## Features

The HP Officejet 9100 series all-in-one is a powerful business tool with the capabilities of a full range of office equipment. You can use the all-in-one for black-and-white, grayscale, or color printing, copying, scanning, and faxing, and for printing, e-mailing, and saving photos from a digital camera memory card. With the appropriate network connections, you can scan a document and then send it to one or more e-mail addresses or save it to a network folder, and you can archive incoming faxes to a network folder.

The all-in-one includes the following specific features:

- Cost-effective printing with four high-capacity individual ink cartridges, long-life printheads, and a robust print duty cycle of up to 10,000 pages per month.
- Auto-duplex unit for copying and printing on both sides or media.
- Automatic document feeder (ADF) and flatbed scanner for versatile scanning capabilities.
- High-quality scans with a 2,400 by 2,400-dots per inch (dpi), legal-sized optical scanner, with a resolution of up to 4,800 dpi on HP Premium Photo papers.
- Several high-productivity features:
  - Scan ahead for multitasking  
A job can be scanned into memory while the all-in-one is busy with another job, for immediate continuation when the current job has completed. For copy jobs, you can scan ahead up to 30 pages.
  - Scan-once-print-many  
When copying multiple pages, the all-in-one scans each page into memory and prints the multiple copies based on this single scan, instead of scanning each page for each copy.
- Full-featured 33.6 kilobyte-per-second (kbps) faxing with 4 megabytes (MB) available for incoming faxes.
- Localized keyboard for ease-of-use in typing e-mail addresses and network folder destinations from the control panel.
- Connectivity options that include wired or wireless workgroup connection through a network, and direct connection to a computer by means of a USB or parallel cable.
- Expandable memory of up to 25 MB by means two dual inline memory module (DIMM) slots, and expandable paper input capacity for handling up to 650 sheets of paper.
- Tools for configuring, monitoring, and troubleshooting the all-in-one, either from the device or from any location on a network. Additional tools for managing printing cost with built-in job-accounting features and the ability to control the use of color.

## Configurations

The following sections include information about the features and accessories that come with each configuration of the HP Officejet 9100 series all-in-one. Although some accessories are associated with a specific configuration, you can order these accessories separately to modify your all-in-one. See [Ordering HP accessories and supplies](#) for information about ordering accessories.

### HP Officejet 9110 all-in-one



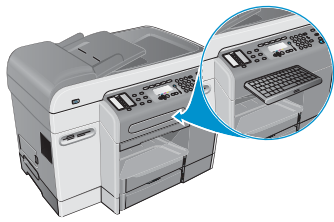
- **Trays.** The all-in-one comes with an input tray (tray 1) that holds up to 150 sheets of paper or up to 30 transparencies, and an output tray that holds up to 100 sheets of paper.
- **Connectivity.** The all-in-one provides a standard bidirectional parallel port (IEEE-1284 compliant) and a USB port. The all-in-one also contains an enhanced input/output (EIO) slot to support a network card.
- **Memory.** The all-in-one contains 128 MB of memory. To allow for memory expansion, the all-in-one provides two DIMM slots that accept 64 MB or 128 MB of random-access memory (RAM). The all-in-one can support a total of 384 MB of memory (including the 128 MB in the all-in-one).
- **Automatic document feeder (ADF) and flatbed scanner.** The ADF can hold up to 50 sheets of paper, and the flatbed scanner can be used for originals that cannot be fed through the ADF.
- **Auto-duplex unit.** The all-in-one comes with an auto-duplex unit for printing two-sided documents, which saves money and paper.

### HP Officejet 9120 all-in-one



This model includes the features of the HP Officejet 9110 all-in-one, plus an HP Jetdirect print server that gives you the ability to share the all-in-one in a network environment and scan from the all-in-one to e-mail addresses and to destinations anywhere on the network (this capability is often called “digital sending”). The all-in-one also comes with tray 2, which holds up to 250 sheets of paper.

## HP Officejet 9130 all-in-one



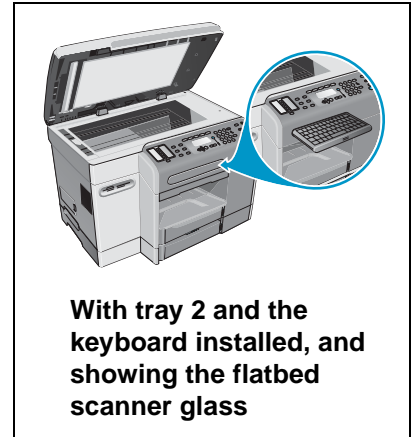
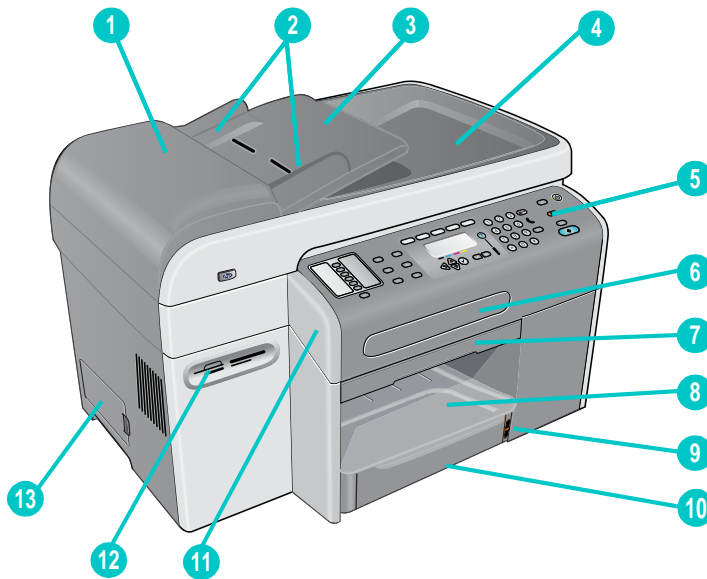
This model includes the features of the HP Officejet 9120 all-in-one, and also includes a keyboard for easier typing of network folder destinations and e-mail addresses from the control panel.

# Understanding the all-in-one parts

This section contains information about the following topics.

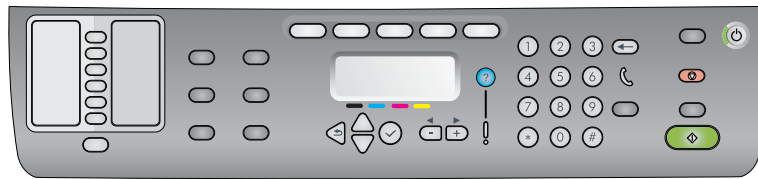
- Front view
- Control panel
- Printing supplies area
- Back view

## Front view

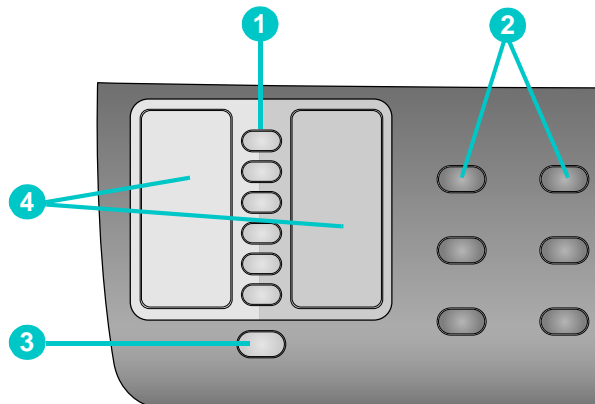


- 1 Automatic document feeder (ADF)
- 2 ADF width adjusters
- 3 ADF input tray
- 4 ADF output tray
- 5 Control panel (see [Control panel](#) for details)
- 6 Keyboard tray
- 7 Print-carriage access-door handle
- 8 Output tray
- 9 Paper-level indicator
- 10 Tray 1
- 11 Print-carriage access door
- 12 Memory card slots for supported memory cards
- 13 DIMM access side cover

## Control panel



### Left side of the control panel



**1 Speed-dial buttons**

Use to select from a preconfigured list of speed-dial entries. The six buttons correspond to the first six entries in the list. An entry might be a fax number or a group of fax numbers, an e-mail address or group of e-mail addresses, or a folder on the network.

**2 Option buttons**

Use the REDUCE/ENLARGE, LIGHTER/DARKER, 2-SIDED OPTIONS, QUALITY, and TRAY/TYPE buttons to change the settings for jobs. The MENU button displays the control-panel menus that can be used to set the defaults for settings. See [Control-panel mode and setup menus](#) for more information.

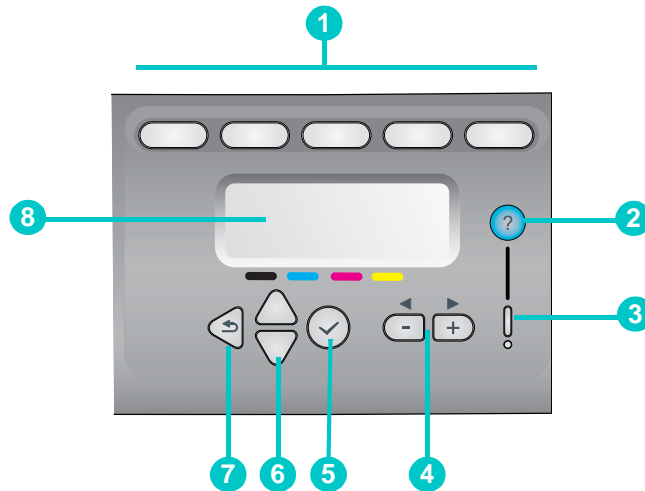
**3 CONTACTS button**

Provides quick access to preconfigured lists of fax numbers and e-mail addresses. See [Setting up speed-dial entries](#) for more information.

**4 List of speed-dial entries**

Use these areas to identify the speed-dial entries that correspond to the six speed-dial buttons. You can write the entries on the lined paper that is provided, or print lists to insert. See [Printing a speed-dial template for the control panel](#) for more information.

## Center of the control panel



### 1 Mode buttons

Use the COPY, SCAN, PHOTO, E-MAIL, and FAX mode buttons to begin these types of jobs. The mode button lights when a job in that mode is being actively processed. If you press a mode button, the light blinks if a job in that mode is being processed in the background.

### 2 ? (help) button

Provides additional information about messages or menus that appear on the control-panel display. For hardware problems, displays a message that explains the problem.

### 3 Attention light

Blinks when there is a hardware problem that requires attention. Press ? (help) to display a message about the problem.

### 4 - and + buttons

- Cycle through the values that are available for an option.
- In text input fields, move the text cursor left and right.

### 5 ✓ (select) button

Selects or saves the setting that appears on the control-panel display.

### 6 ▲ (up) and ▼ (down) buttons

Move up and down a list of options or entries.

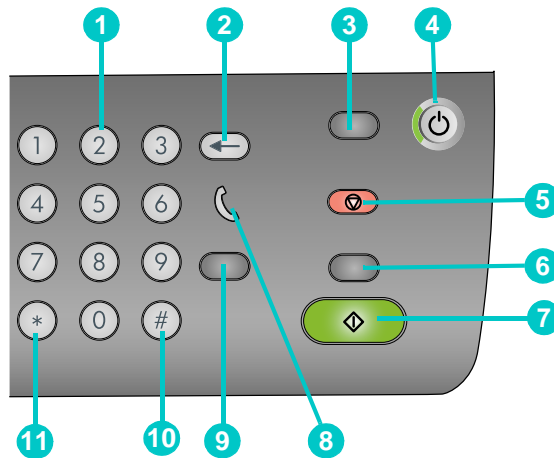
### 7 ↶ (back) button

Returns to the previous level.

### 8 Control-panel display

Shows status and error messages, mode and setup menus and their options, help information, and ink cartridge levels. See [Control-panel messages](#) and [Control-panel mode and setup menus](#) for more information.

## Right side of the control panel



### 1 Keypad

Use to dial fax numbers or type text. The text that you type is inserted (it does not overwrite characters that are to the right of the cursor). See [Typing numbers and text on the control-panel keypad](#) for more information.

### 2 ← (backspace) button

### 3 RESET/HOLD FOR PIN button

Returns the all-in-one to the `READY` state; this resets all modes to their default values.

If the administrator has configured the all-in-one for users, holding the button down for 2 seconds or more locks the all-in-one. A personal identification number (PIN) is then required to resume operation.

### 4 ⏻ POWER button and Ready light

The Ready light is green when the all-in-one is on.

### 5 ⏹ STOP button

### 6 BLACK/COLOR button

Switches between black-and-white and color.

### 7 ⬠ START button

Starts a job in a mode after you have configured settings.

### 8 ☎ (off-hook) light

Lights when the fax line is in use, and blinks when the fax line is ringing.

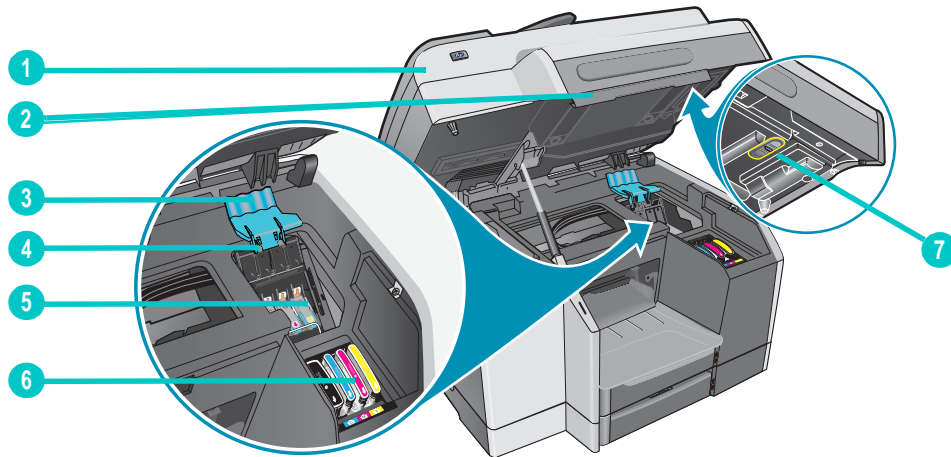
### 9 REDIAL/ANSWER button

- Redials the most recently dialed fax number when the all-in-one is in the `READY` state.
- Answers the phone manually for an incoming fax.

### 10 PAUSE /     (space) button

### 11 SYMBOLS button

## Printing supplies area

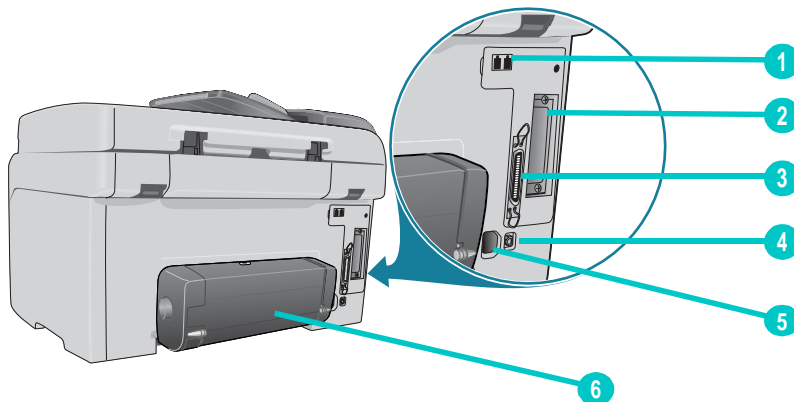


- 1 Print-carriage access door
- 2 Print-carriage access-door handle
- 3 Printhead latch (provides access for installing or removing printheads)
- 4 Metal catch bar (catches on the hook of the printhead latch and engages the latch)
- 5 Printheads
- 6 Ink cartridges
- 7 Scanner lock

### Note

The scanner lock must be unlocked in order for the scanner to operate. Make sure to lock it whenever you transport the all-in-one and unlock it before you use it.

## Back view



- 1 Fax 📠 (phone) and 📠 (line-in) ports
- 2 EIO slot for an HP Jetdirect print server
- 3 Parallel port
- 4 USB port
- 5 Power input
- 6 Auto-duplex unit



# 2

## Installing accessories

This section contains information about the following topics.


- [Installing the auto-duplex unit](#)
- [Installing the HP Jetdirect print server](#)
- [Installing memory modules](#)
- [Installing tray 2](#)
- [Installing the keyboard](#)
- [Turning on accessories in the printer driver](#)

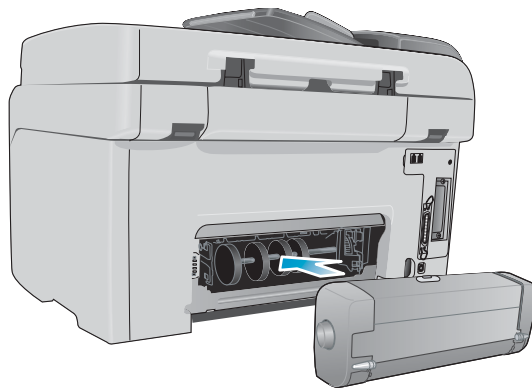
See [Ordering HP accessories and supplies](#) for information about ordering accessories.

### Installing the auto-duplex unit

The all-in-one can automatically print on both sides of the paper with the auto-duplex unit. See [Printing on both sides of the page](#) and [Performing duplexing](#) for information about using the auto-duplex unit after it has been installed.

#### To install an auto-duplex unit

- 1 Press  (POWER) to turn off the all-in-one.
- 2 Slide the auto-duplex unit into the all-in-one until the unit locks into place.



## Installing the HP Jetdirect print server

The all-in-one can be shared in a network environment when an HP Jetdirect print server has been installed. The HP Jetdirect print server can be used in both client-server and peer-to-peer printing configurations. Some all-in-one models come with an HP Jetdirect print server already installed.

This section contains information about the following topics.

- [HP Jetdirect print server capabilities](#)
- [Installing the internal print server](#)
- [Obtaining more information](#)

### HP Jetdirect print server capabilities

The HP Officejet 9120 all-in-one and the HP Officejet 9130 all-in-one come with an HP Jetdirect 620n print server installed. If you purchased an HP Officejet 9110 all-in-one and want to connect the all-in-one to a network, you must use a supported HP Jetdirect print server. Your choice of print server depends on the functions that you want to perform, the type of network connection that you have, and the number of devices that you want to connect to the print server.

The following table shows the capabilities of the print servers that are supported for the all-in-one. See [HP Jetdirect print servers](#) for information about ordering HP Jetdirect print servers.


| Print server   | Functionality* |      |        |       |     |       |
|--|----------------|------|--------|-------|-----|-------|
|  | Print          | Scan | E-mail | Photo | Fax | EWS** |
| <b>Internal (EIO) print servers</b>  |                |      |        |       |     |       |
| • HP Jetdirect 620n (recommended)<br>(Fast Ethernet 10/100Base-TX)   | ✓              | ✓    | ✓      | ✓     | ✓   | ✓     |
| • HP Jetdirect 615n<br>(Fast Ethernet, 10/100Base-TX)  | ✓              |      | ✓      |       |     |       |
| • HP Jetdirect 680n<br>(802.11b Wireless Ethernet)   | ✓              |      | ✓      |       |     |       |
| <b>External (EX) print servers***</b>  | ✓              |      |        |       |     |       |
| * All internal and external print servers support copy functionality.  |                |      |        |       |     |       |
| ** Indicates the ability to gain access to the Embedded web server. See <a href="#">Embedded Web server (EWS) (network connection)</a> for a description of this Web-based tool. |                |      |        |       |     |       |
| *** External print servers support copy and print functionality only. The HP Officejet 9100 series all-in-one supports the following external print servers:                     |                |      |        |       |     |       |
| • HP Jetdirect 380x (802.11b Wireless Ethernet, USB 1.1)   |                |      |        |       |     |       |
| • HP Jetdirect 170x (10Base-T, 1 port—parallel)  |                |      |        |       |     |       |
| • HP Jetdirect 175x (10/100Base-TX, 1 port—USB 1.1)  |                |      |        |       |     |       |
| • HP Jetdirect 300x (10/100Base-TX, 1 port—parallel)   |                |      |        |       |     |       |
| • HP Jetdirect 500x (10/100Base-TX, 10Base2, 3 ports—parallel)   |                |      |        |       |     |       |
| • HP Jetdirect en3700 (Ethernet 10/100Base-TX, 1 port—USB 2.0)   |                |      |        |       |     |       |

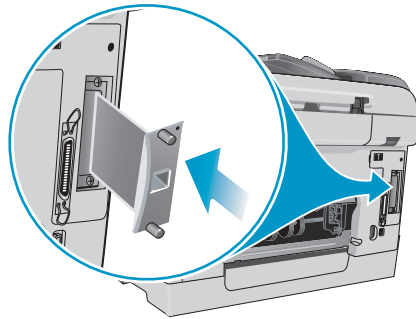
## Installing the internal print server

### CAUTION

The HP Jetdirect print server card contains electronic components that can be damaged by static electricity. To prevent the buildup of static electricity, maintain frequent contact with any bare sheet-metal surface on the all-in-one. If possible, wear a grounding wrist strap (or similar device). Handle the print server card carefully at all times. Avoid touching electronic components or circuit paths. Failure to follow these recommendations could result in damage to the parts.


### To install the internal print server

- 1 Press  (POWER) to turn off the all-in-one.
- 2 Unplug the power cord and disconnect any cables.
- 3 Use a Phillips screwdriver to loosen and remove the two retaining screws that hold the cover for the empty EIO slot. Remove the cover.
- 4 Firmly insert the HP Jetdirect print server card into the EIO slot.



- 5 Insert and tighten the retaining screws that came with the HP Jetdirect print server card.
- 6 Connect a network cable between the HP Jetdirect print server card and the network.

### To verify that the print server has been installed correctly

- 1 Connect the power cord and press  (POWER) to turn on the all-in-one.
- 2 Print a Configuration page (see [Configuration page](#)).

Two pages should print. The second page is the HP Jetdirect Configuration page, which contains setup information (for example, LAN HW ADDRESS) that might be needed when you set up the all-in-one on the network computers.

If the HP Jetdirect Configuration page does not print, uninstall and reinstall the print server card to ensure that it is completely seated in the slot.

## Obtaining more information

If you encounter any problems or difficulty printing over a network, see the following resources.

| Document  | Description  |
|---|--|
| <i>HP Jetdirect Administrator's Guide</i>                           | <p>This guide, which is included on Starter CD 1, provides detailed information about setting up and using an HP Jetdirect print server. The guide also provides information about the following topics:</p> <ul style="list-style-type: none"><li>• HP software solutions for HP Jetdirect print servers</li><li>• TCP/IP configurations</li><li>• Line Printer Daemon (LPD) ) services on the HP Jetdirect print server</li><li>• File Transfer Protocol (FTP) printing</li><li>• Configuration page messages and troubleshooting</li><li>• Embedded Web server, a Web-based tool for configuring and managing network devices</li></ul> |
| Documentation for the operating system and network operating system | <p>This documentation came with your computer or your network operating system and provides basic information about network printing issues that are common to all network printers and all-in-ones.</p>   |

In addition to these resources, all-in-one information and configuration features are available through HP Web Jetadmin. See [HP Web Jetadmin software](#) for more information.

For more information about HP Web Jetadmin and other HP network printer and all-in-one software, visit <http://www.hp.com/support/officejet9100>.

## Installing memory modules


If you often print complex graphics or PostScript® (PS) documents, or if you print with the auto-duplex unit, you might want to add more memory to the all-in-one. Adding memory gives the all-in-one the ability to process these more complex print jobs, but might not increase processing speed.

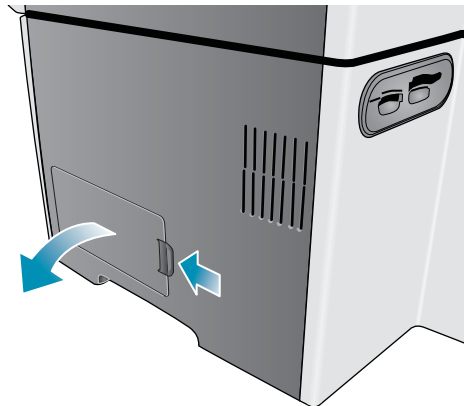
The all-in-one contains 128 MB of memory. It has two DIMM slots that accept 64 MB or 128 MB of RAM. The all-in-one can support up to 384 MB of memory (including the 128 MB in the all-in-one). You can find out how much memory is installed by printing a Configuration page (see [Configuration page](#)). Additional memory is available for purchase as an accessory (see [Ordering HP accessories and supplies](#) for information about ordering).

### CAUTION

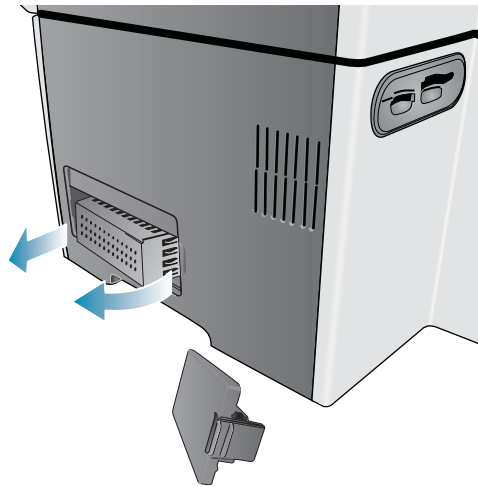
The DIMMs contain electronic components that can be damaged by static electricity. To prevent the buildup of static electricity, maintain frequent contact with any bare sheet metal surface on the all-in-one. If possible, wear a grounding wrist strap (or similar device). Handle the DIMMs carefully at all times. Avoid touching electronic components or circuit paths. Failure to follow these recommendations could result in damage to the parts.

### To install a DIMM

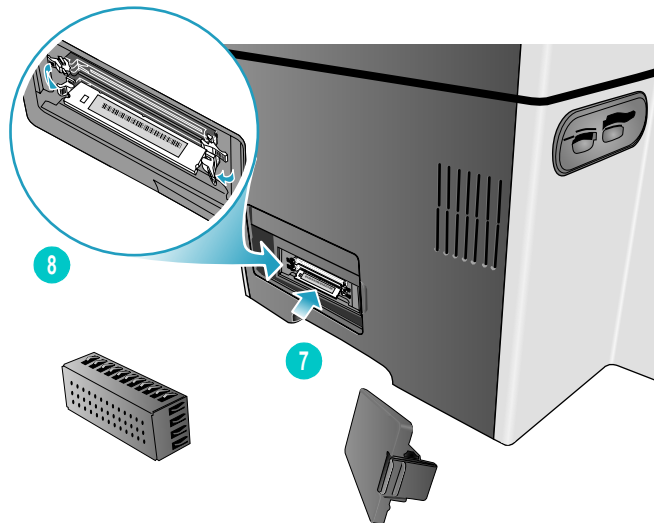
- 1 If you have not already done so, print a Configuration page to find out how much memory is available in the all-in-one before adding more memory (see [Configuration page](#)).
- 2 Press  (POWER) to turn off the all-in-one.
- 3 Unplug the power cord and disconnect any cables.
- 4 On the left side of the all-in-one, unlatch and remove the side cover.



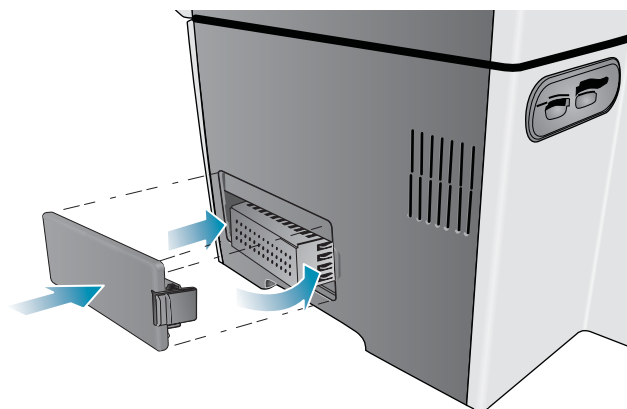
- 5 Remove the DIMM cover.




- 6 Remove the DIMM from the antistatic package.
- 7 Align the DIMM so that the notches on the lower edge line up with the raised marks in the DIMM slot. You can use any empty slot.



- 8 Insert and press the DIMM into the slot until the DIMM snaps into place.
- 9 Replace the DIMM cover, and then replace the side cover.



- 10 Reattach the power cord and any cables, and then press  (POWER) to turn on the all-in-one.

- 11 See [Turning on accessories in the printer driver](#) for information about turning on DIMMs in the printer driver.


### To verify that the DIMM is installed correctly

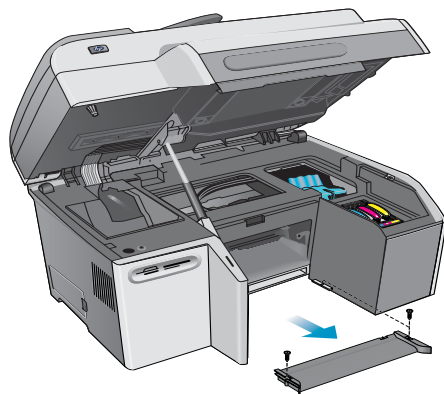
- 1 Make sure that the power cord and any cables are plugged in and that the power is turned on.
- 2 Make sure that **READY** appears on the control-panel display. If an error message appears, a DIMM might have been installed incorrectly.
- 3 Print a Configuration page (see [Configuration page](#)). In the memory section, compare the memory amount to the memory amount on the Configuration page that you printed before installing the DIMM. If the amount of memory has not increased, one of the following problems might have occurred:
  - The DIMM might not be installed correctly. Remove the DIMM and repeat the installation procedure.
  - The DIMM might be defective. Try a new DIMM.

## Installing tray 2

Tray 2 comes with the HP Officejet 9120 all-in-one and HP Officejet 9130 all-in-one. It is an optional accessory for the HP Officejet 9110 all-in-one. Tray 2 holds up to 250 sheets of plain paper. You can replace the tray with a 500-sheet tray. See [Ordering HP accessories and supplies](#) for information about ordering accessories.

### To install tray 2

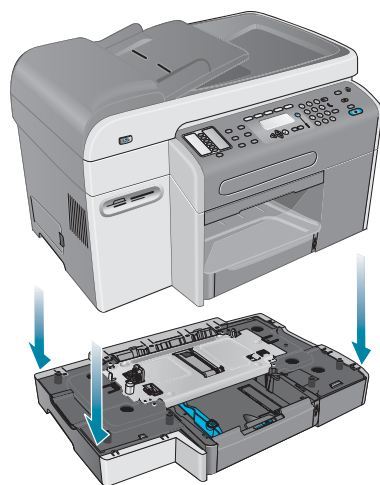
- 1 Unpack the tray, remove the packing tape and materials, and move the tray to the prepared location.
- 2 Press  (POWER) to turn off the all-in-one.
- 3 Unplug the power cord.
- 4 If you are installing the tray on an HP Officejet 9110 all-in-one, remove the tray ramp. Open the print-carriage access door, use a Phillips screwdriver to remove the two screws that hold the tray ramp in place, and then slide the tray ramp out of the all-in-one.




- 5 Set the all-in-one on top of the tray.

### **WARNING!**

Be careful to keep your fingers and hands clear of the bottom of the all-in-one.



- 6 Plug the power cord in and press  (POWER) to turn on the all-in-one.
- 7 See [Turning on accessories in the printer driver](#) for information about turning on tray 2 in the printer driver.

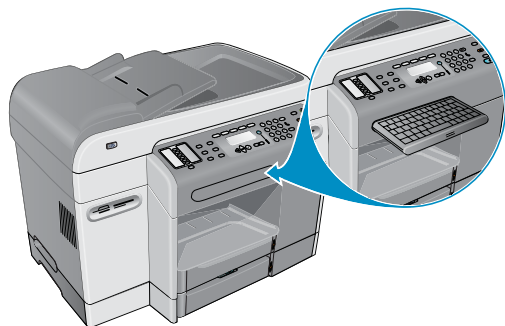


## Installing the keyboard


The keyboard comes with the HP Officejet 9130 all-in-one. It is an optional accessory for the HP Officejet 9110 all-in-one and HP Officejet 9120 all-in-one. See [Ordering HP accessories and supplies](#) for information about ordering accessories.

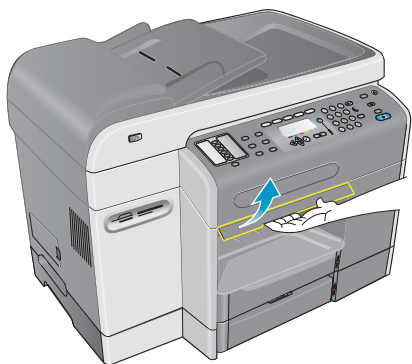
### Note

When sending scans to a network folder or as e-mail attachments from an all-in-one that is connected to a network, you must type any required information (such as user information or e-mail addresses) using the all-in-one keyboard.

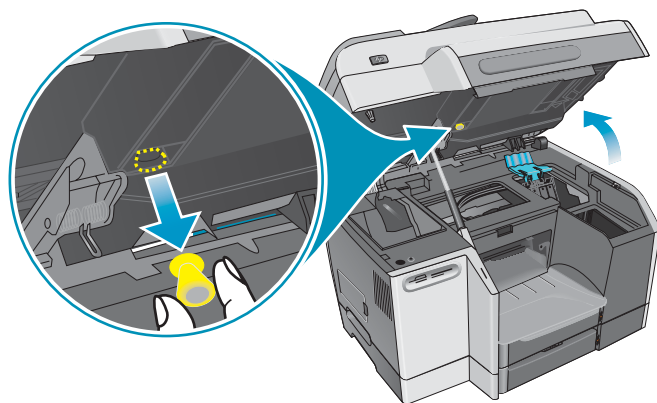


### To install the keyboard

- 1 Press  (POWER) to turn off the all-in-one.
- 2 Unplug the power cord.
- 3 Open the print-carriage access door by pulling up on the door handle.



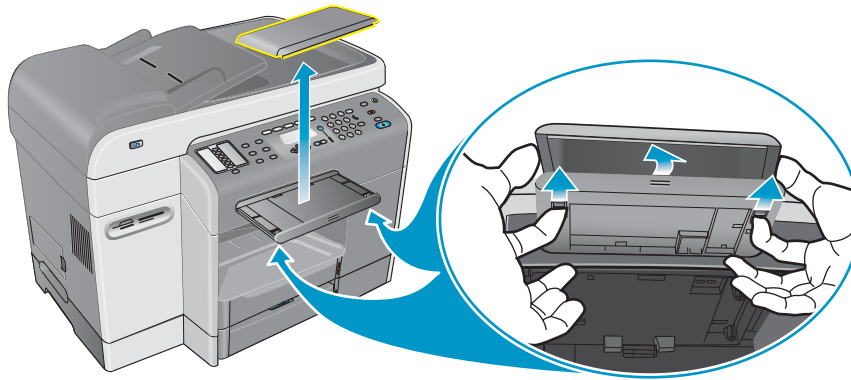
- 4 Remove the keyboard tray lock from the underside of the print-carriage access door.



- 5 Close the print-carriage access door.
- 6 Press and release the front of the keyboard tray to open the tray.




- 7 If there is a cover over the keyboard tray, remove the cover by pressing the two release latches on the underside of the tray.



- 8 Insert the back edge of the keyboard into the tray, and then press the keyboard down until it snaps into place.



- 9 Plug the power cord in and press  (POWER) to turn on the all-in-one.

### To verify that the keyboard is installed correctly

- 1 Make sure that the power cord is plugged in and that the power is turned on.
- 2 Make sure that **READY** appears on the control-panel display. If an error message appears, the keyboard might have been installed incorrectly.
- 3 Print a Configuration page (see [Configuration page](#)). If the keyboard is not listed, one of the following problems might have occurred:

- The keyboard might not be installed correctly. Remove the keyboard and repeat the installation procedure.
- The keyboard might be defective.

## Turning on accessories in the printer driver

### To turn on accessories on Windows computers

After you install the all-in-one software on Windows computers, tray 2 and the DIMMs must be turned on in the printer driver in order for them to work with the all-in-one. (The auto-duplex unit and keyboard do not need to be turned on.)

- 1 Use one of the following methods to open the printer driver:
  - *Windows 98, Windows Millennium Edition (Me), Windows NT 4.0<sup>®</sup>, and Windows 2000:* Click **Start**, point to **Settings**, and then click **Printers**.
  - *Windows XP:* Click **Start**, and then click **Printers and Faxes**.  
Or, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.
- 2 Right-click the icon for the preferred printer driver, and then click **Properties**.
- 3 Select one of these tabs: **Configure**, **Device Settings**, or **Device Options**. (The name of the tab depends on the printer driver and the operating system.) On the selected tab, click the accessory that you want to turn on, click **Installed** from the drop-down menu, and then click **OK**.

### To turn on accessories on Macintosh computers

The Mac OS automatically turns on all accessories in the printer driver when you install the all-in-one software.

- 1 Click the desktop all-in-one icon.
- 2 On the **Printing** menu, click **Change Setup**.
- 3 On the **Change** pop-up menu, click the accessory that you want to turn on.
- 4 On the **To** pop-up menu, click **Installed**.
- 5 Click **OK**.



# 3

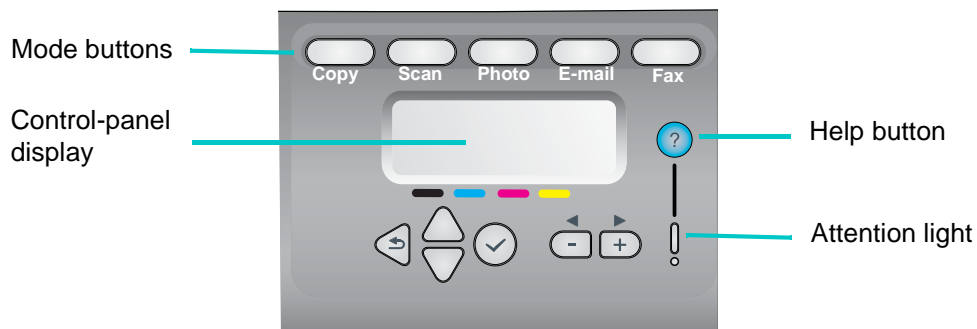
## Using the all-in-one

This section contains the following basic information about using the all-in-one.

- [Using the all-in-one modes](#)
- [Changing settings for the all-in-one](#)
- [Canceling jobs from the control panel](#)
- [Using the HP photo and imaging software](#)
- [Typing numbers and text on the control-panel keypad](#)
- [Loading the originals](#)
- [Loading the print media](#)
- [Choosing the print media](#)
- [Using special media](#)
- [Printing on both sides of the page](#)
- [Setting up speed-dial entries](#)

### Using the all-in-one modes

The five modes for the all-in-one correspond to the five mode buttons on the control panel.



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#### Viewing status and obtaining help

The control-panel display continually shows messages that provide information about the status of the all-in-one.

Press ? (help) anytime that you want additional information about status.

If the Attention light blinks, press ? (help) for a message that explains the problem.

See [Control-panel messages](#) for a list and explanation of messages.

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|  |  |
|--|--|
| <b>Entering a mode</b>                                       | <p>You enter a mode by pressing the button for that mode on the control panel. Two things happen:</p> <ul style="list-style-type: none"> <li>• The mode button lights and remains lit while you are in the mode.</li> <li>• Messages and options for the mode appear on the control-panel display.</li> </ul> <p>You might need to type a personal identification number (PIN) in order to continue, if the administrator has set up the all-in-one to require a PIN.</p>  |
| <b>Exiting a mode</b>  | <p>To exit a mode, press the RESET/HOLD FOR PIN button on the control panel. The mode lights turn off and the all-in-one returns to the ready state.</p>   |
| <b>Changing the settings for a mode</b>                      | <p>You can change the settings for a mode in two ways:</p> <ul style="list-style-type: none"> <li>• Use the option buttons on the control panel. See <a href="#">Control panel</a> for more information about the buttons.</li> <li>• Use the options in the control-panel display.</li> </ul> <p>See <a href="#">Changing settings for the all-in-one</a> for more information.</p>   |
| <b>Understanding job priorities</b>                          | <p>The all-in-one can process jobs in different modes at the same time. For example, it can be processing a copy job at the same time that it is scanning an original for a fax job.</p> <p>Reports that the all-in-one produces (such as automatic fax reports) take priority over other jobs that you start at the control panel.</p> <p>Jobs that you start at the control panel take priority over jobs submitted from a computer on the network. However, a currently printing job must finish before any new printing job can begin.</p> <p>After you exit a mode and return the all-in-one to the ready state, an asterisk (*) appears beside <b>READY</b> on the control panel display for a short time. During this time, the all-in-one is reserved for walk-up use. Any print jobs sent during this time print only after the asterisk disappears.</p> <p>If a computer is writing onto a memory card, all photo operations are blocked until the computer job has finished.</p> <p>Jobs submitted from the computer using a TWAIN-compliant or WIA-compliant program take priority over jobs started at the control panel.</p> |
| <b>Understanding the interaction of jobs with other jobs</b> | <p>Jobs that involve only scanning can take place at the same time as printing jobs. (Scanning jobs and printing jobs use different parts of the all-in-one.)</p> <p>Some jobs scan originals into memory first (such as copy jobs and non-realtime fax jobs). When the scanning part of the job has finished, the all-in-one is free to accept a new job.</p>   |

# Changing settings for the all-in-one

You can change the settings for the all-in-one in two places:

- From the control panel (network connection and direct connection)
- From the HP Photo & Imaging software (Windows direct connection) or HP Image Zone software (Macintosh direct connection) (see [Using the HP photo and imaging software](#) for more information)

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## Note

When you are configuring settings in the HP Photo & Imaging software or the HP Image Zone software, you cannot see the settings that have been configured from the control panel (such as the scan settings).

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### To change settings from the control panel for the current job

- 1 At the control panel, press a mode button (for example, COPY).
- 2 To reach the option that you want to change, use one of the following methods:
  - Press a control panel button (for example, LIGHTER/DARKER).
  - Select the option from the control-panel display, and then press ✓ (select).
- 3 Press - or + to select the value that you want, and then press ✓ (select).

### To change default settings from the control panel for future jobs

- 1 At the control panel, press a mode button (for example, COPY).
- 2 Change the settings to the settings that you want for the defaults. See the previous section, [To change settings from the control panel for the current job](#).
- 3 Press ▼ (down) to move to **Setup**, and then press ✓ (select).
- 4 Press ▲ (up) or ▼ (down) to move to the option that you want to change, and then press ✓ (select).
- 5 Press - or + to select the value that you want, and then press ✓ (select).

### To change settings from the HP photo and imaging software on Mac OS X (10.1.x and 10.2.x) computers (direct connection)

- 1 Click the **HP Director** icon in the Dock.
- 2 On the **HP Director** menu, click **Preferences**.
- 3 Click the item that you want to change.

### To change settings from the HP photo and imaging software on Windows and Mac OS 9.2.x computers (direct connection)

- 1 Open the HP photo and imaging software. See [Opening the HP photo and imaging software](#) for more information.
- 2 Click the **Select Device** drop-down list and click the all-in-one.
- 3 Click the **Settings** drop-down list.
- 4 Click the item that you want to change.

## Canceling jobs from the control panel

From the control panel, you can cancel most types of jobs that are currently being processed. The following jobs cannot be cancelled. When you try to cancel one of these types of jobs, the control-panel display informs you with an appropriate message.

- An e-mail transmission that is in progress
- An incoming fax that is being archived in a network folder

More than one job could actually be taking place at the same time. For example, the all-in-one might be printing a document at the same time that it is receiving a fax (see the table under [Using the all-in-one modes](#) for more information). When this is the case, note the following conditions:

- The control-panel display shows information about the job that is currently being processed in the foreground. This is the job that will be cancelled when you press STOP.
- If other jobs are being processed simultaneously in the background, the control-panel display shows a list of all jobs when you press STOP. You select the job that you want to cancel from the list.

The time that it takes to cancel depends on the size of the job. Also, a job might continue for a short while after you have cancelled it. For example, if the original has fed only half-way into the ADF, the job continues until the original has been fully fed and ejected.

### To cancel a job from the control panel

- 1 For a print job: Press STOP.

For any other type of job: Press the mode button for the type of job (for example, press COPY for a copy job), and then press STOP.

---

#### Note

You only need to press STOP once.

- 2 If more than one job is being processed, a list of the jobs appears on the control-panel display. Press ▲ (up) or ▼ (down) to move to the job that you want to cancel, and then press ✓ (select).



## Using the HP photo and imaging software

When you install the all-in-one software for direct connection, the installation procedure installs photo and imaging software that provides a common interface for HP devices, such as all-in-ones, scanners, photo printers, and digital cameras.

- HP Photo & Imaging software (Windows)
- HP Image Zone software (Macintosh)

The software gives these devices the ability to work together, and can be used to scan originals, to send images by e-mail or fax, and to view, edit, and print images. Most all-in-one procedures that you perform at the control panel can also be submitted from a computer with the HP Photo & Imaging software or the HP Image Zone software.

The software includes several components, such as the HP Director and the Memories Disc Creator.

---

### Note

For Windows computers, the **Typical** installation is required in order for the HP Photo & Imaging software to be installed. Also, it is recommended that you use a USB connection to ensure optimal scanning performance.

See the onscreen Help for more information about the HP Photo & Imaging software or the HP Image Zone software and its capabilities.

---

This section contains information about the following topics.

- [Differences in the software for the HP Officejet 9100 series all-in-one](#)
- [Opening the HP photo and imaging software](#)

## Differences in the software for the HP Officejet 9100 series all-in-one

Note the following differences in the the HP Photo & Imaging software or HP Image Zone software that is installed for the all-in-one:

- The **Make Copies** feature in the software is not supported by the all-in-one. When you want to make copies, use the control panel on the all-in-one.
- The **Scan Slides/Negatives** feature that is supported in the software is not supported by the all-in-one.
- The way that you configure group speed-dial entries for the all-in-one is different from the way that this feature is implemented in the software. See [Setting up speed-dial entries](#) for the procedures to use for the all-in-one.
- The borderless printing feature that is supported in the software is not supported by the all-in-one.

## Opening the HP photo and imaging software

### To open the software on Windows computers

- 1 Use one of the following methods:
  - Double-click the **HP Director** icon on the desktop.

- On the Windows taskbar, click **Start**, point to **Programs** or **All Programs**, point to **HP**, and then click **HP Director**.
- 2 In the **Select Device** dialog box, click to see a list of installed HP devices.
  - 3 Click the all-in-one.

## To open the software on Macintosh computers

On Mac OS X (10.1.x and 10.2.x) computers, click the **HP Director** icon in the Dock.

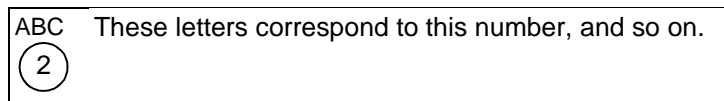
On Mac OS 9.2.x computers, use one of the following methods:

- Double-click the **HP Director** shortcut on the desktop.
- Double-click the **HP Director** shortcut in the Applications:Hewlett-Packard:HP Photo and Imaging Software folder.

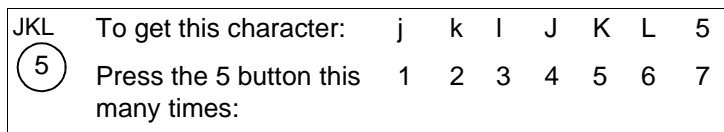
## Typing numbers and text on the control-panel keypad

The following list provides tips for typing text on the control-panel keypad.

- Press the keypad numbers that correspond to the letters of a name.



- Press a button multiple times to see a letter first in lowercase and then in uppercase. The first letter of a word is set to uppercase automatically.



- After the correct letter appears, press the number that corresponds to the next letter in the name. Again, press the button multiple times until the correct letter appears.
  - The cursor automatically advances to the right 1.5 seconds after you pressed the last button.
  - To insert a space, press the pound sign (#) or PAUSE/⎵ (space) button.
  - To enter a symbol, such as @, press the asterisk (\*) or SYMBOLS button repeatedly to scroll through the list of available symbols.
- The backslash character (\) is not available because it is required for network pathnames.
- If you make a mistake, press ← (backspace) on the control panel to clear it, and then type the correct entry.
  - After you have finished typing the numbers and text, press ✓ (select) to accept the entries.

### Note

Localized special characters are not supported on the keypad. However, they are supported on the localized keyboards, which are optional accessories for the all-in-one. See [Keyboards](#) for information about localized keyboards.

When sending scans to a network folder or as e-mail attachments from an all-in-one that is connected to a network, you must type any required information (such as user information or e-mail addresses) using the all-in-one keyboard.

## Loading the originals

You can load originals in two places:

- Automatic document feeder (ADF)
- Flatbed scanner

If originals are present both in the ADF and on the flatbed scanner glass, the ADF takes priority. For the best quality scans, use the flatbed scanner.

This section contains information about the following topics.

- [Loading an original in the automatic document feeder \(ADF\)](#)
- [Loading an original on the scanner glass](#)

### Loading an original in the automatic document feeder (ADF)

The all-in-one has an ADF, which you can use to load up to 50 originals. See [Loading the print media](#) for information about media sizes, types, and weights that are supported and for recommendations about media to use in the ADF.

#### To load an original in the ADF

- 1 Place all originals in the ADF input tray with the print-side up and with the first page to be scanned, copied, or faxed on top of the stack.

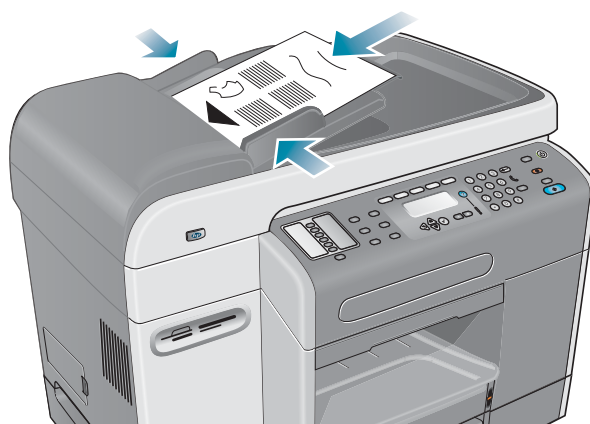
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#### Note

If the originals are printed on both sides, select the appropriate duplex option using the 2-SIDED OPTIONS button on the control panel.

When you scan for photos or JPEG files, the all-in-one supports only single-sided scanning. The control panel prompts you to place the original on the scanner glass.

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- 2 Adjust the ADF width adjusters to fit the size of the originals.

## Loading an original on the scanner glass

You can copy or scan any original by placing it on the scanner glass.

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### Note

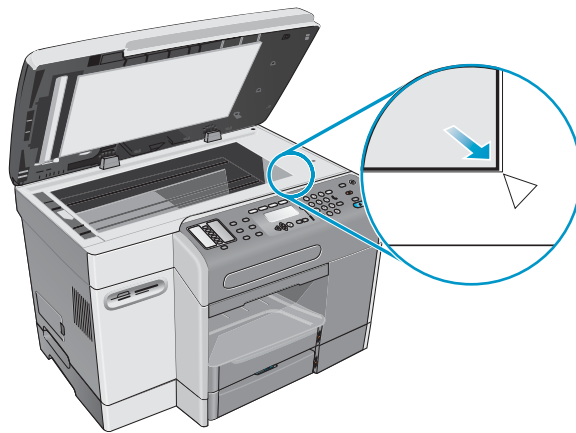
Some all-in-one options will not work correctly if the scanner glass an ADF lid backing are not clean. See [Cleaning the all-in-one](#) for more information.

---

### To load a document on the scanner glass

- 1 Make sure that no originals are loaded in the ADF.
- 2 Lift the ADF.
- 3 Place the original face-down on the scanner glass in the corner shown in the following illustration. The sides of the original should touch the right and front edges.

It is important to place the original as shown. Otherwise, part of the original might be clipped in the resulting scan.



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### Note

If you are copying from a transparency (that is, your original is printed on transparency film), place a blank piece of paper between the transparency and the flatbed scanner lid.

- 4 Close the ADF.

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### CAUTION

To prevent damaging the all-in-one, do not allow the scanner lid to fall onto the flatbed scanner surface.

Always close the ADF when the all-in-one is not in use.

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## Loading the print media

This section contains information about the following topics.

- [Tips for loading the media](#)
- [Loading the media in tray 1 or tray 2](#)
- [Selecting the trays](#)

### Tips for loading the media

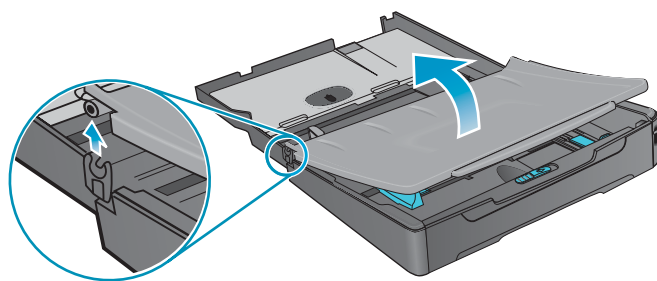
You can load up to 150 sheets of paper in tray 1 and up to 250 sheets of paper in tray 2.

- Use tray 1 for media types such as envelopes, cards, transparencies, and photo paper.
- Always use media that conforms to the specifications. See [Choosing the print media](#) for more information.
- When you are loading a tray, position the media print-side-down with the right edge of the media against the right edge and front guide of the tray. For preprinted forms and letterhead, load the media with the top edge feeding into the all-in-one first.
- To prevent jams, load only one type of media at a time into a tray.
- When adding media, always remove the existing media and realign the media width and length adjustors to fit the new media.

See [Tips for avoiding jams](#) for more information about avoiding jams.

### Loading the media in tray 1 or tray 2

- 1 Pull the tray out of the all-in-one.
- 2 If you are loading tray 1, raise and remove the output tray.



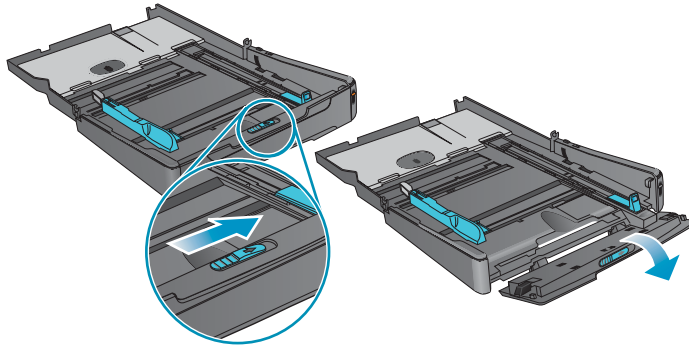
- 3 If you are loading paper that is between 279 mm and 356 mm long (11 inches and 14 inches long) (such as legal-size paper), move the latch on the tray to the right as shown in the following illustration, and then lower the front of the tray.

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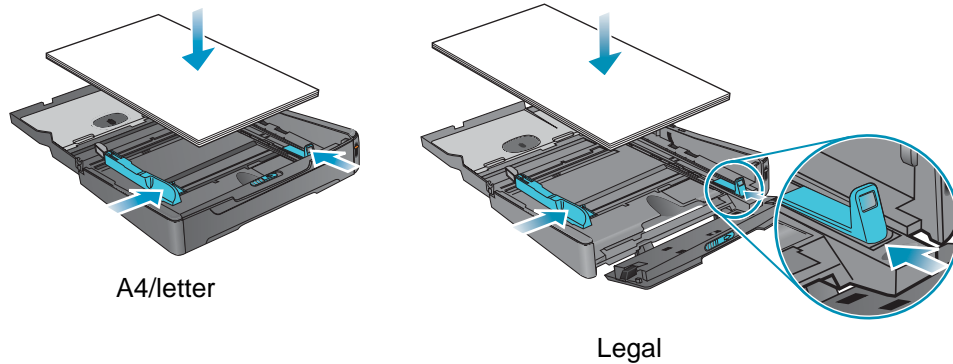
**Note**

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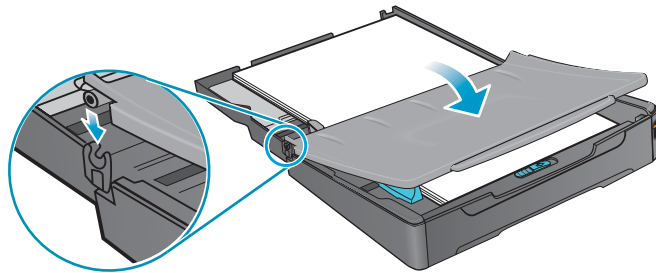
You do not need to lower the front of the tray when loading A4-size or letter-size or smaller media.



