contents

use the scan features. 21

use the fax features 23

1 help overview

The help for the HP Officejet contains the following:

- a link to the troubleshooting help for the HP Officejet
- a short tutorial on using the front-panel features
- information on loading different types of paper, including envelopes, postcards, and 4-by-6 inch photo paper.
- complete instructions for using copy and scan features from the front panel
- information on how to print to your HP Officejet from your computer
- information on maintenance functions for the HP Officejet, including how to replace and align print cartridges
- technical specifications for the HP Officejet 4100 Series
- information on how to get support from HP on using your HP Officejet
- warranty information
- information on ordering supplies, including print cartridges and paper.

troubleshooting

Using the troubleshooting chapter, you can quickly find solutions to problems you may have with your HP Officejet. Troubleshooting searches are performed within the troubleshooting chapter only, not in the balance of online help.

tutorial

The brief tutorial teaches you how to use your HP Officejet to make a copy, adjust copy settings, and print a report. It is not a comprehensive tutorial; its purpose is to familiarize you with the front panel and the different buttons.

load originals

You can make copies from originals loaded on the glass. You can also print and copy onto a variety of paper types, weights, sizes, and transparency films. It is important, however, that you choose the right paper and make sure that it is loaded correctly and not damaged.

make copies and scan images

These chapters explain how to use the copy and scan features from the front panel of the HP Officejet.

use the fax features

This chapter describes how to send black-and-white or color paper faxes and how to set up and use speed-dial entries.

print images

This chapter describes how to print from your HP Officejet as well as how to change printer settings and perform special print jobs, such as print to photo paper or print a banner.

maintain your hp psc

This chapter describes how to keep your HP Officejet in working order, as well as how to replace and maintain print cartridges.

support, specifications, and warranty

These chapters tell you how to get support from HP for your HP Officejet as well as include technical specifications and warranty information.

2 quick start

You can perform many functions using either the front panel or the HP Officejet software.

Even if you do not connect your HP Officejet to a computer, you can use the front panel to copy documents or photos, and send a fax. You can change a wide variety of settings using the front-panel buttons and menu system.

tutorial

This brief tutorial teaches you how to use your HP Officejet to make a copy, adjust copy settings, and print a report. This is not a comprehensive tutorial; its purpose is to familiarize you with the front panel and the different buttons. It should take about ten minutes to complete the tutorial, after which you can experiment on your own.

> **Note:** We highly recommend that you take this tutorial before you start using your HP Officejet for daily tasks.

Review the table of contents or the index to find out about the other front-panel tasks covered in this online help.

- **before you begin**
- **front panel features**
- **make a copy**
- **enhance your copy**
- **setup button**

before you begin

Do the following:

- Follow the instructions in the Setup Poster to set up your HP Officejet. You should install the HP Officejet software before connecting the HP Officejet to the computer.
- Make sure paper is loaded in the paper tray. If you need more information, see **load paper** on page 8.
- Have available a color photograph or picture that is smaller than Letter or A4 size. You will use this image for tutorial activities.
- Obtain a two or three-page document. You will use it for tutorial activities.

front panel features

Review the illustrations below and identify the location of the buttons on the front panel.
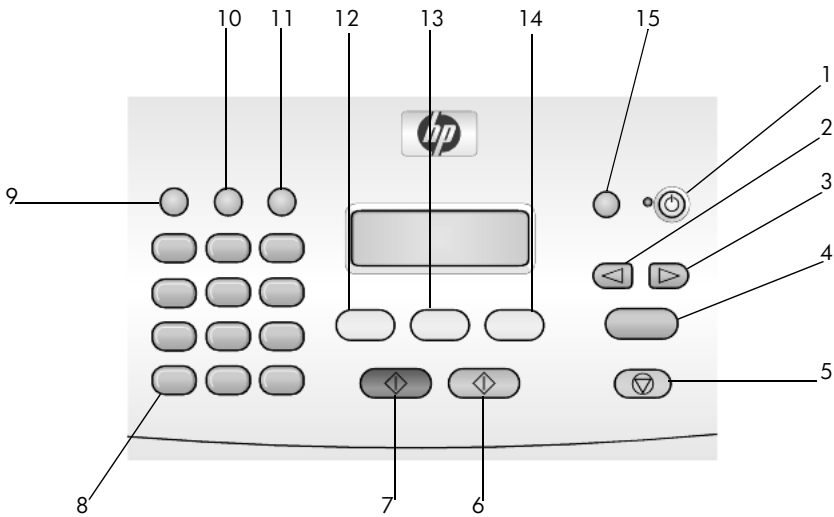
button	purpose
1	**On**: turn the HP Officejet on or off.
2	**Left Arrow**: scroll through settings, or to delete one character at a time from a text entry.
3	**Right Arrow**: scroll through settings.
4	**Enter**: select or save the displayed setting.
5	**Cancel**: stop a job, exit a menu, or exit settings.
6	**Start Color**: use to start a color copy, scan, or fax job.
7	**Start Black**: start a black and white copy, scan, or fax job.
8	**Keypad**: enter fax numbers, values, or text.
9	**Redial/Pause**: start a fax redial or insert a hypen when entering a phone number.
10	**Speed Dial**: access programmed speed dial entries.
11	**Setup**: access the menu system for reports, fax settings, and maintenance.
12	**Fax**: select the fax function.
13	**Scan**: select the scan function.
14	**Copy**: select the copy function.
15	**Photo Fit to Page**: resize a photo to fit a full-size sheet of paper.

Review the rest of this HP Officejet 4100 series help to find out how to make other changes and use other features.

make a copy

Follow the instructions below to make a copy of your color photo or picture.

1   Load your original in the automatic document feeder (ADF) print side down.

    Note: Do *not* feed photos smaller than 3.5-by-5 inches through the automatic document feeder.
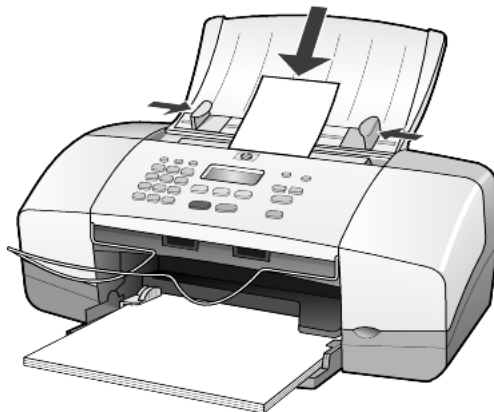
2   Slide the right and left paper guides in until they stop at the edges of the paper.

3   Press the **Copy** button.

4   Press **Start Color**.

    If you had wanted to save the picture to the computer, you would have pressed **Scan**, then **Start Color**. For this tutorial, you will continue making a copy.

    The default is a single copy. Pressing the **Start Color** button on the HP Officejet automatically prints one color copy of the original that is loaded in the ADF. If you had pressed the **Start Black** button, the HP Officejet would have made a single black-and-white copy of your color picture.

enhance your copy

1   Reload your original in the ADF print side down, press the **Copy** button, then press ▷ to increase the number of copies to 2.

2   Press **Start Black** on the front panel.

    The HP Officejet makes two black-and-white copies of your picture.

    Notice that you did not have to do anything else but select the number of copies and press a start key. Now you will change an additional setting before making more copies.

3   Reload your original in the ADF print side down, press the **Copy** button, then press ▷ to increase the number of copies to 3.

4   Press **Copy** until **Reduce/Enlarge** appears.

5   Press ▷ until **Custom 100%** appears in the front-panel display, then press **Enter**.

    Set Custom Size appears in the front-panel display.

    Use this option to reduce or enlarge your picture.

6 Type 75% on the keypad, then press **Enter**.

7 Press **Start Color** on the front panel.

The HP Officejet prints three color copies of your picture, reduced to 75% of its original size.

If you do not do anything else with your HP Officejet, the settings that you adjusted will return to their default settings within **two minutes**. The number of copies returns to one and the copy percentage returns to 100%.

8 If you do not want to wait for two minutes, press **Cancel**.

Next, you will use the **Photo Fit to Page** option to enlarge your photograph.

9 Reload your original in the ADF print side down, and then press the **Photo Fit to Page** button on the front panel.

10 Press until the appropriate paper type appears, and then press **Enter** to select it**.**

11 Press **Start Black** or **Start Color**.

A copy of your picture is printed, which fills the whole page.

setup button

The **Setup** button lets you enter the menu system that you use to change scan setup, as well as perform maintenance and print reports.

1 Press **Setup**.

The first submenu appears.

2 Press **Setup** repeatedly to view all the submenus.

The submenus are as follows:

– 1:Print Report
– 2:Speed Dial Setup
– 3:Basic Fax Setup
– 4:Advanced Fax Setup
– 5:Maintenance

3 Press **Setup** until **Print Report** appears, then press **Enter**.

4 Press until **Self-Test Report** appears, then press **Enter**.

A Self-Test Report is printed.

This concludes the brief tutorial.

Review the rest of this HP Officejet 4100 series help to find out how to make other changes and use other features.

3   load originals and load paper

You can make copies from originals loaded on the automatic document feeder. You can also print and copy onto a variety of paper types, weights, sizes, and transparency films. It is important, however, that you choose the right paper and make sure that it is loaded correctly and not damaged.

This section contains the following topics:

- **load originals**
- **load paper**
- **load envelopes**
- **load 4 x 6 inch photo paper**
- **load postcards or hagaki cards**
- **recommended papers**
- **papers to avoid**
- **tips for loading other types of paper in the paper tray**
- **recommended paper-type settings for printing**
- **recommended paper-type settings for copying**
- **set the paper type**
- **set the paper size**
- **avoid jams**

load originals

You can copy or scan any original by placing it in the automatic document feeder.

1   Load your original in the automatic document feeder.

Note: Do *not* feed photos smaller than 3.5-by-5 inches through the automatic document feeder.
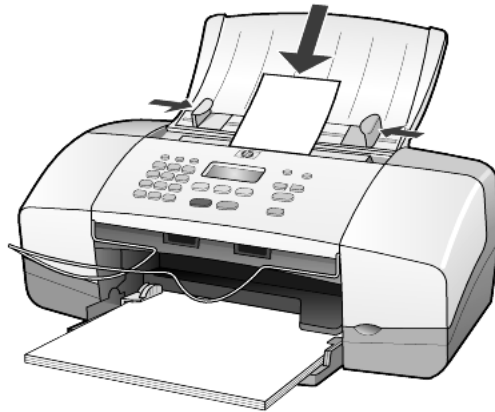
2 Slide the right and left paper guides in until they stop at the edges of the paper.

load paper

Following is the basic procedure for loading paper. There are specific considerations for loading certain types of paper, transparency film, postcards, and envelopes. After you review this procedure, see **tips for loading other types of paper in the paper tray** on page 13, **load 4 x 6 inch photo paper** on page 10, **load envelopes** on page 10, and **load postcards or hagaki cards** on page 11.

For best results, adjust the paper settings each time you change paper types or paper sizes. For more information, see **set the paper type** on page 15.

to load the paper tray

1 Lower the paper tray, and extend the paper-tray extender.

2 Slide the paper-width guide to its outermost position.

3 Tap the stack on a flat surface to align the edges of the paper, and then check the paper for the following:
   – Make sure it is free of rips, dust, wrinkles, and curled or bent edges.
   – Make sure all the paper in the stack is the same size and type, unless you are working with photo paper.

4 Insert paper into the paper tray print-side down until it stops. If you are using letterhead, insert the top of the page first.