- 4 Place the media with the print-side down in the tray and slide the media width and length adjusters to the edges of the media.



- 5 If you are loading tray 1, reattach and close the output tray.



- 6 Slide the tray into the all-in-one.

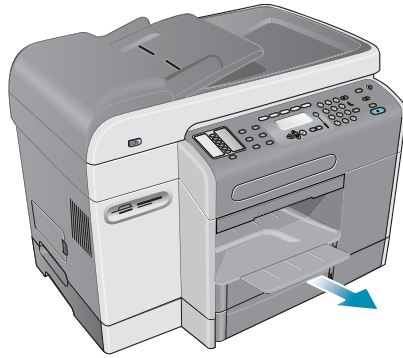
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**CAUTION**

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Do not raise the front of the tray if legal-size media is loaded, or damage to the media or all-in-one can result.

- 7 Pull out the extension on the output tray.



- 8 When printing, select the appropriate media type and size in your program or printer driver.

## Selecting the trays

When you copy or print a document, you can allow the all-in-one to select the tray for the job, or you can select a specific tray.

If you do not select a tray, the all-in-one automatically selects a tray. By default, the all-in-one draws paper from tray 2 first. However, the all-in-one draws media from tray 1 under the following conditions:

- Tray 2 is not installed.
- Tray 2 does not have media loaded.
- Tray 2 does not support the media type or size for the job.

### To select a tray from the printer driver on your computer

The settings are available in the **Source is** or **Paper Source** drop-down menu in Windows printer drivers, and in the **All pages from** pop-up menu in the Mac OS printer driver.

### To select a default tray from the control panel

- 1 On the control panel, press MENU.
- 2 Press ▲ (up) or ▼ (down) to move to PRINTER, and then press ✓ (select).
- 3 Press ▼ (down) to move to Configure tray, and then press ✓ (select).
- 4 Press ▼ (down) to move to Default tray, and then press ✓ (select).
- 5 Press - or + to select the tray, and then press ✓ (select).

## Choosing the print media

The all-in-one is designed to work well with most types of office paper and with 25-percent cotton bond paper. It is best to test a variety of print media types before buying large quantities. Find a media type that works well and is easy to purchase.

This section contains information about the following topics.

- [Supported media sizes](#)
- [Supported media types and weights](#)
- [Recommended HP media](#)
- [Minimum margins](#)
- [Guidelines for storing media](#)

### Supported media sizes

The following table lists the sizes of media that are compatible with the all-in-one and shows which sizes can be used with which devices.

| Media   | Tray 1 | Tray 2 | Auto-duplex unit* | ADF (single-sided operation) | ADF (double-sided operation) |
|---|--------|--------|-------------------|------------------------------|------------------------------|
| <b>Standard paper sizes</b>                           |        |        |                   |                              |                              |
| • U.S. letter (216 by 279 mm; 8.5 by 11 inches)       | ✓      | ✓      | ✓                 | ✓                            | ✓                            |
| • U.S. legal (216 by 356 mm; 8.5 by 14 inches)        | ✓      | ✓      |                   | ✓                            |                              |
| • A4 (210 by 297 mm; 8.3 by 11.7 inches)              | ✓      | ✓      | ✓                 | ✓                            | ✓                            |
| • U.S. executive (184 by 267 mm; 7.25 by 10.5 inches) | ✓      | ✓      | ✓                 | ✓                            | ✓                            |
| • U.S. statement (140 by 216 mm; 5.5 by 8.5 inches)   | ✓      |        |                   | ✓                            |                              |
| • A5 (148 by 210 mm; 5.8 by 8.3 inches)               | ✓      |        | ✓                 | ✓                            |                              |
| • ISO B5 (176 by 250 mm; 6.9 by 9.8 inches)           | ✓      |        | ✓                 | ✓                            |                              |
| • JIS B5 (182 by 257 mm; 7.2 by 10.1 inches)          | ✓      | ✓      | ✓                 | ✓                            |                              |
| <b>Envelopes</b>                                      |        |        |                   |                              |                              |
|   | ✓      |        |                   |                              |                              |
| • U.S. #10 (105 by 241 mm; 4.125 by 9.5 inches)       |        |        |                   |                              |                              |
| • A2 (111 by 146 mm; 4.375 by 5.75 inches)            |        |        |                   |                              |                              |
| • Monarch (98 by 191 mm; 3.88 by 7.5 inches)          |        |        |                   |                              |                              |
| • HP Greeting Card (111 by 152 mm; 4.375 by 6 inches) |        |        |                   |                              |                              |
| • DL (110 by 220 mm; 4.3 by 8.7 inches)               |        |        |                   |                              |                              |
| • C5 (162 by 229 mm; 6.4 by 9 inches)                 |        |        |                   |                              |                              |
| • C6 (114 by 162 mm; 4.5 by 6.4 inches)               |        |        |                   |                              |                              |
| • Japanese Chou #3 (120 x 235 mm; 4.7 by 9.3 inches)  |        |        |                   |                              |                              |
| • Japanese Chou #4 (90 x 205 mm; 3.5 by 8.1 inches)   |        |        |                   |                              |                              |



| Media   | Tray 1 | Tray 2 | Auto-duplex unit* | ADF (single-sided operation) | ADF (double-sided operation) |
|---|--------|--------|-------------------|------------------------------|------------------------------|
| <b>Cards</b>  |        |        |                   |                              |                              |
| • Index card (76 by 127 mm; 3 by 5 inches)  | ✓      |        |                   |                              |                              |
| • Index card (102 by 152 mm; 4 by 6 inches)   | ✓      |        |                   |                              |                              |
| • Index card (127 by 203 mm; 5 by 8 inches)   | ✓      |        |                   |                              |                              |
| • Hagaki (100 by 148 mm; 3.9 by 5.8 inches)   | ✓      |        |                   |                              |                              |
| • Ofuku Hagaki (148 by 200 mm; 5.8 by 7.9 inches)   | ✓      |        | ✓                 |                              |                              |
| • A6 (105 by 148 mm; 4.1 by 5.8 inches)   | ✓      |        |                   |                              |                              |
| <b>Custom-size media (tray 1)</b>   |        |        |                   |                              |                              |
| Between 76.2 to 216 mm wide and 127 to 356 mm long (3 to 8.5 inches wide and 5 to 14 inches long)     | ✓      |        |                   |                              |                              |
| <b>Custom-size media (tray 2)</b>   |        |        |                   |                              |                              |
| Between 182 to 216 mm wide and 257 to 356 mm long (7.2 to 8.5 inches wide and 10.1 to 14 inches long) |        | ✓      |                   |                              |                              |
| <b>Custom-size media (auto-duplex unit)</b>   |        |        |                   |                              |                              |
| Between 76.2 to 216 mm wide and 127 to 297 mm long (3 to 8.5 inches wide and 5 to 11.7 inches long)   |        |        | ✓                 |                              |                              |
| <b>Custom-size media (ADF)</b>  |        |        |                   |                              |                              |
| Between 127 to 216 mm wide and 241 to 305 mm long (5 to 8.5 inches wide and 9.5 to 12 inches long)    |        |        |                   | ✓                            |                              |
| <b>Custom-size media (ADF)</b>  |        |        |                   |                              |                              |
| Between 127 to 216 mm wide and 178 to 305 mm long (5 to 8.5 inches wide and 7 to 12 inches long)      |        |        |                   |                              | ✓                            |
| * Use the auto-duplex unit for automatic printing on both sides of the paper.                         |        |        |                   |                              |                              |

## Supported media types and weights

### CAUTION

Some media, such as envelopes, cards, transparencies, and photo paper, can only be used with tray 1. Using unsupported media in tray 2, the auto-duplex unit, or the ADF can cause jams and damage to the equipment.

| Tray             | Media type   | Weight   | Capacity  |
|------------------|--|--|---|
| Tray 1           | Paper  | 60 to 90 g/m <sup>2</sup><br>(16- to 24-lb bond) | Up to 150 sheets (15 mm or 0.6 inch stacked)          |
|                  | Transparencies<br>(for example, HP Premium Inkjet Transparency Film)                     | 60 to 90 g/m <sup>2</sup><br>(16- to 24-lb bond) | Up to 30<br>(8 mm or 0.3 inch stacked)                |
|                  | Envelopes  | 75 to 90 g/m <sup>2</sup><br>(20- to 24-lb bond) | Up to 22<br>(15 mm or 0.6 inch stacked)               |
|                  | Cards  | Up to 200 g/m <sup>2</sup><br>(110-lb index)     | Up to 60<br>(15 mm or 0.6 inch stacked)               |
| Tray 2           | Paper<br>(Ofuku Hagaki only)   | 60 to 90 g/m <sup>2</sup><br>(16- to 24-lb bond) | Up to 250 sheets (25 mm or 1 inch stacked)            |
| Auto-duplex unit | Paper  | 60 to 90 g/m <sup>2</sup><br>(16- to 24-lb bond) | One at a time   |
|                  | Cards<br>(Ofuku Hagaki only)   | Up to 160 g/m <sup>2</sup><br>(90-lb index)      | One at a time   |
| ADF              | Paper  | 60 to 90 g/m <sup>2</sup><br>(16- to 24-lb bond) | Up to 50 sheets                                       |
|                  | Special HP paper<br>(for example, HP Premium Inkjet paper, HP Bright White Inkjet paper) | 60 to 90 g/m <sup>2</sup><br>(16- to 24-lb bond) | Up to 50 sheets                                       |
|                  | Transparencies<br>(for example, HP Premium Inkjet Transparency Film)                     | 60 to 90 g/m <sup>2</sup><br>(16- to 24-lb bond) | One at a time<br>Advisable to use the flatbed scanner |
|                  | Photos<br>(special photo paper, such as HP Premium Photo Paper)                          | 60 to 90 g/m <sup>2</sup><br>(16- to 24-lb bond) | One at a time<br>Advisable to use the flatbed scanner |
|                  | Real-estate forms  |  | One at a time   |
| Output tray      | All supported media  |  | Up to 100 sheets of plain paper (text printing)       |

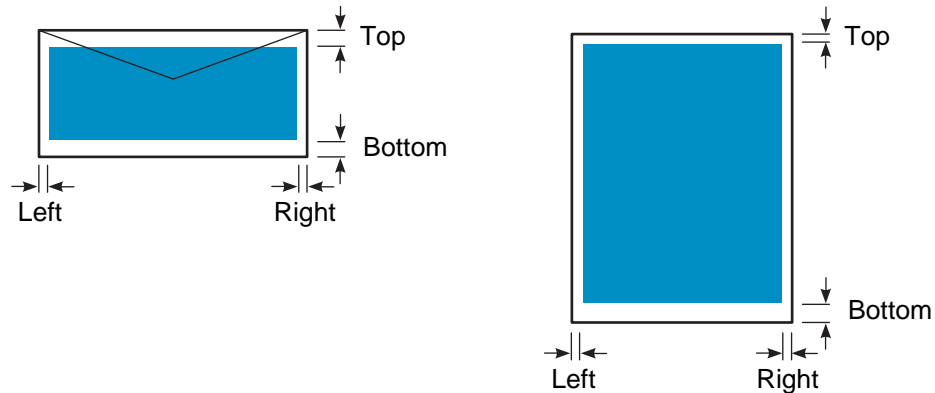
## Recommended HP media

The following table shows which media can be used with the trays, auto-duplex unit, and ADF. See [Ordering HP accessories and supplies](#) for information about ordering HP media.

| Media  | Tray 1 | Tray 2 | Auto-duplex unit | ADF |
|--|--------|--------|------------------|-----|
| Plain paper:   | ✓      | ✓      | ✓                | ✓   |
| <ul style="list-style-type: none"> <li>● HP Bright White Inkjet Paper</li> <li>● HP Office Paper</li> <li>● HP Office Recycled Paper</li> <li>● HP Multipurpose Paper</li> <li>● HP Printing Paper</li> <li>● HP Everyday Paper</li> <li>● HP Everyday Copy &amp; Print Paper</li> </ul> |        |        |                  |     |
| HP Premium Paper   | ✓      |        |                  | ✓   |
| HP Premium Inkjet Heavyweight Paper  | ✓      |        | ✓                |     |
| Transparencies:  | ✓      |        |                  |     |
| <ul style="list-style-type: none"> <li>● HP Premium Inkjet Transparency Film</li> <li>● HP Premium Plus Inkjet Transparency Film</li> </ul>  |        |        |                  |     |
| HP Everyday Photo Paper  | ✓      |        | ✓                |     |
| High-quality photo paper:  | ✓      |        |                  |     |
| <ul style="list-style-type: none"> <li>● HP Colorfast Photo Paper</li> <li>● HP Premium Plus Photo Paper</li> <li>● HP Premium Photo Paper</li> <li>● HP Photo Paper</li> </ul>  |        |        |                  |     |
| HP Brochure and Flyer Paper  | ✓      |        | ✓                |     |

## Minimum margins

The document margins must match or exceed these minimum settings in portrait orientation. The following illustration shows which side of the paper and envelope corresponds to each margin.



| Media                                | Left margin           | Right margin   | Top margin             | Bottom margin  |
|--------------------------------------|-----------------------|--|------------------------|--|
| Letter, legal, executive, statement  | 6.4 mm<br>(0.25 inch) | 6.4 mm<br>(0.25 inch)  | 3.0 mm<br>(0.12 inch)  | 12.7 mm<br>(0.50 inch)   |
| A4, A5, ISO B5, JIS B5, and cards    | 3.4 mm<br>(0.13 inch) | 3.4 mm<br>(0.13 inch)  | 3.0 mm<br>(0.12 inch)  | 12.7 mm<br>(0.50 inch)   |
| Envelopes                            | 3.4 mm<br>(0.13 inch) | 3.4 mm<br>(0.13 inch)  | 12.7 mm<br>(0.50 inch) | 12.7 mm<br>(0.50 inch)   |
| Custom-size media (tray 1, tray 2)   | 3.4 mm<br>(0.13 inch) | 3.4 mm<br>(0.13 inch)  | 3.0 mm<br>(0.12 inch)  | 12.7 mm<br>(0.50 inch)   |
| Custom-size media (auto-duplex unit) | 5.1 mm<br>(0.20 inch) | 5.1 mm<br>(0.20 inch)  | 12.7 mm<br>(0.50 inch) | 12.7 mm<br>(0.50 inch)   |
| Custom-size media (ADF)              | 1.0 mm<br>(0.04 inch) | 1.0 mm<br>(0.04 inch)  | 2.0 mm<br>(0.08 inch)  | 3.0 mm<br>(0.12 inch)  |
| Custom-size media (flatbed scanner)  | 1.0 mm<br>(0.04 inch) | Not applicable (the all-in-one detects the size and crops at the right and bottom margins) | 1.0 mm<br>(0.04 inch)  | Not applicable (the all-in-one detects the size and crops at the right and bottom margins) |

### Note

When you are using the auto-duplex unit, the top and bottom margins must be at least 12.7 mm (0.5 inch).

## Guidelines for storing media

Use the following guidelines to ensure optimum all-in-one performance and to avoid problems that are caused by improperly stored media (such as jams and poor-quality printing).

- Store media in an environment that is at or near room temperature. The air should not be too dry or too humid.
  - An improper environment can cause media to distort, resulting in jams in the all-in-one. The required condition is 20 to 24 degrees C (68 to 75 degrees F), with a relative humidity of 45 percent to 55 percent.
  - Heat causes the moisture in media to evaporate, while cold causes moisture to condense on the sheets. Heating systems and air conditioners remove most of the humidity from a room. Humid weather and water coolers can cause the humidity to increase in a room.
- Do not purchase more media than can be easily used in a short time (about three months).
  - Media stored for long periods might experience heat and moisture extremes, which can cause damage.
- Do not open packages of media until the media is needed.
  - As media is opened and used, it loses or absorbs moisture, depending on the environment. This can cause such things as streaks, smudging, and light characters during printing.
  - Unopened media in sealed reams can remain stable for several months before use.
  - The best way to store an opened package of media is to rewrap it tightly in its moisture-proof wrapping. If the environment is subject to extremes, unwrap only the amount of media to be used during the operation of a day to prevent unwanted moisture changes.

## Using special media

This section contains information about the following special media types that you can use with the all-in-one.

- [Using cards and envelopes](#)
- [Using transparencies](#)
- [Using custom-size media](#)
- [Using photo paper](#)

See [Choosing the print media](#) for information about supported media types and sizes.

---

### Note

Always load special media in tray 1, and select the correct media type, the print quality, and the media source for the job.

---

## Using cards and envelopes

If your software program supports printing on cards or envelopes, follow the instructions for the program to use them.

Always use tray 1 to print cards and envelopes.

### To use cards and envelopes

- 1 Remove tray 1 from the printer.
- 2 Remove the output tray, and then remove all media from tray 1.
- 3 Insert the cards or envelopes into the tray (envelopes should be loaded with the flaps facing up and to the right).
- 4 Slide the media width and length adjustors to the edges of the cards or envelopes.
- 5 Replace the output tray and insert tray 1 into the printer.
- 6 Start the job from your program, making sure that you select the correct media size and type.

See [Changing settings for the all-in-one](#) for more information about setting the printing options.

## Using transparencies

When printing on transparencies, follow these guidelines:

- Use tray 1 to print on transparencies. Load a maximum of 30 transparencies in the tray.
- Handle transparencies by the edges. Oils from your fingers can cause print-quality problems.
- Use HP Premium Inkjet Transparency Film or HP Premium Plus Inkjet Transparency Film, which is specifically designed to work with the all-in-one, or use other transparencies that are designed to work with HP Inkjet printers. See [Ordering HP accessories and supplies](#) for information about ordering transparencies.

### To use transparencies

- 1 Remove tray 1 from the printer.
- 2 Remove the output tray, and then remove all media from tray 1.
- 3 Insert the transparencies into the tray, with the rough side down and the adhesive strip feeding into the all-in-one first.
- 4 Slide the media width and length adjustors to the edges of the transparencies.
- 5 Replace the output tray and insert tray 1 into the printer.
- 6 Start the job from your program, making sure that you select the correct media size and type.  
  
See [Changing settings for the all-in-one](#) for more information about setting options.
- 7 Remove each transparency as it prints and set it aside to dry. Allowing wet transparencies to stack up might cause smearing.

## Using custom-size media

Use tray 1 when printing on media that is 76.2 to 216 mm wide and 127 to 356 mm long (3 to 8.5 inches wide and 5 to 14 inches long).

If your program supports custom-size media, set the media size in the program before creating and printing the document. If your program does not support custom-size media, set the size in the printer driver, create the document, and then print it. (You might need to reformat existing documents to print them correctly on custom paper sizes.)

### To use custom-size media

- 1 Remove tray 1 from the printer.
- 2 Remove the output tray, and then remove all media from tray 1.
- 3 Insert the custom-size media into the tray.
- 4 Slide the media width and length adjustors to the edges of the media.
- 5 Replace the output tray and insert tray 1 into the printer.
- 6 Start the job from the program, making sure that you select the correct media size and type.  
  
See [Changing settings for the all-in-one](#) for more information about setting the printing options.

## Using photo paper

You can print the photographs that you take with your digital camera, either directly from a memory card that you insert in the all-in-one or from a software program such as the HP photo and imaging software. See [Printing from a memory card](#) for more information.

Use **Best** print quality to print photographs. However, with this setting, printing takes longer and more memory is required from your computer.

The all-in-one can produce 4,800 by 1,200-optimized dpi resolution (up to 4,800 by 1,200-optimized dpi color printing on premium photo papers, from 1,200 by 1,200-input dpi) when using the following printer drivers:

- **PCL 6**  
Windows 98, Windows Me, Windows 2000, and Windows XP
- **PS**  
Windows 2000, Windows XP, Mac OS 9.2.x, and Mac OS X (10.1.x and 10.2.x)

## To print digital photographs

- 1 Load the appropriate media in tray 1. See [Loading the print media](#) for more information.
- 1 If you want to print photographs from a memory card, insert the memory card into the appropriate memory card slot on the all-in-one. See [Inserting and removing a memory card](#) for more information.
- 2 Start the job from your program or from the control panel (see [Printing from a memory card](#) for more information). Make sure that you select the correct print-quality setting, media size, and media type.  
  
See [Changing settings for the all-in-one](#) for more information about setting options.
- 3 Remove each sheet of media as it prints and set it aside to dry. Allowing wet media to stack up might cause smearing.



## Printing on both sides of the page

The all-in-one can automatically print on both sides of media with the auto-duplex unit. See [Performing duplexing](#) for more information about how to duplex automatically.

When printing on both sides of the page, follow these guidelines.

- The auto-duplex unit supports the following media sizes: letter, executive, A4, A5, ISO B5, JIS B5, index cards (3 by 5 inches, 4 by 6 inches, and 5 by 8 inches), Hagaki, Ofuku Hagaki, and A6 card. It can also be used for custom-size media that is between 76.2 by 216 mm wide and 127 by 297 mm long (3 by 8.5 inches wide and 5 by 11.7 inches long).
- Do not print on both sides of transparencies, envelopes, photo paper, brochure paper, glossy media, or paper lighter than 60 g/m<sup>2</sup> (16-lb bond) or heavier than 90 g/m<sup>2</sup> (24-lb bond). Jams might occur with these types of media. However, special double-sided HP media can be used with the auto-duplex unit.
- To print on both sides of a page, make the selection from the software program or printer driver (see [Performing duplexing](#)).

If you are using operating systems other than Windows or the Mac OS, turn on the **Duplex** setting in the control panel. See [PRINTER menu](#) for more information.

- The recommended minimum for top and bottom margins is 12.7 mm (0.5 inch).
- When using media such as letterhead, preprinted media, and media with watermarks and prepunched holes, make sure that you load the media in the tray with the front-side facing down.
- When automatically printing on both sides of a page, one side of the page is printed first, and the printer pauses while the ink dries. To print the second side, the page must partially exit the printer to be flipped. When printing is complete, the paper is dropped onto the output tray. Do not attempt to remove the page from the printer until both sides have finished printing.

## Setting up speed-dial entries

You can set up frequently used fax numbers, e-mail addresses, and network folders as speed-dial entries. The first six entries for each of these kinds of destinations are associated with the six speed-dial buttons on the control panel.

This section contains information about the following topics.

- [Setting up fax numbers as speed-dial entries or groups](#)
- [Setting up e-mail addresses as speed-dial entries or groups](#)
- [Setting up network folders as speed-dial entries](#)
- [Printing and viewing a list of speed-dial entries](#)
- [Printing a speed-dial template for the control panel](#)

### Setting up fax numbers as speed-dial entries or groups

You can store up to 99 fax numbers or groups of fax numbers as speed-dial entries. Speed-dial entries 1 through 6 are associated with the corresponding six speed-dial buttons on the control panel.

See [Printing and viewing a list of speed-dial entries](#) for information about printing a list of the speed-dial entries that have been set up.

#### To set up speed-dial entries

- **Embedded Web server (network connection)**

Open the embedded Web server, click the **Settings** tab, and then click **Fax Speed-dial** in the left pane. Click the tab that contains the number for the entry (for example, **Speed-dial 26-50**).

  - To add or change an entry: Add or change information in the fields.
  - To delete an entry: Use the **Delete** check box on the right side.
  - Click **Apply** when you are finished.
- **HP photo and imaging software (direct connection)**

Open the HP photo and imaging software and follow the instructions in the onscreen Help.
- **Control panel**

Press MENU, open the FAX SETUP menu, and then use the Fax speed-dial option.

  - To add or change an entry: Press - or + to move to an unused entry number, or type a number on the keypad or keyboard. Type the fax number, and then press ✓ (select). Include any pauses or other needed numbers, such as an area code, an access code for numbers outside a PBX system (usually a 9 or 0), or a long-distance prefix. Type the name, and then press ✓ (select).
  - To delete one entry or all entries: Press ▲ (up) or ▼ (down) to move to the speed-dial entry that you want to delete, or type a number on the keypad or keyboard. Press - or + to select DELETE or DELETE ALL, and then press ✓ (select).

#### To set up a speed-dial group

If you send information to the same group of fax numbers on a regular basis, you can set up a speed-dial entry for a group in order to simplify the task. The speed-dial entry for a group can be associated with a speed-dial button on the control panel.

A group member must be a member of the speed-dial list before you can add the member to a speed-dial group. You can add up to 20 fax numbers to each group (with up to 50 characters allowed for each fax number).

- **Embedded Web server (network connection)**

Open the embedded Web server, click the **Settings** tab, and then click **Fax Speed-dial** in the left pane. Click the tab that contains the number for the entry (for example, **Speed-dial 26-50**).

  - To add a group, click **Edit Group** for an unused line, and then add entries to the group. The first six entries in the list (which can be groups) are the entries that are associated with the speed-dial buttons on the control panel.
  - To add, change, or delete entries in a group: Click **Edit Group** for the group, and then add, change, or delete the entries.
  - To delete a group: Use the **Delete** check box on the right side.
  - Click **Apply** when you are finished.
- **HP photo and imaging software (direct connection)**

Open the HP photo and imaging software and follow the instructions in the onscreen Help.
- **Control panel**

Press MENU, open the FAX SETUP menu, and then use the Fax speed-dial option.

  - To add a group: Press - or + to move to an unused speed-dial number, or type a number on the keypad or keyboard. Then add entries to the group.
  - To add entries to a group: Press - or + to move to **Edit Group**, and then press ✓ (select). Type the fax number that you want in the group, and then press ✓ (select). Include any pauses or other needed numbers, such as an area code, an access code for numbers outside a PBX system (usually a 9 or 0), or a long-distance prefix. Press ▼ (down) to move to the next slot to type another fax number, and then press ✓ (select). Repeat for each fax number that you want to add to the group. When finished, press ✓ (select). Type a name for the group, and then press ✓ (select).

You can include an existing speed-dial entry in a group. Click CONTACTS on the control panel to show a list of available speed-dial entries. Move to the speed-dial entry that you want to add, and then press ✓ (select).

  - To delete an entry from a group: Press - or + to move to **Edit Group**, and then press ✓ (select). Select the entry that you want to delete, select **Delete**, and then press ✓ (select).
  - To delete a group: Press - or + to move to **Edit Group**, and then press ✓ (select). Select the group that you want to delete, select **Delete**, and then press ✓ (select).

## Setting up e-mail addresses as speed-dial entries or groups

You can store up to 99 e-mail addresses or groups of e-mail addresses as speed-dial entries. Speed-dial entries 1 through 6 are associated with the corresponding six speed-dial buttons on the control panel.

See [Printing and viewing a list of speed-dial entries](#) for information about printing a list of the speed-dial entries that have been set up.

### To set up speed-dial entries

- **Embedded Web server (network connection)**

Open the embedded Web server, click the **Settings** tab, and then click **E-mail Speed-dial** in the left pane. Click the tab that contains the number for the entry (for example, **Speed-dial 26-50**).

- To add or change an entry: Add or change information in the fields.
- To delete an entry: Use the **Delete** check box on the right side.
- Click **Apply** when you are finished.
- **HP photo and imaging software (direct connection)**  
Open the HP photo and imaging software and follow the instructions in the onscreen Help.
- **Control panel**  
Press MENU, open the E-MAIL menu, and then use the E-mail speed-dial option. To add a group: Press - or + to move to an unused speed-dial number, or type a number on the keypad or keyboard. Then add entries to the group.
  - To add entries to a group: Press - or + to move to Edit Group, and then press ✓ (select). Type the e-mail address that you want in the group, and then press ✓ (select). Press ▼ (down) to move to the next slot to type another e-mail address, and then press ✓ (select). Repeat for each e-mail address that you want to add to the group. When finished, press ✓ (select). Type a name for the group, and then press ✓ (select).

You can include an existing speed-dial entry in a group. Click CONTACTS on the control panel to show a list of available speed-dial entries. Move to the speed-dial entry that you want to add, and then press ✓ (select).

  - To delete an entry from a group: Press - or + to move to Edit Group, and then press ✓ (select). Select the entry that you want to delete, select Delete, and then press ✓ (select).
  - To delete a group: Press - or + to move to Edit Group, and then press ✓ (select). Select the group that you want to delete, select Delete, and then press ✓ (select).

## To set up a speed-dial group

If you send information to the same group of e-mail addresses on a regular basis, you can set up a speed-dial entry for a group in order to simplify the task. The speed-dial entry for a group can be associated with a speed-dial button on the control panel.

A group member must be a member of the speed-dial list before you can add the member to a speed-dial group. You can add up to 20 e-mail addresses to each group.

- **Embedded Web server (network connection)**  
Open the embedded Web server, click the **Settings** tab, and then click **E-mail Speed-dial** in the left pane. Click the tab that contains the number for the entry (for example, **Speed-dial 26-50**).
  - To add a group, click **Edit Group** for an unused line, and then add entries to the group. The first six entries in the list (which can be groups) are the entries that are associated with the speed-dial buttons on the control panel.
  - To add, change, or delete entries in a group: Click **Edit Group** for the group, and then add, change, or delete the entries.
  - To delete a group: Use the **Delete** check box on the right side.
  - Click **Apply** when you are finished.
- **HP photo and imaging software (direct connection)**  
Open the HP photo and imaging software and follow the instructions in the onscreen Help.
- **Control panel**  
Press MENU, open the E-MAIL SETUP menu, and then use the E-mail speed-dial option.
  - To add a group: Press - or + to move to an unused speed-dial number, or type a number on the keypad or keyboard. Then add entries to the group.

- To add entries to a group: Press - or + to move to `Edit Group`, and then press ✓ (select). Type the e-mail address that you want in the group, and then press ✓ (select). Press ▼ (down) to move to the next slot to type another e-mail address, and then press ✓ (select). Repeat for each e-mail address that you want to add to the group. When finished, press ✓ (select). Type a name for the group, and then press ✓ (select).

You can include an existing speed-dial entry in a group. Click `CONTACTS` on the control panel to show a list of available speed-dial entries. Move to the speed-dial entry that you want to add, and then press ✓ (select).

- To delete an entry from a group: Press - or + to move to `Edit Group`, and then press ✓ (select). Select the entry that you want to delete, select `Delete`, and then press ✓ (select).
- To delete a group: Press - or + to move to `Edit Group`, and then press ✓ (select). Select the group that you want to delete, select `Delete`, and then press ✓ (select).

## Setting up network folders as speed-dial entries

You can store up to six network folders as speed-dial entries. The six entries are associated with the corresponding six speed-dial buttons on the control panel.

See [Printing and viewing a list of speed-dial entries](#) for information about printing a list of the speed-dial entries that have been set up.

### To set up speed-dial entries

- **Embedded Web server (network connection)**  
Open the embedded Web server, click the **Settings** tab, and then click **Network Speed-dial** in the left pane.
  - To add or change an entry: Add or change information in the fields.
  - To delete an entry: Use the **Delete** check box on the right side.
  - Click **Apply** when you are finished.
- **HP photo and imaging software (direct connection)**  
Open the HP photo and imaging software and follow the instructions in the onscreen Help.
- **Control panel**  
Press `MENU`, open the `SCAN SETUP` menu, and then use the `Folder speed-dial` option.
  - To add or change an entry: Press - or + to specify an unused entry number, or type a number on the keypad or keyboard. Add or change the network folder information, and then press ✓ (select).
  - To delete an entry: Press ▲ (up) or ▼ (down) to move to the speed-dial entry that you want to delete, or type a number on the keypad or keyboard. Press - or + to select `DELETE`, and then press ✓ (select).

## Printing and viewing a list of speed-dial entries

You can print or view a list of all of the speed-dial entries that have been set up. Each entry in the list contains the following information:

- Speed-dial number (the first six entries correspond to the six speed-dial buttons on the control panel)
- Name associated with the fax number or group of fax numbers
- For the fax speed-dial list, the fax number (or all of the fax numbers for a group)
- For the e-mail speed-dial list, the e-mail address (or all of the e-mail addresses for a group)
- For the network folder list, the folder pathname

### To print a list of speed-dial entries

- **Control panel**  
Press MENU, open the PRINT REPORT menu, and then use the `Speed-dial list` option.

### To view a list of speed-dial entries

- **Embedded Web server (network connection)**  
Open the embedded Web server, click the **Settings** tab, and then click **Fax Speed-dial**, **E-mail Speed-dial**, or **Network Speed-dial** in the left pane.
- **HP photo and imaging software (direct connection)**  
Open the HP photo and imaging software and follow the instructions in the onscreen Help.

## Printing a speed-dial template for the control panel

You can print a template for the control panel that lists the six speed-dial entries that have been configured for fax numbers, e-mail addresses, and network folders. Cut the lists to size, and insert them under the overlays next to the six speed-dial buttons on the control panel.

### To print a speed-dial template

- **Control panel**  
Press MENU, open the PRINT REPORT menu, and use the `Speed-dial template` option.

# 4

# Printing

Most print settings are automatically handled by the software program that you are printing from. You need to change the settings manually only when you change print quality, print on specific types of media, or use special features.

This section contains information about the following topics.

- [Printing through the printer drivers](#)
- [Changing common settings for a job](#)
- [Setting defaults for all print jobs](#)
- [Performing duplexing](#)

## Printing through the printer drivers

In most situations, you will probably print documents from your computer through the printer driver. Although specific options vary depending on the software program that you are using, you can usually gain access to the printer driver by clicking **File** and then clicking **Print** in the software program.

For more information about printer driver features and procedures, see the printer-driver onscreen Help. For more information about printing from a specific software program, see the documentation for the software program.

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**Note**

See [To change settings on a Macintosh computer](#) for information about printing from a Macintosh computer.

See [Printing by using PostScript emulation](#) for information about printing with PS printer drivers for Windows 98, Windows Me, and Windows NT 4.0. For other Windows operating systems, see the online Help for the printer driver.

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## Changing common settings for a job

Change the settings for a job when you want to use something other than the defaults that have been set up or when you want to use an optional feature such as printing on both sides of the paper. Any changes that you make apply only to the current job.

You can change the settings from the control panel, a software program, and the printer driver.

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**Note**

Settings in a software program (for example, media size) always take precedence over settings in the printer driver or the control panel.

If you want to set printing options only for the documents that you are printing from a particular program, change the settings from the program. After you close the program, the printer settings return to the defaults that are configured in the printer driver.

If you want to set printing options for all of the software programs that you use on the computer, change the default settings either from the control panel or the printer driver.

This section contains information about the following topics.

- [To change settings from the control panel](#)
- [To change settings on a Windows computer](#)
- [To change settings on a Macintosh computer](#)

## To change settings from the control panel

Use the option buttons on the control panel to change common settings for a print job.

## To change settings on a Windows computer

- 1 Open the document in the software program.
- 2 On the **File** menu of the program, click **Print**.
- 3 Select the printer driver (PCL 5c, PCL 6, or PS), and then click **Setup** or **Properties**. (The options might be different for your program.)
- 4 Change the settings, and then click **OK**.
- 5 Click **Print** or **OK** to print the document.

## To change settings on a Macintosh computer

You can change settings from the **Page Setup** and **Print** dialog boxes in the Mac OS.

You can also select the default device. The default device is the one that is used if you choose the **Print** command without first specifying which device you want to use with a program. The default device should be the device that you use most often.

Use the following steps to change the page setup settings.

- 1 Open the document in the software program.
- 2 On the **File** menu of the program, click **Page Setup**.
- 3 From the **Format for** pop-up menu, select the device for which you want to format the document, and then change the preferred settings (such as the page size).
- 4 On the **Paper Size** pop-up menu (Mac OS X, 10.1.x and 10.2.x) or the **Paper** pop-up menu (Mac OS 9.2.x), select the media size on which you want to print.
- 5 Click **OK** to print the document.

Use the following steps to change the print settings.

- 1 Open the document in the software program.
- 2 On the **File** menu of the program, click **Print**.
- 3 Select the location of the media or the type of media on which you want to print:
  - *Mac OS X (10.1.x and 10.2.x)*: On the pop-up menu, click **Paper Feed**, click **All pages from**, and then select the media source. Click **Printer Features** to change the media type.
  - *Mac OS 9.2.x*: On the pop-up menu, click **All pages from**, and then select the media source or the media type.
- 4 Change any other settings (such as the print quality).
- 5 Click **Print** to print the document.



## Select the correct print queue

Make sure that the print queue settings are correct for your operating system and connection type.

- For Macintosh computers connected directly to a computer with a USB cable using CommApp, use the **Officejet 9100 series Printer** print queue for Mac OS 9. For Mac OS 10, use the **Officejet 9100 series (Printer)** print queue.
- For Macintosh computers connected to a network (IP printing only) using CommApp, use the **xxx.xxx.xxx.xxx OJ9100** print queue. For Mac OS 10, use the **Officejet 9100 series@macaddress** print queue.
- For Macintosh computers connected to a network (IP printing), *without* using CommApp, use the **xxx.xxx.xxx.xxx OJ9100 - NET** print queue. For Mac OS 10, use the **Officejet 9100 series@macaddress - NET** print queue.

## Setting defaults for all print jobs

You can set defaults for the all-in-one that will apply to all print jobs. For example, you can set the default number of copies that print and the default tray that is used.

See [PRINTER menu](#) for an explanation of the options.

---

### Note

Settings in a software program and in the printer driver (for example, media size) always take precedence over settings made from the control panel.

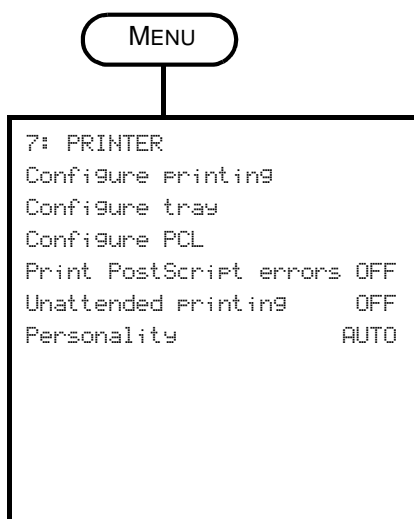
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### To set defaults from the printer driver (Windows computers)

- 1 From the Windows desktop, use one of the following methods to open the printer driver.
  - *Windows 98, Windows Me, Windows NT 4.0, and Windows 2000:* Click **Start**, point to **Settings**, and then click **Printers**.
  - *Windows XP:* Click **Start**, and then click **Printers and Faxes**.  
Or, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.
- 2 Right-click the all-in-one icon, and then click the option for your operating system:
  - *Windows 98 and Windows Me:* Click **Properties**.
  - *Windows NT 4.0:* Click **Document Defaults** or **Properties**.
  - *Windows 2000 and Windows XP:* Click **Printing Preferences** or **Properties**.
- 3 Change the settings, and then click **OK**.

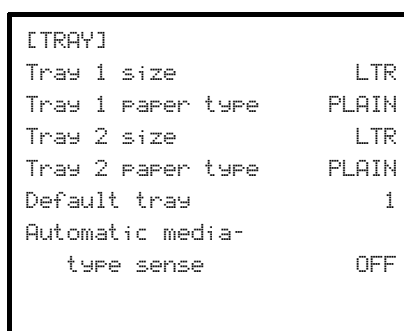
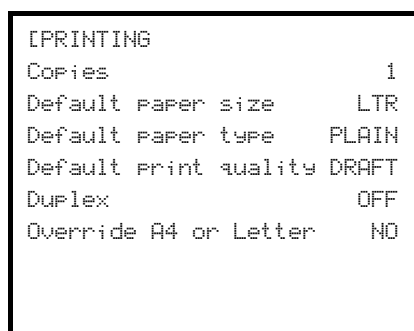
## To set defaults from the control panel

Use the control panel to set defaults only when you cannot set them from a software program or a printer driver. For example, use the control panel for operating systems other than Windows or the Mac OS.



- 1 On the control panel, press MENU.
- 2 Press ▲ (up) or ▼ (down) to move to PRINTER, and then press ✓ (select).
- 3 Press ▼ (down) to move to the option that you want, and then press ✓ (select).
  - Selecting the Configure printing option opens the PRINTING submenu.
  - Selecting Configure tray opens the TRAY submenu.
  - In a submenu, press ▼ (down) to move to the option that you want, and then press ✓ (select).
- 4 Press - or + to select the value that you want, and then press ✓ (select).

If there is no - or + around the setting, the setting cannot be changed.



# Performing duplexing

You can use the all-in-one to perform automatic or manual duplexing.

This section contains information about the following topics.

- [Performing automatic duplexing](#)
- [Performing manual duplexing](#)

## Performing automatic duplexing

The all-in-one includes an auto-duplex unit for performing automatic duplexing.

The auto-duplex feature is turned off if you select a media type that is not supported by the auto-duplex unit. See [Supported media types and weights](#) for more information.

### To perform automatic duplexing on Windows computers

- 1 Load the appropriate paper in tray 1 or tray 2. Be sure to load the paper with the front side facing down. See [Loading the print media](#) for more information.
- 2 On the **File** menu of the program, click **Print**, and then click **Properties**. (The options might be different for your program.)
- 3 On the **Finishing** tab, click the **Print on Both Sides** check box.
- 4 When you are duplexing, you might need to increase the top margin slightly to make sure that the pages align. This might cause the contents of a page to overflow to the next page. Make sure that the **Preserve Layout** check box is selected in order to reduce the page contents so that your page layout is not affected.
- 5 Select or clear the **Flip Pages Up** check box depending on which way you want the binding. See the graphics in the printer driver for examples.
- 6 Click **OK** to close the dialog box.
- 7 Click **OK** to print the document.

### To perform automatic duplexing on Mac OS X (10.1.x and 10.2.x) computers

- 1 Load the appropriate paper in tray 1 or tray 2. Be sure to load the paper with the front side facing down. See [Loading the print media](#) for more information.
- 2 On the **File** menu of the program, click **Print**.
- 3 On the **Duplex** panel, click the **Print on Both Sides** check box and select the binding orientation that you want (select the correct icon).
- 4 Click **Print** to print the document.

### To perform automatic duplexing on Mac OS 9.2.x computers

- 1 Load the appropriate paper in tray 1 or tray 2. Be sure to load the paper with the front side facing down. See [Loading the print media](#) for more information.
- 2 On the **File** menu of the program, click **Print**.
- 3 On the **Layout** panel, click the **Print on Both Sides** check box and select the binding orientation that you want (select the correct icon).
- 4 Click **Print** to print the document.

## Performing manual duplexing

You can use the following printer drivers to perform manual duplexing:

- PCL 5 and PCL 6 printer drivers: Windows 2000 and Windows XP
- PS printer driver: Windows XP only

If the selected media size is not supported by the auto-duplex unit, the all-in-one prints on only one side of the paper.

Before beginning, make sure that manual duplexing has been turned on in the printer driver.

### To turn on manual duplexing in the printer driver

- 1 To open the printer driver, use one of the following methods:
  - **Windows 2000**  
Click **Start**, point to **Settings**, and then click **Printers**.
  - **Windows XP**  
Click **Start**, and then click **Printers and Faxes**.  
Or, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.
- 2 Right-click the icon for the printer driver that you want, and then click **Properties**.
- 3 Click one of these tabs: **Configure**, **Device Settings**, or **Device Options**. (The name of the tab depends on the printer driver and operating system.) On the selected tab, click **Allow Manual Duplexing**, click **Enabled** from the drop-down menu, and then click **OK**.

### To perform manual duplexing

- 1 Load the appropriate paper in tray 1 or tray 2. Be sure to load the paper with the front side facing down. See [Loading the print media](#) for more information.
- 2 On the **File** menu of the program, select the printer driver, click **Print**, and then click **Properties**. (The options might be different for your program.)
- 3 On the **Advanced** tab, click **Front to Back** under **Page Order**.
- 4 On the **Finishing** tab, select the **Print on Both Sides (Manually)** check box.
- 5 Select or clear the **Flip Pages Up** check box depending on which way that you want the binding. See the graphics in the printer driver for examples.
- 6 Click **OK** to close the dialog box.
- 7 Click **OK** to print.
- 8 After the first side prints, follow the instructions on the screen to reload the printed pages and continue the job.

# 5

# Copying

The all-in-one can be used to produce high-quality color and grayscale copies on a variety of paper types and sizes.

This section contains information about the following topics.

- [Making copies](#)
- [Changing common settings for a job](#)
- [Setting defaults for all copy jobs](#)
- [Restoring copy settings](#)
- [Using special copy features](#)
- [Using presets](#)

## Making copies

You can make copies directly from the control panel.

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### Note

All copy settings that you select on the control panel are reset one minute after the all-in-one completes the copy, unless you save the settings as the default settings. See [Setting defaults for all copy jobs](#) for more information.

Color copying might be restricted. See [Allowing and restricting color copying](#) for more information.

---

### To make copies from the control panel

- 1 Load the original on the scanner glass or in the ADF. See [Loading the originals](#) for more information.
- 2 If required, type your PIN on the keypad or keyboard.
- 3 Press COPY.
- 4 To make color copies, press BLACK/COLOR to turn the color setting on.
- 5 To set copy options, use one of the following methods:
  - Press a control-panel option button (for example, LIGHTER/DARKER), select the value, and then press ✓ (select).
  - Select an option from the control-panel display (for example, Lighter/Darker), select the value, and then press ✓ (select).
- 6 Press START.

## Changing common settings for a job

Change the settings for a job when you want to use something other than the defaults that have been set up or when you want to use an optional feature such as collation or double-sided printing. Any changes that you make apply only to the current job.

You can change settings by using two methods:

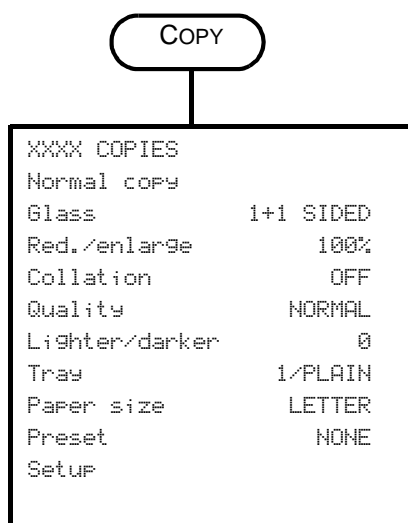
- Use an option button on the control panel (for example, QUALITY).
- Open the copy mode menu and select the option that you want to change (for example, Quality).

See the following topics for more information.

- See [Setting defaults for all copy jobs](#) for information about changing defaults.
- See [Using presets](#) for information about storing settings that you use frequently as a preset, which then makes these settings available for future copy jobs.
- See [Using special copy features](#) for an explanation of special copy features.

See [Copy mode menu](#) for an explanation of the options.

### To change common settings in the copy mode menu



- 1 On the control panel, press COPY.
- 2 Press ▼ (down) to move to the option that you want, and then press ✓ (select).

Selecting Normal copy leads to the special copy features listed below.

- 3 Press - or + to select the value that you want, and then press ✓ (select).

### Special copy features

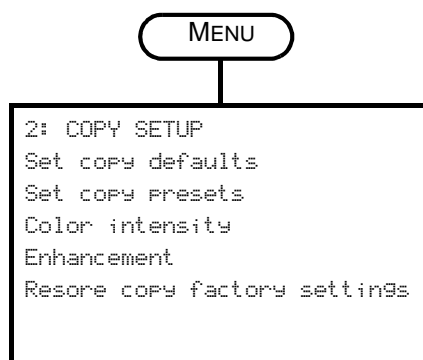
- COPY FULL PAGE
- LEGAL->LETTER
- A4->LETTER
- COPY 2 ON 1
- FIT TO PAGE
- MARGIN SHIFT
- POSTER
- CLONE
- MIRROR COPY

## Setting defaults for all copy jobs

You can set defaults for the all-in-one that will apply to all copy jobs. For example, you can set the intensity of color or set copying so that it enhances photos.

See [COPY SETUP menu](#) for an explanation of the options.

### To set defaults



- 1 On the control panel, press MENU.
- 2 Press ▲ (up) or ▼ (down) to move to COPY SETUP, and then press ✓ (select).
- 3 Press ▼ (down) to move to the option that you want, and then press ✓ (select).
- 4 Press - or + to select the value that you want, and then press ✓ (select).

If there is no - or + around the setting, the setting cannot be changed.

### To save the current settings as the defaults

- 1 On the control panel, press COPY.
- 2 Change the copy settings to those that you want to save as the defaults.
- 3 Press ▼ (down) to move to Setup, and then press ✓ (select).
- 4 With the cursor next to Set copy defaults, press ✓ (select).
- 5 Press - or + to select SAVE, and then press ✓ (select).

## Restoring copy settings

You can restore copy settings to the factory settings that were set when the all-in-one was received.

### CAUTION

When you restore settings, the default settings that you have configured (such as presets) are lost.

### To restore factory defaults

- 1 On the control panel, press MENU.
- 2 Press ▲ (up) or ▼ (down) to move to COPY SETUP, and then press ✓ (select).
- 3 Press ▼ (down) to move to Restore copy factory settings, and then press ✓ (select).
- 4 Press - or + to select RESTORE, and then press ✓ (select).

## Using special copy features

This section contains information about the following topics.

- Copying more than one original onto one page
- Shifting the image to increase the margin for binding
- Making a poster
- Cloning several copies of an image on a page
- Creating a mirror image of an original

### Copying more than one original onto one page



You can copy two or more different letter-size or A4-size originals onto one page (called 2-on-1 copying). The copied images appear side by side on the page in a landscape format.

This feature can be used with double-sided copying options to create double-sided copies with two or more originals on each page.

Note the following points about this feature:

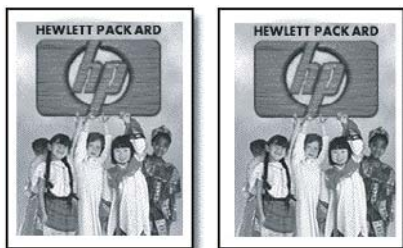
- If you have only one original and perform 2-on-1 copying, a second scan occurs without any document in order for the all-in-one to complete the job.
- You cannot collate when using this feature.
- The copy image will be clipped if you select letter-size for the page size and the original that you are copying is legal-size.
- You can copy only two originals onto one page with the scanner glass. You can copy more than two originals onto one page with the ADF.

### To copy more than one original onto one page

- 1 If you are using the scanner glass, place the first original on the scanner glass. If you are using the ADF, load all of the originals in the ADF input tray. See [Loading the originals](#) for more information.
- 2 If required, type your PIN on the keypad or keyboard.
- 3 Press COPY.
- 4 With the cursor next to `Normal copy`, press  (select).
- 5 Press - or + to select the copy option that you want, and then press  (select).
- 6 Press START.
- 7 If you are using the scanner glass, place the second original on the scanner glass when prompted. Then press  (select).



## Shifting the image to increase the margin for binding



Use the margin shift feature to shift the image to the left or right to increase the margin for binding.

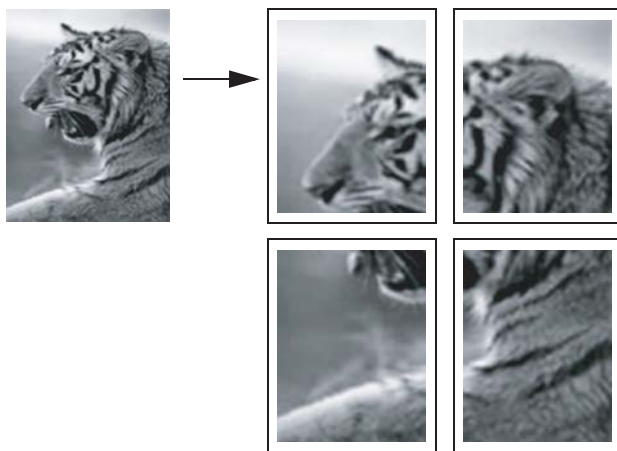
### Note

You can also adjust the reduction/enlargement percentage in this mode by typing a number on the keypad or keyboard. Each unit of adjustment is 6.35 mm (0.25 inch). Therefore, the adjustable range is -12.7 to 12.7 mm (-0.5 to 0.5 inch).

## To shift the image to increase the margin for binding

- 1 Load the original on the scanner glass or in the ADF. See [Loading the originals](#) for more information.
- 2 If required, type your PIN on the keypad or keyboard.
- 3 Press COPY.
- 4 With the cursor next to `Normal copy`, press  (select).
- 5 Press - or + to select `Margin Shift`, and then press  (select).
- 6 Press - or + to shift the margin, and then press  (select).
- 7 Press START.

## Making a poster



When you use the poster feature, the all-in-one divides your original into sections and then enlarges the sections onto letter or A4 paper so that you can assemble them into a poster.

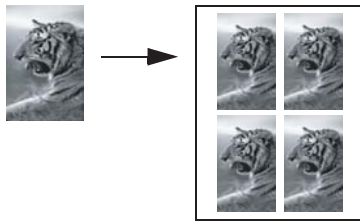
### Note

Only the scanner glass can be used to make a poster.

## To make a poster

- 1 Place the original on the scanner glass. See [Loading the originals](#) for more information.
- 2 If required, type your PIN on the keypad or keyboard.
- 3 Press COPY.
- 4 With the cursor next to `Normal copy`, press ✓ (select).
- 5 Press ▼ (down) to move to `Poster`, and then press ✓ (select).
- 6 Press - or + to select how wide the poster is to be (in pages, from 1 to 4), and then press ✓ (select).
- 7 Press START.

## Cloning several copies of an image on a page



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

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### Note

Only the scanner glass can be used to clone an image.

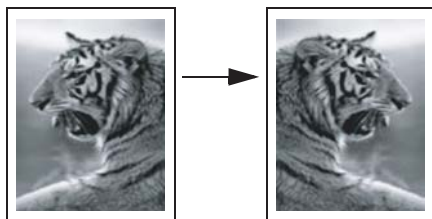
## To clone several copies of an image on one page

- 1 Place the original on the scanner glass. See [Loading the originals](#) for more information.
- 2 If required, type your PIN on the keypad or keyboard.
- 3 Press COPY.
- 4 With the cursor next to `Normal copy`, press ✓ (select).
- 5 Press ▼ (down) to move to `Clone`, and then press ✓ (select).
- 6 Press - or + to select the size, and then press ✓ (select).
- 7 Press - or + to select how many copies of the image that you want on the page, and then press ✓ (select).

You can select either 1 copy or the maximum number of copies that can fit on the page. The maximum varies depending on media size and image size.

- 8 Press START.

## Creating a mirror image of an original



Use the mirror image option to flip an image left-to-right. When printed, the text and pictures are reversed from what you see on the computer screen.

Use this feature if you write on transparencies during presentations. The print side faces down when you project the transparency on the projector. You can write on the back of the transparency and then clean the transparency off without damaging the printed side.

### To create a mirror image of an original

- 1 Load the original on the scanner glass or in the ADF. See [Loading the originals](#) for more information.
- 2 If required, type your PIN on the keypad or keyboard.
- 3 Press COPY.
- 4 Use the up and down arrow buttons to scroll to `Normal copy`.
- 5 Press - or + to select the `Mirror copy`, and then press ✓ (select).
- 6 Press START.

## Using presets

If you frequently use the same set of copy options for a particular kind of job, you can save the options as a preset. You can then apply the preset to future copy jobs.

You can create up to three presets.

### To store copy settings into a preset

- 1 On the control panel, press COPY.
- 2 Change the copy settings to those that you want to save as a preset.
- 3 Press MENU.
- 4 Press ▼ (down) to move to `Set Copy Presets`.
- 5 Press - or + to select the preset that you want to save the settings into, and then press ✓ (select).
- 6 Use the keypad or keyboard to type a name for the preset, or accept the default name. Then press ✓ (select).

A name is optional. If you do not provide one, a default name is used (Preset 1, Preset 2, or Preset 3).

### To apply a preset to a copy job

- 1 Load the original on the scanner glass or in the ADF. See [Loading the originals](#) for more information.
- 2 If required, type your PIN on the keypad or keyboard.
- 3 Press COPY.
- 4 Press ▼ (down) to move to `Preset`.
- 5 Press - or + to select the preset that you want, and then press ✓ (select).
- 6 Press START.