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

hp officejet 4100 series

5 Slide the paper-width guide in until it stops at the edge of the paper. Make sure that the paper stack lies flat in the paper tray and fits under the tab of the paper-width guide.
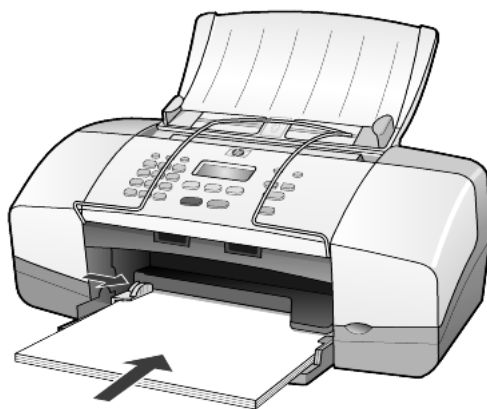
6 Extend the output-tray.
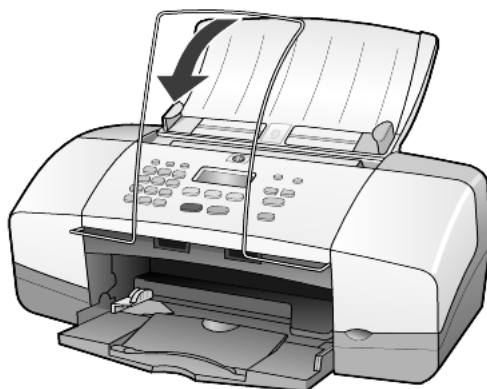
load envelopes

Use the print feature of your software to print to envelopes with your HP Officejet. Do *not* use shiny or embossed envelopes, or envelopes that have clasps or windows. You can load the paper tray with one or multiple envelopes.

1 Remove all paper from the paper tray.

2 Slide an envelope into the tray, with the envelope flap up and to the left (print-side down), until it stops.
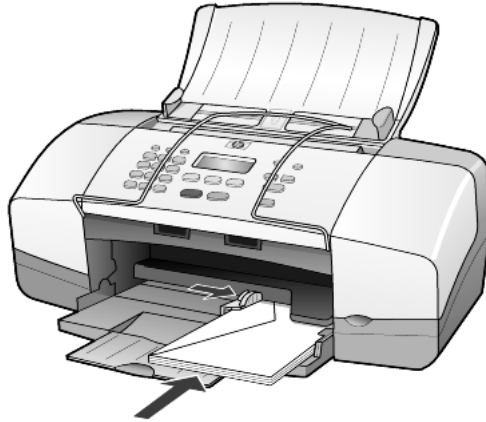
3 Adjust the paper-width guide against the envelope until it stops.

Be careful not to bend the envelope.

If you are loading multiple envelopes, make sure the envelopes fit within the tray (do not overload it).

Consult the help files in your word processing software for details on how to format text for printing on envelopes.

load 4 x 6 inch photo paper

Following is the procedure for loading 4-by-6 inch photo paper into your HP Officejet.

1 Remove all paper from the paper tray, and then slide a stack of photo paper into the tray until it stops.

Make sure the print-side faces down.

If the photo paper you are using has perforated tabs, load the photo paper so that the tabs are closest to you.

2 Adjust the paper-width guide against the stack of photo paper until it stops. Make sure the photo paper fits within the tray (do not overload it).

Note: Make sure you set the paper type and paper size before printing. See **set the paper type** on page 15 and **set the paper size** on page 15.

load postcards or hagaki cards

Following is the procedure for loading postcards or hagaki cards.

1 Remove all paper from the paper tray, and then slide a stack of cards into the tray until they stop.
Make sure the print-side faces down.
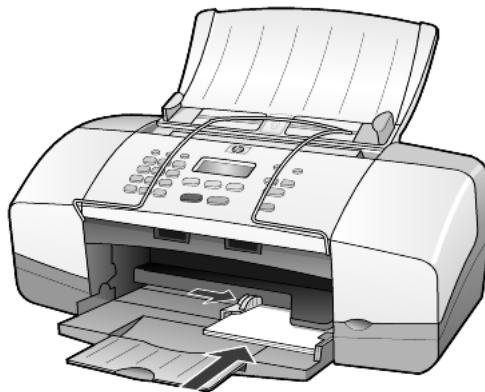
2 Adjust the paper-width guide against the cards until it stops.
Make sure the cards fit within the tray (do not overload it).

recommended papers

If you want the best print quality, we recommend HP Premium Inkjet papers. Using paper that is too thin, paper that has a slick texture, or paper that stretches easily can cause paper jams. Using paper that has a heavy texture or does not

accept ink can cause printed images to smear, bleed, or not be filled in completely. For more information about HP Premium Inkjet papers, check our website at:

www.hp.com/support

Following is a list of HP papers you can use for copying and printing.

- HP Bright White Inkjet Paper delivers high-contrast colors and sharp text. It is opaque enough for two-sided color usage, with no show-through, which makes it ideal for newsletters, reports, and flyers.
- HP Photo Paper, HP Premium Photo Paper, and HP Premium Plus Photo Paper are high-quality, glossy-finish or matte-finish, photo-based papers. They look and feel like photographs and can be mounted under glass or in an album. Photo papers dry rapidly and resist fingerprints and smudges.
- HP Premium Plus Photo Paper and HP Photo Paper, Glossy are available in 4" x 6" photo-card sizes for printing full-bleed photos from your HP Officejet.
- HP Inkjet T-Shirt Transfer Iron-On can be used to transfer your designs or photos onto T-shirts, sweatshirts, and fabric crafts.
- HP Premium Plus Inkjet Transparency Film makes your color presentations vivid and even more impressive. This film is easy to use and handle and dries quickly without smudging.
- HP Everyday Photo Paper, Semi-Gloss or Matte, is coated on both sides for two-sided copying. It is perfect for near-photographic reproductions and business graphics for report covers, special presentations, brochures, mailers, and calendars.
- HP Premium Inkjet Paper is the ultimate coated paper for high-resolution usage. A smooth, matte finish makes it ideal for your special documents.
- HP Matte Greeting Cards, HP Glossy Greeting Cards, and HP Felt-Textured Greeting Cards allow you to make your own greeting cards. HP Matte Greeting Cards are available in quarter-fold, and HP Glossy Greeting Cards are available in half-fold.
- HP Professional Brochure & Flyer paper is matte-coated or glossy-coated on both sides for two-sided use. It is the perfect choice for near-photographic reproductions and business graphics for report covers, special presentations, brochures, mailers, and calendars.
- 16 to 36 lb. (60 to 135 gsm) copier paper or letterhead
- Letter or A4-size label sheets designed for use with HP Inkjet products (like Avery Inkjet labels).

papers to avoid

We do not recommend the following papers for printing:

- Highly textured stock, such as linen. It may not print evenly, and the ink can bleed into these papers.
- Extremely smooth, shiny, or coated papers not specifically designed for your unit. They can jam the unit or actually *repel* ink.
- Multi-part forms (such as duplicate and triplicate forms). They can wrinkle or get stuck. The ink is also more likely to smear.

We do not recommend the following papers for copying:

- Any size paper other than letter, A4, or legal
- Paper heavier than 36 lb. (135 gsm) or lighter than 16 lb. (60 gsm)
- Paper with cutouts or perforations
- Photo paper other than HP Premium Photo
- Envelopes
- Transparency film other than HP Premium or Premium Plus
- Heavyweight paper
- Multiple-part forms or label stock

tips for loading other types of paper in the paper tray

The following table provides guidelines for loading certain types of paper and transparency film. For best results, adjust the paper settings each time you change paper types and paper sizes. For more information, see **set the paper type** on page 15.

paper	tips
HP papers	• HP Premium Inkjet Paper: Locate the gray arrow on the nonprinting side of the paper, and then insert paper with the arrow side facing up.
	• HP Premium or Premium Plus Photo Paper: Load the glossy (print) side down. Always load at least five sheets of regular paper in the paper tray first, and then place the photo paper on top of the regular paper.
	• HP Premium Inkjet Transparency Film: Insert the film so that the white transparency strip (with arrows and the HP logo) is on top and is going into the tray first.
	• HP Inkjet T-shirt Transfer Iron-On: Flatten the transfer sheet completely before using it; do not load curled sheets. (To prevent curling, keep transfer sheets sealed in the original package until you are ready to use them.) Manually feed one sheet at a time, with the unprinted side facing down (the blue stripe faces up).
	• HP Matte Greeting Cards, HP Glossy Greeting Cards, or HP Felt-Textured Greeting Cards: Insert a small stack of HP greeting-card paper, with the print-side down, into the paper tray until it stops.
Labels (works only with printing)	• Always use letter-size or A4-size label sheets designed for use with HP inkjet products (like Avery Inkjet Labels), and make sure that the labels are not over two years old.
	• Fan the stack of labels to make sure none of the pages are sticking together.
	• Place a stack of label sheets on top of standard paper in the paper tray, print-side down. Do *not* insert labels one sheet at a time.
Postcards or hagaki cards (only works with printing)	Insert a stack of postcards or hagaki cards with the print-side down into the paper tray until it stops. Line the postcards up on the right side of the paper tray, slide the paper-width guide up against the left side of the cards until it stops.

| paper	tips
4-by-6 inch photo paper (works only with printing)	Insert the photo paper with the print-side down into the paper tray until it stops. Place the long edge of the photo paper against the right side of the paper tray, and slide the paper-width guide up against the long edge of the photo paper until it stops. If the photo paper you are using has perforated tabs, load the photo paper so that the tabs are closest to you.

recommended paper-type settings for printing

Select the **Paper Type** setting for the paper or transparency film you are using. Use only the paper type settings listed for best print quality.

paper	paper type setting
Copier	Plain/Inkjet
Letterhead	Plain/Inkjet
Labels	Plain/Inkjet
Inkjet	Plain/Inkjet
Photo	Photo Paper
4" x 6" Photo paper	Photo Paper
Transparency Films	Transparency
Special Papers	Plain/Inkjet
Greeting Cards	Plain/Inkjet
Brochure Papers: HP Professional Brochure & Flyer paper, Glossy HP Professional Brochure & Flyer paper, Matte	Photo Paper Plain/Inkjet

recommended paper-type settings for copying

You can choose these settings using the **Copy** button on the front panel.

paper	paper type setting
Copier paper or letterhead	Plain Paper
HP Bright White Inkjet Paper	Plain Paper
HP Premium Plus Photo Paper, Glossy	Premium Photo
HP Premium Plus Photo Paper, Matte	Premium Photo
HP Everyday Photo Paper, Glossy	Premium Photo
HP Premium Photo Paper	Premium Photo
HP Photo Paper	Premium Photo
Other Photo Paper	Premium Photo

paper	paper type setting
HP Inkjet T-Shirt Transfer Iron-On	Plain Paper
HP Premium Inkjet Paper	Plain Paper
Other Inkjet Paper	Plain Paper
HP Professional Brochure & Flyer Paper, (Glossy)	Premium Photo
HP Professional Brochure & Flyer Paper (Matte)	Plain Paper
HP Premium Inkjet Transparency Film	Transparency
Other Transparency Film	Transparency

set the paper type

If you want to use a different type of paper, such as photo paper, transparency film, Iron-On T-shirt transfers, or brochures, simply load that paper in the paper tray. You must then change the paper type settings to ensure the best print quality.

HP recommends paper type settings according to the type of paper you are using.

This setting refers to copy options only. If you want to set the paper type for printing from a computer, set the properties in the Print dialog box of the software.

1   Press the **Copy** button until **Paper Type** appears.
2   Press ▷ until the appropriate paper type appears.
3   Press **Enter** to choose the displayed paper type.

set the paper size

The HP Officejet can use Letter, Legal, or A4 paper. Use the following procedure to set the paper size for copy options.

1   Press the **Copy** button until **Copy Paper Size** appears.
2   Press ▷ until the appropriate paper size appears.
3   Press **Enter** to choose the displayed paper size.

avoid jams

```
<! -- This object defines the ActiveX control that the product specific online help
uses to open the troubleshooting -->
<OBJECT
id=ts type="application/x-oleobject" classid="clsid:adb880a6-d8ff-11cf-9377-
00aa003b7a11">
<PARAM name="Window" value="Window2">
<PARAM name="Command" value="Related Topics">
<PARAM name="Item1" value="Secondary Window;tr_AIO07.chm::/
Intro.html">
</OBJECT>
```

To avoid jams, remove papers from the output tray frequently. The output tray capacity is affected by the type of paper and the amount of ink you are using. For more information about output-tray capacity, see **paper-tray capacities**. For help with clearing a paper jam, see the Troubleshooting Help.

4 use the copy features

The copy features let you do the following:

- Produce high-quality color and black-and-white copies.
- Reduce or enlarge the size of the copies you make from 25% to 400% of the copy's original size.
- Make the copy lighter or darker, select the number of copies, and specify the quality of the copies you make.
- Use special copying features to make many sizes of photos, make high-quality copies of photos using special photo paper, or create transparencies.

This section contains the following topics:

- **make copies**
- **perform special copy jobs**

make copies

You can make copies using the front panel of your HP Officejet or by using the HP Officejet software on your computer. Many copy features are available using either method. However, you may find that the software offers easier access to special copy features.

All copy settings that you select on the front panel are reset **two minutes** after the HP Officejet completes the copy, unless you save the settings as the default settings, as described in **change settings for all copy tasks** on page 19.

This section contains the following topics:

- **make a copy**
- **increase copy speed or quality**
- **set the number of copies**
- **reduce or enlarge a copy**
- **make copies lighter or darker**
- **enhance text sharpness and photo colors**
- **change settings for all copy tasks**

make a copy

1 Load the paper tray with the appropriate paper.
2 Load your original.
3 Press the **Copy** button.
4 Use the keypad or press the ◁ or ▷ to enter the number of copies. You can make up to 99 copies.
5 Press **Start Black** or **Start Color**.

Tip — To make a single copy, press the **Copy** button and then press **Start Black** or **Start Color**.

Note: If you are making a color copy on plain paper or a black or color copy on photo paper, the color print cartridge must be installed.

increase copy speed or quality

The HP Officejet provides three options that affect copy speed and quality.

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

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

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

1 Load your original.

2 Press **Copy** until **Copy Quality** appears.

3 Press ▷ until the desired quality setting appears, and then press **Enter** to select it.

4 Press **Start Black** or **Start Color**.

set the number of copies

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

1 Press the **Copy** button.

2 Use the keypad or press the ◁ or ▷ to enter the number of copies. You can make up to 99 copies.

3 Press **Enter**.

4 Press **Start Black** or **Start Color**.

Tip — If you hold down the right arrow button, then after reaching 10 the number of copies changes by increments of five to make it easier to set a large number of copies.

reduce or enlarge a copy

You can reduce or enlarge a copy of an original using **Reduce/Enlarge**.

For more information about additional copy options such as **Fit to Page**, see **perform special copy jobs** on page 19.

1 Press **Copy** until **Reduce/Enlarge** appears.

2 Press ▷ until the appropriate Reduce/Enlarge option appears, and then press **Enter** to select it.

3 If you select **Custom 100%**, **Set Custom Size** appears. Use the arrow keys or type a percentage on the keypad.

4 Press **Enter** when the desired percentage is displayed.

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

make copies lighter or darker

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

1 Press **Copy** until **Lighter/Darker** appears.

The range of **Lighter/Darker** values are represented as circles on a scale on the front-panel display.

2 Press ◁ to lighten the copy or ▷ to darken it.

The circle moves to the left or right, depending on the arrow button you press.

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

4 Press **Start Black** or **Start Color**.

enhance text sharpness and photo colors

You can use **Text** to sharpen edges of black text, **Photo** to enhance light colors in your photographs, or **Mixed** if your original contains a photograph and text. You can also select **None** to turn off all enhancements.

Text enhancement is the default option. You can turn off **Text** enhancement by selecting **Photo**, **Mixed**, or **None** if the following occur:

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

1 Press **Copy** until **Enhancements** appears.

2 Press ▷ until the desired enhancement (**Text**, **Photo**, **Mixed** or **None**) appears.

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

4 Press **Start Black** or **Start Color**.

change settings for all copy tasks

Save the copy settings you use most often by setting them as the default. This includes changes to Copy options such as **Paper Type** and **Paper Size**, as well as other Copy settings on the front panel, such as **Number of Copies** and **Copy Quality**.

1 Make any desired changes to the copy options.

2 Press **Copy** until **Set New Defaults** appears.

3 Press ▷ until **Yes** appears.

4 Press **Enter** to set the options as a default.

Your settings are saved.

perform special copy jobs

In addition to supporting standard copying, your HP Officejet can also copy a photo or fit a copy to the page.

In addition to supporting standard copying, your HP Officejet can also do the following:

- **copy a photo**
- **fit a copy to the page**

copy a photo

When copying a photo, you should select options for the correct paper type and photo enhancement.

1 Load the photo in the ADF.
   For more information, see load originals.

2 If you are using photo paper, load it in the paper tray.

3 Press **Copy** until **Paper Type** appears.

4 Press ▷ until **Premium Photo** appears, and then press **Enter** to select it.

5 Press **Copy** until **Enhancements** appears.

6 Press ▷ until **Photo** appears, and then press **Enter** to select it.

7 Press **Start Black** or **Start Color**.

   Tip — To enlarge a photo automatically to a full page, use the **Photo Fit to Page** button.

fit a copy to the page

Use the **Photo Fit to Page** button when you want to automatically enlarge or reduce your original to fit the paper size you have loaded. You can enlarge a small photo to fit a full-size page, as shown below, or you can use this feature to easily copy a Legal original to Letter paper or vice versa. Using **Photo Fit to Page** may prevent unwanted cropping of text or images around the margins.

Original   Fit to Page

1 Load the original in the ADF.
   For more information, see load originals.

2 Press the **Photo Fit to Page** button.

3 Press ▷ until the appropriate paper type appears, and then press **Enter** to select it.

4 Press **Start Black** or **Start Color**.

5

use the scan features

Scanning is the process of converting text and pictures into an electronic format for your computer. You can scan just about anything:

*   Photos
*   Magazine articles
*   Text documents

Because the scanned image or text is in an electronic format, you can bring it into your word processor or graphics program and modify it to suit your needs. You can do the following:

*   Scan text from an article into your word processor and quote it in a report, saving you a lot of retyping.
*   Scan in a logo and use it in your publishing software, allowing you to print business cards and brochures for yourself.
*   Scan in photos of your kids and e-mail them to relatives, create a photographic inventory of your house or office, or create an electronic scrapbook.

    Tip — To use the scan features, your HP Officejet and computer must be connected and turned on. The HP Officejet software must also be installed and running on your computer prior to scanning. To verify that the HP Officejet software is running on Windows, look for a status icon in the system tray.

For more information about scanning your documents, pictures, or negatives from the HP Officejet software, see scan pictures and documents for more information.

This section contains the following topic:

*   **scan an original**

scan an original

You can start a scan from your computer or from your HP Officejet.

to scan an original from your hp officejet

1   Load your original in the ADF.
    For more information, see **load originals** on page 7.

2   Press **Scan**.

3   Select the Scan to destination by pressing ◁ or ▷, or by pressing the **Scan** button repeatedly.
    The default destination is the HP Photo & Imaging Gallery. Any applications that reside on your cmputer that are supported by the HP Officejet also appear in the **Scan to** list.

4 Press **Start Black** or **Start Color**.

The original is scanned and the image is sent to selected destination.

See manage images for more information about using the HP Photo & Imaging Gallery.

stop scanning

You can stop a scan by pressing the **Cancel** button located on the front panel.

6 use the fax features

Using your HP Officejet, you can:

- Send and receive paper faxes.
- Send computer faxes.
- Send and receive color faxes.

Fax features are available only on some HP Officejets.

This chapter contains the following topics:

- **send a fax**
- **attach a cover page**
- **preview a fax**
- **receive a fax**
- **view or print a fax at your computer**
- **print reports**
- **control resolution and contrast**
- **change other fax settings**
- **set up the address book**
- **fax dialog boxes**
- **fax settings dialog boxes**
- **fax log dialog boxes**

send a fax

You can send a fax in a variety of configurations. These include the following:

- send a paper fax (using the front panel or computer).
  See the product-specific help for your HP Officejet for information on sending a fax from the device itself.
- send a paper fax with a PC-generated cover page (using the computer).
- send a legal size fax.
- send a file with or without a cover page (using the computer).
- send a PC-generated cover page as a single-page fax (using the computer).

  Note: By default, your HP Officejet prints a report only if there is a problem with sending or receiving a fax. A confirmation message indicating that an item was successfully sent appears briefly on the front-panel display after each transaction. If you need printed confirmation that your faxes are successfully sent, see **print reports** on page 35 for information about report options.

This section contains the following topics:
- **send a fax from your hp officejet**
- **send a fax from your computer**
- **send a fax from within a software program**
- **send a pc-generated cover page as a single-page fax**
- **change settings before sending a fax**
- **send a color fax**
- **broadcast a fax to multiple recipients**

send a fax from your hp officejet

1   Load your original.

For more information, see **load originals** on page 7.

2   Enter the fax number using the keypad, or press **Speed Dial** until the desired speed-dial entry appears.

For more information on speed dialing, see set up speed dialing.

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

send a fax from your computer

This section describes how to send a fax from your computer using the Director. For information on sending a fax from a specific software program, see **send a fax from within a software program** on page 25.

1   Load your originals in the ADF.

2   In the Director, click **Fax**.

The **Send Fax** dialog box appears.

3   In the **Send Fax** dialog box, enter the fax number (or select one from the address book or **Recent Faxes** list) and other recipient information.

4   To include additional originals from the HP Officejet, go to the **Include with Fax** area, and select the **Originals Loaded in Fax** check box.

selecting pages in unit from the send fax dialog box

5   To include a cover page, select the **PC-Generated Cover Page** check box, and edit the cover page as needed.

    For more information, see **use a cover-page template** on page 31.

6   In the **Quality** and **Color** areas, select the appropriate settings.

7   Click **Send Fax**.

send a fax from within a software program

You can fax directly from other software programs such as word processing or spreadsheet programs.

1   Open the file that you want to fax.

2   In your program's **File** menu, choose **Print**.

3   In the **Print** dialog box, select the HP Officejet as the printer, and then click **OK**.

    The **Send Fax** dialog box appears.

4   In the **Send Fax** dialog box, enter a name and fax number (or select from the address book or **Recent Faxes** list) and other recipient information.

entering recipient information in the send fax dialog box

5   To include additional originals from the HP Officejet, go to the **Include with Fax** area, and select the **Originals Loaded in Fax** check box and make sure the originals are in the ADF.

6   To include a cover page, select the **PC-Generated Cover Page** check box, and edit the cover page as needed.

    For more information, see **use a cover-page template** on page 31.

7   In the **Quality** and **Color** areas, select the appropriate settings.

8   Click **Send Fax**.

send a pc-generated cover page as a single-page fax

Using the Director, you can prepare a fax composed only of a cover page.

1   In the Director, click **Fax**.

    The **Send Fax** dialog box appears.

2   In the **Send fax** dialog box, enter the fax number and other recipient information.

3   In the **Include with Fax** area, make sure that **Originals Loaded in Fax** is not selected.

preparing to send a single-page fax from the send fax dialog box

4   Select the **PC-Generated Cover Page** check box, click **Edit Contents**, and then make the appropriate selections.

For more information, see **use a cover-page template** on page 31.

5   When finished in the Edit Contents screen click **OK**.

6   Click **Send Fax** to begin faxing.

change settings before sending a fax

1   Load your original.

For more information, see **load originals** on page 7.

2   Enter the fax number using the keypad, or press **Speed Dial** until the desired speed-dial entry appears.

For more information on speed dialing, see set up speed dialing.

3   Press **Fax** to scroll through the fax options.

4   When you reach the option you want to change, press ⊳ to scroll through the setting options.

5   When you reach the setting you want to change, press **Enter** to accept the setting.

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

send a color fax

You can send and receive color faxes to and from other color fax machines. If your HP Officejet determines that the recipient has a black-and-white fax unit, it sends the fax in black and white.

We recommend that you use only color originals for color faxing. The colored originals must be loaded in the ADF, you cannot send a color fax from memory using the scan and fax or group speed-dial features. To fax in color to a group, send the fax from the Director or your software program.

to send a color fax from the front panel

1   Load your original.

For more information, see **load originals** on page 7.

2   Enter the fax number using the keypad, or press **Speed Dial** until the desired speed-dial entry appears.

For more information on creating speed-dial entries, see set up speed dialing.

3   Press **Start Color**.

to send a color fax from the director

1   Load your originals in the ADF.

2   In the Director, click **Fax**.

The **Send Fax** dialog box appears.