# 6

## Sending scans

Using the all-in-one, you can scan black-and-white and color originals and send them to a variety of destinations, such as one or more e-mail addresses, a folder on the network, or a program on a computer. You can use the control panel, the HP photo and imaging software, and TWAIN-compliant or WIA-compliant programs on a computer.

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### Note

Before you can use the HP photo and imaging software for scanning, you must customize the scan feature in the software. See [Customizing the scan feature in the HP photo and imaging software \(direct connection\)](#) for more information.

If your all-in-one is connected directly to a computer running Windows, it is recommended that you use a USB connection to ensure optimal scanning performance.

When sending scans to a network folder or as e-mail attachments from an all-in-one that is connected to a network, you must type any required information (such as user information or e-mail addresses) using the all-in-one keyboard.

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This section contains information about the following topics.

- [Sending scans](#)
- [Changing common settings for a job](#)
- [Setting defaults for all scan jobs](#)
- [Using optical character recognition \(OCR\) software](#)

## Sending scans

This section contains information about the following topics.

- [Sending scans to a network folder \(network connection\)](#)
- [Sending scans to a program on a computer \(direct connection\)](#)
- [Sending scans as e-mail attachments](#)
- [Sending a scan from a TWAIN-compliant or a WIA-compliant program to a computer on the network](#)

### **Sending scans to a network folder (network connection)**

You can scan originals directly from the all-in-one into a network folder without any computer-based software. The shared folder can reside on a file server or on any computer on your network.

The all-in-one assigns a file name to the file that you create, composed of the following parts:

- 10-character prefix that is based on the name of the all-in-one device can be set by the user
- 4-digit sequential number that increments with each file that is created
- an “.ext” file extension

The file name might be preconfigured. To temporarily change the file name, use the control panel or keyboard. To restore the default setting, press RESET. For information about setting the default settings, see [Setting defaults for all scan jobs](#).

## To send a scan to a network folder

- 1 Load the original on the scanner glass or in the ADF. See [Loading the originals](#) for more information.
- 2 If required, type your PIN on the keypad or keyboard.
- 3 Press SCAN.
- 4 With the cursor next to <HOST\Sharename>, press ✓ (select).
- 5 Specify the destination by doing one of the following:
  - Type the pathname for a network folder on the keypad or keyboard.
  - Press a speed-dial button, if speed-dial entries have been set up for network folders.
- 6 To set scan options, use one of the following methods:
  - Press a control-panel option button (for example, QUALITY), select the value, and then press ✓ (select).
  - Select an option from the control-panel display (for example, Lighter/darker), select the value, and then press ✓ (select).
- 7 Press START.  
The connection might take some time.
- 8 If prompted, type your user name, and then press ✓ (select).
- 9 If prompted, type your password, and then press ✓ (select).

## Sending scans to a program on a computer (direct connection)

Use the following steps if your all-in-one is directly connected to a computer by means of a USB or parallel cable.

When the scan is complete, the program that you have selected opens and displays the document that you have scanned.

The scan procedure saves the document in a folder named My Scans.

## To send a scan to a program on a computer from the HP photo and imaging software

- 1 At the computer, open the HP photo and imaging software. See [Using the HP photo and imaging software](#) for more information.
- 2 See the onscreen Help for further instructions.

## To send a scan to a program on a computer from the control panel

- 1 Load the original on the scanner glass or in the ADF. See [Loading the originals](#) for more information.
- 2 If required, type your PIN on the keypad or keyboard.
- 3 Press SCAN.

- 4 Press ✓ (select).
- 5 Press - or + to select either `Scan to USB` or `Scan to Parallel`.
- 6 Select `APP`, and then press ✓ (select).
- 7 Press - or + to select the program that you want to use (such as the HP photo and imaging software), and then press ✓ (select).
- 8 To set scan options, use one of the following methods:
  - Press a control-panel option button (for example, `QUALITY`), select the value, and then press ✓ (select).
  - Select an option from the control-panel display (for example, `Resolution`), select the value, and then press ✓ (select).
- 9 Press `START`.

## Sending scans as e-mail attachments

You can scan an original and send it to one or more e-mail addresses as an attachment.

Note the following points about this feature:

- The `FROM` and `SUBJECT` might be preconfigured. However, you can change the text (unless the all-in-one has been set up so that the `FROM` cannot be changed).
- If the e-mail attachment that you create is too large, the all-in-one splits the scan and sends it as attachments to multiple e-mail messages.

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### Note

When sending scans as e-mail attachments from an all-in-one that is connected to a network, you must type any required information using the all-in-one keyboard.

### To send a scan as an e-mail attachment from the HP photo and imaging software

- 1 At the computer, open the HP photo and imaging software. See [Using the HP photo and imaging software](#) for more information.
- 2 See the onscreen Help for further instructions.

### To send a scan as an e-mail attachment from the control panel (network connection)

- 1 Load the original on the scanner glass or in the ADF. See [Loading the originals](#) for more information.
- 2 If required, type your PIN on the keypad or keyboard.
- 3 Press `E-MAIL`.
- 4 To specify the destination or destinations, use one of the following methods:
  - Type the e-mail address on the keypad or keyboard.
  - Press a speed-dial dial button for an e-mail address or e-mail address group, if speed-dial entries have been set up.
  - Press `CONTACTS` and select an e-mail address or e-mail address group from the control-panel display (up to 99 entries might be configured).
  - Press `CONTACTS`, press - or + to select `SENT MAIL`, and then select from the list of e-mail addresses to which e-mail messages have been sent.

- Press CONTACTS, press - or + to move to the option allowing you to search your company address book (LDAP), if an address book has been configured (the number of address book entries is unlimited).
- 5 To set scan options, use one of the following methods:
    - Press a control-panel option button (for example, QUALITY), select the value, and then press ✓ (select).
    - Select an option from the control-panel display (for example, Lighter/darker), select the value, and then press ✓ (select).
  - 6 Press START.

## **Sending a scan from a TWAIN-compliant or a WIA-compliant program to a computer on the network**

The all-in-one is TWAIN-compliant and WIA-compliant and works with programs that support TWAIN-compliant and WIA-compliant scanning devices. While you are in a TWAIN-compliant or WIA-compliant program, you can gain access to the scanning feature and scan an image directly into the program.

TWAIN is supported for all Windows and Macintosh operating systems, for both network connections and direct connections.

For Windows operating systems, WIA is supported only for Windows XP direct connections. It is not supported for the Mac OS.

### **To send a scan from a TWAIN-compliant program**

Generally, a software program is TWAIN-compliant if it has a command such as **Acquire**, **File Acquire**, **Scan**, **Import New Object**, **Insert from**, or **Scanner**. If you are unsure whether the program is compliant or you do not know what the command is called, see the software program Help or documentation.

Start the scan from within the TWAIN-compliant program. See the software program Help or documentation for information about the commands and steps to use.

### **To send a scan from a WIA-compliant program**

Generally, a software program is WIA-compliant if it has a command such as **Picture/From Scanner or Camera** in the **Insert** or **File** menu. If you are unsure whether the program is compliant or you do not know what the command is called, see the software program Help or documentation.

Start the scan from within the WIA-compliant program. See the software program Help or documentation for information about the commands and steps to use.



## Changing common settings for a job

Change the settings for a job when you want to use something other than the defaults that have been set up or when you want to use an optional feature such as collation or double-sided printing. Any changes that you make apply only to the current job.

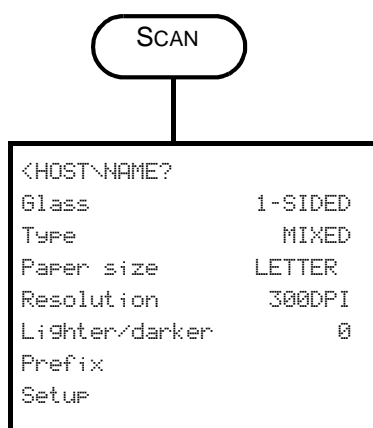
You can change settings using two methods:

- Use an option button on the control panel (for example, QUALITY).
- Open the scan mode menu and select the option that you want to change (for example, Resolution).

See [Setting defaults for all scan jobs](#) for information about changing defaults.

See [Scan mode menu](#) for an explanation of the options.

### To change common settings in the scan mode menu

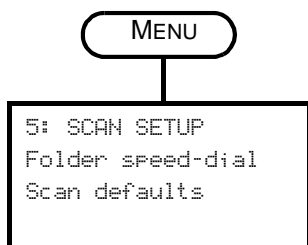


- 1 On the control panel, press SCAN.
- 2 Press ▼ (down) to move to the option that you want, and then press ✓ (select).
- 3 Press - or + to select the value that you want, and then press ✓ (select).

## Setting defaults for all scan jobs

You can set defaults for the all-in-one that will apply to all scan jobs. For example, you can set the resolution or contrast.

### To save the current settings as the defaults



- 1 On the control panel, press SCAN.
- 2 Change the scan settings to those that you want to save as the defaults.
- 3 PRESS MENU.
- 4 Press ▲ (up) or ▼ (down) to move to SCAN SETUP, and then press ✓ (select).
- 5 Press ▼ (down) to move to Scan defaults, and then press ✓ (select).
- 6 Press - or + to select SAVE, and then press ✓ (select).

If there is no - or + around the setting, the setting cannot be changed.

## Using optical character recognition (OCR) software

You can use OCR software to import scanned text into your preferred word-processing program for editing. This lets you edit faxes, letters, newspaper clippings, and many other documents.

OCR software is included in the installation software for the all-in-one.

- **Network connection**  
Install the optional ReadIris software from Starter CD 2.
- **Direct connection**  
The OCR software is installed when you install the all-in-one software for direct connection, and is an integrated part of the HP photo and imaging software component. (For Windows computers, you must use the **Typical** installation procedure. The **Lite** installation procedure does not include the OCR software.)

For direct connection, you can specify the word-processing program that you want to use for editing. If the word-processing icon is not present or active, either you do not have word-processing software installed on your computer, or the scanner software did not recognize the program during the installation. See the onscreen Help for the HP photo and imaging software for information about how to create a link to the word-processing program.

The OCR software does not support scanning colored text. Colored text is always converted to black-and-white text before being sent to OCR. Thus, all text in the final document is in black and white, regardless of the original color.

Because of the complexity of some word-processing programs and their interaction with the all-in-one, it is sometimes preferable to scan to Wordpad (a Windows accessory), and then cut and paste the text into the preferred word-processing program.

# 7

## Using memory cards

The all-in-one comes with a memory card reader that can read several types of digital camera memory cards. You can use the all-in-one to save, print, or e-mail photos from these memory cards. You can also print a proof sheet, which shows thumbnail views of photos that are stored on a memory card.

The network administrator can choose to restrict photo mode use. When the feature is restricted, inserting a memory card or pressing PHOTO sounds a beep, and the following message appears: `Photo card has been disabled. Check with administrator.`

---

### Note

On Macintosh computers, the **Photo Save** button still appears in the HP photo and imaging software when photo mode use has been restricted. However, clicking the button causes the all-in-one to stop operating. If this happens, quit the program.

This section contains information about the following topics.

- [Inserting and removing a memory card](#)
- [Saving photos](#)
- [Viewing and editing image files](#)
- [Sending photos as e-mail attachments](#)
- [Printing from a memory card](#)
- [Using a proof sheet](#)

## Inserting and removing a memory card

You can use only one memory card in the all-in-one at a time. The all-in-one does not operate if you insert more than one memory card in the slots.

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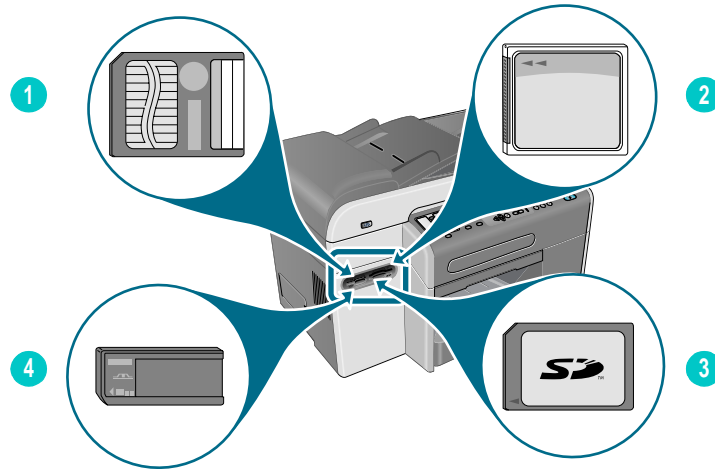
### CAUTION

Do not insert or remove memory cards when the light on the memory card reader is blinking. Doing so can damage the all-in-one, the memory card, or the information on the memory card. You can safely remove the card when the light next to the slots remains on or is not blinking.

### To insert a memory card

Insert the memory card into the appropriate slot so that the edge with the connectors (holes) goes inside the all-in-one. Inserting the card incorrectly can bend the pins inside the slots or otherwise damage the mechanism that reads the memory cards.

The all-in-one features four slots, one slot for each type of memory card that is supported.



- 1 SmartMedia memory card
- 2 CompactFlash (CF) memory card
- 3 Secure Digital or MultiMedia Card (MMC) memory card
- 4 Memory Stick memory card

After you insert the memory card, three things happen:

- `READING MEMORY CARD...` appears on the control panel-display.
- The light next to the card slot blinks green while the card is being read.
- The PHOTO button on the control panel blinks.

If you insert a memory card backwards, the light next to the card slot blinks amber, and a message such as `Card is in backwards` or `Card is not fully inserted` appears on the control-panel display.

When the all-in-one is finished reading the card, another message appears that shows the number of photos that were found on the memory card.

### **To remove a memory card**

To remove a memory card, simply pull the memory card out of the slot.

## Saving photos

You can save photos directly from a memory card to a folder on the network (network connection) or to a computer (direct connection). You can then view and edit the photos in a photo-editing program of your choice (such as the HP photo and imaging software).

This section contains information about the following topics:

- [Saving photos to a network folder \(network connection\)](#)
- [Saving photos to a computer \(direct connection\)](#)

### Saving photos to a network folder (network connection)

Use this procedure to save photos on a memory card to a folder on the network.

#### To save photos to a network folder

- 1 Insert the memory card into the appropriate memory card slot on the all-in-one. See [Inserting and removing a memory card](#) for more information.
- 2 Press PHOTO.
- 3 Press ▼ (down) to move to *Save to network*, and then press ✓ (select).
- 4 To specify the path name for the network folder, use one of the following methods:
  - Type the pathname for a network folder on the keyboard, and then press ✓ (select)
  - Press the speed-dial button for the network folder that you want, if speed-dial entries have been created for network folders. Then press ✓ (select).

The connection might take some time.

- 5 If prompted, type your user name, and then press ✓ (select).
- 6 If prompted, type your password, and then press ✓ (select).

### Saving photos to a computer (direct connection)

#### To save photos to a computer from the control panel (direct connection)

By default, the procedure saves the photos in the following locations:

- *Windows 2000:* C:\Documents and Settings\\My Documents\My Pictures\- *Other Windows versions:* C:\My Documents\My Pictures\- *Macintosh:* HD:users:<username>:Documents:HP All-in One Data Folder: Pictures:<day-month-year>

You can select a different destination during the procedure. The folder that you select must already exist and it must already be shared. When you select such a folder, the all-in-one creates a <day-month-year> folder within the folder in which to store the photos.

- 1 Insert the memory card into the appropriate slot on the all-in-one. See [Inserting and removing a memory card](#) for more information.
- 2 If required, type your PIN on the keypad or keyboard.
- 3 Press PHOTO. The control-panel display shows the number of photos on the memory card.

- 4 Press ▼ (down) to move to `Save photos to computer`, and then press ✓ (select).
- 5 Select the destination and ✓ (select).

### **To save photos to a computer from Windows Explorer (Windows computers)**

The computer considers the memory card reader to be a drive, just like a disk drive, CD-ROM drive, or hard drive. A drive letter is assigned to it (such as G). You can use the memory card drive as you would use any other drive on the computer.

- 1 Start Windows Explorer.
- 2 Browse to the memory card reader drive.
- 3 Double-click the drive to see a list of the photo files that are on the memory card.
- 4 Copy the files that you want to save from the memory card reader drive to the location of your choice.

### **To save photos to a computer from the HP photo and imaging software (direct connection)**

- 1 Open the HP photo and imaging software. See [Using the HP photo and imaging software](#) for more information.
- 2 See the onscreen Help for the software for further instructions.

## **Viewing and editing image files**

To view and edit image files, move them from the digital camera to your computer. Then use a photo editing program of your choice, such as the HP photo and imaging software.

## **Sending photos as e-mail attachments**

You can e-mail photos directly from a memory card to one or more e-mail addresses. You can choose to e-mail all the photos on the memory card or select individual photos.

If you do not know the photo number for individual photos, print a proof sheet to help you select individual photos to print. See [Printing a proof sheet](#) for more information.

### **To send photos as e-mail attachments from the HP photo and imaging software**

- 1 Open the HP photo and imaging software. See [Using the HP photo and imaging software](#) for more information.
- 2 See the onscreen Help for the HP photo and imaging software for further instructions.

### **To send photos as e-mail attachments from the control panel**

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**Note**

When sending scans as e-mail attachments from an all-in-one that is connected to a network, you must type any required information using the all-in-one keyboard.

- 1 Insert the memory card into the appropriate slot on the all-in-one. See [Inserting and removing a memory card](#) for more information.
- 2 If required, type your PIN on the keyboard.

- 3 Press PHOTO. The control-panel display shows the number of photos on the memory card.
- 4 Press ▼ (down) to move to E-mail Photos<sup>®</sup>, and then press ✓ (select).
- 5 Press - or + to select one of the following options:
  - DPOF (to select all photos that the camera has already selected)  
See [Printing photos by using DPOF](#) for information about DPOF.
  - ALL (to select all photos on the memory card)
  - CUSTOM (to select the photos that you want manually)
- 6 If you selected CUSTOM, type the numbers of the photos that you want, and then press ✓ (select).
- 7 Type one or more e-mail addresses on the keyboard, and then press ✓ (select).
- 8 Type the SUBJECT information, and then press ✓ (select).
- 9 Type the FROM information, and then press ✓ (select).
- 10 Press START.

## Printing from a memory card

You can use the control panel to print photos from a memory card, even if the all-in-one is not connected to a computer. You can print a proof sheet, all of the photos that are on a memory card, or selected photos. You can also print photos by using the Digital Print Order Format (DPOF), if your digital camera supports DPOF.

You can do more than simply print your digital photos if you use the HP photo and imaging software. For example, you can use digital photos for printing posters, banners, stickers, and other creative projects.

This section contains information about the following topics.

- [Printing a proof sheet](#)
- [Printing photos from the control panel](#)
- [Printing photos by using DPOF](#)

### Printing a proof sheet

A proof sheet is a simple and convenient way to select photos and make prints directly from a memory card without the need for a computer. A proof sheet, which might be several pages long, shows thumbnail views of the photos that are stored on the memory card. The file name, index number, and date appear under each thumbnail. Proof sheets are also a quick way to create a printed catalog of your digital photos.

You can use the proof sheet photo number to select which photos to print. This number might be different from the number that is associated with the photo on your digital camera. If you add photos to or delete photos from your memory card, you will need to reprint the proof sheet to see the new photo numbers.

Depending on how many photos are on the memory card, the time it takes to print a proof sheet can vary greatly.

### To print a proof sheet

- 1 Insert the memory card into the appropriate slot on the all-in-one. See [Inserting and removing a memory card](#) for more information.

- 2 If required, type your PIN on the keypad or keyboard.
- 3 Press PHOTO.
- 4 Press ▼ (down) to move to `Print thumbnails`, and then press ✓ (select).
- 5 Press ▼ (down) to move to select ALL, LAST 20, or DPOF, and then press ✓ (select).

## Printing photos from the control panel

Use the following procedure to print individual photos or all photos from the memory card.

If you do not know the photo number for individual photos, print a proof sheet to help you select individual photos to print (see [Printing a proof sheet](#) for more information).

### To print individual or all photos

- 1 Insert the memory card into the appropriate slot on the all-in-one. See [Inserting and removing a memory card](#) for more information.
- 2 If required, type your PIN on the keypad or keyboard.
- 3 Press PHOTO.
- 4 Press ▼ (down) to move to `Print photos`, and then press ✓ (select).
- 5 *To print all photos:* Press - or + to select ALL, and then press ✓ (select).  
*To print individual photos:* Press - or + to select CUSTOM, press ✓ (select), type the numbers of the photos that you want to print, and then press ✓ (select).
- 6 Press START. The photos are printed.

## Printing photos by using DPOF

The Digital Print Order Format (DPOF) is an industry-standard print-file request that can be created by some digital cameras. Camera-selected photos are photos that you marked for printing with the camera. When you select photos with your camera, the camera creates a DPOF file that identifies which photos have been tagged for printing. The all-in-one can read the DPOF file from the memory card so that you do not have to reselect the photos to print.

Not all digital cameras can tag photos for printing. See your digital camera documentation to see if your camera supports DPOF.

The DPOF file is stored by the digital camera on a memory card and specifies which photos to print and the quantity of each photo to be printed.

When you print camera-selected photos, the all-in-one print settings do not apply. The settings in the DPOF file for photo layout and number of copies override the all-in-one settings.



## To print photos by using DPOF file

- 1 Insert the memory card into the appropriate slot on the all-in-one. See [Inserting and removing a memory card](#) for more information.
- 2 If required, type your PIN on the keypad or keyboard.
- 3 Press PHOTO.
- 4 Press ▼ (down) to move to `Print Photos`, and then press ✓ (select).
- 5 Press - or + to select `DPOF`, and then press ✓ (select).
- 6 Press START. The DPOF-selected photos are printed.

## Using a proof sheet

After printing a proof sheet (see [Printing a proof sheet](#)), fill in the circles that correspond to the photos that you want to print, and then place the proof sheet on the scanner glass. The proof sheet is scanned and photo prints are generated.

This section contains information about the following topics.

- [Filling out a proof sheet](#)
- [Printing photos or sending photos as e-mail attachments](#)

### Filling out a proof sheet

Fill out the proof sheet to select the photos that you want to print, as well as the number of prints, the photo size, and the paper type to use.

#### To fill out a proof sheet

- 1 Use step 1 on the proof sheet to select the photos that you want to print. With a dark pen, fill in the circles located underneath each photo.
- 2 Use step 2 on the proof sheet to select the number of prints that you want, the paper and image size, and the paper type.

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#### Note

If you need more control over print settings than the proof sheet provides, you can print photos directly from the control panel. See [Printing photos from the control panel](#) for more information.

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### Printing photos or sending photos as e-mail attachments

After you print a proof sheet and fill it out, you can use the proof sheet to select photos to print or to send as e-mail attachments.

Make sure that the scanner glass is completely clean, or the proof sheet might not scan properly. See [Cleaning the scanner glass, ADF lid backing, and ADF window](#) for more information.

#### To scan a proof sheet to print or e-mail

- 1 Load the type of paper that you want to use (for example, photo paper). Make sure that you load the same paper type that you marked on the proof sheet.

- 2 Insert the memory card into the appropriate slot on the all-in-one. See [Inserting and removing a memory card](#) for more information.
- 3 Open the flatbed scanner lid, place the top of the completed proof sheet face-down on the scanner glass, and then close the flatbed scanner lid.
- 4 If required, type your PIN on the keypad or keyboard.
- 5 Press PHOTO.
- 6 Press ▼ (down) to move to Scan thumbnails.
- 7 Press START. The all-in-one scans the proof sheet.
- 8 Press - or + to select either E-MAIL (network connection) or PRINT, and then press ✓ (select).
- 9 If you selected E-MAIL, use the following steps:
  - a Type one or more e-mail addresses on the keypad or keyboard, and then press ✓ (select).
  - b Type the SUBJECT information, and then press ✓ (select).
  - c Type the FROM information, and then press ✓ (select).

The proof sheet is scanned and the all-in-one either prints the photos or sends them as attachments to an e-mail message.

# 8

# Faxing

Using the all-in-one, you can send and receive black-and-white or color faxes. You can schedule faxes to be sent at a later time, and set up speed-dials to send faxes quickly and easily to frequently used numbers.

If the all-in-one is directly connected to a computer, you can use the HP photo and imaging software to perform fax procedures that are not available from the all-in-one control panel. See [Using the HP photo and imaging software](#) for information about using the HP photo and imaging software.

This section contains information about the following topics.

- [Sending faxes](#)
- [Changing common settings for a job](#)
- [Setting advanced options](#)
- [Receiving faxes](#)
- [Using reports](#)

## Sending faxes

A confirmation message indicating that a fax was successfully sent appears briefly on the control-panel display after each transaction. By default, the all-in-one prints a report only when a problem occurs. See [Setting the automatic printing of fax reports](#) if you want the all-in-one to print a report after each fax that you send.

Note the following points about sending color faxes:

- To ensure the best quality when sending faxes in color, HP recommends that you use a color original rather than a color copy, if possible.
- If you try to send a color fax to a black-and-white fax machine, the all-in-one sends the fax in black and white.
- You cannot send a color fax to a group by using the speed-dial buttons on the control panel. To fax in color to a group, send the fax from the computer. See [Sending a fax from the computer with the HP photo and imaging software \(direct connection\)](#) for more information.
- Color faxing can be restricted. See [Allowing and restricting color faxing](#) for more information.
- Color faxing can be performed only on one-sided originals. Therefore, the only available double-sided option for color faxes is 1-SIDED.
- The sending (transmission) options are not available for color faxing because color faxing requires real-time transmission (that is, the faxes cannot be prescanned).

This section contains information about the following topics.

- [Sending a fax from the control panel](#)
- [Sending a fax from the computer with the HP photo and imaging software \(direct connection\)](#)
- [Sending a fax from a third-party software program](#)
- [Inserting a dial prefix](#)

- [Monitoring the dialing](#)
- [Scheduling a fax](#)

## Sending a fax from the control panel

This section explains how to send a basic black-and-white or color fax to one or more recipients.

### To send a fax from the control panel

- 1 Load the original on the scanner glass or in the ADF. See [Loading the originals](#) for more information.

If you are scanning more than one page from the scanner glass, the all-in-one displays a prompt when you need to load the next page.

- 2 If required, type your PIN on the keypad or keyboard.

- 3 Press FAX.

- 4 To send the fax to one recipient, use one of the following methods:

- Type the number on the keypad or keyboard.
- Press a speed-dial button, if speed-dial entries have been set up.
- Press CONTACTS and select an address from the list that appears on the control-panel display, if an address list has been set up for fax numbers.

To send the fax to multiple recipients, use one of the following methods:

- Press a speed-dial button for a group, if group speed-dial entries has been set up.
- Press CONTACTS and select a group from the list that appears on the control-panel display, if groups have been set up for fax numbers.

See [Typing numbers and text on the control-panel keypad](#) for information about using the keypad to type numbers and text.

- 5 To send a color fax, press BLACK/COLOR to turn the color setting on.

- 6 To set fax options, use one of the following methods:

- Press a control-panel option button (for example, QUALITY), select the value, and then press ✓ (select).
- Select an option from the control-panel display (for example, Lighter/darker), select the value, and then press ✓ (select).

- 7 Press START.

- 8 If you are scanning more than one page from the scanner glass, place the next page on the scanner glass when prompted, and then press ✓ (select). Repeat this step until all pages are scanned, and then press START.

## Sending a fax from the computer with the HP photo and imaging software (direct connection)

If the all-in-one is connected to your computer, you can use the HP photo and imaging software to send faxes.

### To send a fax from the computer

- 1 Load the original on the scanner glass or in the ADF. See [Loading the originals](#) for more information.
- 2 At the computer, open the HP photo and imaging software. See [Using the HP photo and imaging software](#) for more information.
- 3 See the onscreen Help for the HP photo and imaging software for further instructions.

## Sending a fax from a third-party software program

You can send a fax from a third-party software program, such as Microsoft Word.

### To send a fax from a third-party program

- 1 Open a document in a third-party program.
- 2 Click the **File** menu, and then click **Print**.
- 3 Select the fax print driver from the printer drop-down list. The fax software appears.
- 4 Type the fax number of one or more recipients.
- 5 Include a cover page (optional).
- 6 Click **Send Now**.

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#### Note

Make sure that the fax queue settings are correct for your operating system and connection type.

For Macintosh computers connected directly to a computer with a USB cable using CommApp, use the **Officejet 9100 series Fax** fax queue for Mac OS 9. For Mac OS 10, use the **Officejet 9100 series (Fax)** fax queue.

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## Inserting a dial prefix

A dial prefix is a number or group of numbers that are automatically added to the beginning of every fax number that you specify at the control panel or from the software. The maximum number of characters for a dial prefix is 50.

The default setting is off. You might want to turn this setting on and type a prefix if, for example, you have to dial a number such as 9 to get a phone line outside of your company phone system.

While this setting is on, you can still dial a fax number without the dial prefix. See [Monitoring the dialing](#) for more information.


## Monitoring the dialing

In some phone systems, it might be important to be able to verify that you are dialing successfully. Normally, the all-in-one dials after you press **START**. At times, however, you might want the all-in-one to dial each number as you press it. For example, if you are charging your fax call to a calling card, you might need to dial the fax number, wait for the acceptance tone of the phone company, and then dial the calling card number. When dialing internationally, you might need to dial part of the number and then listen for dial tones before continuing to dial.

You can monitor the dialing only for single fax numbers (that is, you cannot monitor the dialing for groups).

### To monitor the dialing

See [Sending a fax from the control panel](#) if you need additional information about any of the steps.

- 1 Load the original on the scanner glass or in the ADF.
- 2 Type your PIN, if required.
- 3 Press **FAX**.
- 4 Set fax options.
- 5 Press **START**. The  (off-hook) light turns on.
- 6 Begin dialing by using either the keypad or the keyboard. The all-in-one dials as you press each digit and a tone accompanies each key that you press. This allows you to wait for pauses, dial tones, international access tones, or calling card acceptance tones before continuing to dial.
- 7 Set fax options.

## Scheduling a fax

You can schedule a black-and-white fax to be sent automatically at a future time to one or more recipients. When you complete this procedure, the all-in-one scans the document into memory and returns to the **READY** state so that you can perform other all-in-one tasks.

You can schedule a fax only from the control panel.

### To schedule a fax

Follow the basic steps under [Sending a fax from the control panel](#) (see those steps for details), but include the additional steps that are highlighted in bold.

- 1 Load the original.
- 2 Type your PIN, if required.
- 3 Press **FAX**.
- 4 Specify the fax number or group that is to receive the fax.
- 5 Set fax options.
- 6 Press **-** or **+** to select **Send Non-realtime**, and then press **✓** (select).

- 7 To specify the time after the delay, use one of the following methods:
  - Press - or + to specify the time (the time increments in 15-minute steps), and then press ✓ (select).
  - Use the keypad or keyboard to type the time, and then press ✓ (select).
- 8 Press START.

## Changing common settings for a job

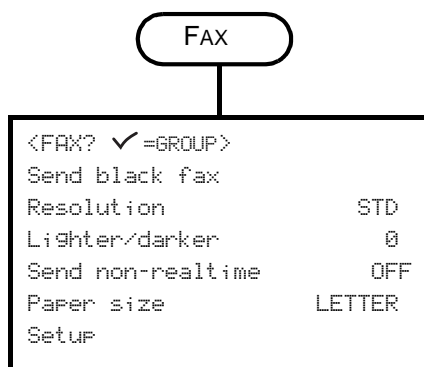
Change the settings for a job when you want to use something other than the defaults that have been set up or when you want to use an optional feature such as collation or double-sided printing. Any changes that you make apply only to the current job.

You can change settings by using two methods:

- Use an option button on the control panel (for example, QUALITY).
- Open the fax mode menu and select the option that you want to change (for example Resolution).

See [Fax mode menu](#) for an explanation of the options.

### To change common settings in the fax mode menu



- 1 On the control panel, press FAX.
- 2 Press ▼ (down) to move to the option that you want, and then press ✓ (select).
- 3 Press - or + to select the value that you want, and then press ✓ (select).

## Setting advanced options

This section contains information about the following topics.

- [Automatically forwarding incoming faxes to another fax number](#)
- [Automatically archiving incoming faxes](#)
- [Automatically reducing incoming faxes](#)
- [Blocking and unblocking fax numbers](#)

### Automatically forwarding incoming faxes to another fax number

You can set the all-in-one to automatically forward incoming faxes to another fax number. When a fax arrives at the all-in-one, it is stored in the memory. The all-in-one then dials the fax number that you have specified for forwarding and sends the fax to that number. If the all-in-one cannot forward a fax because of an error (for example, the number is busy), and repeated redial attempts are unsuccessful, the all-in-one prints the fax.

If the all-in-one runs out of memory while receiving a fax, it stops the incoming fax and forwards only the pages and partial pages that have been stored in the memory.

When it is using the forwarding feature, the all-in-one (rather than the computer) must be receiving the faxes, and the autoanswer option must be set to on (see [Setting the answer mode \(autoanswer\)](#) for more information).

You set the time and date when forwarding is to stop. When the ending time and date are reached, automatic forwarding is automatically turned off.

### To automatically forward incoming faxes from the embedded Web server (network connection)

- 1 Open the embedded Web server. See [Opening the embedded Web server](#) for more information.
- 2 Click the **Settings** tab.
- 3 Click **Fax** in the left pane.
- 4 Click the **Forward/Archive** tab.
- 5 Complete the fields under **Fax Forwarding**.
- 6 Click **Apply**.

### To automatically forward incoming faxes from the control panel

- 1 On the control panel, press MENU.
- 2 Press ▲ (up) or ▼ (down) to move to ADV FAX SETUP, and then press ✓ (select).
- 3 Press ▼ (down) to move to Automatic fax forwarding, and then press ✓ (select).
- 4 Press - or + to select either ON or OFF, and then press ✓ (select).



- 5 If you selected OFF, go to the next step.  
If you selected ON, use the following steps:
  - a Use the keypad or keyboard to type the fax number to which you want to forward incoming faxes.
  - a Type an ending time and date.
  - b Press ✓ (select).

## Automatically archiving incoming faxes

You can set the all-in-one to automatically archive incoming faxes in two ways:

- **To an e-mail address**  
The incoming fax is converted to a file, which is then attached to an e-mail message that is sent to the e-mail address that you specify.
- **In a network folder**  
The incoming fax is converted to a file, which is then placed in the folder that you specify.

Note the following points about this feature:

- Only black-and-white faxes can be archived.
- The all-in-one prints a copy of the fax before archiving it.
- The file name is comprised of a three-digit code for the all-in-one, an eight-digit fax number, and a five-digit sequence number.

### To automatically archive incoming faxes from the embedded Web server (network connection)

- 1 Open the embedded Web server. See [Opening the embedded Web server](#) for more information.
- 2 Click the **Settings** tab.
- 3 Click **Fax** in the left pane.
- 4 Click **Forward/Archive**.
- 5 Under **Fax Archiving**, complete the fields for either **Archive fax to e-mail** or **Archive fax to network folder**.
- 6 Click **Apply**.

### To automatically archive incoming faxes from the control panel

- 1 On the control panel, press MENU.
- 2 Press ▲ (up) or ▼ (down) to move to ADMIN, and then press ✓ (select).
- 3 Press ▼ (down) to move to Fax archive, and then press ✓ (select).
- 4 Press - or + to select either E-MAIL or Network, and then press ✓ (select).
- 5 Specify the e-mail address or network folder, and then press ✓ (select).

## Automatically reducing incoming faxes

The auto-reduction option determines how the all-in-one handles long faxes:

- **Auto-reduction turned on**  
The all-in-one automatically reduces long faxes by as much as 75 percent to fit the information on the default paper size (for example, the fax is reduced from legal-size to letter-size).
- **Auto-reduction turned off**  
The all-in-one prints long faxes at full size on multiple pages.

Make sure that the paper-size setting matches the size of the paper that is loaded in the input tray.

### To automatically reduce incoming faxes from the embedded Web server (network connection)

- 1 Open the embedded Web server. See [Opening the embedded Web server](#) for more information.
- 2 Click the **Settings** tab.
- 3 Click **Fax** in the left pane.
- 4 Click the **Advanced** tab.
- 5 For **Automatic reduction**, select **On**.
- 6 Click **Apply**.

### To automatically reduce incoming faxes from the HP photo and imaging software (direct connection)

- 1 At the computer, open the HP photo and imaging software. See [Opening the HP photo and imaging software](#) for more information.
- 2 See the onscreen Help for the HP photo and imaging software for further instructions.

### To automatically reduce incoming faxes from the control panel

- 1 On the control panel, press MENU.
- 2 Press ▲ (up) or ▼ (down) to move to ADV FAX SETUP, and then press ✓ (select).
- 3 Press ▼ (down) to move to Automatic reduction, and then press ✓ (select).
- 4 Press - or + to select either ON or OFF, and then press ✓ (select).

## Blocking and unblocking fax numbers

If you do not want to receive faxes from specific people or businesses, you can block as many as 20 fax numbers. When you block a fax number and someone from that number sends you a fax, the control-panel display indicates that the number is blocked, the fax does not print, and the fax is not saved in memory. Faxes from blocked fax numbers appear in the fax log with a “discarded” designation. You can unblock blocked fax numbers at any time.

Information about faxes that have been received from blocked numbers appears in the fax log.

## To block and unblock a fax number from the embedded Web server

- 1 Open the embedded Web server. See [Opening the embedded Web server](#) for more information.
- 2 Click the **Settings** tab.
- 3 Click **Fax** in the left pane.
- 4 Click the **Blocked Fax** tab.
- 5 To block a fax number, type the number in the list.  
To unblock a fax number, clear the number from the list.
- 6 Click **Apply**.

## To block and unblock a fax number from the HP photo and imaging software

- 1 At the computer, open the HP photo and imaging software. See [Opening the HP photo and imaging software](#) for more information.
- 2 See the onscreen Help for the HP photo and imaging software for further instructions.

## To block a fax number from the control panel

- 1 On the control panel, press MENU.
- 2 Press ▲ (up) or ▼ (down) to move to ADV FAX SETUP, and then press ✓ (select).
- 3 Press ▼ (down) to move to Blocked numbers, and then press ✓ (select).
- 4 To specify the fax number that you want to block, use one of the following methods:
  - Type the number on the keypad or keyboard, and then press ✓ (select).
  - Press CONTACTS, and use one of the choices in the resulting list (for example, you can block the number for the last fax that was sent or the last fax that was received, or you can block a number that is in the speed-dial list). Then press ✓ (select).

## Receiving faxes

Depending on how you set up the all-in-one, you can receive faxes automatically or manually (see [Setting the answer mode \(autoanswer\)](#) for more information).

- **Automatic answer mode (autoanswer on)**  
The all-in-one answers incoming calls after a specified number of rings or upon recognition of special fax tones.
- **Manual answer mode (autoanswer off)**  
The all-in-one never answers calls. You must start the receiving process yourself.

If you receive a legal-size fax and the all-in-one is not currently loaded with legal-size paper, the all-in-one automatically reduces the fax so that it fits on the paper that is loaded, unless you have turning off the auto-reduction feature. See [Automatically reducing incoming faxes](#) for more information.

This section contains information about the following topics.

- [Receiving a fax automatically or manually](#)
- [Reprinting received faxes that are stored in memory](#)

### Receiving a fax automatically or manually

#### To receive a fax automatically

The setting for autoanswer must be set to on in order for you to receive faxes automatically. See [Setting the answer mode \(autoanswer\)](#) for information about how verify the setting and change the setting, if needed.

#### To receive a fax manually

The setting for autoanswer must be set to off in order for you to receive faxes manually. See [Setting the answer mode \(autoanswer\)](#) for information about how to verify the setting and change the setting, if needed.

When receiving faxes manually, you must be available to respond in person to the incoming fax call, or your all-in-one cannot receive faxes.

When the all-in-one rings, press REDIAL/ANSWER on the control panel.

### Reprinting received faxes that are stored in memory

You might occasionally want to print another copy of a fax that has been received (for example, if the print quality of the original fax was poor). The all-in-one stores as many received faxes as can be held in its memory. The maximum number is about 50 (representing about 250 pages). When the memory capacity is reached, the oldest faxes are removed to make room for the newer faxes.

You can choose to print the last fax that has been received, that last five faxes that have been received, or all of the faxes that are stored in memory.

## To reprint faxes that are stored in memory

- 1 On the control panel, press MENU.
- 2 Press ▲ (up) or ▼ (down) to move to PRINT REPORT.
- 3 Press ▼ (down) to move to Reprint faxes in memory, and then press ✓ (select).
- 4 Press - or + to select the last fax, the last five faxes, or all faxes.
- 5 Press ✓ (select) again to print the faxes.

## Using reports

This section contains information about the following topics.

- [Printing and viewing the fax log](#)
- [Viewing a list of blocked fax numbers](#)

### Printing and viewing the fax log

You can print a log of faxes that have been received and sent by the all-in-one. Each entry in the log contains the following information:

- Transmission date and time
- Type (whether received or sent)
- Fax number
- Duration
- Number of pages
- Result (status) of transmission

### To view the fax log from the embedded Web server (network connection)

The logs list faxes that have been sent from the control panel and all faxes that have been received.

- 1 Open the embedded Web server. See [Opening the embedded Web server](#) for more information.
- 2 On the **Information** tab, click **Log**.
- 3 Click the **Incoming Fax** or **Outgoing Fax** tab.

### To view the fax log from the HP photo and imaging software (direct connection)

The log lists faxes that have been sent from the HP photo and imaging software and all faxes that have been received.

- 1 At the computer, open the HP photo and imaging software. See [Opening the HP photo and imaging software](#) for more information.
- 2 See the onscreen Help for the HP photo and imaging software for further instructions.

## To print the fax log from the control panel

The log lists faxes that have been sent from the control panel and the HP photo and imaging software and all faxes that have been received.

- 1 On the control panel, press MENU.
- 2 Press ▼ (down) to move to PRINT REPORT, and then press ✓ (select).
- 3 Press ▼ (down) to move to Fax log, and then press ✓ (select).
- 4 Press ✓ (select) again to print the log.

## Viewing a list of blocked fax numbers

You can view a list of blocked fax numbers only from the embedded Web server, which requires a network connection.

### To view a list of blocked numbers

- 1 Open the embedded Web server. See [Opening the embedded Web server](#) for more information.
- 2 Click the **Settings** tab.
- 3 Click **Fax** in the left pane.
- 4 Click the **Blocked Fax** tab.

# 9

## Managing the administrator functions

This section is intended for the all-in-one administrator or individual who is responsible for managing the all-in-one. This section contains information about the following topics.

- [Administrator functions and tools](#)
- [Administering the all-in-one](#)
- [Monitoring the all-in-one](#)
- [Configuring system options](#)
- [Configuring network options](#)
- [Configuring print options](#)
- [Configuring copy options](#)
- [Configuring scan options](#)
- [Configuring photo \(memory card\) options](#)
- [Configuring e-mail options \(network connection\)](#)
- [Configuring fax options](#)
- [Setting up faxing for the all-in-one](#)
- [Installing the all-in-one software and configuring the all-in-one for operating environments](#)
- [Uninstalling the all-in-one software](#)

### Administrator functions and tools

#### Overview of the administrator functions and tools

The following table lists administrator functions and the tools that can be used to perform them. See the following sections for information about the administrator tools that are listed in the table.

- [Control panel](#)
- [Embedded Web server \(EWS\) \(network connection\)](#)
- [Toolbox \(direct connection\)](#)
- [HP Web Jetadmin software](#)
- [myPrintMileage](#)

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**Note**

The table lists the most common tools that are used for administrator functions. Specific procedures might include other methods.

| Function   | Administrator tool |               |                  |                 |                 |
|--|--------------------|---------------|------------------|-----------------|-----------------|
|  | Control panel      | EWS (network) | Toolbox (direct) | HP Web Jetadmin | myPrint Mileage |
| <b>Monitoring the all-in-one</b>                             |                    |               |                  |                 |                 |
| Monitoring operation and status                              | ✓                  | ✓             |                  |                 |                 |
| Monitoring media and supplies                                | ✓                  | ✓             | ✓                | ✓               | ✓               |
| Monitoring use   |                    | ✓             |                  |                 | ✓               |
| Monitoring jobs  |                    | ✓             | ✓                |                 | ✓               |
| <b>Administering the all-in-one</b>                          |                    |               |                  |                 |                 |
| Changing the administrator PIN                               | ✓                  | ✓             |                  |                 | ✓               |
| Configuring authorized users                                 | ✓                  | ✓             |                  |                 | ✓               |
| Configuring job-accounting options                           |                    | ✓             | ✓                |                 | ✓               |
| Managing security  |                    | ✓             |                  | ✓               | ✓               |
| Setting up alerts and notifications                          |                    | ✓             | ✓                | ✓               | ✓               |
| Saving and restoring settings                                | ✓                  | ✓             | ✓                |                 |                 |
| Resetting the HP Jetdirect print server                      | ✓                  |               |                  |                 |                 |
| Upgrading firmware on the all-in-one                         |                    |               |                  | ✓               |                 |
| <b>Configuring system options</b>                            |                    |               |                  |                 |                 |
| Setting language and country/region                          | ✓                  | ✓             |                  |                 |                 |
| Setting PowerSave mode time                                  | ✓                  |               |                  |                 |                 |
| Setting ring and beep volumes                                | ✓                  | ✓             |                  |                 |                 |
| Setting the automatic paper-type sensor                      | ✓                  |               |                  |                 |                 |
| <b>Configuring network options</b>                           |                    |               |                  |                 |                 |
| Configuring I/O timeout                                      | ✓                  |               |                  |                 |                 |
| Configuring network parameters                               | ✓                  | ✓             |                  | ✓               |                 |
| <b>Configuring print options</b>                             |                    |               |                  |                 |                 |
| Setting print defaults                                       | ✓                  | ✓             |                  |                 |                 |
| Setting tray defaults  | ✓                  | ✓             |                  |                 |                 |
| Setting PCL font defaults                                    | ✓                  |               |                  |                 |                 |
| Turning on and turning off the printing of PostScript errors | ✓                  |               |                  |                 |                 |
| Turning on and turning off unattended printing               | ✓                  |               |                  |                 |                 |
| Setting personality  | ✓                  |               |                  |                 |                 |
| <b>Configuring copy options</b>                              |                    |               |                  |                 |                 |
| Allowing and restricting color copying                       | ✓                  | ✓             |                  |                 |                 |



| Function  | Administrator tool |               |                  |                 |                 |
|---|--------------------|---------------|------------------|-----------------|-----------------|
|   | Control panel      | EWS (network) | Toolbox (direct) | HP Web Jetadmin | myPrint Mileage |
| <b>Configuring scan options</b>                                   |                    |               |                  |                 |                 |
| Configuring network settings                                      |                    | ✓             |                  |                 |                 |
| Customizing the scan feature in the HP photo and imaging software |                    |               |                  |                 |                 |
| <b>Configuring photo (memory card) options</b>                    |                    |               |                  |                 |                 |
| Allowing and restricting the photo (memory card) feature          | ✓                  | ✓             |                  |                 |                 |
| <b>Configuring e-mail options</b>                                 |                    |               |                  |                 |                 |
| Configuring defaults for e-mail message format                    |                    | ✓             |                  |                 |                 |
| Configuring automatic blind copy (BCC)                            | ✓                  | ✓             |                  |                 |                 |
| Configuring SMTP  | ✓                  | ✓             |                  |                 |                 |
| Configuring LDAP  |                    | ✓             |                  |                 |                 |
| <b>Configuring fax options</b>                                    |                    |               |                  |                 |                 |
| Setting automatic printing of fax reports                         | ✓                  | ✓             |                  |                 |                 |
| Allowing and restricting color faxing                             | ✓                  | ✓             |                  |                 |                 |
| Setting fax error-correction mode                                 | ✓                  | ✓             |                  |                 |                 |
| Setting silence detection on older-model fax machines             | ✓                  | ✓             |                  |                 |                 |
| Setting the dial type   | ✓                  | ✓             |                  |                 |                 |
| Setting the redial options  | ✓                  | ✓             |                  |                 |                 |
| Connecting the all-in-one to a phone line                         |                    |               |                  |                 |                 |
| Connecting additional devices                                     |                    |               |                  |                 |                 |
| Configuring fax header  | ✓                  | ✓             |                  |                 |                 |
| Configuring time and date   | ✓                  |               |                  |                 |                 |
| Setting the answer mode (autoanswer)                              | ✓                  |               |                  |                 |                 |
| Setting answering ring pattern                                    | ✓                  | ✓             |                  |                 |                 |

## Embedded Web server (EWS) (network connection)

The all-in-one includes an embedded Web server when the all-in-one is connected to a network with a recommended HP Jetdirect internal print server (see [HP Jetdirect print server capabilities](#) for information about HP Jetdirect print servers). The embedded Web server provides an interface to the all-in-one that anyone who has a network-connected computer and a standard Web browser can open and use.

Use the embedded Web server to view status information, change settings, and manage the all-in-one at your computer.

---

### Note

Some settings might be restricted by the requirement for an embedded Web server password.

## System requirements

To use the embedded Web server, you must have the following:

- TCP/IP-based network (IPX/SPX-based networks are not supported)
- Web browser installed on your computer (either Netscape Navigator 4.8 or Microsoft Internet Explorer 5.0 or later)

The all-in-one must be connected to the network. You cannot use the embedded Web server when the all-in-one is connected directly to a computer.

You can open and use the embedded Web server without being connected to the Internet. However, some features will not be available. You can view the embedded Web server pages only from the same side of a firewall.

## Opening the embedded Web server

In a supported Web browser on your computer, type the IP address that has been assigned to the all-in-one. For example, if the IP address for the all-in-one is 123.123.123.123, you would type the following address into your Web browser:

http://123.123.123.123.

The IP address for the all-in-one is listed on the Configuration page (see [Configuration page](#)). It also appears on the control-panel display while the all-in one is in an idle state (READY appears on the display).

After you open the embedded Web server, you can bookmark it so that you can return to it quickly in the future.

## Embedded Web server pages

The embedded Web server contains pages that you can use to view product information and change configuration settings. The pages also contain links to other e-services.

| Pages              | Contents   |
|--------------------|--|
| <b>Information</b> | <ul style="list-style-type: none"><li>● <b>Device</b><br/>Shows information about the all-in-one, such as the model and serial number, and the trays and memory that are installed. Ink cartridge levels are also shown.</li><li>● <b>Ink Supplies</b><br/>Shows information about the ink cartridges and printheads. You can see the current ink cartridge levels and printhead health status for the all-in-one. You can also see the estimated number of pages that can be printed with the remaining ink for full color, business color, or black text documents.</li><li>● <b>Usage</b><br/>Shows usage statistics for supplies, jobs, and users.</li><li>● <b>Log</b><br/>Shows logs that record events (such as the receipt of faxes).</li></ul>  |
| <b>Settings</b>    | Shows the settings that have been configured for the all-in-one and gives you the ability to change these settings.  |
| <b>Networking</b>  | Shows network status and the network settings that have been configured for the HP Jetdirect print server for the all-in-one. These pages do not appear if the all-in-one is connected to a network using anything other than an HP Jetdirect print server card. See the <i>HP Jetdirect Administrator's Guide</i> located on Starter CD 1 for more information.   |
| <b>Other Links</b> | <p>Connects you to other resources. You must have an Internet connection to use these e-services.</p> <ul style="list-style-type: none"><li>● <b>HP Instant Support</b><br/>HP Instant Support is a suite of Web-based troubleshooting tools for desktop computing and printing products. HP Instant Support helps you quickly identify, diagnose, and resolve computing and printing problems. See <a href="#">HP Instant Support</a> for more information.</li><li>● <b>Order Supplies</b><br/>This page shows the remaining life of the different ink cartridges and provides links for the onscreen ordering of supplies, such as ink cartridges and print media.</li><li>● <b>myPrintMileage</b><br/>This tool helps you manage your printing activities and all-in-one supplies more effectively. See <a href="#">myPrintMileage</a> for more information.</li></ul> <p>You can also add or customize up to five links to the Websites of your choice. These links appear on the left pane throughout the embedded Web server pages.</p> |

## HP Web Jetadmin software

The HP Web Jetadmin software is a Web-based management solution for remotely installing, configuring, monitoring, and troubleshooting a wide variety of HP and non-HP network peripherals. After the HP Web Jetadmin software has been installed, you can gain access to it from anywhere within your intranet by using a standard Web browser. Network administrators can use the HP Web Jetadmin software to configure network peripherals (such as all-in-ones) individually or in batch mode, manage features, conduct remote diagnostics, and monitor status, including levels for supplies.

The HP Web Jetadmin software is supported for installation under the following operating systems:

- Windows 2000 Professional, Server and Advanced Server
- Windows XP Professional
- Windows NT 4.0 Server and Workstation with service pack 3 or later
- Windows Server 2003
- Red Hat Linux 9.0
- SuSE Linux 8.2

For more information about the HP Web Jetadmin software and to download the software, go to <http://www.hp.com/go/webjetadmin>.

## Toolbox (direct connection)

The Toolbox provides status and maintenance information about the all-in-one. It also provides links to the onscreen user's guide for help in performing basic printing tasks and solving problems.

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### Note

The Toolbox is available for Windows computers only.

To monitor an all-in-one on a shared port (for example, \\portname\printername) from a client machine, the Toolbox must be running on the server machine as well as on the client machine.

## Opening the Toolbox

- 1 From the **Start** menu at your computer, point to **Programs**.
- 2 Point to **HP Officejet 9100 series**.
- 3 Click **HP Officejet 9100 series Toolbox**.

## Toolbox tabs

The Toolbox contains tabs that you can use to view product information and change configuration settings.

| Tabs                  | Contents  |
|-----------------------|---|
| <b>Printer Status</b> | <ul style="list-style-type: none"><li>● <b>Ink Level Information</b><br/>Shows estimated ink levels for each cartridge.</li><li>● <b>Order Supplies</b><br/>Provides information about ordering replacement ink cartridges.</li><li>● <b>Ink Cartridge Information</b><br/>Shows order numbers and expiration dates for the installed ink cartridges.</li><li>● <b>Preferences</b><br/>Gives you the ability to select which Toolbox messages appear. You can specify whether you want to be notified by an audio alert when an error occurs, as well as the types of error messages that you want to see. For example, you can choose to see only messages about the ink supply. You can also choose to turn on myPrintMileage AutoSend, which provides you with a closer forecast of all-in-one usage on the myPrintMileage website. See <a href="#">myPrintMileage</a> for more information.</li></ul> |
| <b>Information</b>    | <ul style="list-style-type: none"><li>● <b>Printer Information</b><br/>Provides links to myPrintMileage, and shows the all-in-one hardware and printhead health information. You can also use the tab to obtain information about accumulated ink and media use, statistics about the last 20 jobs, and job tracking. See <a href="#">myPrintMileage</a> for more information.</li><li>● <b>Help</b><br/>Provides links to HP Instant Support and HP Customer Support, and to the onscreen user's guide for help in performing tasks and troubleshooting. It also provides instructions that guide you through registering the all-in-one onscreen. See <a href="#">HP Instant Support</a> for more information.</li></ul>  |
| <b>Services</b>       | Provides the ability to save and restore the fax settings and fax speed-dial entries.   |

## HP Instant Support

HP Instant Support is a suite of Web-based troubleshooting tools for desktop computing and printing products. With HP Instant Support, you can get more from HP—more reliability, more service and support, and more local expertise. HP Instant Support helps you save time and money by quickly identifying, diagnosing, and resolving computing and printing problems.

HP Instant Support provides the following information about your all-in-one:

- **Easy access to troubleshooting tips**

To help you quickly resolve all-in-one problems, or keep them from happening, HP Instant Support provides tips that are customized for your all-in-one.

- **Resolution of specific all-in-one errors**

HP Instant Support provides immediate access to information that can help you resolve error messages specific to your all-in-one. To see a description of the problem, as well as recommendations for solving or preventing the problem, click the link within the message. To see a list of past all-in-one errors, click **Alerts** on the left side of the HP Instant Support page.

- **Notification of printer driver and firmware updates**

When a firmware or driver update for your all-in-one is available on the HP website, a message appears on the HP Instant Support homepage. Click the link within the message to go directly to the download section of the HP website.