3   In the **Send Fax** dialog box, enter the fax number (or select one from the address book or **Recent Faxes** list) and other recipient information.

4   To include additional originals from the HP Officejet, go to the **Include with Fax** area, and select the **Originals Loaded in Fax** check box.

5   To include a cover page, select the **PC-Generated Cover Page** check box, and edit the cover page as needed.

For more information, see **use a cover-page template** on page 31.

6   In the **Send Fax** dialog box, go to the **Color** area, and choose **Color**.

preparing to send a color fax in the send fax dialog box

7   Click **Send Fax** to begin faxing.

broadcast a fax to multiple recipients

Broadcasting a fax from your HP Officejet front panel lets you send a black-and-white fax to one group, which can contain up to 20 individual speed-dial entries. Your HP Officejet's memory must be capable of loading the fax, otherwise, an error occurs.

Broadcasting a fax from your computer lets you send it to an unlimited number of groups and individuals.

Before you can broadcast a fax to multiple recipients, you must first set up group speed-dial entries. For more information on creating speed-dial entries, see set up speed dialing.

to send a fax to multiple recipients from the front panel

1 Load your original.
2 Press **Speed Dial** until the desired group speed-dial entry appears.
3 Press **Start Black** or **Start Color**.

to send a fax to multiple recipients from the director

1 Start the fax process from your computer.
   For more information, see **send a fax from your computer** on page 24.
   The **Send Fax** dialog box appears.
2 In the **Send Fax** dialog box, enter the recipient information, and then click **Add to List**.

the send fax dialog box with names in the recipient list

3 Continue to enter recipients, clicking **Add to List** after each one, until all the appropriate recipients are in the list.

   Tip — You can also add multiple recipients using the Windows Address Book.
4 Click **Send Fax** to begin faxing.

send a fax from your scanner

If you do not have fax capabilities on your HP Officejet, but you have a scanner, you may use be able to use your scanner to send a fax. To fax from your scanner, you must have fax software and a fax modem installed on your computer.

1   Place the document in the scanning device.
    Look for icons on the device to guide you in proper placement of the original.

2   Open the **HP Director** from the Windows **Start** menu.

3   Make sure that your scanner is selected in the drop-down list of available devices.

4   Click **Scan Document**. Follow the prompts that appear on the screen. When you are asked for the destination for your scan, select the name of your fax software.

5   Click **Scan**.
    The document is now ready to send using your fax software. Follow your faxing software instructions to complete the fax.

attach a cover page

You can attach a cover page to any fax that you send. You can choose from several templates included with the HP Officejet software, or you can create your own. The cover page is a special format image file that can include bitmaps, scanned images, phone numbers and addresses, fax subjects, and messages.

This section contains the following topics:

* **create a cover-page template**
* **use a cover-page template**

create a cover-page template

You can create your own cover-page templates using the HP Image Editor. For example, you can create one file for business-oriented faxes and one template for personal use.

1   In the Director, click **Settings**, point to **Fax Settings & Setup**, and then choose **Fax Cover Page**.
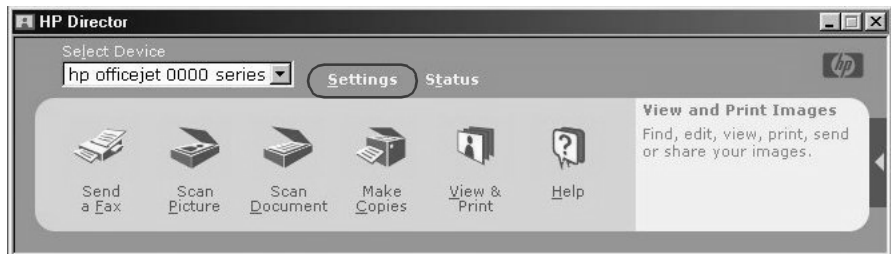
selecting fax cover page from the fax settings & setup menu

The **HP Image Editor** appears, with a basic template loaded. This template contains all the basic send, receive, and message fields.

2   Use the tools in the **Annotation** toolbar to select, insert, delete, and edit objects in the template.

3   Use the commands in the **Annotation** menu to edit the standard fields, such as date, time, total number of pages, and so on.

4 After you finish designing your cover page, go to the **File** menu and then choose **Save As**.

5 In the **Save As** dialog box, enter the new name, including the **.cvr** extension, and then click **Save**.
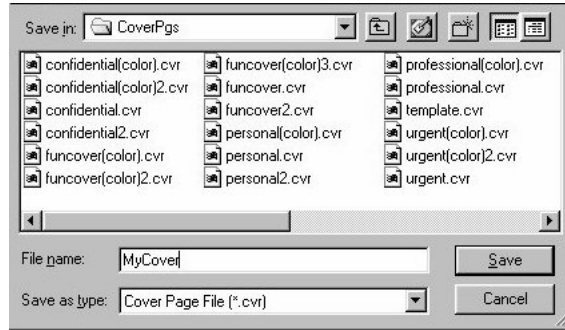
saving the cover page in the save as dialog box

Template files are automatically saved in the **CoverPgs** folder in the **HP Officejet 4100 Series** folder. If you save the template files to a different folder, they are not available from within the HP Officejet software.

use a cover-page template

You can prepare a cover page using one of the templates included with the HP Officejet software or by using one of your own templates.

Depending on the template that you choose to use, some fields may not be available.

1 In the Director, click **Fax**.

The **Send Fax** dialog box appears.

2 In the **Include with Fax** area, select the **PC-Generated Cover Page** check box, and then click **Edit Contents**.

preparing to edit the contents of a cover page in the send fax dialog box

The **Cover Page Data** dialog box appears.

the cover page data dialog box

3   In the **Cover Page** list, select the template that you want to use.

4   In the **Subject** and **Message** boxes, enter the appropriate information, and then click **OK**.

preview a fax

Using your computer, you can review a fax before transmitting it. This lets you verify that all the appropriate pages are included in the fax.

1   Set up your fax.

For more information, see **send a fax** on page 23.

2   In the **Send Fax** dialog box, click **Preview Fax**.

preparing to preview a fax in the send fax dialog box

The entire contents of the fax, including a cover page or document file, appear in the HP Image Editor.

If your fax has multiple recipients, only the cover page for the first recipient appears.

3 Use the zooming and paging buttons to review the fax.

The images that appear in the **Fax Preview** window are read-only. If you need to make any changes to the cover page at this point, you must cancel the fax, change your cover page, then start the fax process again.

4 After you are done reviewing the fax contents, click **Send Fax** to continue.

The **Send Fax** dialog box reappears.

5 Click **Send Fax** to begin faxing.

receive a fax

You can set up your HP Officejet to receive faxes either automatically or manually.

Your HP Officejet is set to print received faxes automatically. If you receive a legal-size fax and your HP Officejet is not currently configured to use legal-size paper, the unit automatically reduces the fax so that it fits on the paper that is loaded. For more information, see **set automatic reduction** on page 43.

If you have an answering machine connected to the same line as your HP Officejet, you may need to set the number of rings required before the HP Officejet begins receiving the fax. The default number of rings before the HP Officejet receives a fax is 6.

This section contains the following topics:

*   **receive a fax automatically**
*   **set the number of rings before answering**
*   **receive a fax manually**

receive a fax automatically

Use the following procedure to set up your HP Officejet to receive faxes automatically.

1 Verify that **Auto Answer** is turned *on*.

2 Press **Setup**.

3 Press **3**, then **4**.
This selects **Basic Fax Setup** and **Auto Answer**.

set the number of rings before answering

You can specify how many rings should occur before your HP Officejet automatically answers the phone. When you run the Fax Setup Wizard this is set automatically.

If you do not want your HP Officejet to answer the phone, **Rings to Answer** should be set to **No Answer**.

1 Press **Setup**.

2 Press **3**, then **3**.
This selects **Basic Fax Setup** and **Rings to Answer**.

3 Use the keypad or the arrow keys to choose the number of rings, and then press **Enter**.

receive a fax manually

Before manually receiving a fax, we recommend that you remove any originals from your HP Officejet so that they are not accidentally processed.

Verify that **Auto Answer** is turned *off*.

1 When your HP Officejet rings, pick up the handset of a telephone that is on the same telephone line as your HP Officejet.

2 If you hear fax tones, press **Start Black** or **Start Color** or, if you are receiving from an extension phone (on the same telephone line as your HP Officejet, but not connected directly to it), press **1 2 3** on your phone.

3 After you are finished, hang up the telephone.

view or print a fax at your computer

The Fax Log lets you view or print any fax that was received or was sent from you.

After you delete the fax data file from your computer, the entry appears in the Log but you won't be able to view or print the original fax.

Note: If you sent a fax from within an application, or if you scanned an image and faxed it, you can view and print that fax. If you sent a paper fax from the front panel of your HP Officejet, you will not be able to view and print that fax because a fax data file was not saved for it.

1   In the Director, click **Settings**, point to **Fax Settings & Setup**, and then choose **Fax Log**.
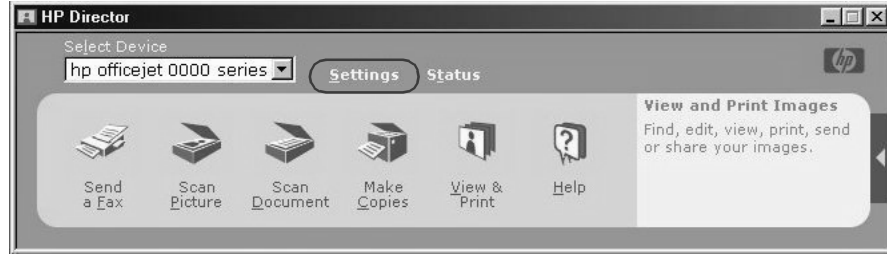
selecting fax log from the fax settings & setup menu

You can also access the **Fax Log** from the **Log and Settings** button in the **Send Fax** dialog box.

The **Log** dialog box appears.

2   Using the **Sent** tab, locate and select a fax.

3   Do one of the following:

–   To view the fax, click **View**.

The fax appears in the HP Image Editor.

Note: You can also send a previously sent fax by choosing the **Send Fax** command in the File menu in the HP Image Editor.

–   To print the fax, click **Print**.
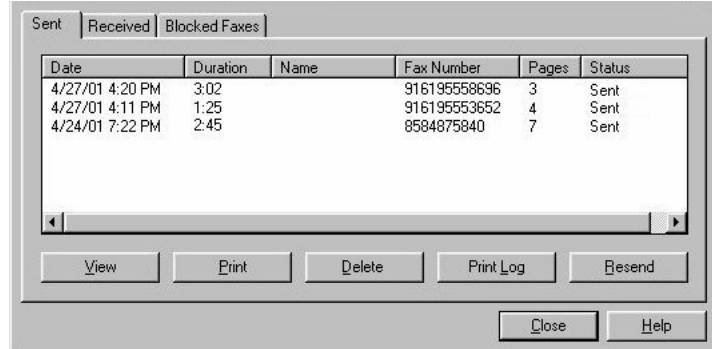
view or print faxes from the log dialog box

print reports

You can set up your HP Officejet to print error reports and confirmation reports for each fax you send and receive. You can also manually print reports as you need them.

•   **generate reports automatically**
•   **generate reports manually**

generate reports automatically

This setting lets you configure your HP Officejet so that it automatically prints error and confirmation reports.

generate reports manually

This setting lets you print reports manually. From the computer, you can only print the Speed-Dial List.

to print reports from the front panel

1   Press **Setup**, then press **1**.
    This selects the **Print Report menu**.

2   Press ▷ to scroll through the following report types:
    –   **Last Transaction**, which prints details of the last fax transaction.
    –   **Fax Log**, which prints a log of the last 30 fax transactions.
    –   **Speed Dial List**, which prints a list of programmed speed dials.
    –   **Self-Test Report**, which prints a report to assist you in diagnosing print and alignment problems. For more information, see **print a self-test report** on page 66.
    –   **Automatic Reports Setup**, which is the automatic reports setting described in **generate reports automatically** on page 36.

3   When the report you want appears, press **Enter**.

to print the speed-dial reports using the director

1   In the Director, click **Settings**, click **Fax Settings & Setup**, and then choose **Fax Speed Dial Settings**.

choose speed dial settings from the fax settings & setup menu

The **Speed Dial Settings** dialog box appears.