- **Obtaining support services**

HP offers a variety of support services that can help you maintain your all-in-one. HP Instant Support creates a list of the support services that are available for your all-in-one. To learn more about these services or to purchase a service, click the appropriate link.

- **Managing ink and media usage (myPrintMileage)**

The myPrintMileage feature helps you manage your printing activities and MFP supplies. This tool tracks your MFP usage information to help you plan the purchase of supplies.

- **Self diagnostic testing for your all-in-one**

You can run a diagnostic test of your all-in-one by selecting **Printer** on the **Self Help** menu on the Instant Support page. After you initiate the diagnostics for printers, Instant Support checks the computer, and a list of configured devices appears. When you select the device that you want to diagnose, HP Instant Support performs the following tasks:

- Makes sure that you have the latest printer driver available
- Checks the connection between the computer and the all-in-one
- Reports the printer status and provides access to detailed printer-diagnostic information
- Makes sure that you have the latest available Jetdirect firmware

If any errors are detected during this process, you are given the option to perform updates to the printer drivers or Jetdriver firmware, or to perform detailed diagnostic tests on the all-in-one. If the problems continue, you can choose to submit a support ticket with HP by selecting **Active Chat**. Details that are collected during the Instant Support diagnostic tests are sent to the HP support specialist.

- **HP expert help online (Active Chat)**

Use the Active Chat feature to get personalized help from an HP support expert over the Web at any time, day or night. Simply submit a question or a description of your problem. Your recent history, system configuration, and any actions that you have attempted are automatically forwarded to HP (upon your approval) so that you will not need to describe the problem again. An HP support expert will respond online to solve your problem through a real-time Web chat.

When you submit a support ticket, Active Chat collects information about the computer and sends it to an online support specialist. Collecting the information takes up to 30 seconds depending on the computer configuration. After you have submitted a support ticket, you receive a confirmation message containing your case ID, the support hours for your location, and the estimated time until you receive a response.

- **Knowledge database**

Use the HP knowledge database to quickly find answers to your questions. When you submit a query, a powerful search engine returns relevant information from HP's comprehensive knowledge database.

## Opening HP Instant Support

You can open HP Instant Support from the Toolbox or the embedded Web server.

- **Toolbox (Windows direct connection)**

On the Information tab in the Toolbox, click **HP Instant Support**. Follow the onscreen instructions to see the current HP Instant Support information for your all-in-one.

- **Embedded Web server (network connection)**

In a Web browser, type the IP address assigned to the all-in-one. In the **Other Links** section of the **Information** or **Settings** tab, click **HP Instant Support**.

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**Note**

Do not bookmark the Web pages that are used to open HP Instant Support. If you bookmark the site and connect to it by using the bookmark, the pages will not contain the current information. Instead, connect to HP Instant Support as described here.

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## Security and privacy

When you use HP Instant Support, detailed all-in-one information, such as the serial number, error conditions, and status, is sent to HP. Hewlett-Packard respects your privacy and manages this information according to the guidelines that are outlined in the Hewlett-Packard Online Privacy Statement (<http://www.hp.com/country/us/eng/privacy.htm>).

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**Note**

To view all of the data that is sent to Hewlett-Packard, select **Source** (for Internet Explorer) or **Page Source** (for Netscape) from the **View** menu in your Web browser.

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## myPrintMileage

myPrintMileage is a service that HP provides to help you keep track of your all-in-one usage to help you forecast printer usage and plan the purchase of supplies. It consists of two parts:

- myPrintMileage website
- myPrintMileage AutoSend, a utility that periodically updates the all-in-one usage information on the myPrintMileage website

To use the myPrintMileage website and the myPrintMileage Agent, you must have the following:

- Toolbox installed
- Internet connection
- All-in-one connected
- AutoSend turned on (see [Setting up alerts and notifications](#) for more information)

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### Note

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After you turn on AutoSend, HP recommends that you send data for three to six months before using myPrintMileage so that a meaningful amount of data can accumulate.

On the website, you can see the following items.

- **Print analysis**
  - Amount of ink you have used; myPrintMileage then forecasts your ink cartridges's life span and how many ink cartridges you might use in one year.
  - Whether you use more black or color ink.
  - Average quantity of media used per month, for each media type.
  - Number of pages printed, and the estimated number of pages you can print with the remaining amounts of ink.
  - Number of faxed, copied, and printed pages based on ink and media usage.

- **Print accounting**

To use the Print accounting features, you must register for the service through the myPrintMileage site. (See [To open myPrintMileage](#) for instructions for opening this site.)

Use the Print accounting page of the website to perform following tasks.

- Generate reports showing usage data, cost per page, or cost per job for a specific time period. Costs are based on the input of the administrator for the cost of ink and media.
- Sort data by time period: monthly, fortnightly, weekly, or daily.
- Export Print accounting data as Microsoft Excel spreadsheet files.
- Configure the e-mail alerts and notifications to receive print accounting reports.



## To open myPrintMileage

You can open myPrintMileage in the following ways:

- **Embedded Web server**  
In the **Other Links** section of the embedded Web server, click **myPrintMileage**.
- **Toolbox**  
On the **Information** tab in the Toolbox, click **myPrintMileage**. Follow the instructions to see the current myPrintMileage information.
- **Windows taskbar**  
Right-click the **myPrintMileage** icon in the Windows taskbar, and select **View my print usage**.

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### Note

Do not bookmark the Web pages that are used to open myPrintMileage. If you bookmark the site and connect to it by using the bookmark, the pages will not contain the current information. Instead, connect to myPrintMileage as described above.

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## Monitoring the all-in-one

This section contains information about the following topics.

- [Monitoring the operation and status](#)
- [Monitoring the media and supplies](#)
- [Monitoring use by authorized users and resetting the usage counters](#)
- [Monitoring jobs](#)

## Monitoring the operation and status

You can monitor the following types of things for the all-in-one:

- Status of operation (for example, whether it is ready for operation or has an error condition)
- Status of the configuration for the all-in-one and the operating modes (for example, the current firmware version and what accessories are installed)
- Status of the jobs that are being processed (for example, what kind of job is being processed)
- Events that have occurred (for example, faxes that have been received and sent)

## To monitor the operation and status

- **Control panel**  
Lights and messages on the control panel provide information about the status of jobs that are being processed and the operating status of the all-in-one. See [Control panel](#) and [Control-panel messages](#) for more information.
- **Configuration page**  
Use the Configuration page to view current printer settings, to help troubleshoot printer problems, and to verify installation of optional accessories, such as memory (DIMMs), trays, and printer languages. The Configuration page also contains a log of recent events. If an HP Jetdirect print server is installed in the all-in-one, an additional HP Jetdirect

Configuration page prints; this page shows the network settings for the print server. On the control panel, press MENU, open the PRINT REPORT, menu, and use the Device conf'g. option. See [Configuration page](#) for more information.

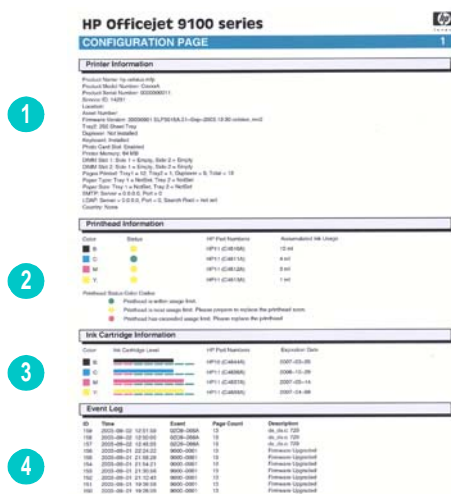
- **Setup menu map**  
The map shows the structure and contents of all of the setup menus on the control panel, and the location and setting of all setup options. On the control panel, press MENU, open the PRINT REPORT menu, and use the Menu map info option.
- **Embedded Web server (network connection)**  
Open the embedded Web server, click the **Information** tab, and then click **Log** in the left pane. The **Event**, **Incoming Fax**, and **Outgoing Fax** tabs provide information about different kinds of events that have occurred.
- **HP photo and imaging software (direct connection)**  
Use the control panel to monitor fax transactions. Open the HP photo and imaging software and use the onscreen Help for information about the fax log.
- **HP Web Jetadmin software**  
Open the HP Web Jetadmin software. See the software documentation for information about monitoring operation and status.

## Configuration page

Use the Configuration page to view current all-in-one settings, to help troubleshoot problems, and to verify installation of optional accessories, such as memory (DIMMs), trays, and printer languages.

### Note

If an HP Jetdirect print server is installed in the all-in-one, an additional HP Jetdirect Configuration page prints. This page shows the network settings for the print server.



- 1 Device Information:** Shows general all-in-one information, such as the firmware version number, model name, and amount of memory that is installed.
- 2 Printhead Information:** Shows the printhead health status and whether the printhead needs to be replaced.
- 3 Ink Cartridge Information:** Shows the estimated ink levels (represented in graphical form as gauges).
- 4 Event Log:** Shows a log of recent events that have occurred.

## Monitoring the media and supplies

You can monitor the amount of media that has been used, ink supplies, and printhead health in several places.

### To monitor media use

- **Embedded Web server (network connection)**  
Open the embedded Web server, click the **Information** tab, and then click **Usage** in the left pane. The accumulated media usage appears in the right pane.  
  
Click the **Settings** tab, and then click **Job Accounting** in the left pane. The **Users** tab shows the total number of pages that have been printed.

### To monitor ink use and supplies

- **Control panel**  
A gauge for each ink cartridge depicts the approximate ink levels. Ink-low warnings appear on the control-panel display when the ink level for an ink cartridge reaches about 16 percent. When an ink cartridge is empty, the gauge blinks and a message appears on the control-panel display. A ? appears for a gauge if the corresponding ink cartridge is missing or malfunctioning.
- **Embedded Web server (network connection)**  
Open the embedded Web server, click the **Information** tab, and then click **Ink Supplies** in the left pane. The ink-level information appears on the **Status** tab. Click the **Pages Remaining** tab to see the estimated number of pages that can be printed with the remaining ink for full color, business color, or black-text documents.  
  
Click the **Information** tab, and then click **Usage** in the left pane to see the accumulated ink usage.  
  
Click the **Settings** tab, and then click **Job Accounting** in the left pane. The **Users** tab shows the total ink used and the amount of ink used by each user.
- **Toolbox (direct connection)**  
Open the Toolbox. The ink-level information appears on the **Printer Status** tab. Click **Ink Cartridge Information** for replacement ink cartridge information and expiration date.
- **myPrintMileage**  
Open the Toolbox, click the **Information** tab, and then click **myPrintMileage**. Alternatively, you can open the embedded Web server and click **myPrintMileage** in the left pane.
- **Configuration page**  
On the control panel, press MENU, open the PRINT REPORT, menu, and use the Device config. option. The Configuration page shows the estimated ink levels (which are represented in graphical form as gauges).
- **HP Web Jetadmin software**  
Open the HP Web Jetadmin software. See the software documentation for information about monitoring the media and supplies.

### To monitor printhead health

- **Embedded Web server (network connection)**  
Open the embedded Web server and click **Ink Supplies** in the left pane. The **Status** tab indicates whether each printhead is within the usage limit, near the usage limit, or past the usage limit.
- **Configuration page**  
On the control panel, press MENU, open the PRINT REPORT, menu, and use the Device config. option. The Configuration page shows the printhead health status and whether the printheads need to be replaced.

## Monitoring use by authorized users and resetting the usage counters

You can monitor usage if you have configured authorized users (see [Configuring authorized users](#) for more information). Associated with each authorized user is a set of three counters:

- Pages printed (one sheet of paper printed as duplex is counted as two pages)
- Black ink used (in milliliters)
- Total color ink used (in milliliters)

You can reset all counters to zero. If a user name or PIN is modified, the associated counters are not automatically reset.

### To view the usage information

- **Embedded Web server (network connection)**  
Open the embedded Web server, click the **Settings** tab, and then click **Job Accounting** in the left pane. The **Users** tab provides information about the number of pages that have been printed and ink that has been used by each authorized user.

### To reset the usage counters

- **Embedded Web server (network connection)**  
Open the embedded Web server, click the **Settings** tab, and then click **Job Accounting** in the left pane. Click the **Options** tab, and then reset the usage counters.
- **Control panel**  
Press MENU, open the ADMIN menu, and use the `Reset usage counter` option.

## Monitoring jobs

You following things can be monitored for jobs:

- For each job, the number of pages printed, the media type used, and the amount of ink used
- For each job, the time the job occurred, the page count for the job, the duration (if applicable), the result (if applicable), and a description

### To monitor jobs

- **Embedded Web server (network connection)**  
Open the embedded Web server, click the **Settings** tab, and then click **Job Accounting** in the left pane. The **Job** tab lists jobs that have been processed and characteristics about each job (such as the number of pages printed, the media type used, and the amount of ink used).  
  
On the **Information** tab, click **Log** in the left pane. The **Event**, **Incoming Fax**, and **Outgoing Fax** tabs provide information about jobs in these categories.
- **Toolbox (direct connection)**  
Open the Toolbox, click the **Information** tab, and then click **Job Accounting**. The **Job** tab lists jobs that have been processed and the characteristics of each job (such as the number of pages printed, the media type used, and the amount of ink used).
- **myPrintMileage**  
Open the Toolbox, click the **Information** tab, and then click **myPrintMileage**.  
Alternatively, you can open the embedded Web server and click **myPrintMileage** in the left pane.

- **HP Web Jetadmin software**  
Open the HP Web Jetadmin software. See the software documentation for information about monitoring jobs

## Administering the all-in-one

This section contains information about the following topics.

- [Changing the administrator PIN](#)
- [Configuring authorized users](#)
- [Configuring job-accounting options](#)
- [Managing security](#)
- [Setting up alerts and notifications](#)
- [Resetting the HP Jetdirect print server](#)
- [Upgrading the firmware in the all-in-one](#)

### Changing the administrator PIN

An administrator PIN is required to open the ADMIN menu, which is where administrative options are configured on the control panel (such as authorized users and the ability to use color for copying and faxing). See [ADMIN menu](#) for more information.

You can synchronize the administrator PIN with the password that is required to open the **Settings** tab and **Networking** tab in the embedded Web server. If you synchronize them, both the PIN and the password must be the same four-digit number.

#### To change or clear the administrator PIN

- **Embedded Web server (network connection)**  
Open the embedded Web server, click the **Settings** tab, and click **Security** in the left pane.
- **Control panel**  
Open the ADMIN menu and use the Set admin PIN option.

#### To synchronize the administrator PIN and the embedded Web server password

- **Embedded Web server (network connection)**  
Open the embedded Web server, click the **Settings** tab, and click **Security** in the left pane. Select the option to synchronize the PIN with the Web server password, and then identify the PIN and password.

### Configuring authorized users

You can configure the all-in-one so that only authorized users can use the all-in-one from the control panel. Any activity that requires pressing a control panel button is then locked.

An administrator PIN is required to configure users. See [Changing the administrator PIN](#) for more information.

Any user can start a job from a computer (that is, when authorization is configured, it is required only for jobs that are started from the control panel).

You can define up to 20 authenticated users. You assign a 4-digit personal identification number (PIN) to each user.

Associated with each authenticated user is a set of three counters: number of pages that have been printed, the amount of black ink that has been used, and the total amount of color ink that has been used. See [Monitoring use by authorized users and resetting the usage counters](#) for more information.

## To add, change, and delete users

- **Embedded Web server (network connection)**  
Open the embedded Web server, click the **Settings** tab, click **Security** in the left pane, and click the **Users PIN** tab.
- **Control panel**  
Open the **ADMIN** menu and use the `Configure users` option.

## Configuring job-accounting options

See [Monitoring jobs](#) for information about the information that can be accumulated if you configure the job-accounting options. The option makes it possible to track individual usage, which is especially useful for client billing.

You can perform the following configuration:

- Turn on or turn off the feature
- Set the network folder in which the information is stored
- Set a login name and password (only when you configure the option from the embedded Web server)

## To configure job-accounting options

- **Embedded Web server (network connection)**  
Open the embedded Web server, click the **Settings** tab, click **Job Accounting** in the left pane, and then click the **Remote Storage** tab.
- **Toolbox (direct connection)**  
Open the Toolbox, click the **Information** tab, click **Job Accounting**, and then click the **Track** tab.

## Managing security

Security can be achieved by using the following methods:

- Use of an administrator PIN to control administrator functions. See [Changing the administrator PIN](#) for more information.
- Ability to configure authorized users to block unauthorized use of the all-in-one from the control panel. See [Configuring authorized users](#) for more information.
- Ability to set passwords for network operations (such as for LDAP and SMTP).
- Ability to set up blind carbon copies for e-mail transmissions. This feature can help prevent impersonation and misuse of the all-in-one (for example, for non-company purposes). See [Configuring automatic blind copy \(BCC\)](#) for more information.
- Ability to prevent changes to the text in the FROM field of e-mail messages, to help prevent impersonation. See [Configuring the defaults for e-mail message format \(network connection\)](#) for more information.

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### Note

The following points about password security when you are configuring a network password by means of the embedded Web server:

Secure Sockets Layer (SSL) (https) encryption is not supported.

Passwords are encoded in Base64 format, and are not encrypted.

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## To manage security

- **Embedded Web server (network connection)**  
Open the embedded Web server, click the **Settings** tab, and then click **Security** in the left pane. Use the **Web Server and Control Panel** tab to set a password for the network and to synchronize this password with the administrator PIN.
- **HP Web Jetadmin software**  
Open the HP Web Jetadmin software. See the software documentation for information about security.

## Setting up alerts and notifications

You can set the following types of alerts and notifications:

- E-mail notifications about supplies and about problems that occur in the media path
- Audio alerts for error conditions
- Error messages on the control-panel display for error conditions
- Automatic sending of usage information from the all-in-one to HP to accurately track usage by means of myPrintMileage (a feature called AutoSend). See [myPrintMileage](#) for more information.

## To set up alerts and notifications

- **Embedded Web server (network connection)**  
Open the embedded Web server, click the **Settings** tab, and then click **Alerts** in the left pane. Use the **Notification** tab to configure e-mail alerts about supplies and media path problems. Use the **AutoSend** tab to turn on the AutoSend feature.
- **Toolbox (direct connection)**  
Open the Toolbox. On the **Printer Status** tab, click **Preferences**. Use the dialog box to set preferences for when alerts and notifications occur and what error conditions are reported.

- **HP Web Jetadmin software**  
Open the HP Web Jetadmin software. See the software documentation for information about alerts and notifications.

## Resetting the HP Jetdirect print server




Resetting the HP Jetdirect print server restores the factory default values of the HP Jetdirect print server.

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**Note**

When you restore the factory default values for the HP Jetdirect print server, all previously stored EIO settings are lost.

### To reset the HP Jetdirect print server

- 1 Press  (POWER) to turn off the all-in-one.
- 2 While holding down the , -, and BLACK/COLOR buttons on the control panel, press  (POWER) to turn on the all-in-one.

## Upgrading the firmware in the all-in-one

From time to time, Hewlett-Packard provides firmware upgrades for products. These upgrades provide additional or improved functionality. When a firmware upgrade for the all-in-one is available, a notification message appears on the HP Instant Support homepage. You can open the download site from the homepage. You can also obtain information about available upgrades at <http://www.hp.com/support/officejet9100>.

Use the methods in the following sections to upgrade the firmware. See the readme file associated with the firmware upgrade for details.

You do not need to keep a firmware upgrade file after you have performed the upgrade.

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**CAUTION**

Do not cancel the firmware upgrade after you have started it. Canceling the process can damage the firmware in the all-in-one.

### To upgrade the firmware by using the firmware download utility (FDU)

- 1 Download the firmware upgrade file from the HP website and store it on the hard disk of your computer.
- 2 Browse to the location of the firmware upgrade file and open the file.



## To upgrade the firmware by using the MS-DOS prompt (Windows only)

- 1 Download the firmware upgrade file from the HP website and store it on the hard disk of your computer.
- 2 Open an MS-DOS command window.
- 3 Type **copy /b path\filename portname** at the command prompt.
  - **path** is the *location* of the firmware upgrade file
  - **filename** is the *name* of the firmware upgrade file that you downloaded from the website
  - **portname** is the appropriate printer port (for example, *LPT1*)
- 4 Press ENTER. The firmware upgrade file is copied onto the printer, replacing the old firmware file.

## Configuring system options

This section contains information about configuring the following topics.

- [Setting the language and country/region](#)
- [Setting the PowerSave mode time](#)
- [Setting the ring and beep volumes](#)
- [Setting the automatic paper-type sensor](#)

### Setting the language and country/region

Usually you set the language and country/region when you first set up the all-in-one. However, you can change these settings at any time.

The setting for the language controls the following things:

- Language used for messages on the control-panel display
- Keyboard functionality for the language that has been configured (if a keyboard is installed) (see [Keyboards](#) for more information)

The setting for the country/region controls the following things:

- How the cloning feature works for the copy function (different cloning sizes are used for different countries/region) (see [Cloning several copies of an image on a page](#) for more information)
- Media sizes that are available (different countries/regions have different standard sizes)
- Fax settings:
  - Rings-to-answer (see [FAX SETUP menu](#) for more information)
  - Answer mode (see [Setting the answer mode \(autoanswer\)](#) for more information)
  - Answer ring pattern (see [Setting the answering ring pattern \(if needed\)](#) for more information)
  - Tone or pulse dialing (see [Setting the dial type](#) for more information)
  - Silent detection (see [Setting silent detection on older-model fax machines](#) for more information)
  - Ring and beep volumes (see [Setting the ring and beep volumes](#) for more information)

- Automatic fax reports (see [Setting the automatic printing of fax reports](#) for more information)
- Busy redial, no answer redial (see [Setting the redial options](#) for more information)
- Auto-reduction (see [Automatically reducing incoming faxes](#) for more information)
- Error-correction mode (see [Setting the fax error-correction mode](#) for more information)

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## Note

If you change the country/region setting, all of the settings that it controls revert back to the default for the country/region that you select.

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### To set the language

- **Embedded Web server (network connection)**  
Open the embedded Web server, click the **Settings** tab, and then click **International** in the left pane. Click the **Language** tab and set the language configuration.
- **Control panel**  
Press MENU, open the ADMIN menu, and use the Language option.

### To set the country/region

- **Embedded Web server (network connection)**  
Open the embedded Web server, click the **Settings** tab, and then click **International** in the left pane. Click the **Country/Region** tab and set the language configuration.
- **Control panel**  
Press MENU, open the ADMIN menu, and use the Country/region, option.

## Setting the PowerSave mode time

This procedure sets how long the all-in-one remains idle before it enters the PowerSave mode (for example, 15 minutes, 1 hour, or 4 hours). The PowerSave mode minimizes the amount of power that the all-in-one consumes when it is idle and reduces wear on electronic components. When the all-in-one enters the PowerSave mode, the backlight turns off and the following message appears on the control-panel display: Power Save On. Any interaction with the all-in-one takes the all-in-one out of PowerSave mode (for example, pressing a button or opening a tray, or receiving new data).

### To set the PowerSave mode time

- **Control panel**  
Press MENU, open the MAINTENANCE menu, and use the Setpowersave mode time option.

## Setting the ring and beep volumes

You can control the volume of the following sounds:

- The beeps that are emitted when you press the control-panel buttons
- The beeps that are emitted when originals are detected in the ADF
- The phone line sounds for outgoing faxes
- The ring volume for incoming faxes

## To set the ring and beep volumes

- **Embedded Web server (network connection)**  
Open the embedded Web server and click the **Settings** tab. Click **Maintenance** in the left pane, click **Device Settings** tab, and use the **Ring/Beep Volume** option.
- **Control panel**  
Press MENU, open the MAINTENANCE menu, and use the Ring and beep volume option.

## Setting the automatic paper-type sensor

You can set the all-in-one to select the print settings that are appropriate for the media that is loaded. When you turn on this feature, the all-in-one detects the type of media (such as plain paper or transparencies) and automatically selects the media type and print quality that are most suitable for the job.

## To set the automatic paper-type sensor

- **Control panel**  
Press MENU and open the PRINTER menu. Select the **Configure tray** option to open the TRAY submenu, and use the **Automatic media type sense** option.

# Configuring network options

This section contains information about the following topics.

- [Configuring the I/O timeout](#)
- [Configuring the network parameters](#)

## Configuring the I/O timeout

You can set the length of time that the all-in-one waits for remaining data for a print job. If that time is exceeded, the all-in-one prints the print job.

## To configure I/O timeout

- **Control panel**  
Press MENU, open the NETWK & I/O menu, and use the I/O timeout option.

## Configuring the network parameters

If the all-in-one is connected to a network with an HP Jetdirect print server, you can configure the following protocols for the all-in-one. See the *HP Jetdirect Administrator's Guide* on Starter CD 1 for more information about these options. Check the Configuration page for current settings (see [Configuration page](#)).

- DLC/LLC
- IPX/SPX
- TCP/IP
- AppleTalk

By factory default, all supported network protocols are turned on. Turning off unused protocols has the following benefits:

- It decreases the network traffic that the all-in-one generates.
- It prevents unauthorized users from printing to the all-in-one.
- It provides only pertinent information on the Configuration page.
- It allows the control panel to display protocol-specific error and warning messages.

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**Note**

Do not turn off the IPX/SPX protocol if Windows 98, Windows NT, Windows Me, Windows 2000, or Windows XP users will be printing to the all-in-one.

Note the following support for any activity that involves moving a file to a network folder:

- The all-in-one does not support Kerberos, NTLM v2, and Active Directory in general.
- The all-in-one does not support the plain text authentication scheme.
- The all-in-one does not support server referrals (Distributed File System, or DFS).

## To configure the network parameters

- **Embedded Web server (network connection)**  
Open the Embedded Web server and click the **Networking** tab.
- **Control panel**  
Press MENU, open the NETWORK & I/O menu, and use the Enhanced I/O option. Note that the items that are available for configuration depend on the particular print server that is installed.
- **HP Web Jetadmin**  
Open the HP Web Jetadmin software. See the software documentation for information about configuring network parameters.

# Configuring print options

This section contains information about the following topics.

- [Setting the print defaults](#)

## Setting the print defaults

You can set the following defaults for print jobs in the embedded Web server:

- Tray that will be used and the paper size and paper type for each tray
- Automatic sensing of media type (on or off)
- Print speed

You can set the following defaults for print jobs from the control panel:

- Number of copies that will print
- Paper size, paper type, paper quality, and paper-size overrides
- Duplexing (on or off)
- Tray that will be used and the paper type and paper size for each tray
- Automatic sensing of media type (on or off)
- PCL font characteristics
- Printing of PostScript errors (on or off)
- Unattended printing (on or off)
- Personality

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### Note

Settings in a software program (for example, media size) always take precedence over settings in the printer driver or the control panel.

Settings in a printer driver always take precedence over settings in the control panel.

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## To set the print defaults

- **Embedded Web server (network connection)**  
Open the embedded Web server, click the **Settings** tab, and then click **Paper Handling** in the left pane.
- **Control panel**  
Press MENU and use the options on the PRINTER menu.

## Configuring copy options

This section contains information about the following topic.

- [Allowing and restricting color copying](#)

### Allowing and restricting color copying

You can allow or restrict the ability to copy in color. Restricting color copying conserves ink in the color ink cartridges.

#### To allow or restrict color copying

- **Embedded Web server (network connection)**  
Open the embedded Web server, click the **Settings** tab, and then click **Color Usage** in the left pane.
- **Control panel**  
Press MENU, open the ADMIN menu, and use the **Color copying** option.

## Configuring scan options

This section contains information about the following topics.

- [Configuring the network settings for scanning](#)
- [Customizing the scan feature in the HP photo and imaging software \(direct connection\)](#)

### Configuring the network settings for scanning

The ability to send scans to a folder on a network requires the following conditions:

- HP Jetdirect print server installed and configured for TCP/IP (See [HP Jetdirect print server capabilities](#) for more information)
- Windows Internet Naming Service (WINS) server address and subnet mask configured (if the HP Jetdirect print server is configured to use DHCP, these might be automatically supplied by the DHCP server)
- Domain Naming System (DNS) server configured
- An all-in-one keyboard for typing network pathnames and login information (See [Ordering HP accessories and supplies](#)).

If a WINS server is not configured, the all-in-one can connect only to the computers that are on the same subnet. However, if a computer outside the subnet has a known IP address, the IP address can be used instead of the computer name.

#### To configure the WINS server, subnet mask, and DNS server

- **Embedded Web server (network connection)**  
Open the embedded Web server, click the **Settings** tab, click **Digital Send** in the left pane, and then supply information on the **SMTP Server** tab.

## Customizing the scan feature in the HP photo and imaging software (direct connection)

To use the scan feature in the HP photo and imaging software, you must first customize the options for scanning. Open the HP photo and imaging software and use the onscreen Help for more information about selecting the word-processing program that you want to use for OCR and other scan options.

## Configuring photo (memory card) options

This section contains information about the following topic.

- [Allowing and restricting the photo \(memory card\) feature](#)

### Allowing and restricting the photo (memory card) feature

You can configure the all-in-one so that users are unable to use the PHOTO mode.

After the all-in-one software has been installed and the all-in-one has been connected directly to a computer, the memory card reader appears as a drive. On Windows computers, if you restrict the photo feature from the control panel or embedded Web server, the memory card reader continues to show as a drive. To remove the memory card reader as a drive, you must additionally restrict it by using the Device Manager.

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#### Note

For Windows computers, the **Typical** installation is required in order for the photo feature to function. See [Software components for Windows computers](#) for more information.

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### To allow or restrict the feature

- **Embedded Web server (network connection)**  
Open the embedded Web server, click the **Settings** tab, and then click **Memory Cards**. Turn off the all-in-one off, and then turn it on again.
- **Control panel**  
Press MENU, open the ADMIN menu, and use the Photo mode option. Turn off the all-in-one off, and then turn it on again.

### To remove the memory card reader from the list of drives (Windows computers direct connection)

- 1 On the computer, open the Device Manager. (The method and location varies according to the operating system.)
- 2 Open the folder for disk drives.
- 3 Right-click the drive for the memory card reader (labeled **All-in-one storage device**, or **Printer card reader**, or something similar).
- 4 Click **Disable** or **Enable**.
- 5 Click **Yes** to confirm the action.

## Configuring e-mail options (network connection)

The ability to scan originals and attach them to e-mail messages in a network connection requires the following conditions:

- HP Jetdirect print server installed and configured for TCP/IP (See [HP Jetdirect print server capabilities](#) for more information)
- SMTP server present on the network and configured
- To use a company e-mail address book, an LDAP server present on the network and configured

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### Note

An all-in-one keyboard for typing e-mail addresses and other information (See [Ordering HP accessories and supplies](#)).

for ordering information.)

This section contains information about the following topics.

- [Configuring the defaults for e-mail message format \(network connection\)](#)
- [Configuring automatic blind copy \(BCC\)](#)
- [Configuring SMTP](#)
- [Configuring LDAP](#)

## Configuring the defaults for e-mail message format (network connection)

You can configure the following defaults for e-mail messages that are sent from the all-in-one:

- Maximum attachment size
- Default text for the FROM line
- Whether or not a user can change the FROM line
- Default text for the SUBJECT line
- Default file format (PDF or TIFF)
- Default document type

When attachment size is configured, attachments larger than the configured size are split and sent as multiple e-mail messages.

The message body is fixed, and contains the following information:

- Description of how the e-mail message was generated
- Link to the all-in-one IP address
- Properties of the attached file (name, date and time scanned, and scan settings)
- E-mail job number (which is the same for all e-mail messages that are part of a multiple-part transmission)
- Link to download Adobe® Acrobat® Reader, if the PDF file format has been used

### To configure defaults for e-mail message format

- **Embedded Web server (network connection)**  
Open the embedded Web server, click the **Settings** tab, click **Digital Send**, and then click the **SMTP Server** tab.



## Configuring automatic blind copy (BCC)

Use this procedure to configure the all-in-one to send an automatic blind copy of every e-mail message to the e-mail address of your choice.

### To configure automatic blind copy

- **Embedded Web server (network connection)**  
Open the embedded Web server, click the **Settings** tab, and click **Digital Send** in the left pane, and then click the **SMTP Server** tab. Type the e-mail address that is to receive the blind copies.
- **Control panel**  
Press MENU, open the E-MAIL SETUP menu, and use the Auto BCC option.

## Configuring SMTP

Use this procedure to configure the SMTP server name and port number, authentication logon account name and password, and e-mail attachment size.

Note the following points about security:

- The all-in-one does not support secure (encrypted) SMTP sessions.
- The all-in-one supports only the plain text and login authentication schemes.

### To configure SMTP

- **Embedded Web server (network connection)**  
Open the embedded Web server, click the **Settings** tab, and click **Digital Send** in the left pane, and then provide the necessary information on the **SMTP Server** tab.
- **Control panel**  
Press MENU, open the E-MAIL SETUP menu, and use the Configure SMTP option.

## Configuring LDAP

The Lightweight Directory Address Protocol (LDAP) functionality gives you the ability to use a company address book for sending e-mail messages from the all-in-one, if a company address book is available. Up to 99 e-mail addresses can be configured.

Note the following points about security:

- The all-in-one does not support secure (encrypted) LDAP sessions.
- The all-in-one supports only the plain text authentication scheme.
- The all-in-one does not support server referrals (Distributed File System, or DFS).

### To configure LDAP

- **Embedded Web server (network connection)**  
Open the embedded Web server, click the **Settings** tab, and click **Digital Send** in the left pane, and then click the **LDAP Server** tab.

## Configuring fax options

After completing the steps in the getting started guide that came with the all-in-one, use the following steps in this section to change the initial settings or to configure other options for faxing.

This section contains information about the following topics.

- [Setting the automatic printing of fax reports](#)
- [Allowing and restricting color faxing](#)
- [Setting silent detection on older-model fax machines](#)
- [Setting the dial type](#)
- [Setting the redial options](#)

### Setting the automatic printing of fax reports

You can set the all-in-one so that it automatically prints a report of the last fax that was sent or received. The fax report includes the following information:

- Transmission date and time
- Type (whether received or sent)
- Fax number
- Duration
- Number of pages
- Result (status) of transmission

#### To set the automatic printing of fax reports

- **Embedded Web server (network connection)**  
Open the embedded Web server, click the **Settings** tab, click **Fax** in the left pane, click **Advanced**. Select the option to set up the automatic reports.
- **Control panel**  
Press MENU, open the ADV FAX SETUP menu, and use the Auto reports option.

### Allowing and restricting color faxing

You can allow and restrict the ability to fax in color. Restricting color faxing conserves ink in the color ink cartridges.

#### To allow or restrict color faxing

- **Embedded Web server (network connection)**  
Open the embedded Web server, click the **Settings** tab, and click **Color Usage** in the left pane.
- **Control panel**  
Press MENU, open the ADMIN menu, and use the Color faxing option.

## Setting the fax error-correction mode

Normally, the all-in-one monitors the signals on the phone line while it is sending or receiving a fax. If the all-in-one detects an error signal during the transmission and the error-correction setting is on, the all-in-one can request that a portion of the fax be resent.

Turn off error correction only if you are having trouble sending or receiving a fax, and you want to accept the errors in the transmission. Turning off the setting might be useful when you are trying to send a fax to another country/region or receive a fax from another country/region, or if you are using a satellite phone connection.

### To set the fax error-correction mode

- **Embedded Web server (network connection)**  
Open the embedded Web server, click the **Settings** tab, click **Fax** in the left pane, click the **Advanced** tab.
- **Control panel**  
Press MENU, open the ADV FAX SETUP menu, and use the Error correction mode option.

## Setting silent detection on older-model fax machines

This setting controls whether or not you can receive faxes from older-model fax machines that do not emit a fax signal during fax transmissions. At the time of this publication, these silent-model fax machines represented very few of the fax machines in use.

Turn on the silent detect option only if you regularly receive faxes from someone who uses an older-model fax machine.

### To set silent detection

- **Embedded Web server (network connection)**  
Open the embedded Web server, click the **Settings** tab, click **Fax** in the left pane, click the **Advanced** tab.
- **Control panel**  
Press MENU, open the ADV FAX SETUP menu, and use the Silent detect option.

## Setting the dial type

Use this procedure to set the all-in-one to tone-dialing or pulse-dialing mode. The factory-set default is TONE. Do not change the setting unless you know that your phone line cannot use tone dialing.

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### Note

The pulse-dialing option is not available in all countries/regions.

### To set the dial type

- **Embedded Web server (network connection)**  
Open the embedded Web server, click the **Settings** tab, click **Fax** in the left pane, click the **Basic** tab.
- **Control panel**  
Press MENU, open the FAX SETUP menu, and use the Dial type option.

## Setting the redial options

If the all-in-one was unable to send a fax because the receiving fax machine did not answer or was busy, the all-in-one attempts to redial based on the settings for the busy-redial and no-answer-redial options. Use the following procedure to turn the options on or off.

- **Busy redial**  
If this option is turned on, the all-in-one redials automatically if it receives a busy signal. The factory-set default for this option is **ON**.
- **No answer redial**  
If this option is turned on, the all-in-one redials automatically if the receiving fax machine does not answer. The factory-set default for this option is **OFF**.

### To set the redial options

- **Embedded Web server (network connection)**  
Open the embedded Web server, click the **Settings** tab, click **Fax** in the left pane, click the **Advanced** tab.
- **Control panel**  
Press **MENU**, open the **ADV FAX SETUP** menu, and use the **No-answer redial** option.

## Setting up faxing for the all-in-one

This section contains information about the following topics. These are procedures that usually need to be performed only once.

- [Connecting the all-in-one to a phone line](#)
- [Connecting an additional telephone device](#)
- [Configuring the time, date, and fax header](#)
- [Setting the answer mode \(autoanswer\)](#)
- [Setting the answering ring pattern \(if needed\)](#)

### Connecting the all-in-one to a phone line

To use the fax features of the all-in-one, first connect the all-in-one to the phone line. Use the following steps to connect the all-in-one to a single phone jack that controls one telephone line, even if you have two telephone numbers on that line and use a ring-pattern service (such as distinctive ring).

If you want to connect an additional telephone device to the phone line (such as a modem or extra phone), see [Connecting an additional telephone device](#).

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#### CAUTION


The fax feature of the all-in-one (which is analog) is incompatible with DSL (digital subscriber line). Damage to equipment can result if you connect the all-in-one directly to a DSL line. However, you can use DSL if you obtain an appropriate filter from your DSL service provider. This filter removes the digital signal that would block the all-in-one from communicating correctly with the phone line. Plug the line for the DSL filter into the phone jack. Then, using the phone line that came with the all-in-one, connect one end to the open port on the DSL filter and the other end to the **☎** (line-in) port on the all-in-one.

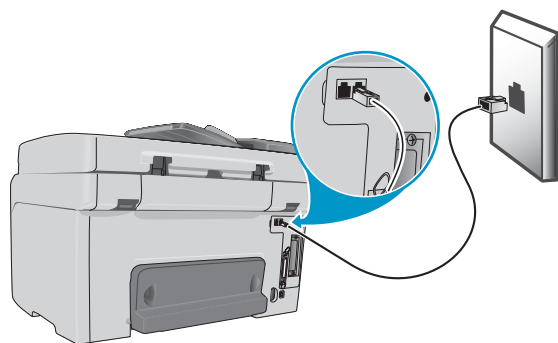
---

## To connect the all-in-one to a phone line

### WARNING!

You must use the phone cord that came with the all-in-one in order for the all-in-one to function correctly. The phone cord meets the need to use only No. 26 AWG or larger telecommunication line cord in order to reduce the risk of fire.

- 1 If a phone cord is plugged into the phone jack, unplug the cord and set it aside.
- 2 On the back of the all-in-one, plug one end of the phone cord that came with the all-in-one into the  (line-in) port.
- 3 Plug the other end of the phone cord into the phone jack on the wall.



## Connecting an additional telephone device

### Telephone devices that can be connected

Depending on the setup of your phone lines, you can connect any one of the following additional telephone devices to the phone line along with the all-in-one.

### Note


For optimal performance, HP recommends that you connect only one additional telephone device to the all-in-one.

- **Modem**

You can connect a computer modem (external or internal) to the fax line if you want to use the fax line for e-mail or for access to the Internet. However, you cannot send or receive faxes while using the line for these purposes.

The all-in-one cannot replace a computer modem. It cannot act as a data modem for sending and receiving e-mail, connecting to the Internet, or communicating with other computers.
- **Extra phone**

You can connect an extra phone to the fax line if you want to make outgoing calls on the fax line.
- **Answering machine**
- **Caller ID box**




If you want to use a caller ID box, place it between the phone jack and the all-in-one. Plug the line for the caller ID box into the phone jack. Then use the phone line that came with the all-in-one to connect the caller ID box to the  (line-in) port on the all-in-one.

You should *not* connect the following device to the all-in-one:

- **Computer voicemail**

If you use computer voicemail, you must connect a modem (external or internal) to your dedicated voice line. Then, use the dedicated voice line to connect to the Internet and receive voicemail.

## To connect an additional telephone device to the all-in-one

- 1 Unplug the power cord for the device that you want to connect.
- 2 Make sure that the  (line-in) port for the all-in-one is connected to a phone jack. See [Connecting the all-in-one to a phone line](#) for more information.
- 3 On the back of the all-in-one, remove the plastic insert from the  (phone) port.
- 4 Plug one end of a phone cord into the  (phone) port.

---

**WARNING!**

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To reduce the risk of fire, use only No. 26 AWG or larger telecommunication line cord.

- 5 Plug the other end of the phone cord into the “line” port of the telephone device.

---

**Note**

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Some modems have a second “line” port to connect to a dedicated voice line. If you are connecting a modem that has two “line” ports, see your modem documentation to make sure that you connect to the correct “line” port.

- 6 Plug the telephone device into its power source.

## Configuring the time, date, and fax header

Before you can begin using the fax features of the all-in-one, you must configure the time, date, and fax header. When a fax is transmitted, the current date and time are printed along with the fax header. The date and time format is based upon the language and country/region setting.

In the U.S. and many other countries/regions, setting the time, date, and other fax header information is a legal requirement.

See [Typing numbers and text on the control-panel keypad](#) for information about using the keypad.

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**Note**

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The maximum number of characters allowed in the fax number is 50. The maximum number of characters allowed in the fax name is 40.

## To set or change the date, time, and fax header

- **Embedded Web server (network connection)**  
To configure the fax header, open the embedded Web server, click the **Settings** tab, click **Fax** in the left pane, and then click the **Basic** tab.

To set the date and time, open the embedded Web server, click the **Settings** tab, click **Time Services** in the left pane.

- **Control panel**  
For date and time, press MENU, open the MAINTENANCE menu, and use the Set date & time option. For fax header, press MENU, open the FAX SETUP menu, use the Fax header option.

- **Fax Setup Wizard (Windows direct connection)**  
The all-in-one software that is installed for Windows direct connection includes a Fax Setup Wizard for configuring the fax header (as well as other aspects of fax setup). To start the Fax Setup Wizard, open the HP Director, click **Settings**, click **Fax Settings and Setup**, and then click **Fax Setup Wizard**.
- **Setup Assistant (Mac OS X 10.1.x and 10.2.x direct connection)**  
The all-in-one software that is installed for the Mac OS X (10.1.x and 10.2.x) direct connection includes a Setup Assistant for configuring the date, time, and fax header. In the HP Director under the Dock, click **Settings**, click **Fax Send Settings**, and then click **General** from the drop-down list.
- **Setup Assistant (Mac 9.2.x direct connection)**  
The all-in-one software that is installed for the Mac 9.2.x direct connection includes a Setup Assistant for configuring the fax header. In the HP Director on the desktop, click **Settings**, click **Fax Send Settings**, and then click **General** from the drop-down list.

## Setting the answer mode (autoanswer)

Depending on your situation, you can set the all-in-one answer mode to automatic or manual.

- **Automatic answer mode (autoanswer on)**  
This is the default. The all-in-one answers incoming calls after a certain number of rings or upon recognition of special fax tones.
- **Manual answer mode (autoanswer off)**  
The all-in-one never answers calls. You must start the receiving process yourself.

### To set the answer mode to manual or automatic

- **Control panel**  
Press MENU, open the FAX SETUP menu, and use the Autoanswer option.

## Setting the answering ring pattern (if needed)

Ring patterns or distinctive ring service is available through some local phone companies and allows you to have more than one phone number on a single line. Each phone number has a unique ring pattern, allowing you to answer voice calls and the all-in-one to answer fax calls.

If you subscribe to ring pattern service with your phone company, you must set the all-in-one to answer the correct ring pattern.

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### Note

If you do not have ring pattern service and you change the ring pattern setting to something other than All rings, the all-in-one might not be able to receive faxes.

The all-in-one offers the following ring patterns:

- All rings
- Single ring
- Double rings
- Triple rings
- Double and triple rings

## To set the answer ring pattern

- **Embedded Web server (network connection)**  
Open the embedded Web server, click the **Settings** tab, click **Fax** in the left pane, click the **Advanced** tab.
- **Control panel**  
Press MENU, open the ADV FAX SETUP menu, and use the Ans. ring pattern option. To determine whether the answer ring pattern is working, ask someone you know to send you a fax. Make sure that you provide the correct fax number.

## Installing the all-in-one software and configuring the all-in-one for operating environments

This section contains information about the following topics.

- [Types of connections that are supported](#)
- [Setup that is required for all-in-one functionality](#)
- [All-in-one software components](#)
- [Installing the software for Windows computers](#)
- [Installing the software for Macintosh computers](#)
- [Using the Customization Utility](#)

## Types of connections that are supported

The all-in-one supports either network connection or direct connection for both Windows and Macintosh computers.

### Network connection

If the all-in-one has an HP Jetdirect print server installed, the all-in-one can be shared in a network environment by connecting it directly to the network. This type of connection offers the following advantages:

- Better performance than working through non-network connections
- Ability to share the all-in-one with other computers on the network
- Ability to use a company address book from an LDAP server
- Ability to use the embedded Web server from any computer on the network to configure and manage the all-in-one

See the following topics for more information.

- [HP Jetdirect print server capabilities](#)
- [Embedded Web server \(EWS\) \(network connection\)](#)

The HP Officejet 9120 all-in-one and HP Officejet 9130 all-in-one come with an HP Jetdirect print server installed. You can order a print server for the HP Officejet 9110 series all-in one. See [Ordering HP accessories and supplies](#) for more information.



## Direct connection

You can connect the all-in-one directly to your computer with a USB cable or a parallel cable.

When you connect the all-in-one directly, you still have the ability to share the all-in-one with other computers:

- **Windows computers**

You can use a simple form of networking, known as locally shared networking, if you used a parallel cable or USB cable to connect the all-in-one to the computer. Using this method, you can share the all-in-one with other Windows computers. See [To share the all-in-one on a peer-to-peer network](#) for more information.

- **Macintosh computers**

You can also use locally shared networking if you connected the all-in-one to a Macintosh computer with a USB cable. Using this method, you can share the all-in-one with other Macintosh computers. See [Direct connection](#) for more information.

## Setup that is required for all-in-one functionality

For each type of connection, the following table shows how the all-in-one must be set up to perform different functions. The table assumes that the following tasks have already been completed:

- The all-in-one has been unpacked.
- Accessories have been installed.
- Power has been connected.
- The control-panel language has been set (if needed).
- Ink cartridges and printheads have been installed.
- Media has been loaded in the trays.

**In order to use this feature . . .**

**. . . you must complete these setup steps.**

|  | <b>Network connection<br/>(connected to a network through a network connection or other computer)</b>   | <b>Direct connection<br/>(connected directly to a computer with a USB or parallel cable)</b>   | <b>No connection<br/>(not connected to a computer through a network or a direct connection)</b>   |
|--|---|--|---|
| Copy                                   | No further steps are needed.  | No further steps are needed.   | No further steps are needed.  |
| Print                                  | <ol style="list-style-type: none"> <li>1 Connect the all-in-one to the network.</li> <li>2 Install the software for network connection.</li> </ol>  | <ol style="list-style-type: none"> <li>1 Install the all-in-one software for direct connection, which includes connecting the all-in-one to the computer.</li> </ol>   | Not applicable.   |
| Fax                                    | <ol style="list-style-type: none"> <li>1 Connect the all-in-one to a phone line.</li> <li>2 Connect an additional telephone device (optional). See <a href="#">Connecting an additional telephone device</a> for more information.</li> <li>3 Configure the fax settings (fax header, answer mode, and ring patterns).</li> </ol> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• Faxing does not require the network. The fax goes directly from the all-in-one to the phone line.</li> <li>• Faxing does not require the all-in-one software for direct connection.</li> </ul> | <ol style="list-style-type: none"> <li>1 Connect the all-in-one to a phone line.</li> <li>2 Connect an additional telephone device (optional). See <a href="#">Connecting an additional telephone device</a> for more information.</li> <li>3 Install the software for direct connection, which includes connecting the all-in-one to the computer.</li> <li>4 Complete the steps during software installation for the Fax Setup Wizard (Windows) or Setup Assistant (Macintosh) to configure fax settings.</li> </ol> | <ol style="list-style-type: none"> <li>1 Connect the all-in-one to a phone line.</li> <li>2 Connect an additional telephone device (optional). See <a href="#">Connecting an additional telephone device</a> for more information.</li> <li>3 Configure the fax settings (fax header, answer mode, and ring patterns).</li> </ol> |
| Send a scan to a program on a computer | Not applicable.   | <ol style="list-style-type: none"> <li>1 Install the software for direct connection, which includes connecting the all-in-one to the computer.</li> <li>2 Configure the scan feature in the HP photo and imaging software in order to perform scanning tasks. See the onscreen Help for more information.</li> </ol>   | Not applicable.   |
| Send a scan as an e-mail attachment    | <ol style="list-style-type: none"> <li>1 Connect the all-in-one to the network.</li> <li>2 Set or change the IP address for the all-in-one in the embedded Web server, if necessary.</li> <li>3 Configure the SMTP server in the embedded Web server.</li> <li>4 Configure the LDAP server in the embedded Web server, if you have an LDAP server.</li> </ol> <p><b>Note:</b><br/>Sending a scan as an e-mail attachment does not require the all-in-one software for direct connection.</p>  | <ol style="list-style-type: none"> <li>1 Install the software for direct connection, which includes connecting the all-in-one to the computer.</li> <li>2 Configure the scan feature in the HP photo and imaging software in order to perform scanning tasks. See the onscreen Help for more information.</li> </ol>   | Not applicable.   |

**In order to use this feature . . .**

**. . . you must complete these setup steps.**

|                                      | <b>Network connection<br/>(connected to a network through a network connection or other computer)</b>  | <b>Direct connection<br/>(connected directly to a computer with a USB or parallel cable)</b>   | <b>No connection<br/>(not connected to a computer through a network or a direct connection)</b> |
|--------------------------------------|--|--|---|
| Send a scan to a network folder      | <ol style="list-style-type: none"> <li><b>1</b> Connect the all-in-one to the network.</li> <li><b>2</b> Set or change the IP address for the all-in-one in the embedded Web server, if necessary.</li> <li><b>3</b> Configure the network folder settings in the embedded Web server.</li> </ol> <p><b>Note:</b><br/>Sending a scan to a network folder does not require the all-in-one software for direct connection.</p> | Not applicable.  | Not applicable.   |
| Send a photo as an e-mail attachment | <ol style="list-style-type: none"> <li><b>1</b> Connect the all-in-one to the network.</li> <li><b>2</b> Install the software for network connection.</li> <li><b>3</b> Set the IP address for the all-in-one in the embedded Web server, if necessary.</li> </ol>   | <ol style="list-style-type: none"> <li><b>1</b> Install the software for direct connection, which includes connecting the all-in-one to the computer.</li> </ol> | Not applicable.   |
| Scan from a TWAIN-compliant program  | <ol style="list-style-type: none"> <li><b>1</b> Connect the all-in-one to the network.</li> <li><b>2</b> Install the software for network connection.</li> </ol>   | <ol style="list-style-type: none"> <li><b>1</b> Install the software for direct connection, which includes connecting the all-in-one to the computer.</li> </ol> | Not applicable.   |

## All-in-one software components

The all-in-one software is provided on the Starter CDs that came with the all-in-one. The components that are installed depend on the following choices:

- Type of connection (network or direct)
- Operating system (Windows or Mac OS)
- For Windows computers that are directly connected, whether **Typical** installation or **Lite** installation is chosen during the installation process

**Typical** installs all of the components that are needed for full functionality. **Lite** installs a subset of the components. See the table under [Software components for Windows computers](#) for more information. You might choose **Lite**, for example, if your computer system does not meet the minimum requirements listed under [Specifications](#), if you need to conserve space, or if computer response time (speed) might be an issue.

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### Note

To ensure a smooth installation, make sure to install the all-in-one software from a local CD-ROM drive.

This section contains information about the following topics.

- [Software components for Windows computers](#)
- [Software components for Macintosh computers](#)
- [Optional software](#)
- [Other resources](#)

## Software components for Windows computers

The following table lists the software components that are installed for Windows computers.

| Component                        | Description  | Network connection | Direct connection |      |
|----------------------------------|--|--------------------|-------------------|------|
|                                  |  |                    | Typical           | Lite |
| Printer drivers                  | Printer drivers provide access to the all-in-one printing features and give the computer the ability to communicate with the all-in-one when printing. See <a href="#">Printer drivers for Windows computers</a> for a list of the printer drivers that are supported for the all-in-one.  | ✓                  | ✓                 | ✓    |
| Print-to-fax driver              | The print-to-fax driver gives a computer the ability to send digital documents as faxes.   |                    | ✓                 |      |
| TWAIN scan driver                | The TWAIN scan driver gives a computer the ability to retrieve scan results from a device.   | ✓                  | ✓                 | ✓    |
| HP Photo & Imaging software      | This software provides a common interface for HP devices, such as all-in-ones, scanners, photo printers, and digital cameras. The software gives these devices the ability to work together, and can be used to scan originals, to send images by e-mail or fax, and to view, edit, and print images. The software includes onscreen Help. |                    | ✓                 |      |
| Mass Storage Device Class (MSDC) | This software gives a computer the ability to read and write to memory cards.  |                    | ✓                 | ✓    |
| Toolbox                          | The Toolbox provides status and maintenance information about the all-in-one. See <a href="#">Toolbox (direct connection)</a> for more information.  | ✓                  | ✓                 | ✓    |
| Screen fonts                     | Screen fonts (also called “printer matching fonts”) are fonts used by the computer that correspond to the fonts in the printer. PS screen fonts are also included.   | ✓                  | ✓                 | ✓    |

### Printer drivers for Windows computers

Printer drivers provide access to the printing features of the all-in-one and allow the computer to communicate with the all-in-one. The printer drivers listed in the following table are included with the all-in-one.

Features vary among printer drivers and operating systems. See the onscreen Help in your printer driver for details. See [Printing by using PostScript emulation](#) if you are using the emulated PostScript printer driver on Windows 98 or Windows Me.

| Operating system       | PCL 5c, PCL 6, and PostScript (PS) level 3 emulation  |
|------------------------|---|
| Windows 98, Windows Me | ✓   |
| Windows NT 4.0         | ✓<br>(available on Starter CD 2)  |
| Windows 2000           | ✓   |
| Windows XP 32-bit      | ✓   |
| Windows XP 64-bit      | ✓<br>(available only at <a href="http://www.hp.com/support/officejet9100">http://www.hp.com/support/officejet9100</a> ) |
| Windows Server 2003    | ✓   |

## Software components for Macintosh computers

The following table lists the software components that are installed for Macintosh computers.

| Component   | Description   | Network connection | Direct connection |
|---|---|--------------------|-------------------|
| PostScript Printer Description files (PPDs) and Printing Dialog Extensions (PDEs) | <p>PPDs, in combination with the Apple LaserWriter 8 printer driver, provide access to the all-in-one features and give the computer the ability to communicate with the all-in-one. PPDs are available for the Mac OS 9, Mac OS 10.1.x, and Jaguar.</p> <p>PDEs are code plug-ins that provide access to printer features, such as number of copies, print on both sides, and quality settings. PDEs are available only for the Mac OS X (10.1 and later).</p> <p>Use the Apple LaserWriter 8 printer driver that comes with the computer (for Mac OS 9 only). See <a href="#">Software components for Macintosh computers</a> for more information.</p>   | ✓                  | ✓                 |
| Print-to-fax driver   | The print-to-fax driver gives a computer the ability to send digital documents as faxes.  |                    | ✓                 |
| TWAIN scan driver   | The TWAIN scan driver gives a computer the ability to retrieve scan results from a device.  | ✓                  | ✓                 |
| HP Image Zone software  | This software provides a common interface for HP devices, such as all-in-ones, scanners, photo printers, and digital cameras. The software gives these devices the ability to work together, and can be used to scan originals, send images by e-mail or fax, and to view, edit, and print images. The software includes onscreen Help.   |                    | ✓                 |
| PhotoSave   | This software gives a computer the ability to read memory cards.  |                    | ✓                 |
| HP LaserJet Utility   | <p>The HP LaserJet Utility provides control over features that are not otherwise available. Use the illustrated screens in the HP LaserJet Utility to select the all-in-one features and complete tasks with the all-in-one, such as the following:</p> <ul style="list-style-type: none"> <li>• Download files, view fonts, and change many of the all-in-one settings</li> <li>• Check the ink cartridge levels</li> <li>• Configure and set the all-in-one for IP or AppleTalk printing</li> </ul> <p>The HP LaserJet Utility is available only for the Mac OS 9.2.x and Mac OS X Classic.</p> <p>The HP LaserJet Utility is available only when printing is installed using the Network Printing Utility.</p> | ✓                  |                   |

## Optional software

The Starter CDs include the following optional software components.

- **ReadIris**  
This software is required in order to use optical character recognition for files that are scanned with the all-in-one.
- **Adobe Acrobat Reader**  
This software is required in order to open the PDF file of the onscreen user's guide that is included on Starter CD 1.
- **Customization Utility (Windows computers only)**  
This utility gives you the ability to select installation options and create a custom installer that can be started silently from a batch file.

## Other resources

- Installation software for UNIX<sup>®</sup> (HP-UX, Sun Solaris) networks is available for download at <http://www.hp.com>.
- For information about using Linux with HP printers and all-in-ones, see <http://www.linuxprinting.org>.
- For information about using the IBM PostScript 3 emulation printer driver for IBM OS/2, see <http://www.software.ibm.com/2bcprod.nsf>.

## Installing the software for Windows computers

This section contains information about the following topics.

- [Network connection](#)
- [Direct connection](#)

If you are connecting the all-in-one to a computer running Windows XP 64-bit, download the printer driver from <http://www.hp.com/support/officejet9100> and install it by using **Add Printer** from the **Printers** or **Printers and Faxes** folder.

Windows NT 4.0 printer drivers provide print functionality only. They are available on Starter CD 2. Use the **Add Printer** feature in Windows to install a Windows NT 4.0 printer driver.

### Network connection

#### *To install the software on a Windows server*

Use the following steps to install the all-in-one software on the Windows computer that is acting as the server.

- 1 If you intend to use the fax feature of the all-in-one, connect the all-in one to a phone line. See [Connecting the all-in-one to a phone line](#) for more information.
- 2 Connect the all-in-one to the network.
- 3 Close any programs that are open.
- 4 Insert Starter CD 1 into the CD-ROM drive. The CD Browser starts automatically.  
  
If the CD Browser does not start automatically, click **Start**, and then click **Run**. Browse to the CD-ROM drive for the computer, click **Setup.exe**, and then click **Open**. In the **Run** dialog box, click **OK**.
- 5 Click **Install Software** and follow the instructions on the screen.

- 6 When prompted for the connection type, click **Connected via the network option**, and then click **Next**.
- 7 For a Windows server: When prompted, select the option to share the all-in-one, and then select to install drivers for Windows clients. The installation program installs the driver for the server and copies the client drivers to a location on the server for users (clients).
- 8 Follow the instructions on the screen to complete the installation.
- 9 On the welcome screen for the CD Browser, click **Optional Software** to install any optional software that you want. See [Optional software](#) for more information.
- 10 If prompted, restart the computer.
- 11 Configure the fax settings for time, date, fax header, answer mode, and answering ring pattern. See the following sections for more information.
  - [Configuring the time, date, and fax header](#)
  - [Setting the answer mode \(autoanswer\)](#)
  - [Setting the answering ring pattern \(if needed\)](#)
- 12 For a Windows server: To share the all-in-one with Windows client computers, follow the steps under [To install the printing software on a Windows client](#).

### ***To install the printing software on a Windows client***

After the drivers have been installed on the computer that is acting as the server, the printing functionality can be shared. Individual Windows users who want to use the network all-in-one must install the software on their computers (clients). A client computer can connect to the all-in-one in the following ways:

- In the **Printers** folder, double-click the **Add Printer** icon and follow the instructions for a network installation.
- On the network, browse to the all-in-one and drag it to your **Printers** folder.
- Add the all-in-one and install the software from the INF file on your network.

On Starter CD 1, the INF files are stored in folders that use the following format:  
 <CD>:\Setup\Drivers\<driver>\<operating system>\<language>.

For example, if your CD drive letter is D, then D:\Setup\Drivers\PCL6\Win2k\_XP\English would contain the English PCL 6 INF file for Windows 2000 and Windows XP.

### ***To install the printer driver using Add Printer***

- 1 From the Windows desktop, do one of the following:
  - Windows 98, Windows Me, Windows NT 4.0, and Windows 2000:  
Click **Start**, point to **Settings**, and then click **Printers**.
  - Windows XP:  
Click **Start**, and then click **Printers and Faxes**.  
Or, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.
- 2 Double-click **Add Printer**, and then click **Next**.
- 3 Do one of the following:
  - Windows 98, Windows Me, Windows 2000, and Windows XP:  
Select **Network Printer**.
  - Windows NT 4.0:  
Select **Network Printer Server**.
- 4 Click **Next**.
- 5 Do one of the following:



- Type in the network path or queue name of the shared printer and click **Next**. Click **Have Disk** when prompted to select the printer model.
  - Click **Next**, and then locate the printer in the **Shared printers** list.
- 6 Click **Next**, and then follow the instructions on the screen to complete the installation.

## Direct connection

You can use a USB cable to connect the all-in-one to a Windows computer if the computer has a USB port and is running Windows 98, Windows Me, Windows 2000, or Windows XP.

If your computer does not meet these specifications, connect the all-in-one to your computer with a parallel cable.

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### Note

Do not connect a USB cable and a parallel cable to the all-in-one at the same time during installation.

It is strongly recommended that you install the software *before* you connect the all-in-one to the computer. Connect the USB or parallel cable only when the installation program prompts you. This helps to ensure that all of the software components are correctly installed.

In most cases, after you install the all-in-one software and connect a printer to the computer, you can install additional printers with USB cables without reinstalling the all-in-one software.

## *To install the software before the hardware (strongly recommended)*

Follow this setup procedure if you have not yet connected a USB or parallel cable. This is the preferred method.

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### Note

If you are using Windows 2000 or Windows XP, you must have administrator privileges to install a printer driver.

- 1 If you intend to use the fax feature of the all-in-one, connect the all-in-one to a phone line. See [Connecting the all-in-one to a phone line](#) for more information.
- 2 Close any programs that are open.
- 3 Insert Starter CD 1 into the CD-ROM drive. The CD Browser starts automatically.  
If the CD Browser does not start automatically, click **Start**, and then click **Run**. Browse to the CD-ROM drive for the computer, click **Setup.exe**, and then click **Open**. In the **Run** dialog box, click **OK**.
- 4 Click **Install Software** and follow the instructions on the screen.
- 5 When prompted for the connection type, follow these steps:
  - a Click **Connected directly to this computer**, and then click **Next**.
  - b *USB connection:* Click **USB Cable**, and then click **Next**.  
*Parallel connection:* Click **Parallel Cable** and select the parallel port to which the all-in-one is connected (usually LPT1). Then click **Next**.
- 6 When prompted for the installation type, click **Typical Installation (Recommended)**. (Typical installs all of the components that are needed for complete functionality. See [All-in-one software components](#) for more information.)
- 7 When prompted for the connection, connect the USB cable or parallel cable between the ports on the computer and the all-in-one.

The Found New Hardware wizard appears on the screen and an icon for the all-in-one is created in the Printers folder. Follow the instructions on the screen to complete the installation.

- 8 On the welcome screen for the CD Browser, click **Optional Software** to install any optional software that you want. See [Optional software](#) for more information.
- 9 If prompted, restart the computer.
- 10 In order to use the scan feature in the HP photo and imaging software, follow the instructions under [Customizing the scan feature in the HP photo and imaging software \(direct connection\)](#).

### **To install the hardware before the software**

Complete the installation using these instructions if you have already connected a USB cable or parallel cable between the ports on the computer and the all-in-one, and the Found New Hardware wizard appears on the computer screen.

---

**Note**

If you have connected the parallel or USB cable to the all-in-one and turned on the all-in-one, do not turn off the printer or unplug the cable from the all-in-one when the installation program is running. If you do so, the installation program will not finish.

- 1 If you intend to use the fax feature of the all-in-one, connect the all-in-one to a phone line. See [Connecting the all-in-one to a phone line](#) for more information.
- 2 On the screen that provides the option for selecting a method to locate the driver, select the advanced option and click **Next**.

---

**Note**

Do not allow the Found New Hardware wizard to perform an automatic search for the driver.

- 3 Select the check box for specifying the driver location, and ensure that the other check boxes are clear.
- 4 Insert Starter CD 1 into the CD-ROM drive.  
If the CD Browser appears, click **Exit** twice to close the CD Browser.
- 5 Browse to locate the root directory on Starter CD 1 (for example, D), and then click **OK**.
- 6 Click **Next**, and then follow the instructions on the screen.
- 7 Click **Finish** to close the Found New Hardware wizard. The wizard automatically starts the installation program (this might take a short while).
- 8 Complete the installation process in order to install the HP photo and imaging software.
- 9 On the welcome screen for the CD Browser, click **Optional Software** to install any optional software that you want. See [Optional software](#) for more information.
- 10 If prompted, restart the computer.
- 11 In order to use the scan feature in the HP photo and imaging software, follow the instructions under [Customizing the scan feature in the HP photo and imaging software \(direct connection\)](#).

### **To share the all-in-one printing functionality on a locally shared network**

In a locally shared network, the all-in-one is connected directly to the USB or parallel connector of a selected computer (known as the server) and is shared by other computers (clients). Use this configuration only in small groups or when usage is low. The computer that is connected to the all-in-one is slowed down when many users print to the all-in-one.

You can share the all-in-one on a locally shared network when the computer that is connected to the all-in-one is running Windows. (You cannot share the all-in-one with Macintosh computer users.)

## Note

When sharing a directly connected all-in-one, use the computer with the newest operating system as the server. It is recommended that you use Windows 2000 or Windows XP as the server.

- 1 From the Windows desktop, take one of the following actions:
  - *Windows 98, Windows Me, Windows NT 4.0, and Windows 2000:*  
Click **Start**, point to **Settings**, and then click **Printers**.
  - *Windows XP:*  
Click **Start**, and then click **Printers and Faxes**.  
Or, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.
- 2 Right-click the all-in-one icon, click **Properties**, and then click the **Sharing** tab.
- 3 Click the option to share the all-in-one, and give the all-in-one a share name.
- 4 If you are sharing the all-in-one with client computers that use other versions of Windows, you can click **Additional Drivers** to install their drivers as a convenience to them. This optional step requires you to have Starter CD 1 in your CD drive.

## Installing the software for Macintosh computers

The procedure for installing software for network connection and for direct connection is similar.

This section contains information about the following topics.

- [To install the software for network connection or direct connection](#)
- [To install just the printer driver by using the Network Print Setup Utility](#)
- [To share the all-in-one on a peer-to-peer network](#)

### To install the software for network connection or direct connection

- 1 If you intend to use the fax feature of the all-in-one, connect the all-in-one to a phone line. See [Connecting the all-in-one to a phone line](#) for more information.
- 2 Network connection: Connect the all-in-one to the network.
- 3 Insert the Starter CD 2 into the CD-ROM drive. The CD Browser starts automatically.  
If the CD Browser does not start automatically, double-click the CD icon on the desktop, and then double-click the **Installer** icon.
- 4 Click **Install Software** and follow the instructions on the screen for your connection type.
- 5 Direct connection: When prompted, connect the USB cable between the ports on the computer and the all-in-one, and then turn on the all-in-one.
- 6 On the welcome screen for the CD Browser, click **Optional Software** to install any optional software that you want. See [Optional software](#) for more information.
- 7 Network connection: Configure the fax settings for time, date, fax header, answer mode, and answering ring pattern. See the following sections for more information.
  - [Configuring the time, date, and fax header](#)
  - [Setting the answer mode \(autoanswer\)](#)
  - [Setting the answering ring pattern \(if needed\)](#)(The installation process for direct connection includes steps for configuring fax settings.)
- 8 In order to use the scan feature in the HP Image Zone software, follow the instructions under [Customizing the scan feature in the HP photo and imaging software \(direct connection\)](#).

- 9 Make the all-in-one available to other Macintosh computer users.
  - **Network connection**  
Individual Macintosh computers users who want to use the network all-in-one must install the all-in-one software on their computers.
  - **Direct connection**  
Share the all-in-one with the other Macintosh computer users. See [To share the all-in-one on a peer-to-peer network](#) for more information.

## To install just the printer driver by using the Network Print Setup Utility

- 1 Insert Starter CD 2 into the CD-ROM drive.
- 2 Close the CD Browser when it opens.
- 3 In the Network Printing Installer folder, locate the Network Print Setup Utility, and select it to open.

## To share the all-in-one on a peer-to-peer network

The sharing applies only to print and scan functionality.

Basic requirements for sharing in a Macintosh environment include the following items:

- The Macintosh computers must be communicating on the network using TCP/IP, and the Macintosh computers must have IP addresses. (AppleTalk is not supported.)
- The all-in-one that is being shared must be connected to a built-in USB port on the host Macintosh computer.
- Both the host computer and the client computers that are using the shared all-in-one must have printer-sharing software installed and the printer driver or PPD for the all-in-one that is installed. (You can run the Installer program to install the printer sharing software and associated Help files.)
- The client computers should have the appropriate HP printer drivers installed.
- The client computers must be PowerMac computers.
- To use a shared USB PostScript printer, the client computers must have a USB port.

For more information about USB printer sharing, see the support information that is available on the Apple website (<http://www.apple.com>) or the Mac Help on the computer.

Use the following steps to share the all-in-one among Macintosh computers with the same operating system:

- 1 Turn on printer sharing on the computer that is connected to the all-in-one (the host).
  - *Mac OS X (10.1.x and 10.2.x)*: Open **System Preferences**, click **Sharing**, click **Services**, and then select the **Printer Sharing** check box.
  - *Mac S 9.2.x*: Open **Control Panels**, and then click **USB Printer Sharing**.
- 2 To print from the other Macintosh computers (the clients) on the network, preselect the printer in USB Printer Sharing (Mac OS 9.2.x) or Sharing (Mac OS X, 10.1.x and 10.2.x). Then, choose the neighborhood where the printer is shared and select the printer.

Use the following steps to share with Mac OS 9.2.x computers when the host computer is running the Mac OS X (10.1.x and 10.2.x).

---

### Note

USB printers can only be shared between the Mac OS 9.2.x and the Mac OS X through the Classic environment in the Mac OS X (10.1.x and 10.2.x).

- 1 On the Mac OS X (10.1.x and 10.2.x) host computer, open **System Preferences**, make sure that printer sharing is off, and then quit **System Preferences**.

- 2 Locate the Mac OS 9 System Folder, open **Control Panel**, and then open **USB Printer Sharing**. (If the Classic environment is not already running, it starts.)
- 3 Click the **Start/Stop** tab, and then click **Start**.
- 4 When “USB Printer Sharing On” appears, click the **My Printers** tab.
- 5 Select the check box next to the device that you want to share.
- 6 Close the control panel.

## Using the Customization Utility

The Customization Utility gives you the ability to select installation options and create a custom installer that can be started silently from a batch file. You can find the Customization Utility on Starter CD 1. See the readme file on Starter CD 1 for more information.

## Uninstalling the all-in-one software

This section contains information about the following topics.

- [Uninstalling the software for Windows computers](#)
- [Uninstalling the software for Macintosh computers \(all versions\)](#)

### Uninstalling the software for Windows computers

If you are using Windows 2000 or Windows XP, you must have administrator privileges to uninstall the all-in-one software.

If the software was not successfully installed or the uninstaller could not be found, run the scrubber utility.

#### To uninstall the software

- 1 Close any programs that are open.
- 2 From the **Start** menu, open the Control Panel.
- 3 Double-click **Add/Remove Programs**.
- 4 Select the all-in-one software that you want to remove, click the button for removing the software, and then follow the instructions on the screen to complete the removal. Follow this step for each component that you want to remove.

The following components are associated with the all-in-one. These components might be shared with other HP devices such as digital cameras and scanners. Do not uninstall the components if they are used by other such devices.

- HP Officejet 9100 series
  - Memories Disc Creator
  - HP Photo & Imaging 3.0
  - HP Software Update
- 5 Restart the computer.

## To run the scrubber utility

### Note

The scrubber utility is not available for Windows NT 4.0 computers.

- 1 Disconnect the all-in-one from the computer.
- 2 On the computer, restart Windows.
- 3 Insert the Starter CD 1 in the CD-ROM drive.
- 4 Locate the scrubber utility on Starter CD 1 and run the utility.
  - *Windows 98 and Windows Me:*  
Use the Scrub9x.exe file that is located in the Utils\Scrubber\Win9x\_Me folder.
  - *Windows 2000 and Windows XP:*  
Use the Scrub2k.exe file that is located in the Utils\Scrubber\Win2k\_XP folder.

## Uninstalling the software for Macintosh computers (all versions)

The uninstaller removes all of the HP software components that are specific to the all-in-one. It does not remove components that are shared by other HP products or programs. The uninstaller prompts you about whether you also want to remove any third-party software that is associated with all-in-one operation.

### To uninstall the software

- 1 Double-click the **Uninstall** icon in the all-in-one folder.
- 2 Follow the instructions on the screen to remove the software.

# 10 Maintaining and troubleshooting

This section contains the following information for maintaining the all-in-one:

- [Gaining access to the supplies area](#)
- [Maintaining the printheads](#)
- [Replacing the ink cartridges](#)
- [Replacing the printheads](#)
- [Calibrating the color](#)
- [Calibrating the linefeed](#)
- [Cleaning the all-in-one](#)

This section also contains the following information for troubleshooting the all-in-one:

- [Troubleshooting tips and resources](#)
- [Solving all-in-one problems](#)
- [Solving copy problems](#)
- [Solving problems with sending scans](#)
- [Solving print problems](#)
- [Solving scan problems](#)
- [Solving fax problems](#)
- [Solving photo \(memory card\) problems](#)
- [Solving color problems](#)
- [Solving media-handling problems](#)
- [Clearing jams](#)

## Gaining access to the supplies area

The ink cartridges and printheads are located under the print-carriage access door.

### To gain access to the supplies area

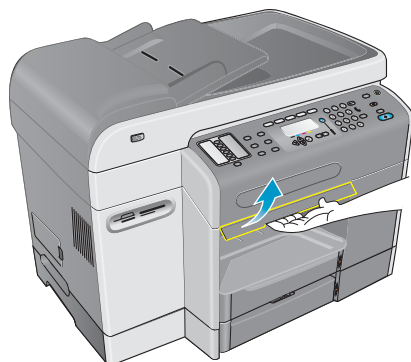
- 1 Open the print-carriage access door by lifting the door handle up, as shown in the following figure.

---

**CAUTION**

Do not use the keyboard tray to lift the print-carriage access door. Doing so might damage the tray.

---



- 2 Lift the print-carriage access door until it locks into place.
- 3 To close the door, lift the door up slightly, and then lower the door until it closes.

## Maintaining the printheads

This section contains information about the following topics.

- [Cleaning the printheads](#)
- [Cleaning the printhead contacts](#)
- [Aligning the printheads](#)

### Cleaning the printheads

The printheads for your all-in-one have microscopic nozzles. The all-in-one is designed to prevent nozzles from drying out when the all-in-one is idle and when it is turned off.

Clean the printheads for the following reasons:

- When the printhead nozzles become clogged. Nozzles can become clogged when exposed to the air for more than a few minutes. A printhead that is not used for long periods of time can also clog, resulting in a noticeable degradation of print quality.
- When lines or dots are missing from printed text or graphics.

Cleaning the printheads takes several minutes. When the process is complete, the all-in-one prints two pages that contain cleaning patterns.

---

**Note**

Clean the printheads only when necessary. Cleaning the printheads when defects do not occur in printed text or graphics wastes ink and shortens the life of the printheads.

---



## To clean the printheads

- 1 On the control panel, press MENU.
- 2 Press ▲ (up) or ▼ (down) to move to MAINTENANCE, and then press ✓ (select).
- 3 Press ▼ (down) to move to Clean Printheads, and then press ✓ (select).

## Cleaning the printhead contacts

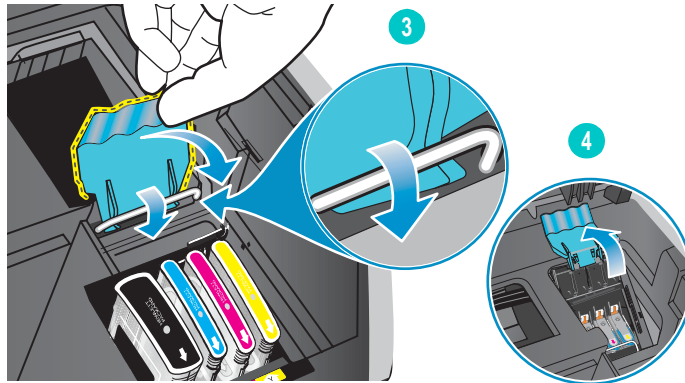
If lines or dots are still missing from printed text or graphics after you have cleaned the printheads, the printhead contacts might be dirty.

### CAUTION

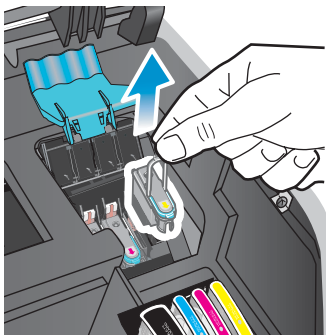
HP recommends that you clean the printhead contacts only *after* you have cleaned the printheads. Printhead contacts contain sensitive electronic components that can be damaged easily.

## To clean the printhead contacts

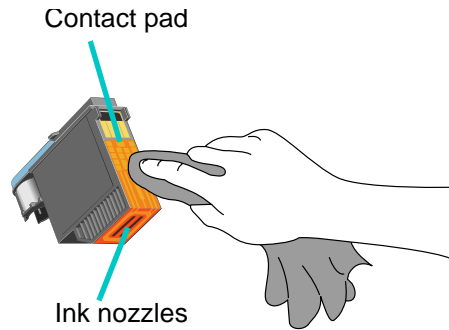
- 1 Turn on the all-in-one.
- 2 Open the print-carriage access door by lifting the door handle up. See [Gaining access to the supplies area](#) for more information.
- 3 Lift the printhead latch from the rear, and then pull it forward and down to release the hook from the metal catch.



- 4 Lift and push the latch toward the back of the all-in-one.
- 5 To remove a printhead, place your index finger in the loop of the printhead handle, and gently pull up until the printhead releases from the carriage assembly.



- Using a soft, dry, lint-free cloth, carefully remove any ink from the contact pads on the printhead and inside the printhead slot in the all-in-one.



### CAUTION

Do *not* clean the ink nozzles on the bottom of the printhead.

- Reinsert the printhead into its color-coded slot. Press down firmly on the printhead to ensure proper contact.  
If a message such as `Missing or bad printhead` appears on the control-panel display, the all-in-one is not recognizing the printhead. Repeat this step to make proper contact.
- Repeat steps 5 through 7 for the remaining printheads.
- Pull the printhead latch all the way forward and down, and engage the metal catch with the hook. Push the latch towards the back of the all-in-one. You might need to apply some pressure to close the latch.
- Close the print-carriage access door.
- Wait while the all-in-one aligns the printheads. This can take a few minutes. When the process is complete, an alignment page prints.

## Aligning the printheads

The printheads are automatically aligned upon installation. Misaligned printheads produce jagged edges or stray dots on printouts. If your printheads are misaligned, you can align them by using the following procedure at the control panel.

When the process is complete, the all-in-one prints a page that contains alignment patterns.

### To align the printheads

- On the control panel, press MENU.
- Press ▲ (up) or ▼ (down) to move to MAINTENANCE, and then press ✓ (select).
- Press ▼ (down) to move to Align Printheads, and then press ✓ (select).

## Replacing the ink cartridges

The ink gauges on the control-panel display depict the ink level. Replace an ink cartridge when the ink level is low or when the ink cartridge is empty.

- **Ink level low**

When the ink level for a cartridge is low (less than 16 percent full), a blinking `ORDER [COLOR] CARTRIDGE` message appears on the control-panel display.

- **Ink cartridge empty**

When an ink cartridge is empty, a blinking `REPLACE [COLOR] CARTRIDGE` message appears on the control-panel display.

All four ink cartridges must be correctly installed in order for the all-in-one to work.

### To replace an ink cartridge

Follow the instructions that are included with the ink cartridge.

## Replacing the printheads

You might need to replace printheads when the following messages appear on the control-panel display:

`Replace [color] printhead`

`Incompatible [color] printhead`

Cleaning might prolong the life of printheads, even when these messages occur. Try cleaning the printheads or the printhead contacts before you replace them. See [Cleaning the printheads](#) and [Cleaning the printhead contacts](#) for more information.

### To replace a printhead

Follow the steps under [Cleaning the printhead contacts](#), but skip the steps that apply to cleaning the printhead contacts.

## Calibrating the color

The all-in-one automatically calibrates the color when you change printhead or ink cartridge. Whenever you experience color-related problems with the all-in-one, calibrate the color before trying any other steps.

### To calibrate the color from the control panel

- 1 On the control panel, press MENU.
- 2 Press ▲ (up) or ▼ (down) to move to MAINTENANCE, and then press ✓ (select).
- 3 Press ▼ (down) to move to Calibrate printheads, and then press ✓ (select).

A calibration page (with instructions) prints and the following message appears on the control-panel display:

```
Select color patch  
number
```

- 4 Press ✓ (select).
- 5 On the calibration page, find the box that matches the background color, and note its number.
- 6 On the control panel, press ▲ (up) or ▼ (down) to select the number of the box, and then press ✓ (select).

## Calibrating the linefeed

If regular horizontal bands appear in printed text or graphics, calibrate the linefeed by using the following procedure.

### To calibrate the linefeed

- 1 On the control panel, press MENU.
- 2 Press ▲ (up) or ▼ (down) to move to MAINTENANCE, and then press ✓ (select).
- 3 Press ▼ (down) to move to Calibrate linefeed, and then press ✓ (select).

A calibration page (with instructions) prints and the following message appears on the control panel:

```
Select least light/dark lines
```

- 4 Press ✓ (select).
- 5 On the calibration page, find the box that has the fewest horizontal bands across it, and note its number.
- 6 On the control panel, press ▲ (up) or ▼ (down) to select the number of the box, and then press ✓ (select).

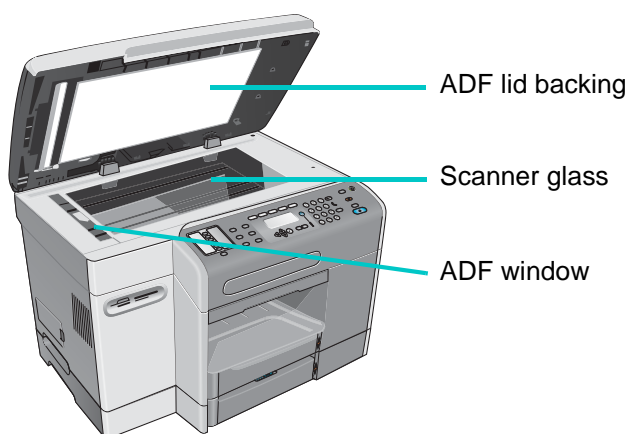
## Cleaning the all-in-one

This section provides instructions for keeping the all-in-one in top working condition. Perform these maintenance procedures as necessary.

- [Cleaning the scanner glass, ADF lid backing, and ADF window](#)
- [Cleaning the exterior](#)

### Cleaning the scanner glass, ADF lid backing, and ADF window

Dust or dirt on the scanner glass, ADF lid backing, or ADF window can slow down performance, degrade the quality of scans, and affect the accuracy of special features such as fitting copies to a certain page size.



#### To clean the scanner glass and ADF window

- 1 Turn off the all-in-one.
- 2 Unplug the power cord from the electrical socket.
- 3 Lift the ADF.
- 4 Clean the scanner glass and ADF window with a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.

#### CAUTION

Do not use abrasives, acetone, benzene, ethyl alcohol, or carbon tetrachloride on the scanner glass; these can damage the all-in-one. Do not place liquids directly on the scanner glass. They might seep under the scanner glass and damage the all-in-one.

- 5 Dry the scanner glass and ADF window with a chamois or a cellulose sponge to prevent spotting.
- 6 Close the ADF, plug in the power cord, and turn on the all-in-one.

#### To clean the ADF lid backing

- 1 Turn off the all-in-one.
- 2 Unplug the power cord from the electrical socket
- 3 Lift the ADF.

- 4 Clean the white ADF lid backing with a soft cloth or sponge that has been moistened with a mild soap and warm water. Wash the backing gently to loosen debris; do not scrub the backing.
- 5 Dry the backing with a chamois or soft cloth.

### CAUTION

Do not use paper-based wipes, because these might scratch the backing.

- 6 If this does not clean the backing thoroughly, repeat the previous steps by using isopropyl (rubbing) alcohol, wipe the backing with a damp cloth to remove any residual alcohol, and then dry the backing as in step 5.
- 7 Close the ADF, plug in the power cord, and turn on the all-in-one.

## Cleaning the exterior

### Note

Before cleaning the all-in-one, turn off the power and unplug the power cord from the electrical socket.

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

## Troubleshooting tips and resources

If you have problems with the all-in-one or the software that runs with it, use the following tips and resources to resolve the problems.

- Use any onscreen Help that is available for troubleshooting software.
- Check for problems by using the embedded Web server (for network connection) or the Toolbox (for direct connection). See [Embedded Web server \(EWS\) \(network connection\)](#) or [Toolbox \(direct connection\)](#) for more information.
- Turn off the all-in-one and then turn it on to see if this resolves the problem. Often this gives you the ability to continue with other functions. Sometimes a more specific message about the problem appears on the control-panel display.

| Resource  | Description   | Location  |
|---|---|---|
| Readme file and release notes                       | Provide late-breaking information and troubleshooting tips.   | Included on Starter CD 1.   |
| Setup menu map                                      | Shows the structure and contents of all of the setup menus on the control panel, and the location and setting of all setup options.   | See <a href="#">Printing a setup menu map</a> .   |
| Embedded Web server (network connection)            | Provides troubleshooting, diagnostic, and configuration information for the all-in-one (if the all-in-one is connected to a network).   | Available through any standard Web browser.<br>See <a href="#">Embedded Web server (EWS) (network connection)</a> . |
| Toolbox (Windows computers only, direct connection) | Provides status, maintenance, and job accounting information about about the all-in-one. It also provides a link to steps for performing many of the tasks described in this guide, to HP Customer Support, HP Instant Support, and myPrintMileage. | Available at the computer while you are using the Toolbox.<br>See <a href="#">Toolbox (direct connection)</a> .     |

| Resource                                    | Description   | Location   |
|---|---|--|
| HP Instant Support                          | A suite of Web-based troubleshooting tools for desktop computing and printing products.   | Available through the embedded Web server and the Toolbox.<br>See <a href="#">HP Instant Support</a> .   |
| Control-panel messages                      | Provide status, error, and warning messages about all-in-one operation.   | See <a href="#">Control-panel messages</a> .   |
| Control-panel ? (help) button               | Provides additional information about messages or menus that appear on the control-panel display.   | Located on the control panel.  |
| Logs and reports                            | Provide information about events that have occurred. <ul style="list-style-type: none"> <li>• Event log</li> <li>• Fax log</li> <li>• PostScript error report</li> </ul>  | See <a href="#">Monitoring the operation and status</a> for more information.  |
| Configuration page                          | Provides information about the hardware (such as the firmware version and model number), all-in-one settings, and accessories that are installed (such as memory, trays, and printer languages). If an HP Jetdirect print server is installed in the all-in-one, an additional HP Jetdirect Configuration page prints that shows the network settings for the print server. | See <a href="#">Configuration page</a> .   |
| System tests and printouts                  | Provide information that can help diagnose problems in the print mechanism and paper path. <ul style="list-style-type: none"> <li>• Demo page printout</li> <li>• Paper-path test</li> </ul>  | See <a href="#">PRINT REPORT menu</a> and <a href="#">MAINTENANCE menu</a> for more information.   |
| Printer driver onscreen Help (Windows only) | Provides troubleshooting information for the printer driver (Windows computers only).   | Available on the screen at the computer while you are using the printer driver.  |
| HP photo and imaging software onscreen Help | Provides onscreen help for troubleshooting problems related to the HP photo and imaging software that is installed when an all-in-one is connected directly to a computer.  | Available on the screen at the computer when you are using the HP photo and imaging software.  |
| <i>HP Jetdirect Administrator's Guide</i>   | Provides information for configuring and troubleshooting the HP Jetdirect print server that is installed in the all-in-one.   | Included on Starter CD 1.  |
| HP websites on the World Wide Web           | Provide troubleshooting and support information for for the all-in-one.   | <a href="http://www.hp.com/support/officejet9100">http://www.hp.com/support/officejet9100</a><br><a href="http://www.hp.com">http://www.hp.com</a> |

## Solving all-in-one problems

If the following topics do not help, see [Contacting customer support](#) for information about HP support.

- [The all-in-one has no power and no lights are lit on the control panel](#)
- [The all-in-one is not responding](#)
- [The Attention light blinks](#)
- [The Attention light blinks alternately with the Ready light](#)
- [The all-in-one shuts down unexpectedly](#)

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### Note

If the all-in-one is used on a network, see the *HP Jetdirect Administrator's Guide* on Starter CD 1 for network troubleshooting information.

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### *The all-in-one has no power and no lights are lit on the control panel*

- **Check the power**
  - Make sure that the power cord is securely connected to both the all-in-one and to a working power outlet, and that the all-in-one is turned on.
  - If the power cord is connected to a power strip or surge protection device, make sure that the power strip or surge protection device is switched on and functioning correctly.

### *The all-in-one is not responding*

- **Check the status of the all-in-one**
  - The all-in-one might be coming out of PowerSave mode after a period of inactivity, which delays processing for a short while. Wait until the all-in-one reaches the `READY` state.
  - Check the control panel for messages. See [Control-panel messages](#) for a list and explanations of all-in-one messages.
- **Check the all-in-one setup**
  - Make sure that the ink cartridges, printheads, and print media are loaded correctly.
  - Make sure that all cords and cables are firmly connected—for example, the power cord from the all-in-one to the power outlet, the network interface cable (for a network connection), and the cable from the all-in-one to the computer (for a direct connection).
  - If you are using a parallel interface connection, make sure that the correct port (LPT $x$ , where “ $x$ ” is the port number) is selected and that the all-in-one is connected directly to the computer. If the all-in-one is connected to a switchbox, make sure that you have selected the correct switch. Or, connect the all-in-one directly to the computer without the switchbox.
  - Make sure that the all-in-one is selected as the current or default device. See the onscreen Help for your computer operating system for information about setting the default device.
- **Check the power**
  - If the all-in-one is not turned on, press  $\downarrow$  (POWER) on the all-in-one. After a brief startup, the Ready light on the control panel should be a steady green.



## ***The Attention light blinks***

Either an event has occurred that requires user intervention or an error has occurred. For example, a cover might not be closed correctly, or the carriage might be jammed.

- **Check the control panel for messages**
  - Press ? (help) to display a message that explains the problem. See [Control-panel messages](#) and follow the recommended actions to resolve the condition.
- **Restart the all-in-one**
  - Some of these messages can be cleared by restarting the all-in-one. Press ⏻ (POWER) to turn off the all-in-one. Wait a few seconds, and then turn it on again. Even if the problem persists, restarting the all-in-one often gives you the ability to continue with other functions. Also, the message that appears on the control-panel display after you restart might provide more specific information about the problem.
  - If the message persists, write down the error code, and then go to HP Instant Support to learn more about possible causes for the message. See [HP Instant Support](#) for more information.
  - If the problem persists, service is required. See [Customer support and warranty](#) for more information.

## ***The Attention light blinks alternately with the Ready light***

A critical error has occurred and the all-in-one requires attention.

- **Check the control panel for messages**
  - A message usually accompanies this indicator. See [Control-panel messages](#) and follow the recommended actions to resolve the condition.
- **Restart the all-in-one**
  - Some of these messages can be cleared by restarting the all-in-one. Press ⏻ (POWER) to turn off the all-in-one. Wait a few seconds, and then turn it on again.
  - If the message persists, write down the error code, and then go to HP Instant Support to learn more about possible causes for the message. See [HP Instant Support](#) for more information.
  - If the problem persists, service is required. See [Customer support and warranty](#) for more information.

## ***The all-in-one shuts down unexpectedly***

- **Check the power**
  - Make sure that the power cord is securely connected to both the all-in-one and to a working power outlet, and that the all-in-one is turned on. The Ready light on the control panel should be green.
  - Try restarting the all-in-one. Press ⏻ (POWER) to turn off the all-in-one. Wait a few seconds, and then turn it on again.

## Solving copy problems

If the following topics do not help, see [Contacting customer support](#) for information about HP support.

- [No copy came out](#)
- [Copies are blank](#)
- [Wrong original was copied](#)
- [Images are missing or faded](#)
- [Size is reduced](#)
- [Copy quality is poor](#)
- [Copy defects are apparent](#)

### ***No copy came out***

- **Check the power**
  - Make sure that the all-in-one is turned on, the power cord is securely connected, and the all-in-one is turned on.
- **Check the status of the all-in-one**
  - The all-in-one might be busy with another job. Check the control-panel display for information about the status of jobs. Wait for any job that is processing to finish.
  - The all-in-one might be jammed. Check for jams. See [Clearing jams](#) for more information.
- **Check the trays**
  - Make sure that media is loaded. See [Loading the print media](#) for more information.

### ***Copies are blank***

- **Check the trays**
  - If you are copying from the ADF, make sure that the originals have been loaded correctly. See [Loading the originals](#) for more information
  - If you are copying from the scanner glass, make sure that the ADF is empty.
- **Check the media**
  - The media might not meet Hewlett-Packard media specifications (for example, the media is too moist or too rough). See [Choosing the print media](#) for more information.
- **Check the printheads**
  - The protective tape might not have been removed from the printheads. Check each printhead by removing it from the all-in-one. Pull off the protective tape if it is still attached. Then reinstall the printheads. See [Replacing the printheads](#) for more information.
- **Check the settings**
  - The contrast setting might be set too light. Use the LIGHTER/DARKER button on the control panel to create darker copies.

### ***Wrong original was copied***

- **Check the trays**
  - If you are copying from the scanner glass, make sure that the ADF is empty.

## **Images are missing or faded**

- **Check the media**
  - The media might not meet Hewlett-Packard media specifications (for example, the media is too moist or too rough). See [Choosing the print media](#) for more information.
- **Check the settings**
  - The media setting on the Copy mode menu might be different than the setting on the SETUP menu. See [Copy mode menu](#) and [COPY SETUP menu](#) for more information.
  - The quality setting of FAST (which produces draft-quality copies) might be responsible for the missing or faded images. Change to the NORMAL or BEST setting.
- **Check the original**
  - The accuracy of the copy depends on the quality and size of the original. Try adjusting the contrast. If the original is too light, the copy might not be able to compensate, even if you adjust the contrast.
  - Colored backgrounds might cause images in the foreground to blend into the background, or the background might appear in a different shade.

## **Size is reduced**

- **Check the settings**
  - The reduce/enlarge or other copy feature might have been set from the control panel to reduce the scanned image. Check the settings for the copy job to make sure that they are for normal size.
  - The HP photo and imaging software settings might be set to reduce the scanned image. Change the settings, if needed. See the onscreen Help for the HP photo and imaging software for more information.

## **Copy quality is poor**

- **Take steps to improve the copy quality**
  - Copy from the flatbed scanner. This produces a higher-quality copy than copying from the ADF.
  - Use quality originals.
  - Load the media correctly. If the media is loaded incorrectly, it might skew, causing unclear images. See [Loading the print media](#) for more information.
  - Use or make a carrier sheet to protect your originals.
- **Check the all-in-one**
  - The ADF might not be closed properly.
  - The scanner glass, ADF lid backing, or ADF window might need cleaning. See [Cleaning the all-in-one](#) for more information.

## **Copy defects are apparent**

- **Vertical white or faded stripes**
  - The media might not meet Hewlett-Packard media specifications (for example, the media is too moist or too rough). See [Choosing the print media](#) for more information.
- **Too light or dark**
  - Try adjusting the contrast and copy-quality settings.

- **Unwanted lines**
  - Make sure that the trays are in place.
  - The scanner glass or ADF lid backing might need cleaning. See [Cleaning the all-in-one](#) for more information.
- **Black dots or streaks**
  - Ink, glue, correction fluid, or an unwanted substance might be on the scanner glass or ADF lid backing. Try cleaning the all-in-one. See [Cleaning the all-in-one](#) for more information.
- **Unclear text**
  - Try adjusting the contrast and copy-quality settings.
  - The default enhancement setting might not be suitable for the job. Check the setting and change it to enhance text or photographs, if needed. See [COPY SETUP menu](#) for more information.
- **Incompletely filled text or graphics**
  - Try adjusting the contrast and copy-quality settings.
- **Copy is slanted or skewed**
  - Make sure that the ADF input tray is not too full.
  - Make sure that the ADF width adjusters are snug against the sides of the media.
- **Large, black typefaces look splotchy (not smooth)**
  - The default enhancement setting might not be suitable for the job. Check the setting and change it to enhance text or photographs, if needed. See [COPY SETUP menu](#) for more information.
- **Horizontal grainy or white bands in light-gray to medium-gray areas**
  - The default enhancement setting might not be suitable for the job. Check the setting and change it to enhance text or photographs, if needed. See [COPY SETUP menu](#) for more information.

## Solving problems with sending scans

If the following topics do not help, see [Contacting customer support](#) for information about HP support.

- [Network connection does not work](#)
- [E-mail access does not work](#)
- [Address book \(LDAP\) does not work](#)
- [Unable to scan to folder](#)

### *Network connection does not work*

- **The “... Connecting” message appears, but nothing happens**
  - Make sure that the correct IP address appears on the control-panel display before starting the digital send job. For DHCP/BOOTP, the IP address does not appear until the server assigns one.
  - Make sure that the network cable is plugged in correctly.
  - Make sure that the EIO card is plugged in correctly.
- **The “... Connecting” message appears, followed by the “Network Connection Error...” message**
  - Make sure that the IP address for the target computer is set correctly (0.0.0.0). If it is set incorrectly, or if the target computer is not connected to the network when you attempt to connect, this error might appear.
  - Make sure that the current combination of IP address, Subnet Mask, and Gateway allow for a successful connection to the target computer.
  - Check the target computer to see if it is running firewall software. If so, you can configure the software to allow connection. Use the following default ports in the configuration: E-mail: TCP/25; LDAP: TCP/389; and CIFS: TCP/445, TCP/139, UDP/137.
- **The “Cannot connect to specified server...” message appears**
  - Make sure that the IP address and port number are set correctly, and that the service is running on the target computer.
- **The network connection has been working, but it prematurely terminates and the the “Network Connection Error...” message appears**
  - The connection may be timing out due to heavy network traffic. The IP address of the all-in-one can be changed during this time, either from the control panel or in the EWS.
  - Make sure that the network cable is connected correctly.

### *E-mail access does not work*

- **The “Incorrect user name or password...” message appears**
  - Make sure that the user name and password are correct.
  - Make sure that the server allows the e-mail address in the From: field to send with the given user name and password.
  - Make sure that AutoBCC also contains a valid e-mail address (has to be activated).
- **The “... authentication method not supported...” message appears**
  - The all-in-one only supports the LOGIN authentication scheme. The SMTP server in this case requires other (stronger) authentication schemes that are not supported.

## *Address book (LDAP) does not work*

- **Search results came back empty even though the entry has been confirmed to be correct**
  - Make sure that the search entry takes into account the three search types available: BEGIN, CONTAINS, and END.

## *Unable to scan to folder*

- **The “Network Connection Error...” message appears**
  - Make sure that the computer name is correct or valid.
  - Make sure that there are no invalid or non-functional Primary WINS Server entries in the network setup.
  - Make sure that the WINS server is returning the correct IP address.
  - Make sure that the target computer is in the WINS server entry, and in the same subnet as the all-in-one.
- **The “Incorrect user name or password...” message appears**
  - Make sure that the password for the particular user account has not expired or requires the password to be changed before being allowed further access. For example, the default option of “User must change password at the next login” is usually enabled by default when an account is newly created—the password entered is assumed to be an initial password that needs to be changed manually by the user before a login is allowed.
  - Make sure that the domain name is correct. If no domain name is provided as part of the user name, then the authentication procedure will use the domain name of the target machine, which may not be the same domain which contains the user account. If the user account is local to the target machine, then the domain name is the name of the machine itself, and generally must be provided to authenticate successfully.
- **“Cannot create file...”**
  - Make sure that both share permission and security settings of the destination share folder allows for the remote user to create and write to it (a minimum of permission to Change is required).


# Solving print problems

If the following topics do not help, see the printer driver software Help or [Contacting customer support](#) for information about HP support.

- [Nothing is printed](#)
- [The all-in-one takes a long time to print a job](#)
- [Pages print, but are totally blank](#)
- [The all-in-one does not print on both sides of the media](#)
- [Text or graphics are placed incorrectly](#)
- [Text or graphics are cut off at the edges of a page](#)
- [Wrong fonts are printed](#)
- [Text is jagged at the edges](#)
- [Printout is incorrect or part of it is missing](#)
- [Meaningless characters are printed](#)
- [Ink is smearing](#)
- [Ink is not filling the text or graphics completely](#)
- [Print quality is poor](#)
- [Print defects are apparent](#)

## ***Nothing is printed***

- **Check the ink cartridges and printheads**
  - The ink might be out. If this is the case, a message appears on the control-panel display. Replace the ink cartridges that are empty. See [Replacing the ink cartridges](#) for more information. See [Supplies](#) for information about ordering ink cartridges.
  - The protective tape might not have been removed from the printheads. Check each printhead by removing it from the all-in-one. Pull off the protective tape if it is still attached. Then reinstall the printheads. See [Replacing the printheads](#) for more information.
- **Check the status of the all-in-one**
  - The all-in-one might be coming out of the PowerSave mode after a period of inactivity, which delays processing a short while. Wait until the all-in-one reaches the **READY** state.
  - Complex documents that contain many fonts, graphics, and color photos take longer to begin printing. The message **Processing job** appears on the control-panel display and the Ready light blinks when the all-in-one is processing information to be printed. Wait for the preliminary processing to complete.
  - Another job might have priority over yours. For example, jobs that are started at the all-in-one take precedence over jobs that are started from a computer.
  - A resource that is needed for your job might be in use for another job. An **"in-use"** message appears on the control-panel display if a job cannot start for this reason (for example, **Printer in use**).
  - An error condition prevents the all-in-one from continuing operation. A control-panel message usually accompanies this condition. See [Control-panel messages](#) and follow the recommended actions to resolve the condition.

- The all-in-one might not have enough memory to process the job. An “insufficient memory” message prints. For the current job, you can reduce the resolution or print to a smaller size of media. If the memory problems persist, consider increasing the amount of memory in the all-in-one. See [Installing memory modules](#) for more information.
- The all-in-one might be out of media or the media might not be loaded correctly. Load media, if needed. Clear any jam that exists. See [Loading the print media](#) and [Clearing jams](#) for more information.
- **Check the connections**
  - Make sure that the power cord is securely connected to both the all-in-one and to a working power outlet, and that the all-in-one is turned on. The Ready light on the control panel should be green.
  - Make sure that the interface cable (USB, parallel, or network) is connected correctly.
  - Try restarting the all-in-one. Press  (POWER) to turn off the all-in-one. Wait a few seconds, and then turn it on again.
- **Try printing a Demo page**
  - A Demo page can be used to verify that the printing mechanism is operating correctly and that the problem is more probably a communication problem. On the control panel, press MENU, open the PRINT REPORT menu, and then use the Demo Page option.
- **Check the all-in-one setup**
  - Make sure that the all-in-one is selected as the current or default device. See the onscreen Help for your computer operating system for information about setting the default device.
  - If your computer is running a Windows operating system, make sure that **Pause Printing** is not selected. Do one of the following:
    - *Windows 98, Windows Me, Windows NT 4.0, and Windows 2000:*  
Click **Start**, point to **Settings**, and then click **Printers**.
    - *Windows XP:*  
Click **Start**, and then click **Printers and Faxes**.  
Or, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.

Right-click the icon for the all-in-one, and then make sure that **Pause Printing** is not selected.
  - For Macintosh computers, make sure that the print queue settings are correct for your operating system and connection type.
    - For Macintosh computers connected directly to a computer with a USB cable, use the **Officejet 9100 series Printer** print queue for Mac OS 9. For Mac OS 10, use the **Officejet 9100 series (Printer)** print queue.
    - For Macintosh computers connected to a network (IP printing only) using CommApp, use the **xxx.xxx.xxx.xxx OJ9100** print queue. For Mac OS 10, use the **Officejet 9100 series@macaddress** print queue.
    - For Macintosh computers connected to a network (IP printing), without using CommApp, use the **xxx.xxx.xxx.xxx OJ9100 - NET** print queue. For Mac OS 10, use the **Officejet 9100 series@macaddress - NET** print queue.
- **Check the settings in the printer driver**
  - Conflicting print settings might be selected. An error message appears when the print features that have been selected are incompatible. For example, when the Paper Type selected is **HP Premium Photo Paper** and **Print on Both Sides** is set to **On**, you cannot print on both sides of this type of paper. Change either of the print settings shown in the message. For example, you can print on both sides of **Plain Paper**.
  - The print-to-file option might be selected. If **Print to File** is selected in the printer driver, the print job is saved to a file on your computer and not printed on paper.



- *Windows*: From the software program, on the **File** menu, click **Print**. Make sure that the **Print to File** option is not selected.
- *Macintosh*: On the main pop-up menu in the **Print** dialog box, make sure that the **Print to file** option is not selected.
- **Check the network setup**
  - Make sure that your all-in-one is correctly set up in the network environment. For information about setting up and using the all-in-one on a network, see the *HP Jetdirect Administrator's Guide* on Starter CD 1.
  - Turn off the all-in-one, and then turn it on.

### **The all-in-one takes a long time to print a job**

- **Check the characteristics of the print job**
  - Several characteristics can increase the time that it takes to print a job. For example, duplexed jobs take longer to print than jobs that print on one side. Jobs that use high-quality settings and documents that contain many fonts, graphics, and color photos also take longer to print.
- **Check the system configuration**
  - Make sure that your computer meets the system requirements (see [Specifications](#)). Although the all-in-one is designed to function with a computer that meets the minimum system requirements, all-in-one performance is optimized with a computer that meets the recommended system requirements.
- **Make sure that the computer has sufficient hard disk space**
  - If you are printing graphics-intensive files, make sure that you have enough hard disk space.
- **Make sure that the port setting configuration in the computer is set to Enhanced/Extended Capabilities Port (ECP) (Windows 98 computers only)**
  - See the computer documentation for information about how to change your port setting, or contact your computer manufacturer.
- **Make sure that the computer has enough resources available (Windows computers only)**
  - If less than 80 percent of the computer resources are available, printing could be significantly slower. To make more computer resources available, close all unused programs and resend the print job.
  - If necessary, restart the system, and then resend the print job.
- **Check to see if the all-in-one was recently returned to the ready state**
  - After you exit a mode and return the all-in-one to the ready state, an asterisk (\*) appears beside **READY** on the control panel display for a short time. During this time, the all-in-one is reserved for walk-up use. Any print jobs sent during this time print only after the asterisk disappears.

### **Pages print, but are totally blank**

- **Check the control panel for error messages**
  - See [Control-panel messages](#) for a list and explanations of messages.
- **Check the printheads**
  - The protective tape might not have been removed from the printheads. Check each printhead by removing it from the all-in-one. Pull off the protective tape if it is still attached. Then reinstall the printheads. See [Replacing the printheads](#) for more information.

- **Check the all-in-one setup**
  - Make sure that the all-in-one is selected as the current or default device. For information about setting the default device, see the onscreen Help for your computer operating system.
- **Check the USB or parallel port on your computer**
  - Make sure that the all-in-one is connected directly to the USB port or parallel port. Do not share the port with other devices, such as a Zip drive.
- **Check the file that is being printed**
  - The file that you are printing might not have content on all of its pages.

### *The all-in-one does not print on both sides of the media*

- **Check the settings**
  - The duplex option might not be selected in the printer driver. Make sure that the duplex option is selected. See [Changing settings for the all-in-one](#) for more information.
- **The media type or size is not supported by the auto-duplex unit**
  - You cannot print on both sides of media such as legal-size paper, transparencies, and envelopes. See [Supported media sizes](#) and [Supported media types and weights](#) for more information.

### *Text or graphics are placed incorrectly*

- **Check the settings**
  - Make sure that the media size and page orientation that are selected in the software program match the settings in the printer driver.
  - The software program might be the source of the problem. On Starter CD 1, see the readme file for known software conflicts. Otherwise, check your software program documentation, or contact the software manufacturer for more specific help for this problem.
- **Check the media**
  - Make sure that the media width and length adjusters fit snugly but gently against the edges of the stack.
  - For tray 1, make sure that no more than 150 sheets of media (up to 15 mm or 0.6 inch, stacked) are loaded in the tray. Tray 1 can hold a maximum of 30 transparencies. See [Loading the print media](#) for more information.
  - For tray 2, make sure that no more than 250 sheets of plain paper (up to 25 mm or 1 inch, stacked) are loaded in the tray. See [Loading the print media](#) for more information.

### *Text or graphics are cut off at the edges of a page*

- **Check the settings**
  - The page orientation selected might not be correct for the document that you are printing. See [Changing settings for the all-in-one](#) for more information.
  - If the text or graphics are cut off at the edges of the page, make sure that the margin settings for the document match or exceed the minimum margins for the all-in-one. See [Minimum margins](#) for more information.
  - The software program might be the source of the problem. On Starter CD 1, see the readme file for known software conflicts. Otherwise, check your software program documentation, or contact the software manufacturer for more specific help for this problem.

- **Check the file that is being printed**
  - The size of the document that you are printing might be larger than the media size in the tray. Make sure that the layout of the document you are trying to print will fit on a media size supported by the all-in-one, and then load the correct media size. Make sure that you select the correct page orientation.
- **Check the media**
  - Make sure that the media width and length adjusters fit snugly but gently against the edges of the stack.
  - Make sure that the media meets the specifications. Some media types are not suitable for use with your all-in-one, and might not feed correctly into the all-in-one. See [Choosing the print media](#) for more information.

### *Wrong fonts are printed*

- **Check the fonts**
  - Make sure that you correctly apply the font that you want to use. For example, in a graphics program, place the words in the size that that you want them to appear; do not enlarge them by dragging and sizing.
  - Make sure that the font is available in your computer. The fonts used in the document might not match the fonts that are currently available in your computer, or the type of font that is used is not designed to be printed. Make sure that the font is available in the font selection box of your software program, and make sure that it is a TrueType™ font. TrueType is a technology that can create fonts of any size from a basic font outline. TrueType fonts are scalable. They can be scaled at any time for use on the computer screen or the all-in-one. This is the standard font-scaling technology in Windows.
- **Check the printer driver**
  - Make sure that the all-in-one is selected as the current or default device. For information about setting the default device, see the onscreen Help for your computer operating system.
- **Check the software program**
  - The software program might be the source of the problem. On Starter CD 1, see the readme file for known software conflicts. Otherwise, check your software program documentation, or contact the software manufacturer for more specific help for this problem.