2   Click **Print**, and then choose one of the following:
    –   To print a list of just the speed-dial entries and their corresponding names, choose **Print Quick Reference**.
    –   To print a complete list of the speed-dial entries and their corresponding names and fax numbers, choose **Print Full Report**.

3   In the **Print** dialog box that appears, select the options you wish to use, then click **OK**.

control resolution and contrast

Your HP Officejet lets you change the resolution and contrast of documents that you are sending. Your resolution setting remains in effect until you change it again.

This section contains the following topics:

- **change resolution**
- **change contrast**

change resolution

Resolution affects the transmission speed and quality of faxed documents.

to change the resolution from the front panel

1. Press **Fax** until the **Resolution** option appears.

2. Press ▶ until the desired resolution quality appears (**Fine**, **Very Fine**, **Photo**, **Standard**), then press **Enter**.

   Your HP Officejet only faxes at the highest resolution supported by the receiving fax.

   If you choose **Photo**, be aware that the faxing process takes longer to complete. When faxing photographs, we recommend that you choose **Photo**.

to change the resolution from the director

1. In the Director, click **Settings**, click **Fax Settings & Setup**, and then choose **Fax Settings**.

choose fax settings from the fax settings & setup menu
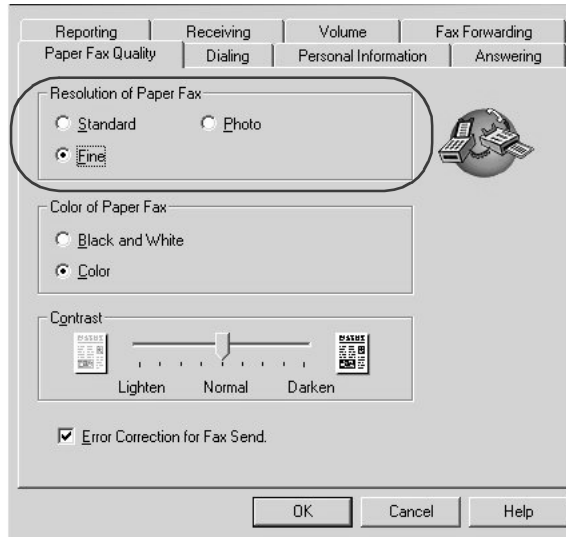
The **Fax Settings** dialog box appears.

2. Click the **Paper Fax Quality** tab.

the paper fax quality tab of the fax settings dialog box

3   In the **Resolution of Paper Fax** area, make a selection based on the following:
   –   For the quickest processing of your fax, choose **Standard**.
   –   For high-quality text, choose **Fine**.
   –   For photographs, choose **Photo**.
   –   For other images, choose **Very Fine**.

4   Select the **Error Correction for Fax Send** check box to improve the quality of the fax.

   If the phone line is noisy, data may be lost during the transmission of the fax. This can result in the quality of the received fax being poorer than expected.

   For more information on error correction, see **use error correction mode** on page 42.

change contrast

Change this setting if you want a black-and-white fax to be darker or lighter than the original.

to change the fax contrast from the front panel

1   Press **Fax** until the **Lighter/Darker** option appears.

   The range of values appears as a circle on a scale on the display.

2   Press ◁ lighten the fax or ▷ to darken it.

   The circle moves left or right as you press a button.

3   Press **Enter** to use the setting you selected.

to change the fax contrast from the director

1   In the Director, click **Settings**, click **Fax Settings & Setup**, and then choose **Fax Settings**.

choose fax settings from the fax settings & setup menu

The **Fax Settings** dialog box appears.

2   Click the **Paper Fax Quality** tab.

3   In the **Contrast** area, adjust the slider as needed.
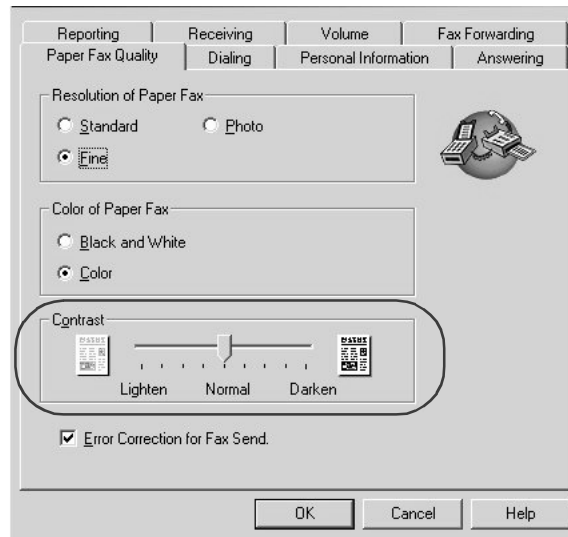
the paper fax quality tab of the fax settings dialog box

Reviewer Note!   NEED SCREEN CAPTURE. Awaiting new UI screen captures showing only three tabs.

4   After you are finished, click **OK**.

change other fax settings

This section contains the following topics:

- **redial a number automatically**
- **forward faxes to another number**
- **edit or cancel fax forwarding**
- **use error correction mode**
- **set automatic reduction**
- **adjust the volume**
- **change pbx settings**
- **change the answer ring pattern (distinctive ringing)**

redial a number automatically

You can set your HP Officejet to redial a busy and an unanswered number automatically. The default setting for **Busy Redial** is **Redial**. The default setting for **No Answer Redial** is **No Redial**. If you initiated a fax from the computer, the computer must be left on for the redialing process to work correctly.

1 Press **Setup**.
2 Choose one of the following options:
   – Press **4**, then press **3**.
     This selects the **Advanced Fax Setup** menu, then selects the **Busy Redial** option.
   – Press **4**, then press **4** again.
     This selects the **Advanced Fax Setup** menu, then selects the **No Answer Redial** option.
3 Press **Enter**.
4 Press to select **Redial** or **No Redial**, as desired.
5 Press **Enter**.

forward faxes to another number

With fax forwarding, you can send a fax that you receive to another fax number.

to forward faxes from the front panel

1 Press **Setup**.
2 Press **3**, then press **8**.
   This selects the **Basic Fax Setup** menu, then selects the **Fax Forwarding Black Only** option.
3 Follow the messages that appear on the display.

to forward faxes from the director

1 In the Director, click **Settings**, click **Fax Settings & Setup**, and then choose **Fax Settings**.

choose fax settings from the fax settings & setup menu

The **Fax Settings** dialog box appears.

2 Click the **Fax Forwarding** tab, and then select **Forward Incoming Faxes to Another Number**.
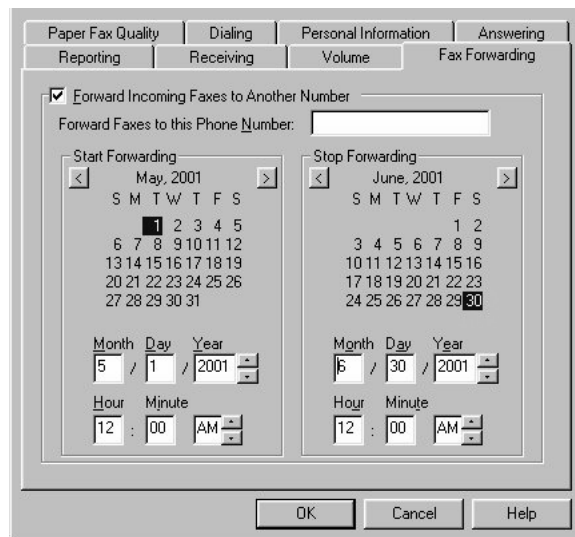
the fax forwarding tab of the fax settings dialog box

Reviewer Note!   NEED SCREEN CAPTURE. Awaiting new UI screen captures showing only three tabs.

3 In the **Forward Faxes to this Phone Number** text box, enter the fax number.

4 Select **Start Forwarding** and **Stop Forwarding** dates and times.

5 When you are finished, click **OK**.

edit or cancel fax forwarding

You may find that you need to change the number you are faxing to or the start and stop times of your forwarding. You may wish to cancel your fax forwarding setup altogether. Follow the steps below to edit or turn off the fax forwarding.

to edit fax forwarding from the front panel

1   Press **Setup**.

2   Press **3**, then press **8**.

    This selects the **Basic Fax Setup** menu, then selects the **Fax Forwarding Black Only** option.

3   **Forwarding is ON 1=Edit 2=Cancel** appears on the display after a moment. Press **1** to edit the number you wish to fax to or to change the start and stop times. Follow the messages on the display.

to cancel fax forwarding from the front panel

1   Press **Setup**.

2   Press **3**, then press **8**.

    This selects the **Basic Fax Setup** menu, then selects the **Fax Forwarding Black Only** option.

3   **Forwarding is ON 1=Edit 2=Cancel** appears on the display after a moment. Press **2** to cancel fax forwarding.

to edit or cancel fax forwarding from the director

1   In the Director, click **Settings**, click **Fax Settings & Setup**, and then choose **Fax Settings**.

2   Click the **Fax Forwarding** tab.

    Do one or more of the following as needed:

    –   To edit the phone number, click in the **Forward Faxes to this Phone Number** box and enter the new phone number.

    –   To change the dates for forwarding edit the **Start Forwarding** and/or **Stop Forwarding** calendars and time fields as needed.

    –   To cancel fax forwarding, clear the **Forward Incoming Faxes to Another Number** check box.

3   Click **Ok** when the settings are changed.

use error correction mode

Error Correction Mode (ECM) eliminates data lost due to poor phone lines by detecting errors that occur during transmission and automatically requesting retransmission of the erroneous portion. Phone charges are unaffected, or may even be reduced, on good phone lines. On poor phone lines, ECM increases sending time and phone charges, but sends the data much more reliably. Turn ECM off (the default setting is on) only if it increases phone charges substantially, and you can accept poorer quality in exchange for reduced charges.

to change the ECM setting from the front panel

1   Press **Setup**.

2   Press **4**, and then press **7**.

    This selects the **Advanced Fax Setup menu**, and then selects the **Error Correction Mode** option.

3   Press ▷ to switch between **Off** and **On**.

4   Press **Enter** to use the setting you selected.

**to change the ECM setting from the director**

1 In the Director, click **Settings**, click **Fax Settings & Setup**, and then choose **Fax Settings**.

choose fax settings from the fax settings & setup menu

The **Fax Settings** dialog box appears.

2 Click the **Paper Fax Quality** tab.

3 Select **Error Correction for Fax Send**.
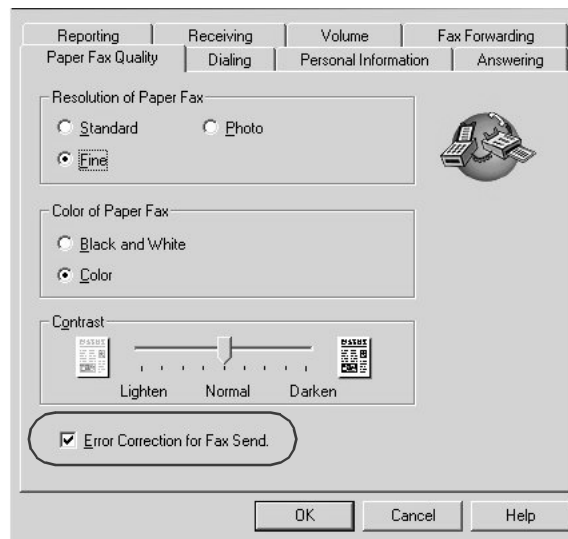
selecting error correction in the paper fax quality tab of the fax settings dialog box

Reviewer Note!   NEED SCREEN CAPTURE. Awaiting new UI screen captures showing only three tabs.

4 After you are finished, click **OK**.

set automatic reduction

This setting determines what your HP Officejet does if it receives a fax that is too large for the default paper size. With this setting on (the default), the image is reduced so that it fits on one page. With this feature off, information that doesn't fit on the first page is printed on a second page.

1 Press **Setup**.

2 Press **4**, and then press **5**.

This selects the **Advanced Fax Setup** menu, and then selects the **Automatic Reduction** option.