### *Text is jagged at the edges*

- **Check the fonts**
  - Make sure that the correct type of font has been chosen. Some software programs offer custom fonts or use bitmap images of text that have jagged edges when skewed, enlarged, or printed. By using TrueType fonts, you can ensure that the all-in-one is able to print smooth fonts. When selecting a font, look for the TrueType icon.
- **Check the media**
  - You might be using an incorrect media type. This all-in-one is designed to work well with most office paper types or quality 25-percent cotton bond paper. Because the all-in-one uses ink to produce an image, media that accepts ink well produces the best results. Media that is heavily textured or does not accept ink well can cause graphics and text to print poorly. To determine if the media type is the cause of the problem, try printing the same document on a type of media that has previously worked well with your all-in-one. See [Choosing the print media](#) for more information.

- **Check the software program**
  - The software program might be the source of the problem. On Starter CD 1, see the readme file for known software conflicts. Otherwise, check your software program documentation, or contact the software manufacturer for more specific help for this problem.

### **Printout is incorrect or part of it is missing**

If the problem concerns color, see also [Solving color problems](#).

- **Check the settings**
  - Make sure that the margin settings for the document match or exceed the minimum margins for the all-in-one. See [Minimum margins](#) for more information.
  - The color print settings might be wrong. The all-in-one might be set to print in grayscale. Follow the instructions for your operating system to check the setting.
    - *Windows:* From the software program, on the **File** menu, click **Print**, and then click **Setup** or **Properties**. Make sure that the **Grayscale** option is not selected.
    - *Mac OS X (10.1.x and 10.2.x):* On the main pop-up menu in the **Print** dialog box, select **HP Image Quality**. Make sure that the **Print Color as Gray** option is not selected.
    - *Mac OS 9.2.x:* On the main pop-up menu in the **Print** dialog box, select **Color Matching**. Make sure that the **Black and White** or **Grayscale** options are not selected on the **Print Color** pop-up menu.
- **Check the printer driver**
  - Make sure that the all-in-one is selected as the current or default device. For information about setting the default device, see the onscreen Help for your computer operating system.

### **Meaningless characters are printed**

- **Check the cable connection**
  - A common cause for meaningless characters is a poor cable connection between the all-in-one and the computer. Make sure that the cable connection at both ends is good and that the cable is securely fastened.
- **Restart the system**
  - The system might need to be restarted. If the all-in-one is directly connected to a computer, turn off the computer. On the all-in-one, press **⏻** (POWER) to turn off the all-in-one. Wait for a few seconds, and then turn them both on. Try printing again.
- **Check the printer driver**
  - Make sure that the all-in-one is selected as the current or default device. For information about setting the default device, see the onscreen Help for your computer operating system.
- **Check the file that is being printed**
  - Occasionally, a document file can become damaged. If you can print other documents from the same software program, try to print from a backup copy of your document, if one is available.
  - You might be trying to print double-byte characters on a system that supports only single-byte characters. Open a website that contains the language in question. If the fonts print correctly, the problem is with the all-in-one.
- **Check for the network for viruses**
  - Viruses can sometimes cause meaningless characters to print.

## ***Ink is smearing***

- **Check the printout**

- The document might not have had enough time to dry. When you are printing documents that use a lot of ink, you must allow the document more time to dry before handling it. This is especially true for transparencies.

The **Normal** print-quality setting for the printer driver is designed to optimize both drying time and speed. Using this mode allows the print output to dry completely in most situations. However, when printing in very humid environments, use the **Best** print quality setting to allow a longer drying time.

- Too much ink on the page might be causing wrinkling. Color documents with rich, blended colors can use excess ink, which wrinkles the page during printing and causes smearing. Try using the **Normal** or **Fast** print quality setting to reduce ink, or use HP media that is designed for printing vivid color documents.

- **Check the media and media type**

- Some types of media do not accept ink well, which causes the ink to dry more slowly and results in smearing. See [Choosing the print media](#) for more information about media.
- An incorrect media type might be selected. The correct media must be selected in the printer driver. Make sure that the media that is selected in the printer driver matches the media that is loaded in the tray.
- The media might have been exposed to a humid environment. If media has been exposed to a humid environment, you might have difficulty achieving the correct drying time, especially when printing with heavy color saturation. Print on a fresh ream of media that has been stored in a cool, dry place.

- **Check the printheads**

- If the problem occurs repeatedly for jobs, faulty printheads might be the problem. Try cleaning the printheads and then cleaning the printhead contacts. If cleaning does not resolve the problem, replace the printheads. See [Cleaning the printheads](#), [Cleaning the printhead contacts](#), and [Replacing the printheads](#) for more information.

## ***Ink is not filling the text or graphics completely***

- **Check the printheads**

- The printheads might have poor contact. Remove and then reinstall the printheads. See [Replacing the printheads](#) for more information.
- The printheads might need cleaning. Whenever print quality degrades noticeably, it is a good idea to clean the printheads. See [Cleaning the printheads](#) for instructions on cleaning the printheads.
- The printheads might need to be replaced. If the printheads are several years old, they might need to be replaced. For printhead health information, print a Configuration page. See [Configuration page](#) and [Replacing the printheads](#) for more information.

- **Check the media type**

- Some media types are not suitable for use with your all-in-one. See [Choosing the print media](#) for more information.

- **Check the settings**

- The wrong print quality setting might be selected. Try printing with the **Best** print-quality setting.

- **Check the memory**

- The all-in-one might not have enough memory to process the job.

## *Print quality is poor*

- **Check the settings**
  - The wrong print-quality setting might be selected. Try printing with the **Best** print quality setting.
- **Check the media type**
  - Some media types are not suitable for use with your all-in-one. See [Choosing the print media](#) for more information.
- **Check the printheads**
  - The printheads might have poor contact. Remove and then reinstall the printheads. See [Replacing the printheads](#) for more information.
  - The printheads might need cleaning. Whenever print quality degrades noticeably, it is a good idea to clean the printheads. See [Cleaning the printheads](#) for instructions on cleaning the printheads.
  - The printheads need to be replaced. If the printheads are several years old, they might need to be replaced. For printhead health information, print a Configuration page. See [Replacing the printheads](#) to replace the printheads.
- **Check the memory**
  - The all-in-one might not have enough memory to process the job. An “insufficient memory” message prints. For the current job, you can reduce the resolution or print to a smaller size of media. If the memory problems persist, consider increasing the amount of memory in the all-in-one. See [Installing memory modules](#) for more information.
- **Check the resolution**
  - The image that you are using has low resolution. (Images from the Web are only 72 dpi and do not print at a high resolution. Also, video prints do not print at a high resolution.) Follow these suggestions for the best print results:
    - Do not enlarge images that are low resolution.
    - Make sure that you increase the resolution before scanning or taking a digital photo.
    - Use original photos that were scanned or transferred from a digital camera.
    - Use high-quality media. See [Choosing the print media](#) for recommended media types.
- **Check the scanner glass and ADF lid backing**
  - The scanner glass or ADF lid backing might need cleaning. See [Cleaning the all-in-one](#) for more information.

## *Print defects are apparent*

- **Light print or fade**
  - The ink supply is low. Replace the ink cartridges. See [Replacing the ink cartridges](#) for more information.
  - The media might not meet HP media specifications. See [Choosing the print media](#) for recommended media types.
- **Specks or dots**
  - The media might not meet HP media specifications. See [Choosing the print media](#) for recommended media types.
  - The scanner glass or ADF lid backing might need cleaning. See [Cleaning the scanner glass, ADF lid backing, and ADF window](#) for more information.
  - Check the original. The defects might be on the original and not a result of the printing process.

- **Dropouts**
  - A single sheet of media might be defective. Try reprinting the job.
  - The moisture content of the media is uneven or the media has moist spots on the surface. Try printing on different media. See [Choosing the print media](#) for recommended media types.
  - The media lot is bad. The manufacturing processes can cause some areas to reject ink. Try a different type of media.
- **Uniform gray background**
  - Make sure that the input tray is in place.
  - Change the media to a lighter-basis weight.
  - Check the environment. Very dry (low-humidity) conditions can increase the amount of background shading.
- **Printout is slanted or skewed**
  - Make sure that the media is loaded correctly and that the media guides are not too tight or too loose against the media stack. See [Loading the print media](#) for more information.
  - Check the media type and quality. See [Choosing the print media](#) for recommended media types.
- **Curl or wave**
  - Check the media type and quality. Both temperature and humidity can cause media to curl. See [Choosing the print media](#) for recommended media types.
  - The media might have been in the input tray for a long time. Turn over the stack of media in the input tray. Also, try rotating the media 180 degrees in the input tray.
- **Wrinkles or creases**
  - Make sure that the media is loaded correctly. See [Loading the print media](#) for more information.
  - Check the media type and quality. See [Choosing the print media](#) for recommended media types.
  - Make sure that the media is fresh.
  - Turn over the stack of media in the tray. Also, try rotating the media 180 degrees in the input tray.
- **Regular horizontal bands appear in the text or graphics**
  - The printheads might need to be aligned. The printheads are automatically aligned when a printhead is replaced. However, you might notice print-quality improvement by performing the alignment procedure. See [Aligning the printheads](#) for more information.
  - The all-in-one needs to be calibrated. Perform the calibration as described in the [Calibrating the linefeed](#) section.
- **Patches**
  - The all-in-one might not have enough memory to process the job. An “insufficient memory” message prints. For the current job, you can reduce the resolution or print to a smaller size of media. If the memory problems persist, consider increasing the amount of memory in the all-in-one. See [Installing memory modules](#) for more information.
- **Smudging**
  - You selected borderless printing in the HP photo and imaging software. The all-in-one does not support borderless printing.



## Solving scan problems

If the following topics do not help, see [Contacting customer support](#) for information about HP support.

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### Note

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If you are starting the scan from a computer, see the software Help for troubleshooting information.

- [Scanner did nothing](#)
- [Scanner makes a loud clicking or grinding noise](#)
- [Scan takes too long](#)
- [Part of the image did not scan or text is missing](#)
- [Text cannot be edited](#)
- [Error messages appear](#)
- [Scanned image quality is poor](#)
- [Scan defects are apparent](#)

### *Scanner did nothing*

- **Check the original**
  - Make sure that the original is loaded correctly. See [Loading the originals](#) for more information.
- **Check the all-in-one**
  - The all-in-one might be coming out of PowerSave mode after a period of inactivity, which delays processing a short while. Wait until the all-in-one reaches the **READY** state.
  - Make sure that the scanner is unlocked. Move the lock to the unlocked position, if needed. See [Printing supplies area](#) for the location of the lock.

### *Scanner makes a loud clicking or grinding noise*

- **Check the all-in-one**
  - Make sure that the scanner is unlocked. Move the lock to the unlocked position, if needed. See [Printing supplies area](#) for the location of the lock.

### *Scan takes too long*

- **Check the settings**
  - If you set the resolution too high, the scan job takes longer and results in larger files. To obtain good results when scanning or copying, do not use a resolution that is higher than needed. You can lower the resolution to scan more quickly.
  - Color scanning takes longer than black-and-white scanning. If you acquire an image through TWAIN, you can change the settings so that the original scans in black and white. See the onscreen Help for the TWAIN program for information.
- **Check the status of the all-in-one**
  - If you sent a print or copy job before you tried to scan, the scan starts if the scanner is not busy. However, the printing and scanning processes share memory, which means that the scan might be slower.



- **Check the computer bidirectional communication setting on your computer**
  - See the documentation that came with your computer to change the basic input/output system (BIOS) settings. The recommended bidirectional setting for the parallel port is ECP. USB is always bidirectional communication.
- **Check the direct connection type for Windows computers**
  - If your all-in-one is connected directly to a computer running Windows, it is recommended that you use a USB connection to ensure optimal scanning performance.

### *Part of the image did not scan or text is missing*

- **Check the original**
  - Make sure that you loaded the original correctly. See [Loading the originals](#) for more information.
  - The original might be too long. If the page exceeds the maximum length, the scanner stops. (Copies can be longer than scans.) See [Supported media sizes](#) for more information.

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#### **CAUTION**

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Do not try to pull the original from the ADF; you might damage the scanner or your original. See [Clearing jams in the ADF](#) for instructions.

- The original might be too small. The original might be jammed. See [Supported media sizes](#) and [Clearing jams](#) for more information.
  - Colored backgrounds can cause images in the foreground to blend into the background. Try adjusting the settings before you scan the original, or try enhancing the image after you scan the original.
- **Check the settings**
  - Make sure that the input media size is large enough for the original that you are scanning.
  - If you are using the HP photo and imaging software (direct connection), the default settings in the HP photo and imaging software might be set to automatically perform a specific task other than the one that you are attempting. See the onscreen Help for the HP photo and imaging software for instructions about changing the properties.

### *Text cannot be edited*

- **Check the settings**
  - Make sure that the OCR software is set to edit text.
  - When you scan the original, make sure that you select a document type that creates editable text. If text is classified as a graphic, it is not converted to text.
  - Your OCR program might be linked to a word-processing program that does not perform OCR tasks. See the product software Help for more information about linking programs.
- **Check the originals**
  - For OCR, the original must be loaded into the ADF with the top forward and face-up. If you are using the flatbed scanner, place the original face-down on the flatbed scanner with the top-left corner of the document located in the lower-right corner of the scanner glass.
  - The OCR program might not recognize text that is tightly spaced. For example, if the text that the OCR program converts has missing or combined characters, “rn” might appear as “m.”

- The accuracy of the OCR program depends on the image quality, text size, and structure of the original and the quality of the scan itself. Make sure that your original has good image quality.
- Colored backgrounds can cause images in the foreground to blend too much. Try adjusting the settings before you scan the original, or try enhancing the image after you scan the original. If you are performing an OCR operation on an original, any colored text on the original does not scan well, if at all.

### *Error messages appear*

- **“Unable to activate TWAIN source” or “An error occurred while acquiring the image”**
  - If you are acquiring an image from another device, such as a digital camera or another scanner, make sure that the other device is TWAIN-compliant. Devices that are not TWAIN-compliant do not work with the all-in-one software.
  - Make sure that you have connected the USB Device Cable (A-B) or IEEE 1284-B-compliant parallel cable to the correct port on the back of your computer. If you have another port, try attaching the cable to the other port. Make sure that you have an EPP-compliant (bidirectional) or ECP-compliant parallel port on your computer. An EPP parallel port is the minimum; use of an ECP parallel port is strongly recommended. See the documentation that came with your computer for more information about your port.
  - Some devices might not share the parallel port with the all-in-one. If you have an external hard drive, or you have a network switchbox connected to the same USB or parallel port as the all-in-one, the other device might be interfering. To connect and use the all-in-one, you must disconnect the other device or you must use two ports on the computer. You might need to add another parallel interface card. Hewlett-Packard strongly recommends that you use an ECP parallel interface card. See the documentation that came with your computer for more information about installing an additional parallel interface card or resolving device conflicts.
  - Verify that the correct TWAIN source is selected. In the software, check the TWAIN source by selecting **Select Scanner** on the **File** menu.

### *Scanned image quality is poor*

- **The original is a second-generation photo or picture**

Reprinted photographs, such as those in newspapers or magazines, are printed by using tiny dots of ink that make an interpretation of the original photograph, which degrades the quality. Often, the ink dots form unwanted patterns that can be detected when the image is scanned or printed or when the image appears on a screen. If the following suggestions do not solve the problem, you might need to use a better-quality version of the original.

  - To eliminate the patterns, try reducing the size of the image after scanning.
  - Print the scanned image to see if the quality is better.
  - Make sure that the resolution and color settings are correct for the type of scan job.
  - For best results, use the flatbed scanner for scanning rather than the ADF.
- **Text or images on the back of a two-sided original appear in the scan**
  - Two-sided originals can “bleed” text or images from the back side to the scan if the originals are printed on media that is too thin or too transparent.

- **The image quality is better when printed**

The image that appears on the screen is not always an accurate representation of the quality of the scan.

- Try adjusting your computer monitor settings to use more colors (or levels of gray). On Windows computers, you typically make this adjustment by opening **Display** on the Windows control panel.
- Try adjusting the resolution and color settings.

- **The scanned image is skewed (crooked)**

- The original might have been loaded incorrectly. Be sure to use the media guides when you load the originals into the ADF. See [Loading the originals](#) for more information.

- **The scanned image shows blots, lines, vertical white stripes, or other defect**

- If the scanner glass is dirty, the image produced does not have optimum clarity. See [Cleaning the scanner glass, ADF lid backing, and ADF window](#) for cleaning instructions.
- The defects might be on the original and not a result of the scanning process.

- **Graphics look different from the original**

- The graphics settings might not be suitable for the type of scan job that you are performing. Try changing the graphics settings.

- **Take steps to improve the scan quality**

- Use the flatbed scanner to scan rather than the ADF.
- Use high-quality originals.
- Load the media correctly. If the media is loaded incorrectly, it might skew, which causes unclear images. See [Loading the print media](#) for more information.
- Adjust the software settings according to how you plan to use the scanned page.
- Use or make a carrier sheet to protect your originals.
- Clean the scanner glass. See [Cleaning the scanner glass, ADF lid backing, and ADF window](#) for more information.

### ***Scan defects are apparent***

- **Blank pages.**

- The original might have been loaded upside down. Make sure that you loaded the original correctly. See [Loading the originals](#) for more information.
- If you are producing blank pages when you scan from the flatbed scanner, make sure that the original document is loaded correctly. Place the original document face down on the flatbed scanner with the top left corner of the document located in the lower right corner of the scanner glass. Also, make sure that the ADF is empty.

- **Too light or dark**

- Try adjusting the settings. Be sure to use the correct resolution and color settings.
- The original image might be very light or dark or might be printed on colored paper.

- **Unwanted lines**

- Ink, glue, correction fluid, or an unwanted substance might be on the scanner glass. Try cleaning the scanner glass. See [Cleaning the scanner glass, ADF lid backing, and ADF window](#) for more information.

- **Black dots or streaks**
  - Ink, glue, correction fluid, or an unwanted substance might be on the scanner glass, the scanner glass might be dirty or scratched, or the ADF lid backing might be dirty. Try cleaning the scanner glass and lid backing. See [Cleaning the scanner glass, ADF lid backing, and ADF window](#) for more information. If cleaning does not correct the problem, the scanner glass or ADF lid backing might need to be replaced.
  - The defects might be on the original and not a result of the scanning process.
- **Unclear text**
  - Try adjusting the settings. Make sure that the resolution and color settings are correct.
- **Size is reduced**
  - The HP software settings might be set to reduce the scanned image. See the product software Help for more information about changing the settings.

## Solving fax problems

If the following topics do not help, see [Contacting customer support](#) for information about HP support.


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### Note

If you are starting a fax from a computer, see the software Help for troubleshooting information.

- [General problems with faxing](#)
- [The original stops feeding in the middle of faxing](#)
- [The all-in-one is receiving faxes but not sending them](#)
- [Outgoing fax calls keep dialing](#)
- [Faxes that you send are not arriving at the receiving fax machine](#)
- [All of the numbers in a long fax number cannot be dialed](#)
- [Voice calls are not being received by the phone that is connected to the line](#)
- [Voice calls are not being received by the phone that is connected to the line](#)
- [Incoming fax calls are not being answered by the all-in-one](#)
- [Faxes are transmitting or being received very slowly](#)
- [Faxes are not printing or are printing incorrectly](#)
- [Faxes are printing on two pages instead of one](#)
- [Received faxes are too light or are printing on only half of the page](#)
- [Fax reports are not printing](#)


### *General problems with faxing*

- **Check the fax setup**
  - Make sure that you are using the phone cord that was supplied with the all-in-one. The all-in-one has been tested with the supplied cord, and the cord was proven to meet product specifications.
  - Make sure that the phone cord is installed in the correct port on the all-in-one. It should be plugged into the  (line-in) port. See [Connecting the all-in-one to a phone line](#) for more information.
  - Make sure that the phone cord is seated in the port on the back of the all-in-one. Gently pull on the cord to make sure that it is well seated in the correct port.
  - Make sure that the telephone jack is working correctly. Attach a phone to the jack on the wall and verify that a dial tone exists and that you can make a phone call.
  - If you use third-party software to send faxes from a Macintosh computer, make sure that the fax queue settings are correct for your operating system and connection type.

For Macintosh computers connected directly to a computer with a USB cable using CommApp, use the **Officejet 9100 series Fax** fax queue for Mac OS 9. For Mac OS 10, use the **Officejet 9100 series (Fax)** fax queue.

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### Note

Parallel or “T” splitters should not be used with the all-in-one, as they can degrade the quality of the phone signal. If you need to attach a second device to the phone line along with the all-in-one, plug the second device into the  (phone) port on the back of the all-in-one. See [Connecting an additional telephone device](#) for more information.

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- **Check the surge-protection device, if one is being used**
  - A surge-protection device is used between the jack in the wall and the all-in-one to protect the all-in-one against electrical power that might pass through the phone lines. Surge-protection devices can cause some fax communication problems by degrading the quality of the phone signal. If you are having problems sending or receiving faxes and are using one of these devices, connect the all-in-one directly to the phone jack on the wall to determine if the problem is with the surge-protection device.

### *The original stops feeding in the middle of faxing*

- **Check the original**
  - The original might be too long for the ADF. Faxing of a long page stops at 381 mm (15 inches). See [Supported media sizes](#) for more information.

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#### **CAUTION**

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Do not try to pull the original from the ADF; you might damage the scanner or your original. See [Clearing jams in the ADF](#) for instructions.

- The original might be too small. The original might be jammed. See [Supported media sizes](#) and [Clearing jams](#) for more information.
- **Check the all-in-one**
  - The all-in-one might be jammed. Check for jams. Clear any jam that exists and resend the job. See [Clearing jams](#) for more information.
  - If you are duplexing the fax from the ADF, make sure that you are using a supported page size for the ADF. Duplexing with legal-size paper is not supported. Make the fax single-sided. If you are faxing double-sided on the scanner glass with the realtime setting, the all-in-one prompts when you need to turn the original over to scan the second side.
- **Check the receiving fax machine**
  - Problems might exist with the fax machine that you are sending to. Call the recipient to make sure that the fax machine is on and functioning correctly.
  - Try sending to a different fax machine.
- **Check the phone line**
  - Disconnect the all-in-one from the phone jack and connect a phone. Try to make a phone call to make sure that the phone line is working.
  - If you are using a private network, use the procedure for monitoring the dialing instead. See [Monitoring the dialing](#) for more information.

### *The all-in-one is receiving faxes but not sending them*

- **Check the setup**
  - If the all-in-one is on a Private Branch Exchange (PBX) system, the PBX system might be generating a dial tone that the all-in-one cannot detect. Use the procedure for monitoring the dialing instead. See [Monitoring the dialing](#) for more information.
- **Check the phone connection**
  - The connection for the phone line might be temporarily poor. Try sending the fax later.
- **Check the phone line**
  - Disconnect the all-in-one from the phone jack and connect a phone. Try to make a phone call to make sure that the phone line is working.

## ***Outgoing fax calls keep dialing***

- **Check the settings**
  - The all-in-one automatically redials a fax number if the busy redial setting is set to on. To stop the redials while the all-in-one is dialing, press STOP. See [Setting the redial options](#) for more information.

## ***Faxes that you send are not arriving at the receiving fax machine***

- **Check the receiving fax machine**
  - Call the recipient to make sure that the fax machine is on and ready to receive faxes.
- **Check to see if the fax is still waiting in memory**
  - A fax might be in memory because the all-in-one is waiting to redial a busy number, other jobs ahead of it are waiting to be sent, or the fax has been scheduled for later transmission. When the all-in-one is in an idle state (READY appears on the control-panel display), the control-panel display shows the number of faxes that are queued.

## ***All of the numbers in a long fax number cannot be dialed***

- **Check the fax number that you dialed**
  - The maximum number of digits or characters that can be used in a fax number is 50.

## ***Voice calls are not being received by the phone that is connected to the line***

- **Check the phone-cord connection**
  - Make sure that the phone cord is connected securely and correctly between the phone and the all-in-one. The all-in-one must be the first device connected to the phone line. See [Connecting the all-in-one to a phone line](#) for more information.
- **Check the answer-mode setting**
  - See [Setting the answer mode \(autoanswer\)](#) to determine which setting you need.
- **Check the phone**
  - Connect the phone directly to the phone line and determine whether it works by itself.

## ***Incoming fax calls are not being answered by the all-in-one***

- **Check the answer-mode setting**
  - If the answer mode is set to manual, the all-in-one never answers calls. You must start the receiving process yourself. See [Setting the answer mode \(autoanswer\)](#) for more information.
- **Check the phone-cord connection**
  - Make sure that the phone cord is connected securely and correctly between the phone and the all-in-one. See [Connecting the all-in-one to a phone line](#) for more information.
- **Check the devices that are connected to the phone line**
  - For optimal performance, HP recommends that you connect only one additional telephone device to the all-in-one.
- **Check the phone line**
  - Disconnect the all-in-one from the phone jack and connect a phone. Try to make a phone call to make sure that the phone line is working.

- **Check the media supply**
  - The all-in-one cannot receive faxes if it is out of media and its memory is full. Load media. The all-in-one will print all of the faxes it has saved in memory and will resume answering fax calls.
- **Check the all-in-one**
  - The fax memory might be full and unable to receive more faxes. The maximum number of faxes that can be stored in memory is about 50 (representing about 250 pages). If media in the all-in-one is jammed or the ink supply is out, faxes cannot be printed and are therefore stored in memory. Clear any jam or replace empty ink cartridges so that the all-in-one can process faxes again.

### *Faxes are transmitting or being received very slowly*

- **Check the fax that you are sending or receiving**
  - The fax might be complex. A complex fax, such as one with many graphics, takes longer to be sent or received.
  - The resolution at which the fax was sent or is being received might be very high. A higher resolution typically results in better quality, but also requires a longer transmission time. If you are receiving the fax, call and ask the sender to lower the resolution and resend the fax. If you are sending, lower the resolution and resend the fax.
  - International calls have a slower transmission speed. No solution is available.
- **Check the modem speed of the receiving fax machine**
  - The all-in-one sends the fax at the fastest modem speed that the receiving fax machine can receive. The receiving fax machine might have a slow modem speed.
- **Check the phone-line connection**
  - If a poor phone-line connection exists, the all-in-one and the receiving fax machine slow down the transmission to adjust for errors. Resend the fax. If this does not resolve the problem, have the phone company check the phone line.

### *Faxes are not printing or are printing incorrectly*

- **Check the media supply**
  - The all-in-one cannot receive faxes if it is out of media and its memory is full. Load media. The all-in-one will print all of the faxes that it has saved in memory and will resume answering fax calls.

### *Faxes are printing on two pages instead of one*

- **Check the autoreduction setting**
  - If you want faxes to be reduced to fit on one page, the autoreduction setting should be on. If the setting is off, faxes might print on multiple pages. See [Automatically reducing incoming faxes](#) for more information.

### *Received faxes are too light or are printing on only half of the page*

- **Contact the sender**
  - The fax that was sent might have been too light. Have the sender resend the fax after altering the settings at the originating machine.



## *Fax reports are not printing*

- **Check the settings**
  - Make sure that the all-in-one is set to print fax reports. See [Setting the automatic printing of fax reports](#) for more information.

## Solving photo (memory card) problems

If the following topics do not help, see [Contacting customer support](#) for information about HP support.

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### Note

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If you are starting a memory card operation from a computer, see the software Help for troubleshooting information.

- The all-in-one is not responding
- The all-in-one cannot read the memory card
- The all-in-one cannot read photos on the memory card
- Some photos on the memory card will not print, causing the print job to cancel

### *The all-in-one is not responding*

- **Check the control-panel display for a message**
  - Photo mode might be restricted, in which case the all-in-one cannot perform any photo functions. A message on the control-panel display notifies you to contact your administrator for help.
  - On Macintosh computers, the **Photo Save** button still appears in the HP photo and imaging software when photo mode use has been restricted. However, clicking the button causes the all-in-one to stop operating. If this happens, quit the program.

### *The all-in-one cannot read the memory card*

- **Check the memory card**
  - Make sure that the memory card is one of the supported types. See [Inserting and removing a memory card](#) for more information.
  - Some memory cards have a switch that controls how they can be used. Make sure that the switch is set so that the memory card can be read.
  - Inspect the ends of the memory card for dirt or material that closes a hole or spoils a metal contact. Clean the contacts with a lint-free cloth and small amounts of isopropyl alcohol.
- **Check the memory card slot**
  - Make sure that the memory card is fully inserted into the correct slot. See [Inserting and removing a memory card](#) for more information.
  - Remove the memory card (when the light is not blinking) and shine a flashlight into the empty slot. See if any of the small pins inside are bent. When the computer is off, you can straighten slightly bent pins by using the tip of a thin, retracted ballpoint pen.

If a pin has bent in such a way that it touches another pin, replace the memory card reader or have the all-in-one serviced. See [Customer support and warranty](#) for more information.

- Make sure that only one memory card has been inserted at a time in the slots. An error message should appear on the control-panel display if more than one memory card is inserted.

### *The all-in-one cannot read photos on the memory card*

- **Check the memory card**
  - The memory card might be corrupt.
  - The photos might be in a format that the all-in-one does not recognize. An error message should appear on the control-panel display if the format is unrecognizable. Use the procedure for printing photos from the control panel, because more formats might be recognized (see [Printing photos from the control panel](#) for more information). If the all-in-one is connected to a computer, you can save the photos from the memory card to your computer and then print them from a software program.

### *Some photos on the memory card will not print, causing the print job to cancel*

- **Check the photo files**
  - Print a proof sheet and note which photos are corrupt. Set up the print job so that it does not include the corrupted photos. See [Printing a proof sheet](#) for more information.

## Solving color problems

Whenever you experience color-related problems with the all-in-one, calibrate the color before trying any other steps. See [Calibrating the color](#) for more information.

If the following topics do not help, see [Contacting customer support](#) for information about HP support.

- [Colors do not appear](#)
- [Printouts appear faded or dull](#)
- [Colors are printing as black and white](#)
- [Colors on the printout do not match colors as they appear on the screen](#)
- [Bleeding colors are apparent in the printout](#)
- [Color prints inconsistently after a new ink cartridge is installed](#)
- [Colors do not line up correctly with each other](#)
- [Thin, colored objects or lines contain black sections in copy jobs](#)
- [Stray dots of color surround some text in copy jobs](#)

### *Colors do not appear*

- **Check the configuration**
  - The color capability might be restricted. Check the settings for color. See [Allowing and restricting color copying](#) and [Allowing and restricting color faxing](#) for more information.

### *Printouts appear faded or dull*

- **Check the settings**
  - The **Fast** print quality setting might be selected. The **Fast** print quality setting allows you to print at a faster rate and is good for printing drafts. To achieve better colored printout, select the **Normal** or **Best** print quality setting.

- **Check the media type**
  - An incorrect media type setting might be selected. When printing on transparencies or other special media types, select the corresponding media type in the printer driver or on the control panel.
  - An unsuitable media type might be used. Some media types are not suitable for use with your all-in-one. See [Choosing the print media](#) for more information.

### **Colors are printing as black and white**

- **Check the settings**
  - Make sure that the correct printer driver is selected in the program.
  - The black-and-white printing option is probably selected in the printer driver. Follow the instructions for your operating system to check the setting.
    - *Windows:* From the software program, on the **File** menu, click **Print**, and then click **Setup** or **Properties**. Make sure that the **Grayscale** option is not selected.
    - *Mac OS X (10.1.x and 10.2.x):* On the main pop-up menu in the **Print** dialog box, select **HP Image Quality**. Make sure that the **Print Color as Gray** option is not selected.
    - *Mac OS 9.2.x:* On the main pop-up menu in the **Print** dialog box, select **Color Matching**. Make sure that the **Black and White** or **Grayscale** options are not selected on the **Print Color** pop-up menu.
- **Check the configuration for the all-in-one**
  - Print a Configuration page. If no color appears on the Configuration page, contact HP support. See [Configuration page](#) and [Contacting customer support](#) for more information.

### **Colors on the printout do not match colors as they appear on the screen**

- **Check the printer driver**
  - Make sure that the correct printer driver is selected in the software program.
- **Check the original**
  - If extremely light or extremely dark colors are not printing correctly, the program could be interpreting these colors as white or black. Avoid using extremely light or dark colors, or use a different software program.
- **Check the media type**
  - An unsuitable media type might be used. Some media types are not suitable for use with your all-in-one. See [Choosing the print media](#) for more information.

### **Bleeding colors are apparent in the printout**

- **Check the media type**
  - The wrong media type might be selected. Some media type settings (such as a transparency setting) and print quality settings (such as **Best**) require more ink than others. Choose different print settings in the printer driver. Also, make sure that you have selected the correct media type in the printer driver or on the control panel.
  - An unsuitable media type might be used. Some media types are not suitable for use with your all-in-one. See [Choosing the print media](#) for more information.
- **Check the ink cartridges**

- The ink cartridges might have been refilled. HP does not guarantee or support refilled ink cartridges. Refilling processes and the use of incompatible inks might disrupt the intricate printing system, potentially resulting in reduced print quality and even damage to the all-in-one. To order new ink cartridges, see [Supplies](#) or the reorder number on the original HP ink cartridges.

### ***Color prints inconsistently after a new ink cartridge is installed***

- **Check the ink cartridges**
  - The ink cartridges might have poor contact. Try removing and then reinstalling the ink cartridges, making sure that they snap firmly into place. See [Replacing the ink cartridges](#) for more information.
- **Check the printheads**
  - The printheads might be clogged and need cleaning. See [Cleaning the printheads](#) for more information.

### ***Colors do not line up correctly with each other***

- **Check the printheads**
  - The printheads might need to be aligned. The printheads are automatically aligned when a printhead is replaced. However, you might notice print-quality improvement by performing the alignment procedure. See [Aligning the printheads](#) for more information.
- **Check the graphics in the document**
  - The graphics in the document might not be placed correctly. Use the zoom or print-preview feature of your software program to check for gaps in the placement of graphics on the page.
- **Colors are tinted or incorrect**
  - The all-in-one might need color calibration. See [Calibrating the color](#) for more information.

### ***Thin, colored objects or lines contain black sections in copy jobs***

- **Check the settings**
  - The default enhancement setting might not be suitable for the job. Check the setting and change it to enhance text or photographs, if needed. See [COPY SETUP menu](#) for more information.

### ***Stray dots of color surround some text in copy jobs***

- **Check the settings**
  - The default enhancement setting might not be suitable for the job. Check the setting and change it to enhance text or photographs, if needed. See [COPY SETUP menu](#) for more information.

# Solving media-handling problems

If the following topics do not help, see [Contacting customer support](#) for information about HP support.

- [Media is not feeding correctly](#)
- [A tray cannot be inserted](#)
- [Media is not picked up from a tray](#)
- [Pages are falling off of the all-in-one](#)

## *Media is not feeding correctly*

- **Check for jams**
  - Print media might be jammed inside the all-in-one or the ADF. Check for jams. See [Clearing jams](#) for more information.
- **Check the media and media type**
  - If the all-in-one is feeding multiple sheets, make sure that only one type of media is loaded in each tray.
  - Make sure that the media width and length adjusters fit snugly but gently against the edges of the stack.
  - You might be using an incorrect media type. Some media types are not suitable for use with your all-in-one. See [Choosing the print media](#) for more information.
- **Check the settings**
  - Make sure that the correct page orientation is selected. See [Changing settings for the all-in-one](#) for more information.
- **Check the trays and other components**
  - Make sure that all trays and covers are completely closed. Make sure that the auto-duplex unit is installed correctly. See [Installing the auto-duplex unit](#) for more information.
  - Make sure that media is loaded correctly. See [Loading the print media](#) for more information.

## *A tray cannot be inserted*

- **Check the tray location**
  - Something in the all-in-one might be blocking the tray. Check the slot where the tray fits to ensure that nothing is broken or jammed in a way that would prevent the tray from being inserted.
  - If the tray will not close completely when it is inserted, pull out the tray, and then push the tray in again firmly.
  - If you are installing tray 2, make sure that you have removed the tray ramp. See [Installing tray 2](#) for more information.

## *Media is not picked up from a tray*

- **Check the media**
  - Some media types are not suitable for use with your all-in-one. See [Choosing the print media](#) for more information.
  - The adjuster is pressed too tightly against the stack. Make sure that the adjuster is pressed snugly but gently against the stack.

- The media stack might exceed the maximum stack height for the tray. Check the label inside the tray for the maximum stack height. If the media exceeds this level, remove some of the media from the tray.
- Make sure that the media you are using is not curled. Uncurl the media by gently bending it in the opposite direction of the curl. If media has been exposed to a humid environment, it might curl. Media should be stored in a cool, dry place.
- **Check the settings**
  - The media that is loaded in a tray is not the same as the media size or type that is selected in the printer driver or configured on the control panel. When a media mismatch exists, the message `Load [type] [size] in tray X` appears on the control-panel display. Load the correct media in the tray and make sure that the media width and length adjusters fit snugly but gently against the stack.
  - The media size or type settings for the tray configured on the control panel do not match the size or type selected in the printer driver. When a media mismatch exists, the message `Load [type] [size] in tray X` appears on the control-panel display. Load the correct media in the tray and make sure that the media width and length adjusters fit snugly but gently against the stack. Check that the media size and type are set correctly on the control panel.
  - To avoid a media mismatch, find out which tray contains the media on which you want to print, make sure that the media size and type are set correctly on the control panel, and then select that tray in the printer driver.
- **Check the tray**
  - The media-lift plate inside the tray might be stuck in the lowest position. Pull out the tray, and then push the tray in again firmly.
  - If the media still is not picked up from the tray, open the tray and reposition the media. Make sure that the media width and length adjusters fit snugly but gently against the stack. Firmly close the tray.

### *Pages are falling off of the all-in-one*

- **Check the output tray**
  - Make sure that the output tray extension is fully extended.
  - The output tray holds up to 100 sheets of plain paper, depending on how much the media curls and how much ink is used on each page. Remove excess media from the output tray. You can set the all-in-one to pause when the output tray is full. See [Setting the automatic paper-type sensor](#) for more information.

## Clearing jams

Occasionally, media becomes jammed during a job. Try the following remedies before you attempt to clear the jam.

- Make sure that you are printing with media that meets specifications. See [Choosing the print media](#) for more information.
- Make sure that you are printing with media that is not wrinkled, folded, or damaged.
- Make sure that the all-in-one is clean. See [Cleaning the all-in-one](#) for more information.
- Make sure that the input trays are loaded correctly and are not too full. See [Loading the print media](#) for more information.


This section contains information about the following topics.

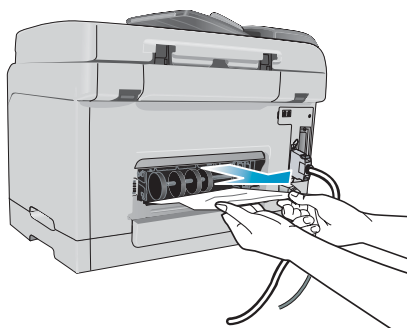
- [Clearing jams in the all-in-one](#)
- [Clearing jams in the ADF](#)
- [Tips for avoiding jams](#)

### Clearing jams in the all-in-one

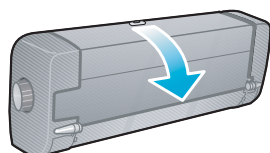
If the print media is jammed in the all-in-one, use the following instructions to clear the jam. See [Tips for avoiding jams](#) for more information about how to avoid jams.

#### To clear a jam in the all-in-one

- 1 Press  (POWER) to turn off the all-in-one.
- 2 Remove all media from the output tray.
- 3 Check the auto-duplex unit.
  - a Push the button on either side of the auto-duplex unit and remove the unit.
  - b If you locate the jammed media inside the all-in-one, grasp the media with both hands and pull it towards you.

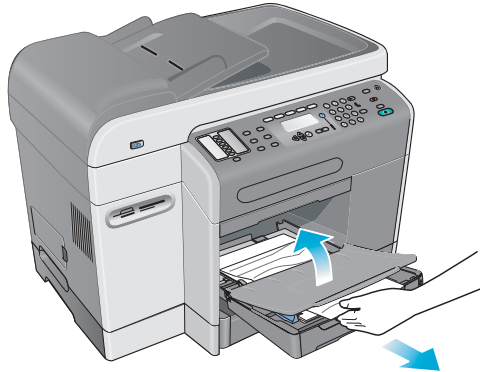


- c If the jam is not there, push the latch on the top of the auto-duplex unit and lower its cover. If the jammed media is inside, carefully remove it. Close the cover.

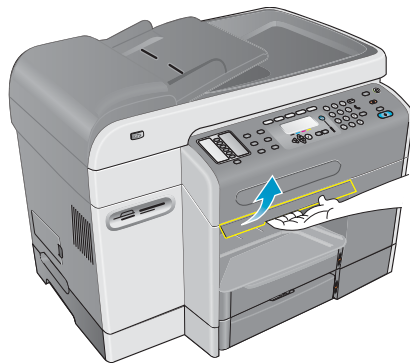


- d Reinsert the auto-duplex unit into the all-in-one.

- e If you cannot locate the jam, go to the next step.
- 4 Lift the output tray and check for a jam in tray 1.
  - a If the media is jammed in tray 1, pull out tray 1. (Otherwise, go to step 5.)
  - b Pull the paper towards you as shown in the following illustration.



- c Lower the output tray and reposition tray 1.
- 5 If you have not yet found the jam, check tray 2 (if it is available). (Otherwise, go to the next step.)
  - a Pull out tray 2. If you see the jammed media, remove it from tray 2.
  - b If you cannot locate the jammed media by removing tray 2 from the all-in-one, turn off the all-in-one (if you have not already done so), and then remove the power cord.
  - c Lift the all-in-one off of tray 2.
  - d Remove the jammed media from the bottom of the all-in-one or from tray 2.
  - e Reposition the all-in-one on top of tray 2.
- 6 Open the print-carriage access door and check inside the all-in-one for any remaining media. If media remains inside the all-in-one, use the following steps below. (Otherwise, go to step 7.)



- a When you lift the print-carriage access door, the carriage should return to the right side of the all-in-one. If the carriage does not return to the right side, turn off the all-in-one.

**WARNING!**

Do not reach into the all-in-one when the all-in-one is on and the carriage is stuck.

- b Free the media and pull it towards you through the top of the all-in-one.
- 7 After you clear the jam, close all of the covers and turn on the all-in-one. You will need to resubmit the job.



## Clearing jams in the ADF

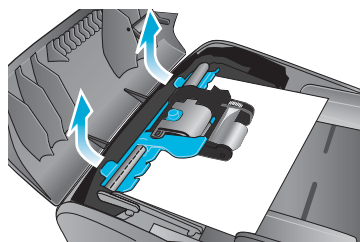
If the print media is jammed in the all-in-one, use the following instructions below to clear the jam. See [Tips for avoiding jams](#) for information about how to avoid jams.

### To clear a jam in the ADF

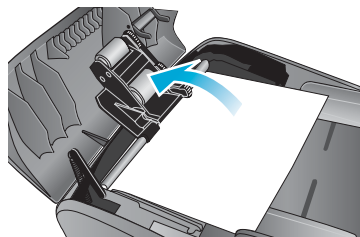
- 1 If a page is sticking out of an area, gently try to remove it without tearing the page. If you feel resistance, continue with the following steps.
- 2 Remove the ADF input tray and open the ADF cover.



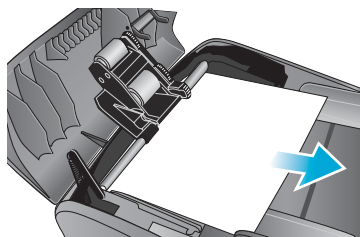
- 3 Remove the jam cleanout part. Using both hands, lift up on the two handles until the part unsnaps. Rotate and lift out the cleanout and set it aside.



- 4 While lifting the green lever, rotate the pick mechanism until it stays open.



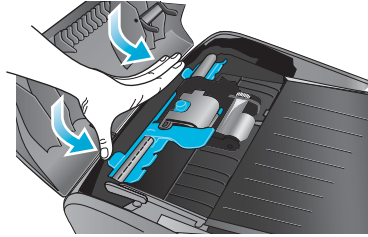
- 5 Gently try to remove the page without tearing it. If you feel resistance, continue with the next step.



- 6 Open the ADF and gently loosen the media by using both hands.
- 7 When the media is free, gently pull it out.

- 8 Close the ADF.
- 9 Lower the green lever.
- 10 Reinstall the jam cleanout part by inserting it as shown. Push down on the two tabs until the part snaps into place.

Install the cleanout part correctly, because future jamming might occur if the cleanout part is not replaced correctly.



- 11 Close the ADF and replace the ADF input tray.

## Tips for avoiding jams

If media repeatedly jams in the all-in-one, follow these tips to avoid the jams.

- Make sure that the printhead latch is correctly engaged.
- Make sure that nothing is blocking the paper path.
- Do not overload the trays. Tray 1 holds up to 150 sheets of paper and tray 2 holds up to 250 sheets. Make sure that the media does not exceed the maximum stack height that is indicated inside the tray.
- Load media correctly. See [Loading the print media](#) for more information.
- Make sure that the media width and length adjusters fit snugly but gently against the stack of media, but do not wrinkle or bend the media.
- Do not combine different media types and sizes in the same tray.
- Always use media that meets specifications. See [Choosing the print media](#) for more information.
- Do not use media that is damaged, curled, crumpled, or wrinkled. Do not use media with cutouts or perforations or media that is heavily textured or embossed.
- Avoid media that is too thin, has a slick texture, or “stretches” easily. Such media does not feed correctly through the all-in-one.
- Do not add media to a tray while the all-in-one is printing or scanning.

# 11

# Ordering HP accessories and supplies

You can order HP accessories and supplies from the HP website at <http://www.hpshopping.com>.

This section contains information about the following topics.

- [Accessories](#)
- [Supplies](#)

## Accessories

### Trays

|                |        |
|----------------|--------|
| 250-sheet tray | C8237A |
| 500-sheet tray | C8238A |

### Keyboards

| Language   | Country/region   | Part number | Option code |
|--|--|-------------|-------------|
| Danish, Finnish, Norwegian, Swedish, Dutch           | Denmark, Finland, Norway, Sweden, Netherlands, Belgium (Dutch)   | C8240A      | Option #UUW |
| English (U.S.), French (Canada)                      | Canada   | C8240A      | Option #A2L |
| English (U.S.), French (Canada)                      | U.S., China*, Philippines, Taiwan*, Korea*, Thailand*, Singapore, Malaysia, Hong Kong*, Australia, New Zealand, India*, Vietnam, Indonesia | C8240A      | Option #ABA |
| English (U.K.), Italian, Portuguese, Polish, Spanish | UK, Ireland, South Africa, Italy, Spain, Portugal, Poland, Israel*   | C8240A      | Option #ABU |
| English (U.K.), Italian, Portuguese, Polish, Spanish | Mexico, Brazil, Argentina, Chile, Colombia, Venezuela, Peru, Ecuador, Panama, Guatemala, Costa Rica, Uruguay, Paraguay                     | C8240A      | Option #AKY |

| Language   | Country/region  | Part number | Option code |
|--|---|-------------|-------------|
| English (U.K.), Czech, Greek, Hungarian, Turkish | Greece, Turkey, Hungary, Czech Republic, Saudi Arabia*, Russia*, Slovakia, Croatia, Slovenia, Bulgaria*, Romania, Yugoslavia* | C8240A      | Option #AKB |
| French   | France, Switzerland (French), Belgium (French)  | C8240A      | Option #ABF |
| German   | Germany, Switzerland (German), Austria  | C8240A      | Option #ABD |

\*The keyboards do not support Simplified Chinese, Traditional Chinese, Korean, Thai, Cyrillic, Arabic, or Hebrew characters.

## Dual inline memory modules (DIMMs)

|                      |        |
|----------------------|--------|
| HP 64-MB SDRAM DIMM  | Q1887A |
| HP 128-MB SDRAM DIMM | C9121A |

## Parallel cables

|   |        |
|---|--------|
| HP IEEE-1284 A-B Parallel Cable, 2 m (6.6 ft) | C2950A |
| HP IEEE-1284 A-B Parallel Cable, 3 m (9.8 ft) | C2951A |

## USB cable

|                          |        |
|--------------------------|--------|
| HP USB A-B, 2 m (6.6 ft) | C6518A |
|--------------------------|--------|

## HP Jetdirect print servers

Visit <http://www.hp.com> for the latest information.

|  |          |
|--|----------|
| HP Jetdirect 620n (EIO) Internal Print Server (Fast Ethernet 10/100Base-TX)  | J7934A   |
| HP Jetdirect 615n (EIO) Internal Print Server (Fast Ethernet 10/100Base-TX)  | J6057A   |
| HP Jetdirect 680n (EIO) Internal Print Server (802.11b Wireless Ethernet)    | J6058A   |
| HP Jetdirect 380x External Print Server (802.11b Wireless Ethernet, USB 1.1) | J6061A   |
| HP Jetdirect 170x External Print Server (10Base-T, 1 port—parallel)          | J3258B   |
| HP Jetdirect 175x External Print Server (10/100Base-TX, 1 port—USB 1.1)      | J6035B/C |
| HP Jetdirect 300x External Print Server (10/100Base-TX, 1 port—parallel)     | J3263A   |

|   |        |
|---|--------|
| HP Jetdirect 500x External Print Server<br>(10/100Base-TX, 10Base2, 3 ports—parallel) | J3265A |
| HP Jetdirect en3700 External Print Server<br>(Ethernet 10/100Base-TX, 1 port—USB 2.0) | J7942A |

## Supplies

### Ink cartridges

|  |        |
|--|--------|
| HP No. 10 Black ink cartridge, 69 ml   | C4844A |
| HP No. 11 Cyan ink cartridge, 28 ml    | C4836A |
| HP No. 11 Magenta ink cartridge, 28 ml | C4837A |
| HP No. 11 Yellow ink cartridge, 28 ml  | C4838A |

### Printheads

|                             |        |
|-----------------------------|--------|
| HP No. 11 Black printhead   | C4810A |
| HP No. 11 Cyan printhead    | C4811A |
| HP No. 11 Magenta printhead | C4812A |
| HP No. 11 Yellow printhead  | C4813A |

### HP media

#### HP Bright White Inkjet Paper

|            |                           |         |
|------------|---------------------------|---------|
| 500 sheets | Letter (8.5 by 11 inches) | HPB1124 |
| 500 sheets | A4 (210 by 297 mm)        | C1825A  |

#### HP Office Paper

|                                 |                           |       |
|---------------------------------|---------------------------|-------|
| 2,500 sheets                    | Letter (8.5 by 11 inches) | 25005 |
| 10-ream carton                  | Letter (8.5 by 11 inches) | C8511 |
| 10-ream carton (3-hole punched) | Letter (8.5 by 11 inches) | C3HP  |
| 10-ream carton                  | Legal (8.5 by 14 inches)  | C8514 |

#### HP Office Recycled Paper

|                             |                           |       |
|-----------------------------|---------------------------|-------|
| 500 sheets                  | Letter (8.5 by 11 inches) | E1120 |
| 500 sheets (3-hole punched) | Letter (8.5 by 11 inches) | E113H |

|            |                           |       |
|------------|---------------------------|-------|
| 500 sheets | Letter (8.5 by 11 inches) | E1420 |
|------------|---------------------------|-------|

## HP Multipurpose Paper

|                             |                           |       |
|-----------------------------|---------------------------|-------|
| 5-ream carton               | Letter (8.5 by 11 inches) | M115R |
| 250 sheets                  | Letter (8.5 by 11 inches) | 25011 |
| 500 sheets                  | Letter (8.5 by 11 inches) | M1120 |
| 500 sheets (3-hole punched) | Letter (8.5 by 11 inches) | M113H |
| 500 sheets                  | Legal (8.5 by 14 inches)  | M1420 |

## HP Printing Paper

|            |                           |       |
|------------|---------------------------|-------|
| 500 sheets | Letter (8.5 by 11 inches) | P1122 |
|------------|---------------------------|-------|

## HP Premium Plus Photo Paper

|                   |                           |        |
|-------------------|---------------------------|--------|
| 20 sheets, glossy | Letter (8.5 by 11 inches) | C6831A |
| 50 sheets, glossy | Letter (8.5 by 11 inches) | Q1785A |
| 20 sheets, glossy | 4 by 6 inches             | Q1977A |
| 20 sheets, matte  | Letter (8.5 by 11 inches) | C6950A |
| 20 sheets, glossy | A4 (210 by 297 mm)        | C6832A |
| 20 sheets, matte  | A4 (210 by 297 mm)        | C6951A |

## HP Premium Photo Paper

|                   |                           |        |
|-------------------|---------------------------|--------|
| 50 sheets, glossy | Letter (8.5 by 11 inches) | C6979A |
| 15 sheets, glossy | A4 (210 by 297 mm)        | Q2519A |

## HP Photo Paper

|                             |                           |        |
|-----------------------------|---------------------------|--------|
| 20 sheets, two-sided glossy | Letter (8.5 by 11 inches) | C1846A |
| 20 sheets, two-sided glossy | A4 (210 by 297 mm)        | C1847A |
| 20 sheets, one-sided glossy | A4 (210 by 297 mm)        | C6765A |

## HP Colorfast Photo Paper

|                   |                           |        |
|-------------------|---------------------------|--------|
| 20 sheets, glossy | Letter (8.5 by 11 inches) | C7013A |
| 20 sheets, glossy | A4 (210 by 297 mm)        | C7014A |

## HP Everyday Photo Paper

|                                  |                                   |        |
|----------------------------------|-----------------------------------|--------|
| 100 sheets, two-sided, matte     | Letter (8.5 by 11 inches)         | C7007A |
| 25 sheets, two-sided, matte      | Letter (8.5 by 11 inches)         | C6983A |
| 25 sheets, two-sided, semi-gloss | A4 (210 by 297 mm) (Asia/Pacific) | C7006A |

## HP Brochure and Flyer Paper

|   |                           |        |
|---|---------------------------|--------|
| 50 sheets, two-sided, glossy            | Letter (8.5 by 11 inches) | C6817A |
| 50 sheets, matte                        | Letter (8.5 by 11 inches) | C6955A |
| 100 sheets, tri-fold, two-sided, glossy | Letter (8.5 by 11 inches) | C7020A |
| 50 sheets, two-sided, glossy            | A4 (210 by 297 mm)        | C6818A |

## HP Premium Paper

|            |                           |        |
|------------|---------------------------|--------|
| 200 sheets | Letter (8.5 by 11 inches) | 51634Y |
|------------|---------------------------|--------|

## HP Premium Inkjet Paper

|                                 |                    |        |
|---------------------------------|--------------------|--------|
| 200 sheets, coated, matte       | A4 (210 by 297 mm) | 51634Z |
| 100 sheets, coated, heavyweight | A4 (210 by 297 mm) | C1853A |

## HP Premium Inkjet Transparency Film

|           |                           |        |
|-----------|---------------------------|--------|
| 20 sheets | Letter (8.5 by 11 inches) | C3828A |
| 50 sheets | Letter (8.5 by 11 inches) | C3834A |
| 20 sheets | A4 (210 by 297 mm)        | C3832A |
| 50 sheets | A4 (210 by 297 mm)        | C3835A |

## HP Premium Plus Inkjet Transparency Film

|           |                           |        |
|-----------|---------------------------|--------|
| 20 sheets | Letter (8.5 by 11 inches) | C7030A |
| 50 sheets | Letter (8.5 by 11 inches) | C7028A |





# 12 Customer support and warranty

This section contains information about the following topics.

- [Contacting customer support](#)
- [Hewlett-Packard limited warranty statement](#)

## Contacting customer support

If your all-in-one is not operating properly and the troubleshooting suggestions in this guide do not solve the problem, try using one of the following support services to obtain assistance.

- [HP help on the Web](#)
- [HP Instant Support](#)
- [HP phone support](#)

### HP help on the Web

Visit <http://www.hp.com/support/officejet9100> to find information for the all-in-one. You will be able to view information about setting up and using the all-in-one, downloading printer drivers, solving a problem, ordering supplies and accessories, and viewing the all-in-one warranty.

### HP Instant Support

HP Instant Support is a suite of Web-based troubleshooting tools for desktop computer and printing products. You can reach HP Instant Support through either of the following tools:

- **Embedded Web server (network connection)**  
Open the embedded Web server (see [Opening the embedded Web server](#)). Click **HP Instant Support** in the left pane.
- **Toolbox (Windows computers, direct connection)**  
Open the Toolbox (see [Opening the Toolbox](#)). On the Information tab, click **HP Instant Support**. Follow the instructions to display the current HP Instant Support information for the all-in-one.

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#### Note

Do not bookmark Web pages used to display HP Instant Support. If you bookmark this site and connect to it using the bookmark, the pages will not display the current information. Instead, connect from the embedded Web server or from the Toolbox.

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## HP phone support

During the warranty period, you can obtain assistance at no charge from the HP Customer Care Center.

Customer support representatives can answer your questions regarding the setup, configuration, installation, and operation of your all-in-one. They can also help troubleshoot and diagnose all-in-one problems and give instructions for service and repair.

Current phone support numbers are listed on the HP customer support guide, which is included in your all-in-one box.

### *Before you call*

Before you call, have the following information available to give to the representative:

- 1 Print a Configuration page. See [Configuration page](#).
- 2 If the all-in-one does not print, get the following information ready:
  - What is the serial number of your all-in-one? (Check the back of the all-in-one.)
  - What model all-in-one do you have (HP Officejet 9110 all-in-one, HP Officejet 9120 all-in-one, or HP Officejet 9130 all-in-one)?
- 3 What operating system is your computer running?
- 4 Which printer driver are you using (PCL 5c, PCL 6, or PostScript emulation) and what is the version number?
- 5 How is the all-in-one connected to the system (USB, parallel, or network)?
- 6 If the all-in-one is connected to the network, what is the network operating system?
- 7 If you have a problem printing from a particular software program, what is the program and version number?

# Hewlett-Packard limited warranty statement

| HP product                                      | Duration of limited warranty |
|---|------------------------------|
| Software  | 1 year                       |
| Accessories                                     | 1 year                       |
| Ink cartridges                                  | 90 days                      |
| Printheads                                      | 1 year                       |
| All-in-one hardware (see the following details) | 1 year                       |

## Extent of limited warranty

- 1 Hewlett-Packard warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer.
- 2 For software products, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be uninterrupted or error free.
- 3 HP's limited warranty covers only those defects that arise as a result of normal use of the product, and does not cover any other problems, including those that arise as a result of:
  - Improper maintenance or modification
  - Software, media, parts, or supplies not provided or supported by HP
  - Operation outside the product's specifications
  - Unauthorized modification or misuse
- 4 For HP products, the use of a non-HP ink cartridge or a refilled ink cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if product failure or damage is attributable to the use of a non-HP or refilled ink cartridge, HP will charge its standard time and materials charges to service the product for the particular failure or damage.
- 5 If HP receives, during the applicable warranty period, notice of a defect in any product which is covered by HP's warranty, HP shall either repair or replace the product, at HP's option.
- 6 If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.
- 7 HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
- 8 Any replacement product may be either new or like new, provided that it has functionality at least equal to that of the product being replaced.
- 9 HP products may contain remanufactured parts, components, or materials equivalent to new in performance.
- 10 HP's Limited Warranty Statement is valid in any country/region where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, are available from any authorized HP service facility in countries/regions where the product is distributed by HP or by an authorized importer.

## Limitations of warranty

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

## Limitations of liability

- 1 To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.
- 2 TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD-PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

## Local law

- 1 This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country/region to country/region elsewhere in the world.
- 2 To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
  - Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a customer (e.g., the United Kingdom)
  - Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations
  - Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or allow limitations on the duration of implied warranties
- 3 FOR CONSUMER TRANSACTIONS IN AUSTRALIA AND NEW ZEALAND, THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THE HP PRODUCTS TO SUCH CUSTOMERS.

# 13 Specifications and regulatory information

This section contains the following information about the product and the programs that support it.

- [Specifications](#)
- [Regulatory information](#)
- [Environmental sustainability program](#)

## Specifications

See [Choosing the print media](#) for media and media-handling specifications.

| <b>Models and physical specifications</b>            |                              |   |
|--|------------------------------|---|
| Available models                                     | HP Officejet 9110 all-in-one | C8140A  |
|  | HP Officejet 9120 all-in-one | C8143A  |
|  | HP Officejet 9130 all-in-one | C8144A  |
| Physical dimensions<br>(width by depth by<br>height) | HP Officejet 9110 all-in-one | 574 by 460 by 397 mm<br>(22.6 by 18.1 by 15.6 inches)   |
|  | HP Officejet 9120 all-in-one | 574 by 460 by 462 mm<br>(22.6 by 18.1 by 18.2 inches)   |
|  | HP Officejet 9130 all-in-one | 574 by 460 by 462 mm<br>(22.6 by 18.1 by 18.2 inches)   |
| Weight   | HP Officejet 9110 all-in-one | 20 kg (44.1 lb)<br>Without printheads or ink cartridges                                       |
|  | HP Officejet 9120 all-in-one | 24.1 kg (53.1 lb)<br>Without printheads or ink cartridges<br>With tray 2 and auto-duplex unit |
|  | HP Officejet 9130 all-in-one | 24.1 kg (53.1 lb)<br>Without printheads or ink cartridges<br>With tray 2 and auto-duplex unit |

## Product features and capacities

|                                      |  |   |
|--------------------------------------|--|---|
| Connectivity                         | HP Officejet 9110 all-in-one                                   | <ul style="list-style-type: none"> <li>• IEEE 1284-compliant bidirectional parallel</li> <li>• USB 2.0-compliant full speed</li> <li>• 1 EIO slot for wired or wireless network connections</li> <li>• 2 DIMM slots (100 pin, SDRAM, PC 100 or greater)</li> <li>• Memory card slots that support SmartMedia memory cards, CompactFlash (CF) memory cards, Secure Digital or MultiMedia Card (MMC) memory cards, and Memory Stick memory cards</li> </ul>   |
|                                      | HP Officejet 9120 all-in-one                                   | <ul style="list-style-type: none"> <li>• IEEE 1284-compliant bidirectional parallel</li> <li>• USB 2.0-compliant full speed</li> <li>• HP Jetdirect 620 Internal Print Server for Fast Ethernet 10/100Base-TX in EIO slot for wired or wireless network connections</li> <li>• 2 DIMM slots (100 pin, SDRAM, PC 100 or greater)</li> <li>• Memory card slots that support SmartMedia memory cards, CompactFlash (CF) memory cards, Secure Digital or MultiMedia Card (MMC) memory cards, and Memory Stick memory cards</li> </ul>                     |
|                                      | HP Officejet 9130 all-in-one                                   | <ul style="list-style-type: none"> <li>• IEEE 1284-compliant bidirectional parallel</li> <li>• USB 2.0-compliant full speed</li> <li>• HP Jetdirect 620 Internal Print Server for Fast Ethernet 10/100Base-TX in EIO slot for wired or wireless network connections</li> <li>• 2 DIMM slots (100 pin, SDRAM, PC 100 or greater)</li> <li>• Memory card slots that support SmartMedia memory cards, CompactFlash (CF) memory cards, Secure Digital or MultiMedia Card (MMC) memory cards, and Memory Stick memory cards</li> <li>• Keyboard</li> </ul> |
| Print method                         | Drop-on-demand thermal inkjet printing                         |   |
| Ink cartridges                       | 4 ink cartridges (1 each for black, cyan, magenta, and yellow) |   |
| Printheads                           | 4 printheads (1 each for black, cyan, magenta, and yellow)     |   |
| Supply yields (based on 5% coverage) | Ink cartridges   | <ul style="list-style-type: none"> <li>• Black: 1,750 pages</li> <li>• Cyan, magenta, and yellow: 1,750 pages</li> </ul>  |
|                                      | Printheads   | <ul style="list-style-type: none"> <li>• Black: 16,000 pages</li> <li>• Cyan, magenta, and yellow: 24,000 pages</li> </ul>  |

|                         |  |                              |
|-------------------------|--|------------------------------|
| Color calibration       | <ul style="list-style-type: none"> <li>• ColorSync</li> <li>• ICC Profiles</li> <li>• PANTONE<sup>®</sup>*</li> </ul> <p>*PANTONE, Inc's check-standard trademark for color.</p>   |                              |
| Device languages        | <ul style="list-style-type: none"> <li>• PCL 5c</li> <li>• PCL 6</li> <li>• PostScript 3 emulation</li> <li>• Automatic language switching</li> </ul>  |                              |
| Control panel languages | Czech, Danish, Dutch, English, Finnish, French, German, Greek, Hungarian, Italian, Norwegian, Polish, Portuguese, Spanish, Swedish, Turkish (16 languages)   |                              |
| Font support            | <ul style="list-style-type: none"> <li>• 45 TrueType and 35 PostScript fonts built-in (all PostScript emulation, PCL 5c, and PCL 6 accessible)</li> <li>• Intellifont and TrueType rasterizer built into PCL 5c and PCL 6</li> <li>• Built-in support for Arabic, Cyrillic, Greek, and Hebrew symbol sets</li> </ul> |                              |
| Duty cycle              | Print  | Up to 10,000 pages per month |
| Advanced security*      | <ul style="list-style-type: none"> <li>• SNMP v3</li> <li>• SSL/TLS (HTTPS)</li> </ul>   |                              |

\*Applies to full-feature HP Jetdirect products with firmware version x.24.yy or later —EIO (615n, 620n, and later), External (en3700)

### Processor and memory specifications

|                  |   |
|------------------|---|
| Device processor | <ul style="list-style-type: none"> <li>• Motorola 32-bit ColdFire 4e RISC (256 MHz)</li> <li>• ARM9 RISC (133 MHz)</li> </ul>   |
| Device memory    | <ul style="list-style-type: none"> <li>• 128 MB of built-in RAM, upgradeable to 384 MB</li> <li>• Supports optional 64-MB or 128-MB DIMM (SDRAM, 100 MHz)</li> <li>• 16 MB ROM flash (including 4 MB fax memory, fonts, copy-board memory, and formatter-board memory)</li> </ul> |

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## Operating system and network protocol specifications

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|                                |  |   |
|--------------------------------|--|---|
| Operating system compatibility | Direct connection<br>(using USB or parallel cable) | Provides print, computer fax, and scan functionality through the HP Photo & Imaging software (Windows ) or the HP Image Zone software (Mac OS): <ul style="list-style-type: none"><li>• Windows 98, Windows Me, Windows 2000, and Windows XP 32-bit (Professional and Home Editions)</li><li>• Mac OS 9.2.x and Mac OS X (10.1.x and 10.2.x)</li></ul>  |
|                                | Network connection                                 | Provides print, scan, and digital send functionality: <ul style="list-style-type: none"><li>• Windows 98, Windows Me, Windows NT4.0*, Windows 2000, and Windows XP 32-bit (Professional and Home Editions)</li><li>• Mac OS 9.2.x and Mac OS X (10.1.x and 10.2.x)</li></ul> <p>*Printer drivers can be installed from Starter CD 2 using the <b>Add Printer</b> utility in Windows. Scan and print installers are also available at <a href="http://www.hp.com/support/officejet9100">http://www.hp.com/support/officejet9100</a>.</p>   |
|                                | Print functionality only                           | <ul style="list-style-type: none"><li>• Windows NT 4.0*</li><li>• Windows XP 64-bit Edition**</li><li>• Mac OS 9.2.x and Mac OS X (10.1.x and 10.2.x)</li><li>• OS/2***</li><li>• Linux***</li><li>• UNIX***</li><li>• MS-DOS printer driver support through third-party programs</li></ul> <p>*Printer drivers can be installed from Starter CD 2 using the <b>Add Printer</b> utility in Windows. Scan and print installers are also available at <a href="http://www.hp.com/support/officejet9100">http://www.hp.com/support/officejet9100</a>.</p> <p>**Available at <a href="http://www.hp.com/support/officejet9100">http://www.hp.com/support/officejet9100</a>.</p> <p>***Contact your operating system vendor for more information about software, documentation, and support.</p> |

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Network operating  
system compatibility

- Windows 98, Windows Me, Windows NT 4.0, Windows 2000, Windows XP 32-bit (Professional and Home Editions), and Windows XP 64-bit Edition
- Novell NetWare 4.x, 5.x, 6, NDS, and NDPS
- HP-UX 10.20, 11.x
- Solaris, 2.6, 7, 8 (SPARC systems only)
- RedHat Linux 7.1 and later
- SuSE Linux 7.1 and later
- Mac OS 9 (9.1 and later), Mac OS X (10.1 and later)
- IBM OS/2 Warp 4.x\*
- IBM AIX 3.2.5 and later\*
- MPE-iX\*
- Microsoft Windows Terminal Server Edition 4.0
- Microsoft Windows 2003 Server (formerly known as Microsoft Windows XP Server Terminal Services)
- Microsoft Windows 2000 Server Terminal Services with Citrix MetaFrame 1.8
- Microsoft Windows XP Server Terminal Services with Citrix MetaFrame 1.8
- Microsoft Windows NT Terminal Server with Citrix V1.8
- Microsoft Windows NT Terminal Server with Citrix XP
- Microsoft Windows 2000 Server Terminal Services with Citrix V1.8
- Microsoft Windows 2000 Server Terminal Services with Citrix XP
- Microsoft Windows 2000 Server Terminal Services

\* Contact your network operating system vendor for software, documentation, and support.

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Network protocol  
compatibility

- TCP/IP
- IPX/SPX
- AppleTalk\*
- DLC/LLC
- IP Direct Mode
- LPD
- FTP Printing
- IPP
- NDS
- Bindery
- NCP
- NDPS
- iPrint
- Telnet
- SLP
- IGMP
- BOOTP/DHCP
- WINS
- SNMP
- HTTP

\*AppleTalk is not supported on Token Ring print servers.

Not all protocol and operating system combinations are supported. For more information, go to <http://www.hp.com> and <http://www.hp.com/support/officejet9100>.

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|   |  |  |
|---|--|--|
| <p>System requirements</p> <p>‡<b>Note:</b> Graphic-intensive, complex, and large files might require more hard disk space.</p> | <p>Minimum for Direct Connection (using a USB or parallel cable)</p> | <p><b>Windows</b></p> <p><b>Typical installation</b><br/>Windows 98, Windows Me, Windows XP 32-bit edition, and Windows2000:</p> <ul style="list-style-type: none"> <li>• Intel Pentium® processor, 128 MB RAM, 1.1 GB free hard disk space‡, Microsoft Internet Explorer 5.00.2919.6306</li> </ul> <p><b>Lite installation</b><br/>Windows 98, Windows Me, Windows XP 32-bit edition, and Windows2000:</p> <ul style="list-style-type: none"> <li>• Pentium processor, 110 MB RAM, 100 MB free hard disk space‡</li> </ul> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• Windows NT 4.0 printer drivers require a minimum of a Pentium processor, 110 MB RAM, and 100 MB free hard disk space.‡ These drivers can be installed from Starter CD 2 using the Add Printer utility in Windows. Scan and print installers are also available at <a href="http://www.hp.com/support/officejet9100">http://www.hp.com/support/officejet9100</a>.</li> <li>• Windows XP 64-bit edition printer drivers require a minimum of an Itanium processor, 1 GB RAM, and 100 MB free hard disk space.‡ These drivers are available at <a href="http://www.hp.com/support/officejet9100">http://www.hp.com/support/officejet9100</a>.</li> </ul> <p><b>Mac OS</b></p> <ul style="list-style-type: none"> <li>• <b>Mac OS 9.2.x:</b><br/>PowerPC G3, 32 MB RAM, 400 MB free hard disk space.</li> <li>• <b>Mac OS X (10.1.x):</b><br/>PowerPC G3, 64 MB RAM, 500 MB free hard disk space</li> <li>• <b>Mac OS X (10.2.x):</b><br/>PowerPC G3, 128 MB RAM, 500 MB free hard disk space</li> </ul> |
|---|--|--|

|   |                                       |  |
|---|---------------------------------------|--|
| <p>System requirements (continued)</p> <p>‡<b>Note:</b> Graphic-intensive, complex, and large files might require more hard disk space.</p> | <p>Minimum for Network Connection</p> | <p><b>Windows</b></p> <p>Windows 98, Windows Me, Windows XP 32-bit edition, and Windows2000:</p> <ul style="list-style-type: none"> <li>• Pentium processor, 110 MB RAM, 100 MB free hard disk space<sup>‡</sup></li> </ul> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• Windows NT 4.0 printer drivers require a minimum of a Pentium processor, 110 MB RAM, and 100 MB free hard disk space.<sup>‡</sup> These drivers can be installed from Starter CD 2 using the Add Printer utility in Windows. Scan and print installers are also available at <a href="http://www.hp.com/support/officejet9100">http://www.hp.com/support/officejet9100</a>.</li> <li>• Windows XP 64-bit edition printer drivers require a minimum of an Itanium processor, 1 GB RAM, and 100 MB free hard disk space.<sup>‡</sup> These drivers are available at <a href="http://www.hp.com/support/officejet9100">http://www.hp.com/support/officejet9100</a>.</li> </ul> <p><b>Mac OS</b></p> <p><b>Standard installation</b></p> <ul style="list-style-type: none"> <li>• <b>Mac OS 9.2.x:</b><br/>PowerPC G3, 32 MB RAM, 400 MB free hard disk space.</li> <li>• <b>Mac OS X (10.1.x):</b><br/>PowerPC G3, 64 MB RAM, 500 MB free hard disk space</li> <li>• <b>Mac OS X (10.2.x):</b><br/>PowerPC G3, 128 MB RAM, 500 MB free hard disk space</li> </ul> <p><b>Print-only installation</b></p> <ul style="list-style-type: none"> <li>• <b>Mac OS 9.2.x:</b><br/>PowerPC G3, 32 MB RAM, 150 MB free hard disk space.</li> <li>• <b>Mac OS X (10.1.x and 10.2.x):</b><br/>PowerPC G3, 64 MB RAM, 150 MB free hard disk space</li> </ul> |
|---|---------------------------------------|--|

|  |   |   |
|--|---|---|
| System requirements (continued)  | Recommended for Direct Connection (using a USB or parallel cable) | <b>Windows</b>  |
| ‡ <b>Note:</b> Graphic-intensive, complex, and large files might require more hard disk space. |   | <p><b>Typical installation</b></p> <p>Windows 98, Windows Me, Windows NT 4.0, Windows XP 32-bit edition, and Windows2000:</p> <ul style="list-style-type: none"> <li>• Pentium Pro/Pentium II processor, 256 MB RAM, 1.2 GB free hard disk space‡, Microsoft Internet Explorer 5.00.2919.6306</li> </ul>  |
|  |   | <p><b>Lite installation</b></p> <p>Windows 98, Windows Me, Windows NT 4.0, Windows XP 32-bit edition, and Windows 2000:</p> <ul style="list-style-type: none"> <li>• Pentium processor, 190 MB RAM, 150 MB free hard disk space‡</li> </ul>   |
|  |   | <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• It is recommended that your computer have a minimum of a Pentium processor, 190 MB RAM, and 150 MB free hard disk space‡ for the Windows NT 4.0 printer drivers. These drivers can be installed from Starter CD 2 using the Add Printer utility in Windows. Scan and print installers are also available at <a href="http://www.hp.com/support/officejet9100">http://www.hp.com/support/officejet9100</a>.</li> <li>• It is recommended that your computer have a minimum of an Itanium processor, 1 GB RAM, and 200 MB free hard disk space‡ for the Windows XP 64-bit edition printer drivers. These drivers are available at <a href="http://www.hp.com/support/officejet9100">http://www.hp.com/support/officejet9100</a>.</li> </ul> |
|  |   | <p><b>Mac OS</b></p> <ul style="list-style-type: none"> <li>• <b>Mac OS 9.2.x:</b><br/>PowerPC G3, 128 MB RAM, 500 MB free hard disk space.</li> <li>• <b>Mac OS X (10.1.x):</b><br/>PowerPC G3, 128 MB RAM, 800 MB free hard disk space</li> <li>• <b>Mac OS X (10.2.x):</b><br/>PowerPC G3, 256 MB RAM, 1 GB free hard disk space</li> </ul>  |

|   |   |  |
|---|---|--|
| <p>System requirements (continued)</p> <p>‡<b>Note:</b> Graphic-intensive, complex, and large files might require more hard disk space.</p> | <p>Recommended for Network connection</p> | <p><b>Windows</b></p> <p>Windows 98, Windows Me, Windows XP 32-bit edition, and Windows2000:</p> <ul style="list-style-type: none"> <li>• Pentium processor, 190 MB RAM, 150 MB free hard disk space<sup>‡</sup></li> </ul> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• It is recommended that your computer have a minimum of a Pentium processor, 190 MB RAM, and 150 MB free hard disk space<sup>‡</sup> for the Windows NT 4.0 printer drivers. These drivers can be installed from Starter CD 2 using the Add Printer utility in Windows. Scan and print installers are also available at <a href="http://www.hp.com/support/officejet9100">http://www.hp.com/support/officejet9100</a>.</li> <li>• It is recommended that your computer have a minimum of an Itanium processor, 1 GB RAM, and 200 MB free hard disk space<sup>‡</sup> for the Windows XP 64-bit edition printer drivers. These drivers are available at <a href="http://www.hp.com/support/officejet9100">http://www.hp.com/support/officejet9100</a>.</li> </ul> <p><b>Mac OS</b></p> <p><b>Standard installation</b></p> <ul style="list-style-type: none"> <li>• <b>Mac OS 9.2.x:</b><br/>PowerPC G3, 32 MB RAM, 400 MB free hard disk space.</li> <li>• <b>Mac OS X (10.1.x):</b><br/>PowerPC G3, 64 MB RAM, 500 MB free hard disk space</li> <li>• <b>Mac OS X (10.2.x):</b><br/>PowerPC G3, 128 MB RAM, 500 MB free hard disk space</li> </ul> <p><b>Print-only installation</b></p> <ul style="list-style-type: none"> <li>• <b>Mac OS 9.2.x:</b><br/>PowerPC G3, 128 MB RAM, 300 MB free hard disk space*</li> <li>• <b>Mac OS X (10.1.x and 10.2.x):</b><br/>PowerPC G3, 128 MB RAM, 500 MB free hard disk space*</li> </ul> <p>*After installation, the software requires 12 MB of hard drive space.</p> |
|---|---|--|

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Network management

HP Web Jetadmin plug-ins

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Embedded Web server

- Ability to remotely configure and manage network devices
  - PIN authentication facility
  - Job accounting
  - Ability to control use of color for fax, copy, and memory cards.
  - HP myPrintMileage
-

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**Functional specifications**

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|       |                            |  |
|-------|----------------------------|--|
| Print | Speed (U.S. Letter and A4) | <p>FAST mode:</p> <ul style="list-style-type: none"><li>● Black text: 25 pages per minute (ppm)</li><li>● Mixed text with color graphics: 22 ppm</li></ul> <p>FAST NORMAL mode:</p> <ul style="list-style-type: none"><li>● Black text: 15 ppm</li><li>● Mixed text with color graphics: 11 ppm</li></ul> <p>NORMAL mode:</p> <ul style="list-style-type: none"><li>● Black text: 9 ppm</li><li>● Mixed text with color graphics: 8.5 ppm</li></ul> <p>BEST mode:</p> <ul style="list-style-type: none"><li>● Black text: 4 ppm</li><li>● Mixed text with color graphics: 2 ppm</li></ul> <p>Laser-quality speed*:</p> <ul style="list-style-type: none"><li>● Black text: 9 ppm</li><li>● Mixed text with color graphics: 5 ppm</li></ul> <p>*The "laser-quality speed" comparison has the page-per-minute speeds of the HP Officejet 9100 series all-in-one against the benchmark of the HP Color LaserJet 4600 at comparable print quality. This comparison is based solely on HP's internal testing.</p> |
|       | Resolution                 | <p>Black:</p> <ul style="list-style-type: none"><li>● Up to 1,200 by 600 dpi</li></ul> <p>Color:</p> <ul style="list-style-type: none"><li>● HP enhanced Color Layering Technology with PhotoREt III for photo quality (up to 4,800 by 1,200-optimized dpi on premium photo papers, 1,200 by 1,200-input dpi)</li></ul>  |

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|                     |                                |  |
|---------------------|--------------------------------|--|
| Copy specifications | Features                       | <ul style="list-style-type: none"> <li>● Digital image processing for optimized copy quality</li> <li>● Up to 99 copies from one original</li> <li>● Copy reduction or enlargement from 25 percent to 400 percent</li> <li>● Fit to Page, Poster, Clone, Mirror, Photo Mode, 2-on-1, and Margin Shift options</li> <li>● Collation for multiple copies</li> <li>● No warm-up time required with instand -on scanner lamp</li> <li>● First page speed: 12 seconds</li> <li>● Scan once, print many (scan ahead into memory up to 30 pages)</li> </ul>   |
|                     | Speed (from the scanner glass) | <p>FAST mode:</p> <ul style="list-style-type: none"> <li>● Original with black text: 25 ppm</li> <li>● Original with mixed text and color graphics: 22 ppm</li> </ul> <p>FAST NORMAL mode:</p> <ul style="list-style-type: none"> <li>● Original with black text: 12 ppm</li> <li>● Original with mixed text and color graphics: 11 ppm</li> </ul> <p>NORMAL mode:</p> <ul style="list-style-type: none"> <li>● Original with black text: 8.5 ppm</li> <li>● Original with mixed text and color graphics: 7.3 ppm</li> </ul> <p>BEST mode:</p> <ul style="list-style-type: none"> <li>● Original with black text: 2.3 ppm</li> <li>● Original with mixed text and color graphics: 1.3 ppm</li> </ul> |

|                                    |            |   |
|------------------------------------|------------|---|
| Copy specifications<br>(continued) | Resolution | <p>Black or Color:</p> <p>FAST mode:</p> <ul style="list-style-type: none"> <li>● Print resolution: 600 by 600 dpi</li> <li>● Scan resolution: 300 by 300 dpi</li> <li>● ADF scan resolution: 300 by 300 dpi (up to 600 by 1200 dpi*)</li> </ul> <p>FAST NORMAL mode:</p> <ul style="list-style-type: none"> <li>● Print resolution: 1,200 by 600 dpi (1,200 by 1,200 dpi using selected photo paper**)</li> <li>● Scan resolution: 300 by 300dpi</li> <li>● ADF scan resolution: 300 by 300 dpi (up to 600 by 1200 dpi*)</li> </ul> <p>NORMAL mode:</p> <ul style="list-style-type: none"> <li>● Print resolution: 600 by 600 dpi</li> <li>● Scan resolution: 300 by 300dpi</li> <li>● ADF scan resolution: 300 by 300 dpi (up to 600 by 1200 dpi*)</li> </ul> <p>BEST mode:</p> <ul style="list-style-type: none"> <li>● Print resolution: 1,200 by 600 dpi (2,400 by 1,200dpi using photo paper**)</li> <li>● Scan resolution: 600 by 600dpi (1,200 by 1,200 dpi from glass* using photo paper**)</li> <li>● ADF scan resolution: 600 by 300 dpi (1,200 by 2,400 dpi from glass*)</li> </ul> <p>*With 400% scaling</p> <p>**Includes HP Photo Paper and HP Premium Photo Paper</p> |
| Scan specifications                | Features   | <ul style="list-style-type: none"> <li>● Supports scanning to USB, parallel ports, and networks</li> <li>● Supports up to legal-size originals</li> <li>● Scan speeds vary according to the complexity of the document*</li> <li>● Create photo projects**</li> <li>● Image editor included**</li> <li>● OCR software automatically converts scanned text to editable text**</li> </ul> <p>*To ensure optimal scanning performance when your all-in-one is connected directly to a computer, use a USB cable to make the connection.</p> <p>**HP photo and imaging software and OCR software is available when the all-in-one is connected directly to a computer. Also, OCR software is available on Starter CD 2 to allow text scanned across a network to be converted to editable text. This software should be installed on the client computers.</p>  |

|                                    |                           |  |
|------------------------------------|---------------------------|--|
| Scan specifications (contintued)   | Scan Speed (default mode) | Default: 11 ppm*<br>Preview: 25 seconds<br>*Does not account for network or computer speed variations  |
|                                    | Resolution                | Optical and hardware: <ul style="list-style-type: none"> <li>• Up to 2400 by 2400 dpi</li> <li>• Enhanced scan resolution up to 19,200 dpi (the maximum dpi at which you can scan is limited by available computer memory, disk space and other system factors)</li> <li>• 48-bit color depth, 256 grayscale levels</li> </ul>   |
|                                    | Color                     | 42-bit hardware image-processing, up to 48-bit color (millions of colors limited to 1,200 dpi)   |
|                                    | Interface                 | TWAIN-compliant<br>WIA-compliant (Windows XP only)   |
| Memory card (photo) specifications | Features                  | <ul style="list-style-type: none"> <li>• Supports direct printing of images from a memory card.</li> <li>• Allows photos to be transferred to computers directly connected to the all-in-one using Mass Storage Device Class (MSDC) (Windows) or PhotoSave (Mac OS)</li> <li>• Allows you to send images from a memory card to a network folder or as e-mail attachments.*</li> </ul> <p>*With network connection and all-in-one keyboard.</p>   |
|                                    | Supported memory cards    | <p><b>CompactFlash Type I and II (Microdrive)</b><br/>Length: 41 mm (1.6 inches)<br/>Width: 36 mm (1.4 inches)<br/>Thickness: 3 to 5 mm (0.12 to 0.2 inch)<br/>Number of pins: 50</p> <hr/> <p><b>Memory Stick</b><br/>Length: 50 mm (2 inches)<br/>Width: 21.45 mm (0.84 inch)<br/>Thickness: 2.8 mm (0.1 inch)<br/>Number of pins: 10</p> <hr/> <p><b>MultiMedia Card (MMC)</b><br/>Length: 32 mm (1.26 inches)<br/>Width: 24 mm (0.94 inch)<br/>Thickness: 1.4 mm (0.05 inch)<br/>Number of pins: 7</p> <hr/> <p><b>Secure Digital</b><br/>Length: 32 mm (1.26 inches)<br/>Width: 24 mm (0.94 inch)<br/>Thickness: 2.1 mm (0.08 inch)<br/>Number of pins: 7</p> |

|  |                                    |  |
|--|------------------------------------|--|
| Memory card (photo) specifications (continued) | Supported memory cards (continued) | <b>SmartMedia</b><br>Length: 45 mm (1.8 inches)<br>Width: 37 mm (1.46 inches)<br>Thickness: 0.76 mm (0.03 inch)<br>Number of pins: 22  |
| Digital sending specifications                 | Features                           | Scan a hardcopy original from the ADF or scanner glass to create a digital document (with network connection).<br>Send the digital document or image from a memory card to several possible destinations: <ul style="list-style-type: none"> <li>To one or more e-mail addresses (sent as an e-mail attachment ready for distribution from the control panel)</li> <li>To a network folder</li> </ul>  |
|  | Send to e-mail                     | <ul style="list-style-type: none"> <li>Uses SMTP e-mail server</li> <li>Supports e-mail address functionality through LDAP servers</li> <li>Automatically breaks up large file attachment into multiple emails</li> <li>Allows programming e-mail distribution lists that can be used from Contacts and speed-dial buttons on the control panel.</li> <li>Allows you to send images from a memory card as e-mail attachments.*</li> </ul> <p>*With network connection and all-in-one keyboard.</p> |
|  | Send to network folder             | <ul style="list-style-type: none"> <li>Supports pre-programmed network folder path</li> <li>Supports network speed-dials</li> <li>Allows you to send images from a memory card to a network folder.*</li> </ul> <p>*With network connection and all-in-one keyboard.</p>   |
|  | Fax archive                        | <ul style="list-style-type: none"> <li>Send incoming fax to network folder</li> <li>Format: TIFF</li> <li>Only black and white faxes can be archived</li> <li>One destination folder can be identified</li> <li>Default folder: archive and print</li> </ul>   |
|  | Resolution                         | <ul style="list-style-type: none"> <li>75 dpi</li> <li>150 dpi</li> <li>300 dpi</li> </ul>   |
|  | Supported file formats             | <ul style="list-style-type: none"> <li>PDF</li> <li>TIFF</li> <li>JPG</li> </ul>   |

|   |                                  |   |
|---|----------------------------------|---|
| Digital sending specifications<br>(continued) | Supported network configurations | <ul style="list-style-type: none"> <li>● TCP/IP network with SMTP server and e-mail clients</li> <li>● LDAP server (optional)</li> <li>● HTTP client browser</li> <li>● HTTPS client browser</li> </ul>                                     |
|   | Supported SMTP servers           | <ul style="list-style-type: none"> <li>● MS Window Exchange 5.5</li> <li>● MS Window Exchange 2000</li> <li>● Lotus Domino 6</li> <li>● Novell Groupwise</li> </ul>   |
|   | Supported LDAP servers           | <ul style="list-style-type: none"> <li>● MS Exchange 5.x, 2000</li> <li>● Lotus cc:Mail 8.2, Domino</li> <li>● Novell GroupWise</li> <li>● Sun ONE</li> <li>● Novell eDir</li> <li>● MS Active Dir 2000</li> <li>● Critical Path</li> </ul> |
|   | Application compatibility        | <ul style="list-style-type: none"> <li>● HP Autostore</li> </ul>  |
| Fax specifications                            | Transmission speed               | 3 seconds (33.6 kbps)   |

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Features

- Color fax from the control panel
  - Supports PC fax capability from a computer using the HP photo and imaging software
  - Up to 99 speed-dial entries
  - Up to 6 one-touch speed-dial entries from the control panel
  - Up to 250-page memory with 4 MB of flash memory for incoming faxes. (Based on ITU-T Test Image #1 at standard resolution. More complicated pages or higher resolution take longer and use more memory.)
  - Ability to store faxes in 4 MB of flash memory during if power is interrupted.
  - Quick scan into memory (non realtime) for black faxes
  - Automatic redial (up to five times: after 1 minute for first attempt, after 5 minutes for subsequent attempts)
  - Poll receive
  - Transmitter identification
  - Coding system: MH/MR/MMR
  - Sequential broadcast to 20 destinations.
  - Confirmation and activity reports
  - ITU-T Group3 fax with Error Correction Mode
  - 33.6Kbps fax capability
  - User-configurable ring detect with automatic fax/answering machine switching
  - Delayed faxing
  - Fax forwarding to another fax number
  - Archival of incoming faxes to a network folder (with a network connection)
-

|  |   |
|--|---|
| Resolution                                 | <p><b>Black and white:</b></p> <ul style="list-style-type: none"> <li>● STANDARD (fastest transmission): 203 by 98 dpi</li> <li>● FINE (good quality, slower transmission): 203 by 196 dpi</li> <li>● S. FINE (super fine): 300 by 300 dpi</li> <li>● PHOTO (for faxing photos, slowest transmission): 203 by 196 dpi, with halftoning</li> </ul> <p><b>Color:</b></p> <ul style="list-style-type: none"> <li>● STANDARD: 200 by 200 dpi with compression*</li> <li>● FINE: 200 by 200 dpi with compression*</li> <li>● S. FINE (super fine): 200 by 200 dpi with compression*</li> <li>● PHOTO: 200 by 200 dpi with compression*</li> </ul> <p>*compression varies</p> |
| Multitasking capabilities                  | <ul style="list-style-type: none"> <li>● Scan ahead to memory for overlapping tasks</li> <li>● Simultaneous use of printer and scanner components for different tasks</li> </ul>  |
| <b>Warranty and product certifications</b> |   |
| Warranty                                   | 1 year limited warranty   |
| Safety certifications                      | CCC S&E (China), CSA (Canada), PSB (Singapore), UL (USA), NOM-NYCE (Mexico), GS (Germany), K Mark (Korea), CE (European Union), B Mark (Poland), S Mark (Argentina)   |
| EMC certifications                         | FCC Title CFR Part 15 (USA), ATICK (Australia), MICMark (Korea), CE (European Union), BSMI (Taiwan), GOST (Russia), ICES (Canada)   |

| <b>Environmental specifications</b>   |  |   |
|---|--|---|
| Operating environment   | Operating temperature  | 5° to 40° C (41° to 100° F)                                       |
|   | Recommended operating conditions   | 15° to 35° C (59° to 95° F)                                       |
|   | Recommended relative humidity  | 15 to 80 percent noncondensing                                    |
| Storage environment   | Storage temperature  | -40° to 70° C (-40° to 158° F)                                    |
|   | Storage relative humidity  | Up to 90 percent noncondensing at a temperature of 65° C (150° F) |
| <b>Electrical specifications</b>  |  |   |
| Power supply  | Built-in universal power supply  |   |
| Power requirements  | Input voltage: 110 to 240 VAC (± 10 percent), 50 to 60 Hz  |   |
| Power consumption   | <ul style="list-style-type: none"> <li>● Printing and using photo (memory card) options (average): 47 Watts</li> <li>● Copying (average): 68 Watts</li> <li>● Faxing (average): 43 Watts</li> <li>● Scanning and sending e-mail (average): 40 Watts</li> <li>● During standby and while in PowerSave mode: less than 21.4 Watts</li> <li>● When off: less than 1 Watt</li> </ul> |   |
| PowerSave mode  | Default time before entering PowerSave mode  | 30 seconds  |
| <b>Acoustic emission specifications (copy and print in Draft mode, noise levels per ISO 7779)</b> |  |   |
| Sound pressure (bystander position)   | LpAm 53 dB(A)  |   |
| Sound power   | LwAm 66 dB(A)  |   |



# Regulatory information

This section contains the following regulatory information.

- Regulatory model number
- Power cord statement
- LED classification
- Notice to users of the U.S. telephone network: FCC requirements
- FCC statement
- Shielded cables
- Declaration of conformity statement/Normes de sécurité (Canada)
- Note à l'attention des utilisateurs du réseau téléphonique Canadien/notice to users of the Canadian telephone network
- Notice to users in the European Economic Area
- Notice to users of the Irish telephone network
- Notice to users of the German telephone network
- Geräuschemission
- Declaration of conformity (European Union)
- EMI statement (Korea)
- Declaration of conformity

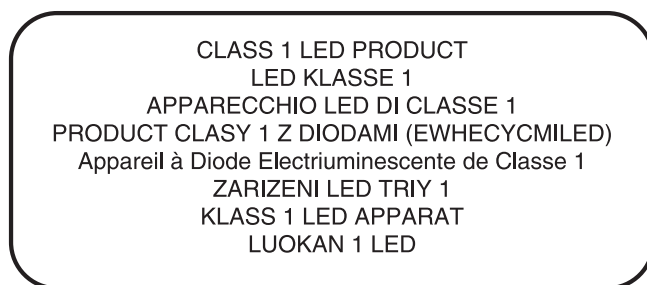
## Regulatory model number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SNPRC-0303. The regulatory number should not be confused with the product name (HP Officejet 9100 series all-in-one) or product number (C8140A, C8143A, or C8144A).

## Power cord statement

The power cord cannot be repaired. If it is defective, it should be discarded or returned to the supplier.

## LED classification



## Notice to users of the U.S. telephone network: FCC requirements

This equipment complies with FCC rules, Part 68. On this equipment is a label that contains, among other information, the FCC Registration Number and Ringer Equivalent Number (REN) for this equipment. If requested, provide this information to your telephone company.

An FCC-compliant telephone cord and modular plug are provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack which is Part 68 compliant. This equipment connects to the telephone network through the following standard network interface jack: USOC RJ-11C.

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 number is called. Too many devices on one line may result in failure to ring in response to an incoming call. In most, but not all, areas the sum of the RENs of all devices should not exceed five (5). To be certain of the number of devices you may connect to your line, as determined by the REN, you should call your local telephone company to determine the maximum REN for your calling area.

If this equipment causes harm to the telephone network, your telephone company may discontinue your service temporarily. If possible, they will notify you in advance. If advance notice is not practical, you will be notified as soon as possible. You will also be advised 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 operation of your equipment. If they do, you will be given advance notice so you will have the opportunity to maintain uninterrupted service.

If you experience trouble with this equipment, please contact the manufacturer, or look elsewhere in this manual, for warranty or repair information. Your telephone company may ask you to 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. Contact your state's public utility commission, public service commission, or corporation commission for more information.

This equipment includes automatic dialing capability. When programming and/or making test calls to emergency numbers:

- Remain on the line and explain to the dispatcher the reason for the call.
- Perform such activities in the off-peak hours, such as early morning or late evening.

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**Note**

The FCC hearing aid compatibility rules for telephones are not applicable to this equipment.

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including fax machines, to send any message unless such message clearly contains in a margin at the top or bottom of each transmitted page or on the first page of transmission, the date and time it is sent and an identification of the business, other entity, or other individual sending the message and the telephone number of the sending machine or such business, other entity, or individual. (The telephone number provided may not be a 900 number or any other number for which charges exceed local or long-distance transmission charges.) In order to program this information into your fax machine, you should complete the steps described in the software.

## FCC statement

The U.S. Federal Communications Commission (in 47 cfr 15.105) has specified that the following notices be brought to the attention of users of this product.

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.

## Shielded cables

Use of a shielded data cable is required to comply with the Class B limits of Part 15 of the FCC Rules.

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

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**Note**

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/TV technician for help.

**Declaration of conformity statement/Normes de sécurité (Canada)**

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus set out in the Canadian ICES-003.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de Classe B prescrites dans la réglementation sur le brouillage radioélectrique édicté par le NMB-003 du Canada.

## **Note à l'attention des utilisateurs du réseau téléphonique Canadien/ notice to users of the Canadian telephone network**

Cet appareil est conforme aux spécifications techniques des équipements terminaux d'Industrie Canada. Le numéro d'enregistrement atteste de la conformité de l'appareil. L'abréviation IC qui précède le numéro d'enregistrement indique que l'enregistrement a été effectué dans le cadre d'une Déclaration de conformité stipulant que les spécifications techniques d'Industrie Canada ont été respectées. Néanmoins, cette abréviation ne signifie en aucun cas que l'appareil a été validé par Industrie Canada.

Pour leur propre sécurité, les utilisateurs doivent s'assurer que les prises électriques reliées à la terre de la source d'alimentation, des lignes téléphoniques et du circuit métallique d'alimentation en eau sont, le cas échéant, branchées les unes aux autres. Cette précaution est particulièrement importante dans les zones rurales.

Le numéro REN (Ringer Equivalence Number) attribué à chaque appareil terminal fournit une indication sur le nombre maximal de terminaux qui peuvent être connectés à une interface téléphonique. La terminaison d'une interface peut se composer de n'importe quelle combinaison d'appareils, à condition que le total des numéros REN ne dépasse pas 5.

Basé sur les résultats de tests FCC Partie 68, le numéro REN de ce produit est 0.3B.

This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation IC before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved 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.

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### **Note**

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.

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The REN for this product is 0.3B, based on FCC Part 68 test results.

## Notice to users in the European Economic Area



This product is designed to interwork with the analogue telephone networks in the following countries/regions:

|         |             |                |
|---------|-------------|----------------|
| Austria | Greece      | Portugal       |
| Belgium | Ireland     | Spain          |
| Denmark | Italy       | Sweden         |
| Finland | Luxembourg  | Switzerland    |
| France  | Netherlands | United Kingdom |
| Germany | Norway      |                |

Network compatibility depends on customer selected settings, which must be reset to use the equipment on a telephone network in a country/region other than where the product was purchased. Contact the vendor or Hewlett-Packard Company if additional product support is necessary.

This equipment has been certified by the manufacturer in accordance with Directive 1999/5/EC (annex II) for Pan-European single-terminal connection to the public switched telephone network (PSTN). However, due to differences between the individual PSTNs provided in different countries, the approval does not, of itself, give an unconditional assurance of successful operation on every PSTN network termination point.

In the event of problems, you should contact your equipment supplier in the first instance.

This equipment is designed for DTMF tone dialing and loop disconnect dialing. In the unlikely event of problems with loop disconnect dialing, it is recommended to use this equipment only with the DTMF tone dial setting.

### Notice to users of the Irish telephone network

This equipment is designed for DTMF tone dialing and loop disconnect dialing. In the unlikely event of problems with loop disconnect dialing, it is recommended that you use this equipment only with the DTMF tone dial setting.

### Notice to users of the German telephone network

This HP fax product is designed to connect only to the analogue public-switched telephone network (PSTN). Please connect the TAE N telephone connector plug, provided with the HP Officejet 9100 series all-in-one into the wall socket (TAE 6) code N. This HP fax product can be used as a single device and/or in combination (in serial connection) with other approved terminal equipment.

### Geräuschemission

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

## Declaration of conformity (European Union)

The Declaration of Conformity in this document complies with ISO/IEC Guide 22 and EN 45014. It identifies the product, manufacturer's name and address, and applicable specifications recognized in the European community.

## EMI statement (Korea)

### 사용자 안내문 (B 급기기)

이 기기는 비업무용으로 전자파 장애검정을 받은 기기로서, 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.

## Declaration of conformity

| <b>DECLARATION OF CONFORMITY</b><br>according to ISO/IEC Guide 22 and EN 45014  |  |
|---|--|
| <b>Manufacturer's Name:</b>   | Hewlett-Packard Singapore (Pte) Ltd.   |
| <b>Manufacturer's Address:</b>  | Imaging and Printing Manufacturing Operations<br>60 Alexandra Terrace, #07-01, The Comtech<br>Singapore 118502   |
| <b>declares, that the product</b>   |  |
| <b>Product Name:</b>  | HP Officejet 9110 all-in-one, HP Officejet 9120 all-in-one,<br>HP Officejet 9130 all-in-one  |
| <b>Product Number:</b>  | C8140A, C8143A, C8144A   |
| <b>Regulatory Model Number:</b>   | SNPRC-0303   |
| <b>Product Accessory Number:</b>  | C8237A / 250-sheet Tray 2<br>J7934A / EIO LAN card<br>C8240A / KeyBoard  |
| <b>Product Options:</b>   | All  |
| <b>conforms to the following Product Specifications:</b>  |  |
| <b>Safety:</b>  | IEC 60950: 1999 / EN 60950: 2000<br>IEC 60825-1: 1993+A1: 1997+A2: 2001 / EN 60825-1: 1994 Class I for<br>LEDs   |
| <b>EMC:</b>   | CISPR 22: 1997 + A1 / EN 55022:1998 + A1 Class B (1)<br>CISPR 24:1997 + A1 / EN 55024: 1998 + A1<br><br>IEC 61000-3-2:1995 + A14 / EN 61000-3-2: 1995 + A14<br>IEC 61000-3-3:1994 + A1 / EN 61000-3-3:1995 + A1<br><br>FCC Title 47 CFR, Part 15 Class B (1)<br>AS / NZS 3548:1995 / ICES-003, Issue 3 Class B (1) |
| <b>Telecom:</b>   | TBR 21:1998  |
| <b>Supplementary Information:</b>   |  |
| The product herewith complies with the requirements of the Low Voltage Directive 73/23/EEC, EMC Directive 89/336/EEC and the R&TTE Directive 1999/5/EC (Annex II) and carries the CE marking accordingly. |  |
| (1) The product was tested in a typical configuration with Hewlett-Packard personal computer systems.   |  |
| <b>25 September 2003</b>  | <b>Chan Kum Yew</b><br><b>Director, Quality</b>  |
| <b>Australia Contact:</b> Product Regulations Manager, Hewlett-Packard Australia Ltd., 31-41 Joseph Street, Blackburn, Victoria 3130, Australia   |  |
| <b>European Contact:</b> Hewlett-Packard GmbH, HQ-TRE, Herrenberger Strasse 140, 71034 Boeblingen, Germany  |  |
| <b>USA Contact:</b> Corporate Product Regulations Manager, Hewlett-Packard Company, 3000 Hanover Street, Palo Alto, CA 94304, USA (Phone: 415-857-1501)   |  |

# Environmental sustainability program

Hewlett-Packard is committed to providing quality products in an environmentally sound manner. HP continuously improves the design processes of its products to minimize the negative impact on the office environment and on the communities where products are manufactured, shipped, and used. HP has also developed processes to minimize the negative impact of the disposal of the product at the end of its printing life.

For more information about the HP environmental sustainability program, see <http://www.hp.com/hpinfo/globalcitizenship/environment/index.html>.

This section contains information about the following topics.

- [Reduction and elimination](#)
- [Power consumption](#)
- [Hazardous materials](#)
- [Recycling](#)
- [Material safety data sheets](#)
- [End-of-life returns](#)

## Reduction and elimination

### Paper use

The two-sided (duplex) printing and N-up printing features of this product (which you can use to print multiple pages of a document on one sheet of paper) can reduce paper usage and the resulting demands on natural resources. See this guide for more information about using these features.

### Ink use

The Fast mode of this product uses less ink, which might extend the life of the cartridges. See the printer driver onscreen Help for more information.

### Ozone-depleting chemicals

Ozone-depleting chemicals, such as chlorofluorocarbons (CFCs), have been eliminated from HP manufacturing processes.

## Power consumption

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



ENERGY STAR® is a U.S. registered service mark owned by the U.S. government. As an ENERGY STAR® Partner, Hewlett-Packard Company has determined this product meets ENERGY STAR® guidelines for energy efficiency. For more information, see <http://www.energystar.gov>.



## Hazardous materials

This HP product contains the following materials that might require special handling at end-of-life:

- Lead in the solder
- Mercury in the scanner lamp
- A lithium/MnO<sub>2</sub> battery on the motherboard

The following table provides specifications for the battery.

| Specification        | Matsushita/Panasonic      | Toshiba                  |
|----------------------|---------------------------|--------------------------|
| Battery part number  | CR2032L                   | CR2032                   |
| Battery material     | Lithium/MnO <sub>2</sub>  | Lithium/MnO <sub>2</sub> |
| Battery type         | Button/coin cell battery  | Button/coin cell battery |
| Quantity per product | 1                         | 1                        |
| Weight               | ~ 2.9 grams (0.102 ounce) | 3.1 grams (0.109 ounce)  |
| Lithium type         | Sold                      | Sold                     |
| Battery manufacturer | Panasonic, Japan          | Toshiba, Japan           |

## Recycling

Design for recycling has been incorporated into this product:

- The number of materials has been kept to a minimum while ensuring proper functionality and reliability.
- Dissimilar materials have been designed to separate easily.
- Fasteners and other connections are easy to locate, gain access to, and remove by using common tools.
- High-priority parts have been designed so that you can reach them quickly for efficient disassembly and repair.

## Product packaging

The packaging materials for this product have been selected to provide maximum protection for the least cost possible, while attempting to minimize environmental impact and facilitate recycling. The rugged design of the product assists in minimizing both packaging materials and damage rates.

## HP printing supplies

In many countries/regions, the printing supplies for this product (for example, printheads) can be returned to HP through the HP Printing Supplies Returns and Recycling Program. An easy-to-use and free take-back program is available in more than 48 countries/regions.

## Material safety data sheets

Material safety data sheets (MSDSs) can be obtained from the following HP website:  
<http://www.hp.com/go/msds>.

## **End-of-life returns**

At the end of the product life, you can return the product to HP.

# A

# Control-panel mode and setup menus

Use the control panel menus to view and change settings for the all-in-one and the modes in which it can be used.

The changes that you make in mode menus affect the current job that you are performing. The changes that you make in setup menus become the defaults for all future jobs.

This section contains information about the following topics.

## **Mode menus**

- [Reaching and using a mode menu](#)
- [Copy mode menu](#)
- [Scan mode menu](#)
- [Photo mode menu](#)
- [E-mail mode menu](#)
- [Fax mode menu](#)

## **Setup menus**

- [Reaching and using a setup menu](#)
- [Printing a setup menu map](#)
- [PRINT REPORT menu](#)
- [COPY SETUP menu](#)
- [FAX SETUP menu](#)
- [ADV FAX SETUP menu](#)
- [SCAN SETUP menu](#)
- [E-MAIL SETUP menu](#)
- [PRINTER menu](#)
- [NETWORK & I/O menu](#)
- [ADMIN menu](#)
- [MAINTENANCE menu](#)

# Mode menus

This section contains information about the following topics.

- [Reaching and using a mode menu](#)
- [Copy mode menu](#)
- [Scan mode menu](#)
- [Photo mode menu](#)
- [E-mail mode menu](#)
- [Fax mode menu](#)

## Reaching and using a mode menu

- 1 On the control panel, press the mode button (COPY, SCAN, PHOTO, E-MAIL, or FAX). The menu appears in the control-panel display.
- 2 Press ▲ (up) or ▼ (down) to move to the option that you want, and then press ✓ (select).
- 3 Press - or + to select the value that you want, and then press ✓ (select) to save the setting.