3 Press 🕑 to switch between **Off** and **On**.

4 Press **Enter** to use the setting you selected.

adjust the volume

Your HP Officejet provides three levels for adjusting the ring and speaker volume. The ring volume is the volume of the phone ringer. The speaker volume is the volume of everything else, such as the dial and fax tones. The default setting is Soft.

1 Press **Setup**.

2 Press **3**, and then press **7**.

This selects the **Basic Fax Setup** menu, and then selects the **Ring and Beep Volume** option.

3 Press 🕑 to select one of the options: **Soft**, **Loud**, or **Off**.

4 Press **Enter** to use the setting you selected.

change pbx settings

Reviewer Note! Can't do this from the Director or the Front Panel. Is this still available as a function of 'hardware installation' or perhaps Fax Wizard? If not, this section will be deleted.

Private Bank Exchange (PBX) phone systems are used in some areas such as France, Germany, and the Netherlands. As part of hardware installation, you are prompted to indicate if your HP Officejet is connected to a PBX phone system. After software installation, you can manually change the PBX setting.

If you use a PBX system, the HP Officejet starts dialing the number without first verifying that there is a dial tone.

Note: Because there is no standard busy signal in PBX phone systems, the HP Officejet may not be able to detect a busy signal if the receiving fax system is busy. If the HP Officejet can't detect a busy signal, it cancels the fax after 60 seconds.

change the answer ring pattern (distinctive ringing)

Distinctive ringing is a feature offered by phone companies that allows you to have several phone numbers on the same line. Each number has a specific ring pattern. If you do not have this service, use the default ring patterns, which is **All Rings**.

If you connect your HP Officejet to a line with distinctive ringing, have your telephone company assign one ring pattern to voice calls and another to fax calls (double or triple rings are best for a fax number).

1 Press **Setup**.

2 Press **4**, and then press **2**.

This selects the **Advanced Fax Setup** menu, and then selects the **Answer Ring Pattern** option.

3 Press ⊳ to scroll through these options: **All Rings**, **Single Rings**, **Double Rings**, **Triple Rings**, and **Double & Triple**.

4 When the ring pattern that the phone company established for this number appears, press **Enter**.

Tip — We recommend that you use **Double Rings** or **Triple Rings** for fax.

set basic fax settings using the front panel

We recommend that you use the Fax Setup Wizard in the HP Officejet software to configure all your basic fax settings; however, you can also access these settings from the front panel.

Note: In the U.S., regulations require that your name and number appear on every fax. The minimum settings that we recommend are described in the following topics.

set the date and time

Follow these steps to set the date and time manually.

1 Press **Setup**.

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

This selects, **Basic Fax Setup**, and then selects **Date and Time**.

3 Follow the prompts on the display to enter the date and time using the keypad.

Tip — Use only the last two digits for the year.

Tip — When you enter a single-digit date or time, type a leading zero before the single digit: for example, 03:45, or 08-03-02.

After you are done, the date and time appear on the display.

set the fax header

Follow these steps to enter your name and fax number.

Note: In Hungary, the subscriber identification code (fax header) can be set or changed only by authorized personnel. For more information, contact your authorized HP dealer.

1 Press **Setup**.

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

This selects, **Basic Fax Setup**, and then selects **Fax Header**.

3 Enter your name using the guidelines provided in the next section, **enter text**. Press **Enter**.

4 Using the keypad, enter your fax number.

5 After you finish entering your fax number, press **Enter**.

enter text

The following list provides tips for entering text using the front-panel keypad.

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

ABC

(2)

These letters correspond to this number, and so on.

- Press a button multiple times to see a letter first in uppercase and then in lowercase.

JKL

(5)

To get this character:	J	j	K	k	L	l	5
Press 5 this many times	1	2	3	4	5	6	7

- After the correct letter appears, press ▷, and then press the number that corresponds to the next letter in the name. Again, press multiple times until the correct letter appears.
- To insert a space, press **Space (#)**.
- To enter a symbol, such as @, press **Symbols (*)** to scroll through the list of available symbols.
- If you make a mistake, press ◁ to clear it, and then make the correct entry.
- After you are done entering text, press **Enter** to store your entries.

check for dial tone

Before using the fax features, verify that the connections are correctly established.

1 Press **Fax**.
2 Listen for a dial tone.
3 If you do not hear a dial tone, check the connections.
4 Press **Cancel** to hang up.

set up the address book

When you send a fax using the Director, you can simply select an address book entry from the Windows Address Book. Consult the on line help for your Windows operating system for more information about using the Address Book accessory.

fax dialog boxes

This section contains the following topics:

- **send fax**
- **cover page data**

send fax

Use the Send Fax dialog box to address, compose, preview, and send a fax.

address the fax

- Enter the information in the fields in the **Fax To** section.
- Select an entry from the Address Book by clicking the **Select From** button in the **Address Book** section, and then clicking the name in the Address Book list.
- Use the **Recent Faxes** button to select names of previous fax recipients.

  When you click **Send Fax**, the information in the Fax To section and the recipient list (if completed) becomes the destination for the fax.

For more information on the options available, click the following:

- Fax To

  Use this area to enter names, fax numbers, and other information about fax recipients. You can also add fax recipients to your Address Book. You can assign speed-dial entries for frequently accessed fax numbers. You can use speed-dial entries from the front panel only.

  – Title

    Select a title from the list or type a title for the fax recipient. This information is optional. If you attach a PC cover page to your fax, this title automatically appears in the recipient's name field.

  – First Name

    Enter the first name of the person to whom you are sending the fax. If you attach a PC-generated cover page to your fax, this name automatically appears in the recipient's name field.

  – Last Name

    Enter the last name of the person to whom you are sending the fax. If you attach a PC-generated cover page to your fax, this name automatically appears in the recipient's name field.

  – Fax Number

    Enter the fax number, including area code and dialing prefix if necessary, of the person to whom you are sending the fax. If you attach a PC-generated cover page to your fax, this number will automatically appear in the recipient's fax number field.

    A pause is required in front of a phone number when you are on a PBX or office phone system and want to get an outside line before the rest of the number is dialed. Also, you can add a add a pause when you are using a phone calling card and want to skip any introductory messages from the phone company before your dialing your calling card number. Use a comma or dash as a pause.

  – Voice Number

    Enter the phone number of the person to whom you are sending the fax. This information is optional. If you attach a PC-cover page to your fax, this number automatically appears in the recipient's phone number field.

  – Company

    Enter the name of the company to which you are sending the fax. This information is optional. If you attach a PC-generated cover page to your fax, this name automatically appears in the recipient's company field.

  – Recent Faxes

This is a list of all the people you have sent a fax to recently. When you select a name from the list, the other **Fax To** fields are automatically filled in.

– Add to List

Moves the recipient from the Fax To area to the Recipient List. When you send a fax, each of the recipients on the list receives the fax. To edit an entry, use the **Address Book**.

To delete an entry, highlight it and click **Remove**.

– Remove

Deletes any entry highlighted in the Group Members List – New Group window (Edit Windows). Click a member name from the Group Members list, and then click this button.

• Address Book

Use the Address Book to enter and organize your fax numbers and e-mail addresses. Additionally, you can create and maintain groups of fax recipients from your address book.

Your HP Officejet fax feature uses the Microsoft Windows® address book, Microsoft Outlook®, or Microsoft Outlook Express® to retrieve and save contact names, fax numbers, and e-mail addresses.

If you do not have the Windows address book, Outlook, or Outlook Express installed, you can download Microsoft Internet Explorer® from the Microsoft website at www.microsoft.com to get a copy of the address book.

• Include with Fax

a. To include a cover-page file, select **PC-Generated Cover Page**.
b. To enter the subject and message for the cover page, click **Edit Contents**.
c. If you are placing an original in the ADF, select **Originals Loaded in Fax**.

choosing the fax type

• Quality

You can choose the resolution for your fax.

– Standard

Standard resolution for sending a fax. Black-and-white faxes will be scanned and sent at 200-by-100 dpi. This is the fastest mode.

Color faxes will be sent at 200-by-200 dpi with standard compression.

– Fine

Sends a black and white fax containing small print or graphics at 200-by-200 dpi. Color faxes are sent at 200-by-200 dpi with less compression. This takes longer to send, but may result in better quality.

– Photo

Selects settings that optimize the resolution and contrast for faxing a photograph. This only applies to sending black and white paper faxes. The image is scanned as bi-level half-tone. The PC fax driver automatically converts the PC file to half-tone, which simulates gray in a fax.

• Color

Sends your color fax at the quality level you have selected.

sending the fax

- Send Fax

  Sends your fax immediately to the recipient entered in the **Fax To** area, and to the recipients in the Recipient List.

- Preview Fax

  Displays a preview image of the fax so you can check it before you send it. The preview image shows the cover page and PC file, as well as the pages in the HP Officejet.

log and settings

- **fax log dialog boxes**
- **fax settings dialog boxes**
- speed dial settings

cover page data

You can create your own fax cover pages with the HP Image Editor. The HP Image Editor lets you create special .cvr format image files that can include graphics, scanned images, phone numbers and addresses, fax subjects, and messages. The cover-page files are saved in a special CoverPgs folder in the HP Officejet 4100 Series folder.

- Save as Default

  Click this button to make the current cover page the default. Any time you choose to send a PC-cover page with a fax, this page will automatically be sent, unless you specify another.

- Layout

  When you select a cover page in the Cover Pages field, a preview of the page appears here.

- Subject

  Allows you to enter the subject of the fax. Selected cover pages allow entry of the subject on the cover page. This option may be grayed out if the cover page does not have a subject field.

- Message

  Allows you to enter the message you want included on the cover page. To preview how your message actually appears on the cover page, select **Preview Fax** from the **Send Fax** dialog box.

fax settings dialog boxes

This section contains the following topics:

- **fax settings - personal information**
- **fax settings - fax forwarding**
- **fax settings - paper fax quality**

fax settings - personal information

Use the Personal Information tab to enter information you want to appear on the fax header and cover pages. The fax header is the information printed at the top of each fax page. You can create your own cover pages and have them automatically include your name, fax number, and phone number.

Your Fax Header Content

- Name or Company

  Enter your name or company name to be automatically included in the fax header.

- Fax Number

  Enter your fax number to be automatically included in the fax cover page.

Your Cover Page Information

- Name

  Enter your name to be automatically included in the fax header.

- Fax Number

  Enter your fax number to be automatically included in the fax cover page.

- Company Name

  Enter your company name to be automatically included in the fax header.

- Voice Phone Number

  Enter your voice phone number.

fax settings - fax forwarding

Use the **Fax Forwarding** tab to set up your HP Officejet to forward faxes to another fax machine.

- Forward Incoming Faxes to Another Number

  Select this check box to indicate you want to receive incoming faxes at another fax number, then specify the fax number in the **Forward Faxes to This Number** box.

- Forward Faxes to this Number

  Enter the fax number and the time range for forwarding faxes. Include the area code and any dialing prefixes (such as a 9 to get an outside line) if necessary.
  You can choose the month, day, year, hour, and minute.

fax settings - paper fax quality

Use the Paper Fax Quality tab to choose fax resolution and contrast settings.

Resolution of Paper Fax

- Standard

  Selects standard resolution for sending a fax.

- Fine

  Selects fine resolution for sending a fax.

- Photo

Selects settings that optimize the resolution and contrast for faxing a photograph. This only applies to sending black and white paper faxes. The image is scanned as bi-level half-tone. The PC fax driver automatically converts the PC file to half-tone, which simulates gray in a fax.

- Very Fine

    Selects very fine resolution for sending a fax.

Color of Paper Fax

Select **Black and White** for documents that are mostly text or black-and-white line drawings; select **Color** for text, photographs, or other graphics that have color.

Contrast

Select the contrast that works best for the document you are faxing. Select a lighter contrast if the original seems too dark; use a darker contrast if the original seems too light. Contrast applies to paper faxes in the HP Officejet only; it will not adjust the contrast of an electronic fax.