## Copy mode menu

| Menu item          | Description   |
|--------------------|---|
| COPIES             | Sets the number of copies for the current copy job.   |
| Normal copy        | <p>Selects normal copy or one of the following special copy options:</p> <ul style="list-style-type: none"> <li>● COPY FULL PAGE<br/>Reduces the original by 91 percent and makes copies without clipping any part of the original.</li> <li>● LEGAL-&gt;LETTER<br/>Reduces the size of the original from legal-size to letter-size.</li> <li>● A4-&gt;LETTER<br/>Reduces the size of the original from A4-size to letter-size.</li> <li>● COPY 2 ON 1<br/>Reduces two pages of originals and places them on one landscape page. See <a href="#">Copying more than one original onto one page</a> for more information.</li> <li>● MARGIN SHIFT<br/>Shifts the margin on the original to the left or right to create a space to accommodate a binding. See <a href="#">Shifting the image to increase the margin for binding</a> for more information.</li> <li>● FIT TO PAGE<br/>Reduces or enlarges the original to fit the page size that has been specified for the copy job.</li> <li>● MIRROR COPY<br/>Makes a mirror copy of the original. See <a href="#">Creating a mirror image of an original</a> for more information.</li> <li>● POSTER<br/>Enlarges the original to a poster size that one to four pages wide (can be used only from the scanner glass). See <a href="#">Making a poster</a> for more information.</li> <li>● CLONE<br/>Clones (replicates) the original onto a page, from one to the maximum number of copies that will fit on the page (can be used only from the scanner glass). See <a href="#">Cloning several copies of an image on a page</a> for more information.</li> </ul> |
| Glass<br>or<br>ADF | <p>Indicates whether the scanner glass is the source for the copy. Options for copying include the following choices:</p> <ul style="list-style-type: none"> <li>● 1-&gt;1 SIDED<br/>Copies a 1-sided original to a 1-sided copy. Both the ADF and the scanner glass can be used.</li> <li>● 1-&gt;2 SIDED<br/>Copies a 1-sided original to a 2-sided copy. Both the ADF and the scanner glass can be used.</li> <li>● 2-&gt;1 SIDED<br/>Copies a 2-sided original to a 1-sided copy. Only the ADF can be used. The option does not appear when you are scanning from the scanner glass.</li> <li>● 2-&gt;2 SIDED<br/>Copies a 2-sided original to a 2-sided copy. Both the ADF and the scanner glass can be used.</li> </ul> <p>You can also reach the double-sided options by pressing 2-SIDED OPTIONS on the control panel.</p> <p>Legal-size originals can be 2-sided, but legal-size output cannot be duplexed.</p>  |
| Red./enlarge       | <p>Reduces or enlarges the copy by a percentage. You can specify the percentage of reduction or enlargement in two ways:</p> <ul style="list-style-type: none"> <li>● Press - or + to decrease or increase the size in increments of 1 percent. If you hold down - or + for more than 2 seconds, the rate increases to 5 percent every additional 0.2 second.</li> <li>● Type a percentage on the keypad or keyboard.</li> </ul> <p>You can also reach this option by pressing REDUCE/ENLARGE on the control panel.</p>   |

| Menu item      | Description  |
|----------------|--|
| Collation      | <p>Turns copy collation on or off. When collation is on, you can produce sets of copies in the exact order that they were scanned. You must copy more than one original to use the collation feature.</p> <p>This feature can be used only with the ADF.</p> <p>Collation is available only for the following copy options: <code>Normal copy</code>, <code>COPY FULL PAGE</code>, <code>MARGIN SHIFT</code>, <code>LEGAL-&gt;LETTER</code>, <code>A4-&gt;LETTER</code>, <code>LETTER-&gt;A4</code>.</p>   |
| Quality        | <p>Selects the setting for copy quality:</p> <ul style="list-style-type: none"> <li>● <code>NORMAL</code><br/>Produces high-quality copy at reasonable speed. This is the recommended setting for most copy jobs.</li> <li>● <code>BEST</code><br/>Produces the highest quality for all media and eliminates the banding (striping) effect that sometimes occurs in solid areas. <code>BEST</code> copies more slowly than the other quality settings.</li> <li>● <code>FAST</code><br/>Produces draft-quality copies at the fastest speed. The text is of comparable quality to the <code>NORMAL</code> setting, but graphics might be of lower quality. This setting reduces the frequency of ink cartridge replacement because it uses less ink.</li> </ul> <p>You can also reach the quality option by pressing <code>QUALITY</code> on the control panel.</p> |
| Lighter/darker | <p>Adjusts the lightness and darkness of copies (from -4 to +4).</p> <p>You can also reach the contrast option by pressing <code>LIGHTER/DARKER</code> on the control panel.</p>   |
| Tray           | <p>Selects the input tray and paper type to use for media.</p>   |
| Paper size     | <p>Selects the paper size:</p> <ul style="list-style-type: none"> <li>● <code>LETTER</code><br/>U.S. letter size (8.5 by 11 inches)</li> <li>● <code>A4</code><br/>A4 size (210 by 297 mm)</li> <li>● <code>LEGAL</code><br/>Legal size (8.5 by 14 inches)</li> </ul> <p>The option sets the size for both the original and the output, because it is assumed that these are to be identical.</p> <p>The option is not available for the following copy options: <code>LEGAL-&gt;LETTER</code>, <code>A4-&gt;LETTER</code>, <code>LETTER-&gt;A4</code>.</p>  |
| Preset         | <p>Applies a preset (a set of predetermined copy options) to a copy job.</p> <p>See <a href="#">Using presets</a> for more information.</p>  |
| Setup          | <p>Opens the <code>COPY SETUP</code> menu. See <a href="#">COPY SETUP menu</a> for an explanation of the menu.</p>   |

# Scan mode menu

| Menu item          | Description  |
|--------------------|--|
| <Host\Sharename?>  | Use this area to specify the path of a network folder, parallel, or USB destination.   |
| Glass<br>or<br>ADF | Indicates whether the ADF or the scanner glass is the source for the scan. Options for scanning include the following choices: <ul style="list-style-type: none"> <li>● 1-SIDED</li> <li>● 2-SIDED</li> </ul> You can also reach the double-sided options by pressing 2-SIDED OPTIONS on the control panel.  |
| Type               | Selects the document type and format: <ul style="list-style-type: none"> <li>● MIXED/PDF<br/>Use this option when the original contains both text and photographs. The output format is PDF.</li> <li>● PHOTO/JPEG<br/>Use this option when the original contains only photographs. The output format is Joint Photographic Experts Group (JPEG).</li> <li>● MIXED/JPEG<br/>Use this option when the original contains both text and photographs. The output format is JPEG.</li> <li>● BLACK/TIF<br/>Use this option when the original contains only text and you want to be able to edit the text in the resulting document. The output format is Tagged Information File Format (TIFF).</li> <li>● TEXT/PDF<br/>Use this option when the original contains only text. The output format is Adobe Portable Document Format (PDF).</li> </ul> You can also reach the document type option by pressing TRAY/TYPE on the control panel. |
| Paper Size         | Selects the paper size: <ul style="list-style-type: none"> <li>● LETTER<br/>U.S. letter size (8.5 by 11 inches)</li> <li>● A4<br/>A4 size (210 by 297 mm)</li> <li>● LEGAL<br/>Legal size (8.5 by 14 inches)</li> </ul> When Type is PHOTO/JPEG, the list changes to a different set of sizes that are appropriate for photos (for example, 3 x 5 cm, 10 x 15 cm, and 4 x 6 inch). The option sets the size for both the original and the output, because it is assumed that these are to be identical. You can also reach the paper size option by pressing TRAY/TYPE on the control panel.   |
| Resolution         | Selects the setting for resolution: <ul style="list-style-type: none"> <li>● 300 DPI</li> <li>● 150 DPI</li> <li>● 75 DPI</li> </ul> You can also reach the resolution option by pressing QUALITY on the control panel.  |
| Lighter/darker     | Adjusts the lightness and darkness of scans (from -4 to +4). You can also reach the contrast option by pressing LIGHTER/DARKER on the control panel.   |
| Prefix             | Selects the prefix for scanned files (up to 10 characters).  |
| Setup              | Opens the SCAN SETUP menu. See <a href="#">SCAN SETUP menu</a> for an explanation of the menu.   |

## Photo mode menu

| Menu item                | Description   |
|--------------------------|---|
| xx PHOTOS FOUND          | Indicates how many photo files were found on the memory card that was inserted in the memory card slot of the all-in-one.   |
| Print photos             | Starts the procedure for printing photos from the memory card.<br>See <a href="#">Printing from a memory card</a> for more information.   |
| E-mail photos*           | Starts the procedure for sending photos as attachments to an e-mail message.<br>See <a href="#">Sending photos as e-mail attachments</a> for more information.                                  |
| Print thumbnails         | Starts the procedure for printing a proof sheet of the photos that are on the memory card.<br>See <a href="#">Printing a proof sheet</a> for more information.                                  |
| Scan thumbnails          | Starts the procedure for scanning a proof sheet of the photos that are on the memory card.<br>See <a href="#">Printing photos or sending photos as e-mail attachments</a> for more information. |
| Save photos to computer* | Starts the procedure for saving photos that are on the memory card to a computer.<br>See <a href="#">Saving photos</a> for more information.  |
| Save to network*         | Starts the procedure for saving photos that are on the memory card to a folder on the network.<br>See <a href="#">Saving photos</a> for more information.                                       |

\* This option appears only for network connection.



# E-mail mode menu

| Menu item               | Description   |
|-------------------------|---|
| <TO? ✓ =DIST.LIST>      | <p>Use this area to specify an e-mail address for the e-mail message. The connection can be network, USB, or parallel.</p> <p>See <a href="#">Sending scans as e-mail attachments</a> for information about the ways that you can specify e-mail address.</p>   |
| Subj: Digital<br>sen... | <p>Use this area to type text for the SUBJECT line of the e-mail message. The maximum length for the SUBJECT line is 60 characters).</p> <p>The SUBJECT line might be preconfigured. You can change the text, unless the all-in-one has been set up so that the SUBJECT text cannot be changed. See <a href="#">Configuring the defaults for e-mail message format (network connection)</a> for more information.</p>   |
| From: ...               | <p>Use this area to type text for the FROM line of the e-mail message.</p> <p>The FROM line might be preconfigured. You can change the text, unless the all-in-one has been set up so that the FROM text cannot be changed. See <a href="#">Configuring the defaults for e-mail message format (network connection)</a> for more information.</p>   |
| Glass<br>or<br>ADF      | <p>Indicates whether the ADF or the scanner glass is the source for the scan. Options for scanning include the following choices:</p> <ul style="list-style-type: none"><li>• 1-SIDED</li><li>• 2-SIDED</li></ul> <p>You can also reach the double-sided options by pressing 2-SIDED OPTIONS on the control panel.</p>  |
| Type                    | <p>Selects the document type:</p> <p>Selects the document type and format:</p> <ul style="list-style-type: none"><li>• BLACK/TIFF<br/>Use this option when the original contains only text and you want to be able to edit the text in the resulting document. The output format is Tagged Information File Format (TIFF).</li><li>• TEXT/PDF<br/>Use this option when the original contains only text. The output format is Adobe Portable Document Format (PDF).</li><li>• MIXED/PDF<br/>Use this option when the original contains both text and photographs. The output format is PDF.</li><li>• PHOTO/JPEG<br/>Use this option when the original contains only photographs. The output format is Joint Photographic Experts Group (JPEG).</li><li>• MIXED/JPEG<br/>Use this option when the original contains both text and photographs. The output format is JPEG.</li></ul> <p>You can also reach the document type option by pressing TRAY/TYPE on the control panel.</p> |

| Menu item      | Description  |
|----------------|--|
| Paper size     | <p>Selects the paper size:</p> <ul style="list-style-type: none"> <li>• LETTER<br/>U.S. letter size (8.5 by 11 inches)</li> <li>• A4<br/>A4 size (210 by 297 mm)</li> <li>• LEGAL<br/>Legal size (8.5 by 14 inches)</li> </ul> <p>When <b>Type</b> is <b>PHOTO/JPEG</b>, the list changes to a different set of sizes that are appropriate for photos (for example, 3 × 5 cm, 10 × 15 cm, and 4 × 6 inch). The option sets the size for both the original and the output, because it is assumed that these are to be identical.</p> <p>You can also reach the paper size option by pressing <b>TRAY/TYPE</b> on the control panel.</p> |
| Resolution     | <p>Selects the setting for resolution:</p> <ul style="list-style-type: none"> <li>• 300 DPI</li> <li>• 150 DPI</li> <li>• 75 DPI</li> </ul> <p>You can also reach the resolution option by pressing <b>QUALITY</b> on the control panel.</p>   |
| Lighter/darker | <p>Adjusts the lightness and darkness of scans (from -4 to +4).</p> <p>You can also reach the contrast option by pressing <b>LIGHTER/DARKER</b> on the control panel.</p>  |
| Setup          | <p>Opens the <b>E-MAIL SETUP</b> menu. See <a href="#">E-MAIL SETUP menu</a> for an explanation of the menu.</p>   |

## Fax mode menu

| Menu item          | Description   |
|--------------------|---|
| <FAX#? ✓ =GROUP>   | Use this area to specify a fax number.  |
| Fax Color          | <p>Indicates whether the all-in-one has been set to send a black-and-white fax or a color fax. Options include the following choices:</p> <ul style="list-style-type: none"> <li>• BLACK</li> <li>• COLOR</li> </ul>  |
| ADF<br>or<br>Glass | <p>Indicates whether the ADF or the scanner glass is the source for the outgoing fax. Options for faxing include the following choices:</p> <ul style="list-style-type: none"> <li>• 1-SIDED<br/>Faxes a 1-sided original. Both the ADF and the scanner glass can be used.</li> <li>• 2-SIDED<br/>Faxes a 2-sided original (black-and-white only). Both the ADF and the scanner glass can be used.</li> </ul> |

| Menu item       | Description  |
|-----------------|--|
| Time            | <p>Selects the method in which a black-and-white fax will be transmitted (color faxes are sent only in the realtime mode):</p> <ul style="list-style-type: none"> <li>● <b>REALTIME</b><br/>The fax is transmitted directly from the scan while you wait at the control panel. If a realtime fax is interrupted or the all-in-one is turned off, you must rescan the fax job. This is the fastest option. Use this option especially for long faxes, because there might not be enough memory in the all-in-one for a long fax if you use the non-realtime option.</li> <li>● <b>NON-REALTIME</b><br/>The fax is scanned into memory first, and then transmitted. You do not have to wait for the fax to finish.</li> <li>● <b>DELAYED</b><br/>The fax is transmitted at a time that you specify.</li> </ul> |
| Resolution      | <p>Selects the setting for resolution.</p> <p>Black-and-white faxes:</p> <ul style="list-style-type: none"> <li>● <b>STANDARD</b> (98 dpi)</li> <li>● <b>FINE</b> (196 dpi)</li> <li>● <b>S. FINE</b> (300 dpi)</li> <li>● <b>PHOTO</b> (196 dpi, with halftoning)</li> </ul> <p>Color faxes:</p> <ul style="list-style-type: none"> <li>● <b>STANDARD</b> (200 dpi, high compression)</li> <li>● <b>FINE</b> (200 dpi, low compression)</li> <li>● <b>S. FINE</b> (200 dpi, low compression)</li> <li>● <b>PHOTO</b> (200 dpi, high compression)</li> </ul> <p>You can also reach the resolution option by pressing <b>QUALITY</b> on the control panel.</p>  |
| Lighter/darker  | <p>Adjusts the lightness and darkness of faxes (from -4 to +4).</p> <p>You can also reach the contrast option by pressing <b>LIGHTER/DARKER</b> on the control panel.</p>  |
| Paper size      | <p>Selects the paper size:</p> <ul style="list-style-type: none"> <li>● <b>A4</b><br/>A4 size (210 by 297 mm)</li> <li>● <b>LEGAL</b><br/>Legal size (8.5 by 14 inches)</li> <li>● <b>LETTER</b><br/>U.S. letter size (8.5 by 11 inches)</li> </ul> <p>The option sets the size for both the original and the output, because it is assumed that these are to be identical.</p> <p>You can also reach the paper size option by pressing <b>TRAY/TYPE</b> on the control panel.</p>   |
| Poll to receive | <p>Allows user to type fax number(s) to poll.</p>  |
| Setup           | <p>Opens the <b>FAX SETUP</b> menu. See <a href="#">FAX SETUP menu</a> for an explanation of the menu.</p>   |

## Setup menus

Printer driver and program settings override control panel settings for the current job. Program settings override default printer driver settings.

This section contains information about the following topics.

- [Reaching and using a setup menu](#)
- [Printing a setup menu map](#)
- [PRINT REPORT menu](#)
- [COPY SETUP menu](#)
- [FAX SETUP menu](#)
- [ADV FAX SETUP menu](#)
- [SCAN SETUP menu](#)
- [E-MAIL SETUP menu](#)
- [PHOTO menu](#)
- [PRINTER menu](#)
- [NETWORK & I/O menu](#)
- [ADMIN menu](#)
- [MAINTENANCE menu](#)

### Reaching and using a setup menu

- 1 On the control panel, press MENU.
- 2 Press ▲ (up) or ▼ (down) to move to the item you want, and then press ✓ (select).
- 3 Press - or + to select the value that you want, and then press ✓ (select) to save the setting.

If there is no - or + around the setting, the setting cannot be changed.

### Printing a setup menu map

- 1 On the control panel, press MENU.
- 2 With the cursor next to PRINT REPORT, press ✓ (select).
- 3 With the cursor next to Menu map info, press ✓ (select).

## PRINT REPORT menu

| Menu item           | Description   |
|---------------------|---|
| Menu map info       | Prints a map of the setup menus, which includes information about the current settings for setup options.   |
| Last transaction    | Prints a copy of the last fax transaction that the all-in-one processed (either received or sent). The following information is included: <ul style="list-style-type: none"><li>• Transmission date and time</li><li>• Type (whether received or sent)</li><li>• Fax number</li><li>• Duration</li><li>• Number of pages</li><li>• Result (status) of transmission</li></ul>  |
| Fax log             | Prints a copy of the fax log, which contains information about the last 20 faxes that have been received by the all-in-one and sent from the control panel. The following information is included: <ul style="list-style-type: none"><li>• Transmission date and time</li><li>• Type (whether received or sent)</li><li>• Fax number</li><li>• Duration</li><li>• Number of pages</li><li>• Result (status) of transmission</li><li>• Whether the fax was printed (received faxes only)</li><li>• Whether the fax was archived (received faxes only)</li></ul>  |
| Speed-dial list     | Prints lists of the speed-dial entries that have been set up for fax numbers and fax number groups, e-mail addresses and e-mail address groups, and network folders.  |
| Speed-dial template | Prints lists of the first six speed-dial entries that have been set up for fax numbers or groups, e-mail addresses, and network folders. After you print the lists, you can cut them out and insert them under the speed-dial overlays next to the six speed-dial buttons on the control panel.   |
| Device config.      | Prints a Configuration page, which provides the following information: <ul style="list-style-type: none"><li>• Product name, model number, serial number, service number, asset number, and firmware version</li><li>• Accessories that have been installed</li><li>• Printhead part numbers and accumulated ink usage</li><li>• Ink cartridge part numbers, ink levels, and expiration date</li><li>• Event log</li></ul> If an HP Jetdirect print server is installed in the all-in-one, an HP Jetdirect Configuration page also prints, which provides the following information: <ul style="list-style-type: none"><li>• Configuration information about the print server</li><li>• Security settings</li><li>• Network statistics</li><li>• Protocol settings</li></ul> See <a href="#">Configuration page</a> for more information. |
| Users print summary | Prints a summary page that indicates the number of users and the amount of ink used.  |
| Demo page           | Prints a demonstration page, which can be used to verify that the printing mechanism is operating correctly.  |
| PCL font list       | Prints a list of the PCL fonts that are available on the all-in-one.  |
| PS font list        | Prints a list of the PS fonts that are available on the all-in one.   |

| Menu item               | Description  |
|-------------------------|--|
| Reprint faxes in memory | Prints copies of received faxes that are currently stored in memory. You can choose to print the last fax that has been received, the last five faxes that have been received, or all faxes that are stored in memory. |

## COPY SETUP menu

| Menu item         | Description   |
|-------------------|---|
| Set copy defaults | Saves the current copy settings as the default settings for copy jobs.  |
| Set copy presets  | Saves the current copy settings as a preset, which can then be used for future copy jobs.<br>See <a href="#">Using presets</a> for more information.  |
| Color intensity   | Sets the default color intensity for copy jobs (from -3 to +3). Use this option to make the colors on copies more vivid or more subtle.   |
| Enhancement       | Sets the default enhancement for copy jobs. <ul style="list-style-type: none"> <li>● TEXT<br/>Sharpens the edges of black text.</li> <li>● PHOTO<br/>Improves the colors of photographs.</li> <li>● MIXED<br/>Enhances both the sharpness of text and the colors of photographs.</li> <li>● NONE<br/>Specifies that no enhancements are to be applied.</li> </ul> Use PHOTO or MIXED if the following problems occur: <ul style="list-style-type: none"> <li>● Stray dots of color surround some text on your copies.</li> <li>● Large, black typefaces look splotchy (not smooth).</li> <li>● Thin, colored objects or lines contain black sections.</li> <li>● Horizontal grainy or white bands appear in light-gray to medium-gray areas.</li> </ul> |

## FAX SETUP menu

| Menu item       | Description   |
|-----------------|---|
| Fax speed-dial  | Sets up speed-dial entries for faxing.<br>See <a href="#">Setting up fax numbers as speed-dial entries or groups</a> for more information.  |
| Fax defaults    | Saves current settings as defaults.   |
| Autoanswer      | Sets the answer mode to automatic or manual. <ul style="list-style-type: none"><li>• ON<br/>The all-in-one answers incoming calls after a specified number of rings or upon recognition of special fax tones.</li><li>• OFF<br/>The all-in-one never answers calls. You must start the receiving process yourself.</li></ul> See <a href="#">Setting the answer mode (autoanswer)</a> for more information.                                     |
| Fax header      | Configures the fax number and name that are used for fax headers.<br>See <a href="#">Configuring the time, date, and fax header</a> for more information.   |
| Rings to answer | Determines the number of times that the phone rings before an incoming call is answered when Autoanswer is set to on.<br>When you change the Country/region option on the ADMIN menu, this option changes to the default for the country/region that has been chosen.   |
| Dial type       | Sets the all-in-one to tone-dialing or pulse-dialing.<br>Do not use the pulse-dial setting unless you know that your phone line cannot use tone-dialing. The pulse-dialing option is not available in all countries/regions.<br>When you change the Country/region option on the ADMIN menu, this option changes to the default for the country/region that has been chosen.<br>See <a href="#">Setting the dial type</a> for more information. |

## ADV FAX SETUP menu

| Menu item                | Description   |
|--------------------------|---|
| Auto reports             | <p>Turns on and turns off the option for automatically printing a transaction report each time that the all-in-one sends or receives a fax. The report includes the following information:</p> <ul style="list-style-type: none"><li>• Transmission date and time</li><li>• Type (whether received or sent)</li><li>• Fax number</li><li>• Duration</li><li>• Number of pages</li><li>• Result (status) of transmission</li></ul> <p>When you change the <i>Country/region</i> option on the ADMIN menu, this option changes to the default for the country/region that has been chosen.</p>  |
| Ans. ring pattern        | <p>Sets the all-in-one to answer the correct ring pattern if you subscribe to ring pattern service with your phone company. The following options are available:</p> <ul style="list-style-type: none"><li>• All rings</li><li>• Single ring</li><li>• Double rings</li><li>• Triple rings</li><li>• Double and triple rings</li></ul> <p>When you change the <i>Country/region</i> option on the ADMIN menu, this option changes to the default for the country/region that has been chosen.<br/>See <a href="#">Setting the answering ring pattern (if needed)</a> for more information.</p>  |
| Blocked numbers          | <p>Blocks the ability of the all-in one to receive faxes from up to 30 fax numbers.</p> <p>See <a href="#">Blocking and unblocking fax numbers</a> and <a href="#">Viewing a list of blocked fax numbers</a> for more information.</p>  |
| Busy redial              | <p>Sets the busy redial option for fax transmissions. If this option is turned on, the all-in-one redials automatically if it receives a busy signal.</p> <p>When you change the <i>Country/region</i> option on the ADMIN menu, this option changes to the default for the country/region that has been chosen.<br/>See <a href="#">Setting the redial options</a> for more information.</p>   |
| No-answer redial         | <p>Sets the no-answer redial option for fax transmissions. If this option is turned on, the all-in-one redials automatically if the receiving fax machine does not answer.</p> <p>When you change the <i>Country/region</i> option on the ADMIN menu, this option changes to the default for the country/region that has been chosen.<br/>See <a href="#">Setting the redial options</a> for more information.</p>  |
| Automatic reduction      | <p>Determines how the all-in-one handles long faxes:</p> <ul style="list-style-type: none"><li>• ON<br/>The all-in-one automatically reduces long faxes up to 75 percent to fit the information on the default paper size (for example, the fax is reduced from legal-size to letter-size).</li><li>• OFF<br/>The all-in-one prints long faxes at full size on multiple pages.</li></ul> <p>When you change the <i>Country/region</i> option on the ADMIN menu, this option changes to the default for the country/region that has been chosen.<br/>See <a href="#">Automatically reducing incoming faxes</a> for more information.</p> |
| Automatic fax forwarding | <p>Sets the all-in-one to automatically redirect incoming faxes to another fax number.</p> <p>The autoanswer option must be set to on in order to use this feature.<br/>See <a href="#">Automatically forwarding incoming faxes to another fax number</a> and <a href="#">Setting the answer mode (autoanswer)</a> for more information.</p>  |



| Menu item             | Description   |
|-----------------------|---|
| Error correction mode | <p>Turns the error-correct mode on or off. Normally, the all-in-one monitors the signals on the phone line while it is sending or receiving a fax. If the all-in-one detects an error signal during the transmission and the error-correction setting is on, the all-in-one can request that a portion of the fax be resent.</p> <p>Turn off error correction only if you are having trouble sending or receiving a fax, and you want to accept the errors in the transmission. Turning off the setting might be useful when you are trying to send a fax to another country/region or receive a fax from another country/region, or if you are using a satellite phone connection.</p> <p>When you change the <a href="#">Country/region</a> option on the ADMIN menu, this option changes to the default for the country/region that has been chosen.</p> <p>See <a href="#">Setting silent detection on older-model fax machines</a> for more information.</p> |
| Silent detect         | <p>Controls whether or not you can receive faxes from older-model fax machines that do not emit a fax signal during fax transmissions. At the time of this publication, these silent-model fax machines represented very few of the fax machines in use.</p> <p>Turn on silent detect only if you regularly receive faxes from someone who uses an older-model fax machines.</p> <p>See <a href="#">Setting silent detection on older-model fax machines</a> for more information.</p>  |

## SCAN SETUP menu

| Menu item         | Description  |
|-------------------|--|
| Folder speed-dial | <p>Sets up speed-dial entries for network folders.</p> <p>See <a href="#">Setting up network folders as speed-dial entries</a> for more information.</p> |
| Scan defaults     | <p>Saves the current scan settings as the default settings for scan jobs.</p>  |

## E-MAIL SETUP menu

| Menu item         | Description  |
|-------------------|--|
| E-mail speed-dial | <p>Sets up speed-dial entries for e-mail addresses.</p> <p>See <a href="#">Setting up e-mail addresses as speed-dial entries or groups</a> for more information.</p>   |
| E-mail defaults   | <p>Saves the current e-mail settings as the default settings for e-mail jobs.</p>  |
| Auto BCC          | <p>Sets the all-in-one so that it automatically sends a blind copy of all e-mail messages that are sent from the control panel to the e-mail address that you specify.</p> <p>See <a href="#">Configuring automatic blind copy (BCC)</a> for more information.</p> |
| Configure SMTP    | <p>Sets the SMTP server name and port number, authentication logon account name and password, and e-mail attachment size.</p> <p>See <a href="#">Configuring SMTP</a> for more information.</p>  |

## PHOTO menu

| Menu item      | Description  |
|----------------|--|
| Photo defaults | <p>Saves the current scan settings as the default settings for photo jobs.</p> |

# PRINTER menu

| Menu item               | Description   |
|-------------------------|---|
| Configure printing      | Opens the CONFIGURE PRINTING submenu, which is used to configure the default for the following options: <ul style="list-style-type: none"><li>• Copies (default number of copies to print)</li><li>• Default paper size</li><li>• Default paper type</li><li>• Default print quality</li><li>• Duplex</li><li>• Override A4 or Letter (print an A4-size job on letter-size paper when no A4 paper is loaded, or print a letter-size job on A4-size paper when no letter-size paper is loaded)</li></ul>   |
| Configure tray          | Opens the CONFIGURE TRAY submenu, which is used to configure the default for the following options: <ul style="list-style-type: none"><li>• Tray 1 size</li><li>• Tray 1 paper type</li><li>• Tray 2 size</li><li>• Tray 2 paper type</li><li>• Default tray (the tray that the all-in-one uses if a tray is not selected in the printer driver)</li><li>• Automatic media-type sense (when turned on, the all-in-one detects the type of media and automatically selects the media type and the most suitable print quality for the job; see <a href="#">Setting the automatic paper-type sensor</a> for more information)</li></ul> |
| Configure PCL           | Opens the CONFIGURE PCL submenu, which is used to configure the following settings for PCL when you are using the PCL 5c or PCL 6 printer driver: <ul style="list-style-type: none"><li>• Font number</li><li>• Font pitch</li><li>• Point size</li><li>• Symbol set</li><li>• ISE fonts</li><li>• Append CR to LF (determines whether a carriage return is appended to each line feed that is encountered in backward-compatible PCL jobs)</li></ul>   |
| Print PostScript errors | Determines whether a PS error page prints. <ul style="list-style-type: none"><li>• ON<br/>A PS error page prints when PS errors occur.</li><li>• OFF<br/>A PS error page never prints.</li></ul>  |
| Unattended printing     | Sets the printer to take one of the following actions during large print jobs (after every 100 pages): <ul style="list-style-type: none"><li>• ON<br/>The all-in-one pauses so that you can clear the output tray.</li><li>• OFF<br/>Printing continues.</li></ul>  |
| Personality             | Sets the default personality to one of the following options: <ul style="list-style-type: none"><li>• Automatic switching</li><li>• PCL 5</li><li>• PCL 6</li><li>• PS</li></ul>  |

## NETWORK & I/O menu

| Menu item      | Description   |
|----------------|---|
| I/O timeout    | Sets the length of time (from 5 to 300 seconds) that the all-in-one waits for remaining data for a print job. If that time is exceeded, the all-in-one prints the print job.  |
| Enhanced I/O   | Opens the ENHANCED I/O submenu, which is used to configure the following protocol options: <ul style="list-style-type: none"><li>• TCP/IP (Transmission Control Protocol/Internet Protocol)</li><li>• IPX/SPX (Internetwork Packet Exchange/Small Peripheral Controller)</li><li>• DLC/LLC (Data Link Control/Logical Link Control)</li><li>• Atalk (AppleTalk)</li></ul> See the <i>HP Jetdirect Administrator's Guide</i> on Starter CD 1 for more information about these options. |
| Show IP addr   | Shows the IP address for the all-in-one on the control-panel display.   |
| Configure LDAP | Opens the CONFIGURE LDAP submenu, which is used to configure the following options for the LDAP feature: <ul style="list-style-type: none"><li>• LDAP server name</li><li>• Account name and password</li><li>• Directory service server port number</li><li>• Search criteria (maximum search time in seconds, maximum number of matches to return, search root of the directory server, and search method)</li></ul>  |

## ADMIN menu

An administrator PIN is required to open this menu.

| Menu item           | Description   |
|---------------------|---|
| Set admin PIN       | Sets the PIN for the administrator.<br>See <a href="#">Changing the administrator PIN</a> for more information.   |
| Configure users     | Configures authorized users for the all-in-one from the control panel.<br>See <a href="#">Configuring authorized users</a> for more information.  |
| Reset usage counter | Resets the following counters for each authorized user: <ul style="list-style-type: none"><li>• Pages printed (one sheet of paper printed as duplex is counted as two pages)</li><li>• Black ink used (in ml)</li><li>• Total color ink used (in ml)</li></ul> See <a href="#">Monitoring use by authorized users and resetting the usage counters</a> for more information.        |
| Fax archive         | Turns on and turns off the archiving of incoming faxes.<br>See <a href="#">Automatically archiving incoming faxes</a> for more information.   |
| Color copying       | Allows and restricts color copying.<br>See <a href="#">Allowing and restricting color copying</a> for more information.   |
| Color faxing        | Allows and restricts color faxing.<br>See <a href="#">Allowing and restricting color faxing</a> for more information.   |
| Photo mode          | Allows and restricts the ability to use the photo mode.<br>See <a href="#">Allowing and restricting the photo (memory card) feature</a> for more information.   |
| E-mail From         | Allows users to change the From field for outgoing e-mails. If this option is turned on, users can change the From field to any e-mail address; if the option is turned off, a lock icon appears next to the From field.  |
| Language            | Selects the language for the all-in-one, which controls the following settings: <ul style="list-style-type: none"><li>• Language used for messages on the control-panel display</li><li>• Keyboard functionality for the language that has been configured (if a keyboard is installed)</li></ul> See <a href="#">Setting the language and country/region</a> for more information. |

| Menu item                       | Description  |
|---------------------------------|--|
| Country/region                  | <p>Selects the country/region in which the all-in-one is being used, which controls the following settings:</p> <ul style="list-style-type: none"> <li>• How the cloning feature works for the copy function (different cloning sizes are used for different countries/region) (see <a href="#">Cloning several copies of an image on a page</a> for more information)</li> <li>• Media sizes that are available (different countries/regions have different standard sizes)</li> <li>• Fax settings: <ul style="list-style-type: none"> <li>• Rings-to-answer (see <a href="#">FAX SETUP menu</a> for more information)</li> <li>• Answer mode (see <a href="#">Setting the answer mode (autoanswer)</a> for more information)</li> <li>• Answer ring pattern (see <a href="#">Setting the answering ring pattern (if needed)</a> for more information)</li> <li>• Tone or pulse dialing (see <a href="#">Setting the dial type</a> for more information)</li> <li>• Silent detection (see <a href="#">Setting silent detection on older-model fax machines</a> for more information)</li> <li>• Ring and beep volumes (see <a href="#">Setting the ring and beep volumes</a> for more information)</li> <li>• Automatic fax reports (see <a href="#">Setting the automatic printing of fax reports</a> for more information)</li> <li>• Busy redial, no answer redial (see <a href="#">Setting the redial options</a> for more information)</li> <li>• Auto-reduction (see <a href="#">Automatically reducing incoming faxes</a> for more information)</li> <li>• Error-correction mode (see <a href="#">Setting the fax error-correction mode</a> for more information)</li> </ul> </li> </ul> <p>See <a href="#">Setting the language and country/region</a> for more information.</p> |
| Restore device factory defaults | <p>Restores all options to the predetermined factory values for the all-in-one. Restoring factory settings does not affect network parameter settings on the HP Jetdirect print server. See <a href="#">Resetting the HP Jetdirect print server</a> for more information.</p>  |

## MAINTENANCE menu

| Menu item               | Description   |
|-------------------------|---|
| Set date & time         | Configures the date and time that is used for fax headers.<br>See <a href="#">Configuring the time, date, and fax header</a> for more information.  |
| Check ink level         | Shows the ink levels in percentages.<br>See <a href="#">Monitoring the operation and status</a> for more information.   |
| Clean printheads        | Starts the procedure for cleaning the printheads.<br>See <a href="#">Cleaning the printheads</a> for more information.  |
| Align printheads        | Starts the procedure for aligning the printheads.<br>See <a href="#">Aligning the printheads</a> for more information.  |
| Calibrate color         | Starts the procedure for calibrating color.<br>See <a href="#">Calibrating the color</a> for more information.  |
| Calibrate linefeed      | Starts the procedure for calibrating linefeed.<br>See <a href="#">Calibrating the linefeed</a> for more information.  |
| Ring and beep volume    | Determines the volume of sound for rings and for beeps that occur when keys are pressed on the control panel.<br>When you change the <a href="#">Country/region</a> option on the ADMIN menu, this option changes to the default for the country/region that has been chosen.<br>See <a href="#">Setting the ring and beep volumes</a> for more information.  |
| Set powersave mode time | Sets how long the printer remains idle before it enters PowerSave mode (for example, 15 minutes, 1 hour, or 4 hours).<br>PowerSave mode does the following: <ul style="list-style-type: none"> <li>• Minimizes the amount of power consumed by the all-in-one when it is idle.</li> <li>• Reduces wear on electronic components in the all-in-one (turns off the display backlight, but the display is still readable).</li> </ul> The all-in-one automatically comes out of PowerSave mode when you start a job, press a control-panel button, or open the print-carriage access door.   |
| Paper path test         | Opens the PAPERPATH TEST submenu, which is used to start the test. The paper path test causes the pick mechanism in the all-in-one to pull paper from the tray that you select. The test is useful for checking whether the pick mechanism is working properly.<br>The PAPERPATH TEST submenu also contains the following options for running the test. <ul style="list-style-type: none"> <li>• <b>Source</b> (selects the tray whose paper path you want to test—either tray 1 or tray 2; the paper path test does not test the ADF input tray)</li> <li>• <b>Duplex</b> (determines whether the media goes through the auto-duplex unit during the test)</li> <li>• <b>Copies</b> (selects how many sheets of media from the tray that has been selected are to be used for the test)</li> </ul> |
| Print diagnostic page   | Use this page under the direction of HP customer support for troubleshooting purposes.  |

# B

# Control-panel messages

This section explains messages that can appear on the control panel.

To resolve a message, follow the instructions in the control-panel display. If following these instructions does not resolve the message, press **⏻** (POWER) to turn off the all-in-one, and then turn on the all-in-one again. If the message persists after performing all of the recommended actions, contact an HP-authorized service or support provider.

- [Control-panel message types](#)
- [Control-panel messages](#)

## Control-panel message types

### Status messages

Status messages reflect the current state of the all-in-one. They inform you of normal all-in-one operation and require no action to clear them. They change as the state of the all-in-one changes. Whenever the all-in-one is ready, not busy, and has no pending warning messages, the status message **READY** is displayed if the all-in-one on.

### Warning messages

Warning messages inform you of events that require your attention, but they do not prevent the all-in-one from operating. An example of a warning message is **CYAN INK LOW**. These messages remain displayed until you resolve the condition.

### Error messages

Error messages communicate that some action must be performed, such as adding media or clearing a media jam. These messages are usually accompanied by a blinking red Attention light. Take the appropriate action to continue printing.

If the error message shows an error code, press **⏻** (POWER) to turn off the all-in-one, and then turn it on again. In most situations, this action solves the problem. If the message persists, your all-in-one might need service. Write down the error code, and then go to [HP Instant Support](#) to learn more about possible causes for the message. See [HP Instant Support](#) for more information.

### Critical error messages

Critical error messages inform you of a device failure. Some of these messages can be cleared by pressing **⏻** (POWER) to turn off the all-in-one, and then turning it on again. If a critical error persists, service is required. See [Customer support and warranty](#) for more information.

## Control-panel messages

The following table lists and describes control-panel messages, in alphabetical order.

| Message   | Description   |
|---|---|
| ADF COVER OPEN. CLOSE ADF INPUT TRAY COVER.   | The ADF cover is open. To continue, close the cover.  |
| ADF PAPER JAM. OPEN ADF COVER TO CLEAR ORIGINALS. PRESS ✓ TO CONTINUE.                                | Media is jammed in the ADF. Open the ADF cover and clear all jammed media. Press ✓ (select button) to continue.   |
| AUTHENTICATION IS REQUIRED BY SERVER. PRESS ✓ TO CONTINUE   | Authentication is required by the server. Type in the user name and password, and then press ✓ (select button).   |
| AUTO-DUPLEX MISSING. INSERT AUTO-DUPLEX UNIT.<br>or<br>[TRAY X] NOT AVAILABLE... PRESS ✓ TO CONTINUE. | The specified tray or auto-duplex unit is not available. To use media from another tray, or print without duplexing, press ✓ (select button) to continue.   |
| CANNOT CONNECT TO SPECIFIED SERVER. CHECK SETUP. PRESS ✓ TO CONTINUE                                  | The all-in-one is unable to connect to the specified server. Check the connection and setup, and make sure that the specified server is configured correctly with the required services. Also, check the IP addresses and port numbers specified in SMTP and LDAP settings.                                 |
| [COLOR] INK CARTRIDGE UNKNOWN. PRESS ✓ TO CONTINUE.   | The all-in-one has detected a non-HP ink cartridge. Damage to the all-in-one that results from modifying or refilling HP ink cartridges, or from using non-HP ink cartridges, is not covered under the warranty.<br>Replace with an HP ink cartridge to clear the messages (see <a href="#">Supplies</a> ). |
| [COLOR] INK CARTRIDGE EMPTY   | An ink cartridge is empty. Replace the ink cartridge to continue printing. See <a href="#">Replacing the ink cartridges</a> for more information.   |
| [COLOR] INK CARTRIDGE EXPIRED   | An ink cartridge has expired. Replace the ink cartridge to continue printing. See <a href="#">Replacing the ink cartridges</a> for more information.  |
| [COLOR] INK CARTRIDGE MISSING   | An ink cartridge is missing or not correctly installed. Install the ink cartridge in the correct slot, making sure you press down firmly on the cartridge until it snaps into place. See <a href="#">Replacing the ink cartridges</a> for more information.   |
| [COLOR] INK EXPIRING  | An ink cartridge is nearing its expiration date. Be prepared to replace it with a new ink cartridge.<br>Press ✓ (select button) to clear this message.  |
| [COLOR] INK LOW   | An ink cartridge is running low on ink. Be prepared to replace it with a new ink cartridge.<br>Press ✓ (select button) to clear this message.   |



| Message   | Description   |
|---|---|
| COLLATION MEMORY FULL. COPY OUTPUT MUST BE RESORTED. PRESS ✓ TO CONTINUE.   | The all-in-one memory is full. The collation feature requires the use of internal memory. All the pages of the job currently in progress cannot fit into the all-in-one's internal memory. Press ✓ (select button) to continue with the current job, and sort the printed copy output accordingly once the job is complete. Alternatively, cancel the job, and then split the job into several smaller jobs, each with fewer pages. |
| CARRIAGE STALL. CLEAR CARRIAGE OBSTRUCTION. PRESS ✓ TO CONTINUE.  | The printhead carriage has stalled. This could be caused an obstruction to the printhead carriage path, such as jammed paper or media. Lift open the print carriage access door and clear the jammed media or obstruction. Press ✓ (select button) to continue. You might need to turn off the power to the all-in-one, wait 5 seconds, and then turn on the power.   |
| COMMUNICATION ERROR. CHECK ALL CONNECTIONS. TO THE PRINTER AND PRESS ✓ TO CONTINUE.   | Check the cable connecting the all-in-one to the computer or network. Make sure that it is properly connected, and then press ✓ (select button) to continue.  |
| DOOR OPEN. CLOSE PRINT-CARRIAGE ACCESS DOOR.  | The all-in-one covers are open or not closed completely. Close all covers to continue printing.   |
| EMAIL ATTACHMENT IS TOO LARGE FOR SERVER. PRESS ✓ TO CONTINUE.  | The size of the attachment is too large for the server. Check with the network administrator for the permitted size of email attachments. Reduce the maximum attachment size specified in the all-in-one SMTP settings accordingly, and then try sending the e-mail again.  |
| FAX CARD MISSING OR DAMAGED.  | The all-in-one fax module is not responding. Make sure that the phone cord is connected at both ends. If the problem the persists, turn off the power to the all-in-one, wait 5 seconds, and then turn on the power. If the problem continues, the fax module might either be missing or damaged.   |
| FAX CARD NOT RESPONDING. PRESS ? FOR HELP.  | The all-in-one fax module is not responding. Make sure that the phone cord is connected at both ends. If the problem the persists, turn off the power to the all-in-one, wait 5 seconds, and then turn on the power. If the problem continues, the fax module may have failed.  |
| FAX CARD NOT RESPONDING. IT MUST BE REMOVED FOR OTHER FUNCTIONS TO WORK. TURN OFF AND REMOVE FAX CARD FROM DEVICE. TURN ON AGAIN. | The all-in-one fax module is not responding. You must remove the fax card to continue using other features of the all-in-one. Turn off the power to the all-in-one, remove the fax card, and then turn on the power.  |
| FAX MEMORY FULL. USE REALTIME FAX OPTION TO SEND FAX.   | The fax memory is full. To send the fax, go to the Fax Mode menu, and then select REALTIME in the Time sub menu.  |
| FAX SEND FAILED. CHECK THE FAX NUMBER AND TRY AGAIN.  | The all-in-one failed to send the fax. Check the fax number and phone line connection and try again.  |
| INCOMPATIBLE [COLOR] PRINTHEADS   | An incorrect printhead is installed. Remove the printhead and replace it with the correct printhead. See <a href="#">Supplies</a> for information about the printheads that can be used with your all-in-one.   |

| Message   | Description   |
|---|---|
| IP ADDRESS NOT YET AVAILABLE OR NOT CONFIGURED.                               | The IP address is unavailable. Check the connection and network settings.   |
| LDAP SERVER NOT CONFIGURED. PRESS ✓ TO CONTINUE.                              | The LDAP server is not configured. Go to the <a href="#">Network and I/O</a> menu or use the EWS to configure it.   |
| LOAD [SIZE] TRAY [X]. PRESS ✓ TO CONTINUE.                                    | The specified tray is configured for a specific media size required for a print job that has been sent, but the tray is empty. Load the specified media size into the tray, and then press ✓ (select button) to continue.   |
| LOAD [TYPE] [SIZE] IN TRAY [X]. PRESS ✓ TO CONTINUE.                          | The specified tray is configured for a specific media type and size required for a print job that has been sent, but the tray is empty. Load the specified media into the tray, and then press ✓ (select button) to continue.   |
| MISSING [COLOR] PRINthead   | A printhead is missing or not correctly installed. Check that the protective tape has been removed from the printhead. Install the printhead in the correct slot, making sure you press down firmly on the printhead to ensure proper contact. See <a href="#">Replacing the printheads</a> for more information. |
| NETWORK CONNECTION ERROR. TRY AGAIN LATER. PRESS ✓ TO CONTINUE.               | The all-in-one is unable to connect to the network. Make sure that the network cable is connected at both ends. High network traffic, network failure or server failure might cause this error. Try to perform the task again later.  |
| ONE OR MORE EMAIL ADDRESSES ARE INVALID. PRESS ✓ TO CONTINUE                  | One or more of the e-mail addresses that you typed are invalid. Make sure that the e-mail addresses are correctly formatted and do not contain any characters that are not allowed.   |
| OUTPUT TRAY IS FULL. REMOVE PRINTED PAGES. PRESS ✓ TO CONTINUE.               | The output tray is full. Remove the printed pages and press ✓ (select button) to continue printing.   |
| PAPER JAM. REMOVE AUTO-DUPLEX UNIT TO CLEAR PAPER. PRESS ✓ TO CONTINUE.       | Media is jammed in the all-in-one. Remove the rear access panel or the auto-duplex unit, and remove the jammed media. Press ✓ (select button) to continue printing.   |
| PRINthead LATCH OPEN. OPEN PRINT-CARRIAGE ACCESS DOOR. CLOSE PRINthead LATCH. | Make sure that the printhead latch is secured and all covers are closed.  |
| PROCESSING 2-SIDED JOB. DO NOT GRAB PAPER UNTIL JOB COMPLETES                 | Make sure that the job is completed before removing the paper from the all-in-one.  |
| READY   | The all-in-one is idle and ready to accept jobs.  |
| OUTPUT TRAY IS FULL. REMOVE PRINTED PAGES. PRESS ✓ TO CONTINUE.               | The output tray is full. Remove the printed pages and press ✓ (select button) to continue printing.   |
| RECEIVED FAILED. HELP MESSAGE HAS NOT BEEN DEFINED!                           | The all-in-one failed to receive the fax. Request the person sending the fax to try again.  |
| REPLACE [COLOR] INK CARTRIDGE(S)  | An ink cartridge is empty or expired. Replace with a new ink cartridge to continue printing. See <a href="#">Replacing the ink cartridges</a> for more information.   |
| REPLACE [COLOR] PRINthead(S)  | A printhead has failed. Replace with a new printhead to continue printing. See <a href="#">Replacing the printheads</a> for more information.   |

| Message   | Description  |
|---|--|
| SCANNER LOCKED. PRESS ? FOR HELP.   | Scanner is locked. Unlock the scanner from underneath the print-carriage access door. See <a href="#">Printing supplies area</a> for information about finding the scanner lock. Refer to the Getting Started Guide for more information about unlocking the scanner. Once the scanner has been unlocked, press ✓ (select button) to continue.   |
| SCANNER NOT RESPONDING. PRESS ? FOR HELP.                                   | The all-in-one scanner is not responding. Make sure that the scanner has been unlocked. See <a href="#">Printing supplies area</a> for information about finding the scanner lock. Refer to the Getting Started Guide for more information about unlocking the scanner. If the problem persists, turn off the power to the all-in-one, wait 5 seconds, and then turn on the power. If the problem continues, the scanner module may have failed. |
| SERVICE STALL. PRESS ✓ TO CONTINUE.   | An all-in-one motor has stalled. Press ✓ (select button) for the all-in-one to attempt automatic recovery and clear the message. If the message persists, contact an HP-authorized service or support provider.  |
| SHARENAME IS INCORRECT. PRESS ✓ TO CONTINUE                                 | The sharename is incorrect. Use the control panel or the EWS to correct the sharename.   |
| SMTP SERVER NOT CONFIGURED. PRESS ✓ TO CONTINUE                             | The SMTP server is not configured. Go to the EMAIL SETUP menu or use the EWS to configure the SMTP server.   |
| TRAY 2 DOES NOT SUPPORT CUSTOM MEDIA SIZE. LOAD TRAY 1; PRESS ✓ TO CONTINUE | Custom media size is supported in tray 1 only. Load tray 1 with custom media and press ✓ (select button) to continue.  |
| WAIT FOR PAGE TO DRY OR PRESS ✓ TO CONTINUE.                                | The all-in-one is waiting for the printed page to dry before continuing to print. You can remove the page from the output tray (handle it carefully to avoid smearing the ink), and press ✓ (select button) to start printing the next page.   |



# C

## Printing by using PostScript emulation

Printing features vary among printer drivers and operating systems. This section provides information about the features of the emulated PostScript (PS) printer driver when it is installed on Windows 98, Windows Me and Windows NT 4.0 only.

| Operating system       | Version number   |
|------------------------|--|
| Windows 98, Windows Me | Microsoft PS Driver version 4.01 and HP Officejet 9100 series all-in-one PPD |
| Windows NT 4.0         | Microsoft PS Driver version 4.50 and HP Officejet 9100 series all-in-one PPD |

### Note

If you are running another Windows operating system, see the onscreen Help for the printer driver that you are using.

This section contains information about the following topics.

- [Installation notes](#)
- [Specific printing features and issues](#)

## Installation notes

When you are operating in a Windows environment, the installer program detects the version of the operating system that you are running. The software is installed in the language that has been selected in the regional settings (configured in the Windows Control Panel). This means that you can be running an English version of Windows and have the language preference set to Spanish, and the installer program installs the Spanish version of the software by default.

### Upgrading from an older version of Windows

When you upgrade to a new version of Windows, you must reinstall the printer driver. For example, if you upgrade from Windows NT 4.0 to Windows 2000, you must reinstall the printer driver.

## Identifying different printer drivers in Windows NT 4.0

If you have already installed a printer driver that was supplied with your Windows operating system for the all-in-one, and you have also installed the software that was supplied with the all-in-one, multiple printer drivers might exist on your computer system. Use these steps to find out which printer drivers are installed.

- 1 On the **Start** menu, click **Settings**, and then click **Printers**.
- 2 Right-click the all-in-one name, and then click **Properties**.
- 3 In the **Properties** window, click the **General** tab, and then click **Print Test Page**.

If you are using the printer driver that is provided for the all-in-one, the Printer Test Page includes the following information (shown with sample data).

All-in-one Name: <user definable>  
All-in-one Model: HP Officejet 9100 series all-in-one PS  
Printer Driver Name: PSCRIPT4.DLL  
Printer Driver Version: 4.01

## Installing the printer driver only

If you obtained only a printer driver and its associated files (for example, from the HP website), install them using the following steps.

- 1 Close all programs, terminate-and-stay-resident (TSR) programs, and virus checkers.
- 2 On the **Start** menu, click **Settings**, click **Printers**, and then double-click **Add Printer**.
- 3 When prompted to select a device, click **Have Disk**. Use **Browse** to specify the path where the printer driver files are located.
- 4 Follow the instructions on the screen to complete the installation.

## Current HP Officejet users

If you currently have an HP Officejet printer driver installed on your computer system, this software can be safely installed. It can coexist with printer drivers for different devices. It replaces and updates only the previous versions of the software for this device. The new printer driver has property pages that are similar to your older printer driver, but it reflects the features and capabilities of the current printer driver.

## Specific printing features and issues

### Printing properties

The printer driver provides default properties for most programs. You need to change these properties only if you are installing a new all-in-one option (such as more memory), or if you are changing a specific feature.

| Printing option      | Windows 98, Windows Me | Windows NT |
|----------------------|------------------------|------------|
| Tray 1               | ✓                      | ✓          |
| Tray 2               | ✓                      | ✓          |
| Auto-duplex unit     | ✓                      | ✓          |
| Memory configuration | ✓                      | ✓          |

To complete the request for property changes, click either **Apply** or **OK**. **Apply** activates the changes without closing the **Properties** dialog box. **OK** activates the changes and closes the **Properties** dialog box.

### Printing features

The following table shows which features are available for each Windows operating system.

| Printing feature        | Windows 98, Windows Me | Windows NT |
|-------------------------|------------------------|------------|
| Paper Type              | ✓                      | ✓          |
| Print Quality           | ✓                      | ✓          |
| Print in Grayscale      | ✓                      | ✓          |
| Handout (N-up printing) | ✓                      | ✓          |
| Watermark               | ✓                      | ✓          |

## Paper Type (Windows 98)

| Operating system       | Location in printer driver                   |
|------------------------|--|
| Windows 98, Windows Me | Paper tab, <b>More Options</b>               |
| Windows NT 4.0         | <b>Advanced</b> tab, <b>Printer Features</b> |

Options:

HP Plain Paper; HP Premium Inkjet Paper; HP Premium Inkjet Heavyweight Paper; HP Photo Quality Paper, Semi Gloss; HP Photo Quality Paper, Matte; HP Everyday Photo Paper, Semi Gloss; HP Everyday Photo Paper, Matte; HP Premium Transparency; HP Premium Plus Transparency; HP Photo Paper, Glossy; HP Premium Photo Paper, Glossy; HP Premium Plus Photo Paper, Glossy; HP Premium Plus Photo Paper, Matte; HP Colorfast Photo Paper, Glossy; HP Brochure & Flyer, Glossy; HP Brochure & Flyer, Matte

Use the Paper Type feature to specify the type of paper on which you will be printing, such as plain paper or transparencies. Do not click **HP Premium Transparencies** when printing on regular paper.

### Note

HP does not recommend using stiff media such as card stock.

## Print Quality

| Operating system       | Location in printer driver                   |
|------------------------|--|
| Windows 98, Windows Me | Paper tab, <b>More Options</b>               |
| Windows NT 4.0         | <b>Advanced</b> tab, <b>Printer Features</b> |

Options:

Best, Normal, Fast

Best prints the best quality possible. Normal is the recommended mode for everyday printing. Fast uses less ink, but the quality is not as high as normal.

## Print Color as Gray

| Operating system       | Location in printer driver                         |
|------------------------|--|
| Windows 98, Windows Me | <b>Device Options</b> tab, <b>Printer Features</b> |
| Windows NT 4.0         | <b>Advanced</b> tab, <b>Printer Features</b>       |

Options:

On, Off

To activate grayscale printing, change the **Print Color as Gray** setting to on. This overrides the color settings and prints your documents in black and white (monochrome, grayscale). Grayscale means shades of gray, starting with white and ending with black. When a color document is printed in grayscale, colors are converted to their grayscale equivalents, which means that different colors are represented as different shades of gray.

This all-in-one can produce up to 256 shades of gray. Color images that are printed as black-and-white print more quickly and are easier to reproduce on black-and-white devices such as copiers and fax machines. When **Print Color as Gray** is on, *all* of your documents print as grayscale until the setting is changed to off.



## Pages per Sheet

| Operating system       | Location in printer driver                   |
|------------------------|--|
| Windows 98, Windows Me | <b>Paper</b> tab, <b>Layout</b>              |
| Windows NT 4.0         | <b>Advanced</b> tab, <b>Printer Features</b> |

Options:

1, 2, and 4 pages per sheet

The Pages per Sheet feature, sometimes called layout or N-up, specifies the number of pages to print on a single sheet of paper. The multiple pages appear decreased in size and arranged based on the number of pages printed on the sheet. The Pages per Sheet feature does not work effectively with all page setup options. Some programs request a different resolution, page size, paper source, or orientations for different pages of a document. Combining page setup options while using the Pages per Sheet feature might produce unexpected print results.

## Watermark Printing

| Operating system       | Location in printer driver                   |
|------------------------|--|
| Windows 98, Windows Me | <b>Device Options</b> tab                    |
| Windows NT 4.0         | <b>Advanced</b> tab, <b>Printer Features</b> |

Use the Watermark Printing feature to specify that text be placed underneath (in the background) of an existing document. For example, you might want to have large gray letters reading “Draft” or “Confidential” placed diagonally across the first page or all pages of a document. You can also specify the font, size, angle, and style of the watermark.

### Watermark/Overlay

Options:

None, Watermark, Overlay

This selection specifies whether a watermark is printed. Overlay prints the watermark on top of any text or graphics, so that what appears beneath is not visible.

### Watermark Page

Options:

All Pages, First Page Only

The First Page Only option prints the watermark only on the first page of the current document.

### Watermark

Options:

Draft, Company Confidential, Company Proprietary, Company Private, Confidential, Copy, Copyright, File Copy, Final, For Internal Use Only, Preliminary, Proof, Review Copy, Sample, Top Secret, Urgent, Custom

The listed options are the available words that can be printed as a watermark. Use the Custom option to specify your own words. To turn watermark printing off, click None. If watermark printing is turned off, then the following watermark features are ignored.

## **Watermark Font**

Options:

Courier Bold, Times Bold, Helvetica Bold

If you are printing a watermark, select one of the three font types.

## **Watermark Size**

Options:

24, 30, 36, 42, 48, 54, 60, 66, 72, 78, 84, 90

All option values are in points. The watermark size represents the point size of the watermark word.

## **Watermark Angle**

Options:

90, 75, 60, 45, 30, 15, 0, -15, -30, -45, -60, -75, -90

All option values are in degrees. The watermark can be positioned on the page at an angle in 15-degree increments. With zero (0) as normal text (that is, parallel to the top of the page), the positive angles rotate the text counterclockwise up to 90 degrees (vertical). The negative angles rotate the text clockwise up to 90 degrees (vertical).

## **Watermark Style**

Options:

Narrow Outline, Medium Outline, Wide Outline, Wide Halo, Outline

The style of the watermark defines the line thickness of the watermark word.

## **Watermark Color**

Options:

Gray, Red, Orange, Yellow, Green, Blue, Violet

This sets the color of the watermark.

## **Watermark Intensity**

Options:

Darkest, Darker, Dark, Medium Dark, Medium, Medium Light, Light, Lighter, Lightest

This sets the intensity (or density) of the watermark.

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