Other options

- Error Correction for Fax Send

    Select to have the HP Officejet ask the sending fax machine to re-send a page if it detects an error. If there is a lot of noise on the line (for example, on international calls), sending a fax could take a long time because error checking increases the transmission.

fax log dialog boxes

This section contains the following topics:

- **fax log - sent**
- **fax log - received**
- **fax log - blocked faxes**

fax log - sent

Use the **Sent** tab to view, print, delete, or resend faxes you have already sent. You can also print the fax log.

To sort the fax list, click the column heading you want to sort by. For more information on the options available, review the following:

- Sent List

    Lists the faxes you have sent from your HP Officejet.

    If the status is "color unsupported," you are trying to send a fax in color, but the receiving fax cannot receive in color. The fax is sent in black and white.

- View

    Opens the selected fax in the HP Image Editor. In the HP Image Editor, you can view and send the fax. You cannot edit the file unless you save it under another name; then you can annotate and edit the fax.

    You cannot view paper faxes that you sent or view fax files that have been deleted.

- Print

Prints the selected fax.

- Delete

  Allows you to delete the selected fax file and the entry from the Log.

- Print Log

  Prints the list of faxes, as shown in the current window.

- Resend

  Displays the Send Fax dialog box, so that you can enter information for sending the selected fax.

fax log - received

Use the **Received** tab to print the log or to block faxes from a specific sender.

To sort the fax list, click the column heading you want to sort by. For more information on the options available, review the following:

- Print Log

  Prints the list of faxes, as shown in the current window.

- Block Fax

  Adds the fax number to the list of blocked faxes. Go to the **Blocked Faxes** tab to remove the number from the list.

fax log - blocked faxes

Use the **Blocked Faxes** tab to view the list of fax numbers you previously blocked. You can also remove specific fax numbers from this list.

- Refuse faxes from these phone numbers

  Displays the list of fax numbers/machine IDs that you have blocked. Select the fax numbers/machine IDs in the Log. You must have received at least one fax from that fax number to be able to block any future faxes from that number. You can block a maximum of 10 numbers at a time.

Reviewer Note!   Is 10 the maximum number? This was not specified in the ERS.

- Remove from blocked list

  Deletes the selected fax number/machine ID from the list of numbers you blocked.

7

use the print features

Most print settings are automatically handled by the program you are printing from or by HP's ColorSmart technology. You only need to change the settings manually when you change print quality, print on specific types of paper or film, or use special features.

- **print from your software program**
- **display print settings**
- **perform special print jobs**
- **stop a print job**

print from your software program

This section contains the following topics:

- **quality settings for specific papers**
- **recommended paper-size settings for printing**
- **make your hp officejet the default printer**

Follow these steps to print from the software program that you used to create your document.

1 Load the input tray with the appropriate paper.

2 On your program's **File** menu, select **Print**.

3 Make sure that you select your HP Officejet from the **Name** list.
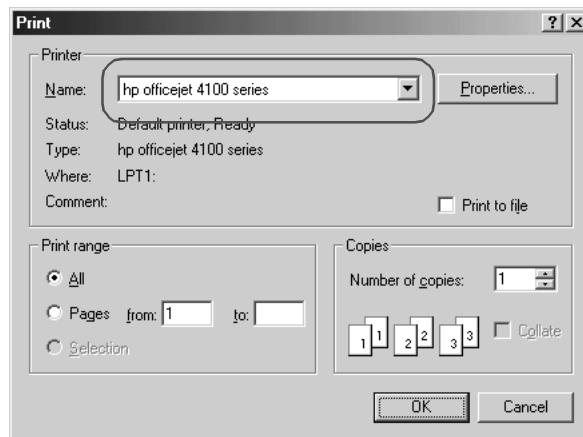
select your hp officejet from the print dialog box

If you need to change settings, click the button that opens the **Properties** dialog box (depending on your program, this button might be called **Properties**, **Options**, **Printer Setup**, or **Printer**), and then select the appropriate options for your print job using the features available in the **Setup** tab.

The settings you select apply only to the current print job. To set print settings for all jobs, see **display print settings**.

4 Click **OK** to close the **Properties** dialog box.

5 Click **OK** to begin your print job.

To make your HP Officejet the default printer if it isn't already, see **make your hp officejet the default printer**.

quality settings for specific papers

The paper type you select automatically sets the correct print-quality setting. For some HP papers, your HP Officejet automatically selects **Best** to ensure clear, crisp results.

paper type	quality setting
Plain Paper	Normal
Inkjet Papers	Normal
Photo/Glossy Papers	Best
Transparency Films	Normal

recommended paper-size settings for printing

Following are suggested paper-size settings for the type of job you are printing. Make sure to look at the long list of choices in the Paper Type list to see if a defined paper-size already exists for the paper you are using.

paper type	paper-size setting
Cards	User-Defined Paper Size, if listed sizes are not appropriate
Copier	Letter or A4
Custom-size papers	User-Defined Paper Size
Envelopes	Appropriate listed envelope size
Greeting-card papers	Letter or A4
Inkjet papers	Letter or A4
Iron-on t-shirt transfers	Letter or A4
Labels	Letter or A4
Letterhead	Letter or A4
Photo papers	Letter or A4
4-by-6-inch photo paper	Photo 4 x 6 in. (with tab)

paper type	paper-size setting
Hagaki cards	Hagaki card
Transparency films	Letter or A4

make your hp officejet the default printer

You can set your HP Officejet as the default printer to use from any program.

to set a default printer

1 On the Windows taskbar, click **Start**, point to **Settings**, and then select **Printers**.

2 Right-click your HP Officejet icon, and select **Set as default**.

display print settings

If you want to change print settings, you need to decide if you want to change them for the current job, or for all jobs. How you display print settings depends on whether or not you want to make the setting permanent.

to change the print setting for all future jobs

1 In the HP Photo & Imaging Director, click **Settings**, and then select **Printer Settings**.

2 Make changes to the print settings, and click **OK**.

to change the print setting for the current print job

1 In your program's **File** menu, select **Print**, **Print Setup**, or **Page Setup**. Make sure that the selected printer is your HP Officejet.

2 Click **Properties**, **Options**, **Printer Setup**, or **Printer** (the option names are different depending on your software program).

3 Make changes to the settings, and click **OK**.

4 Click **OK** to print the job.

See any of the following topics for more information about print settings:

- **increase print speed or quality**
- **change the page orientation**
- **set the number of copies**

increase print speed or quality

Using your HP Officejet, you can customize the speed and quality of the print process with the following options:

- **Best**: Best mode produces the highest print quality for all media and eliminates the banding effect that sometimes occurs in solid areas. However, the Best setting prints more slowly than Normal mode for most documents.

- **Normal**: Letter-quality printing. Normal mode delivers high-quality output and is the recommended setting for speed and quality. Normal is the default print-quality setting for most paper types.

- **FastDraft**: Draft-quality printing. FastDraft mode prints faster than the Normal setting and produces lighter output. Using FastDraft will also reduce the frequency of replacing your print cartridges because it uses less ink.

Your printer might also have the option to print at 2400 dpi or higher. This may or may not improve the quality of your output, which depends on the paper type you are using and the image you are printing. For more information, see **print using 4800x1200 optimized dpi** on page 59.

Your HP Officejet automatically sets the print quality depending on the paper-type setting. See **quality settings for specific papers** on page 54 for more information.

to increase print speed or increase print quality

1   In the **Properties** dialog box, click the **Setup** tab.

2   In the **Print Quality** area, do one of the following:
    –   Click **Best** to increase print quality.
    –   Click **Normal** for most letter quality print jobs.
    –   Click **FastDraft** to increase print speed.
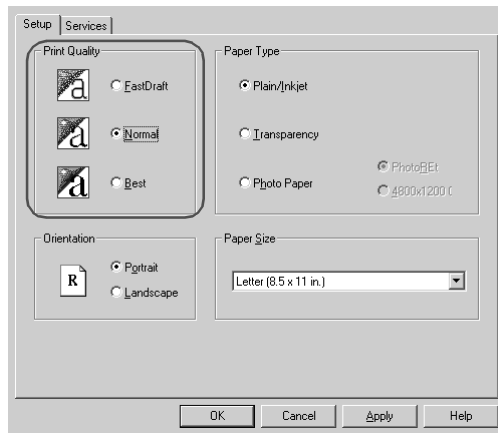
choosing the print quality in the setup tab of the properties dialog box

3   Click **OK**.

Tip — Print quality in any setting is better on a high-quality paper, such as premium or photo.

change the page orientation

Use this procedure if you are using a special HP paper or custom-sized paper, or if you cannot set the page orientation from your software program.

1. In the **Properties** dialog box, click the **Setup** tab.
2. In the **Orientation** area, select either **Portrait** or **Landscape**, and then click **OK**.
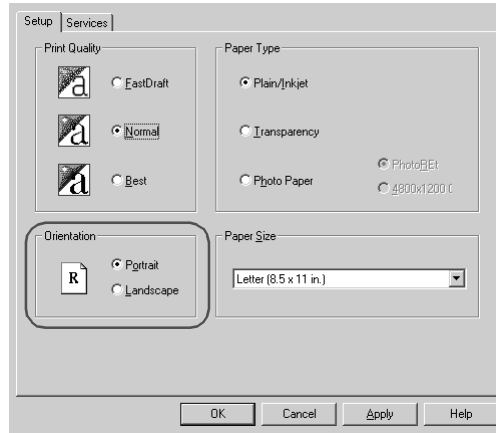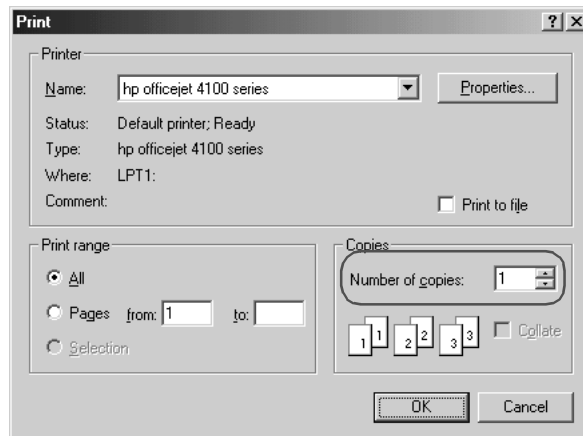

the orientation area of the setup tab of the properties dialog box

set the number of copies

You can set the number of copies using the **Print** dialog box.

▸ In the **Number of Copies** box, type or select the number of copies you want to print, and then click **OK**.

choosing the number of copies in the print dialog box

perform special print jobs

In addition to supporting standard print jobs, your HP Officejet supports special jobs such as printing Web pages, photos, and banners. This section describes the following features:

- **print a web page**
- **print a photo on photo paper**
- **print using 4800x1200 optimized dpi**
- **print a presentation on transparency film**
- **print a group of addresses on labels or envelopes**

print a web page

You can print a web page on your HP Officejet from your web browser.

1   In your browser, go to the **File** menu and select **Print**.
    The **Print** dialog box appears.

2   Select your HP Officejet if it is not selected already.
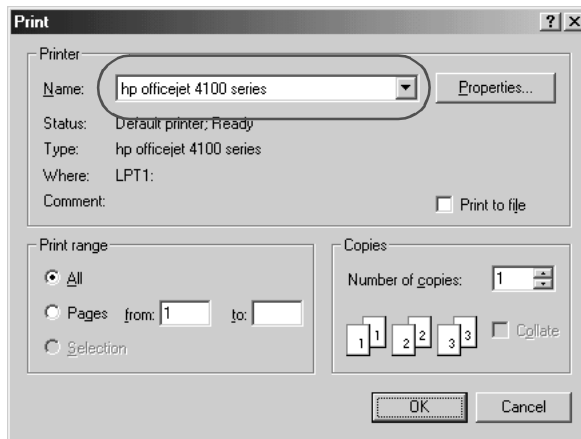
select your hp officejet from the print dialog box

3   If your browser supports it, select the items on the Web page that you want to include in the printout.
    For example, in Internet Explorer, select options such as **As laid out on screen** and **Print all linked documents**.

4   Click **OK** to print the Web page.

print a photo on photo paper

For high-quality photo printing, we recommend that you use HP photo papers with your HP Officejet.

You might be able to print high resolution photos at 2400 dpi or higher, if it is available. For more information, see **print using 4800x1200 optimized dpi**.

1   Remove all paper from the input tray, and then load the photo paper.

2   In the **Properties** dialog box, click the **Setup** tab.

For more information, see **display print settings** on page 55.

3 In the **Paper Type** area, click **Photo Paper**.

Your HP Officejet automatically sets the **Print Quality** to **Best**.
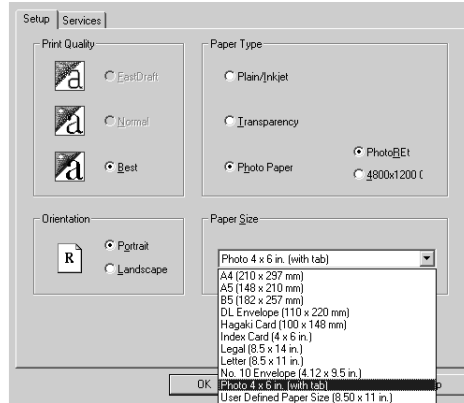
select a photo paper size from the properties dialog box

4 In the **Paper Size** list, select the appropriate size.

If you are printing to 4-by-6 inch photo paper, make sure the photo papers are loaded correctly.

5 Click **OK** to close the dialog box.

print using 4800x1200 optimized dpi

When you are printing on photo paper, print at 4800x1200 Optimized dpi to get the best print quality. This setting causes the HP Officejet to print significantly more slowly, which temporarily uses a large amount of disk space (400 MB or more).

to use 4800x1200 optimized dpi for a single print job

1 From the program that you are printing from, display the **Properties** dialog box for your HP Officejet, and then click the **Setup** tab.

2 In the **Paper Type** area, select **Photo Paper**.

Your HP Officejet automatically sets the Print Quality to **Best**, and the **PhotoREt** and **4800x1200 Optimized dpi** options become active.

3 Select the **4800x1200 Optimized dpi** option.
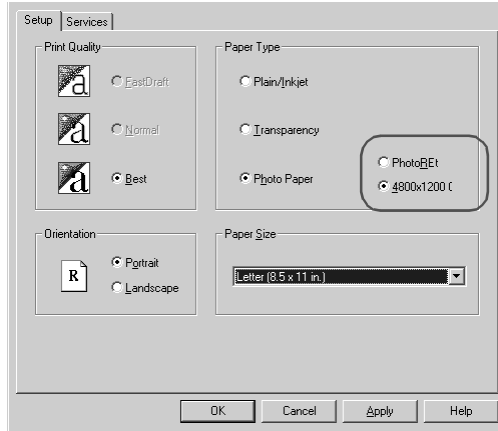
select 4800x1200 optimized dpi for high resolution photo printing

4 Click **OK** to close the dialog box, and then click **OK** in your program's **Print** dialog box.

print a presentation on transparency film

For the best results, we recommend that you use HP transparency film products with your HP Officejet.

1 Load the transparency film into the input tray.

2 In the **Properties** dialog box, click the **Setup** tab.

3 In the **Paper Type** area, click **Transparency**.

4 Click **OK** to close the dialog box, and then click **OK** in your program's **Print** dialog box.

Your HP Officejet automatically waits for transparencies to dry before releasing them. Ink dries more slowly on film. Be sure to allow enough time for the ink to dry before handling the transparency.

print a group of addresses on labels or envelopes

With your HP Officejet, you can print on a single envelope, groups of envelopes, or label sheets designed for inkjet printers.

1 Print a test page on plain paper first.

2 Place the test page on top of the label sheet, and then hold both pages up to the light. Check your label spacing to see how well each block of text aligns with each label. Make adjustments as needed.

3 Load the labels or envelopes into the input tray.

4 If you are printing on envelopes, do the following:
– Display the print settings, and click the **Setup** tab.
– In the **Paper Size** list, select the appropriate envelope size.
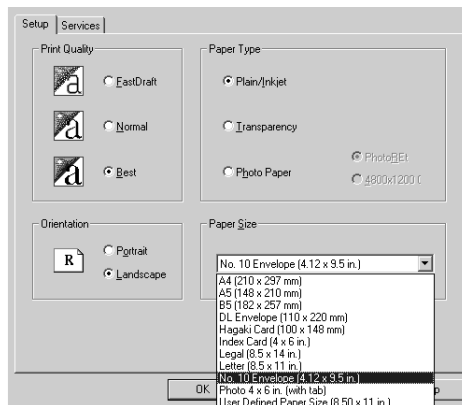
select an envelope size from the paper size list

5 Click **OK** to close the dialog box.

stop a print job

We recommend that you stop a print job from your HP Officejet by pressing **Cancel** on the front panel.

Your HP Officejet prints any pages it has already started printing and then cancels the remainder of the job. This can take a few moments.

You can stop a print job from your computer, although we recommend the previous method for best results. Although most programs designed for Windows use the Windows print spooler, your program might not use it (PowerPoint in Microsoft Office 97 is an example of a program that does not). If you can't cancel your print job using one of the following procedures, consult the instructions for canceling background printing in the online help for your program.

to stop a print job from the status window

▸ Click **Cancel**.

to stop a print job from the printers folder

1 On the Windows taskbar, click **Start**, point to **Settings**, and then select **Printers**.

You can also double-click the printer icon in the Windows taskbar.

2 Double-click your HP Officejet icon.

3 Select the job you want to cancel.

4 In the **Document** menu, select **Cancel Printing** or **Cancel**, or press the **Delete** key on your keyboard.

It can take a few moments for printing to be cancelled.

8 order supplies

The following topics contain information on ordering supplies for your
HP Officejet 4100 Series.

*   **order media**
*   **order print cartridges**

order media

To order media such as HP Premium Plus Photo Paper or HP Everyday Photo
Paper, see one of the following:

*   For orders in the U.S. and Canada, go to **www.hpshopping.com**.
*   For orders in all other countries, go to **www.hpshopping.com**.

    Select **other countries**, then click **Yes** to leave hpshopping.com.

    From this website, you can access hpshopping.com for your specific
    language or region.

order print cartridges

The following table lists the print cartridges that you can use with the
HP Officejet. Use the following information to determine which print cartridge to
order.

print cartridges	hp reorder number
HP black print cartridge	#56, 19 ml black print cartridge
HP color print cartridge HP tricolor print cartridge	#57, 17 ml color print cartridge #28, 8 ml color print cartridge

If you have Internet access, you can get more information from the HP website at:

www.hp.com/support

maintain your hp officejet

This section provides instructions for keeping your HP Officejet in top working condition. Perform these maintenance procedures as necessary.

This section contains the following topics:

- **clean the glass**
- **clean the white strip**
- **clean the exterior**
- **work with print cartridges**
- **restore factory defaults**
- **set scroll speed**
- **set the prompt delay time**
- **self-maintenance sounds**

clean the glass

Dirty glass, from dust, smudges, hair, and so on, slows down performance and affects the accuracy of features such as Fit to Page and Copy.

1 Turn off the unit, unplug the power cord, and raise the scanner lid.

2 Clean the glass with a soft cloth or sponge slightly moistened with a nonabrasive glass cleaner.

   Caution! Do not use abrasives, acetone, benzene, or carbon tetrachloride on the glass; these can damage it. Do not place liquids directly on the glass. They may seep under it and damage the unit.

3 Dry the glass with a chamois or cellulose sponge to prevent spotting.

clean the white strip

Minor debris can accumulate on the white strip located underneath the scanner's lid.

1 Turn off the unit, unplug the power cord, and raise the scanner lid.

2 Clean the white strip with a soft cloth or sponge slightly moistened with a mild soap and warm water.

3 Wash the strip gently to loosen debris; do not scrub the strip.

4 Dry the strip with a chamois or soft cloth.

   Caution! Do not use paper-based wipes as these may scratch the strip.

5 If this does not clean the strip well enough, repeat the previous steps using isopropyl (rubbing) alcohol, and wipe the strip thoroughly with a damp cloth to remove any residual alcohol.

clean the exterior

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

work with print cartridges

To ensure the best print quality from your HP Officejet, you will need to perform some simple maintenance procedures, and when prompted by a front-panel message, replace the print cartridges.

This section contains the following topics:

- **print a self-test report**
- **handle print cartridges**
- **replace the print cartridges**
- **align the print cartridges**
- **clean the print cartridges**
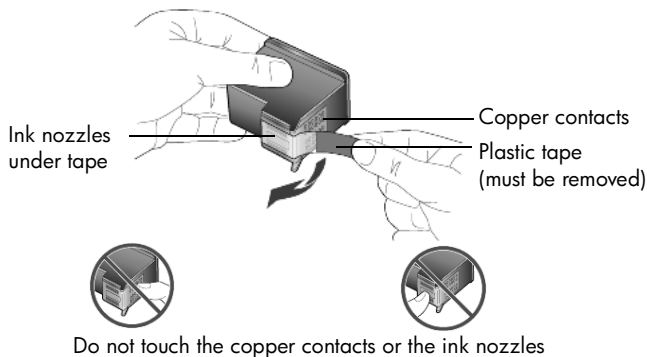- **clean the print cartridge contacts**

print a self-test report

If you are experiencing problems with printing, before cleaning or replacing the print cartridges, you should print a Self-Test Report. This report provides useful information about your print cartridges, including status information.

1   Press **Setup**.
2   Press **1**, then press **4**.
    This selects **Print Report**, and then selects **Self-Test Report**.
3   Press **Start Black** or **Start Color**.
    A Self-Test Report is printed for your HP Officejet.

handle print cartridges

Before you replace or clean a print cartridge, you should know the part names and how to handle the print cartridge.

Ink nozzles under tape

Copper contacts

Plastic tape (must be removed)

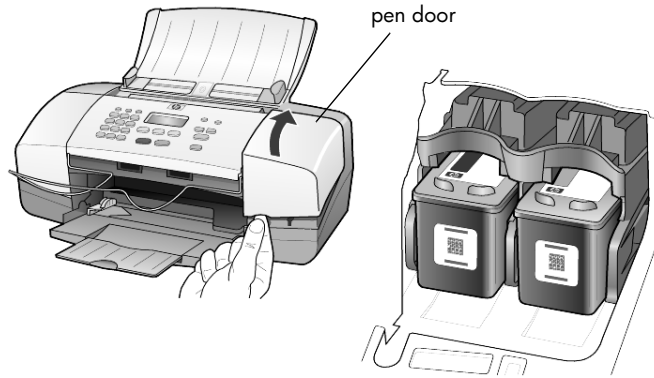Do not touch the copper contacts or the ink nozzles
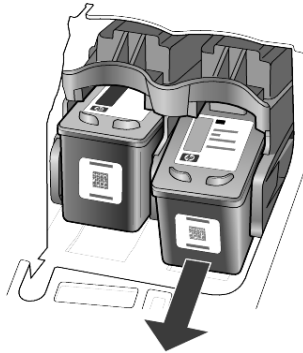
replace the print cartridges

Front-panel messages appear to let you know that you should replace your print cartridges.

See **order print cartridges** for more information on ordering replacement print cartridges.

1 Turn on the unit, then lift open the pen door.
The print carriage moves into view.

pen door

2 After the carriage stops moving, push down on the print cartridge down to release it, and then pull it toward you out of its slot.
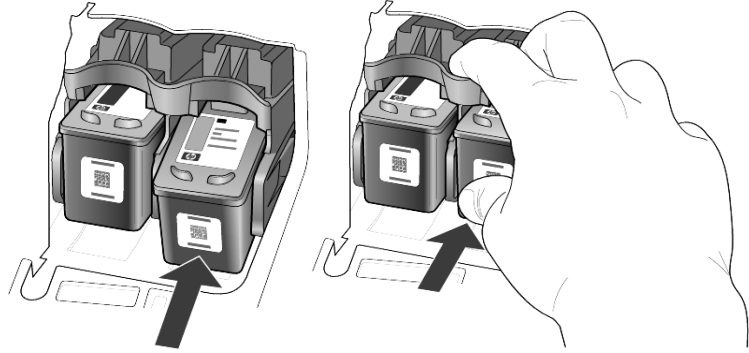
3 Remove the new print cartridge from its packaging and, being careful to touch only the bright pink plastic, gently remove the plastic tape.
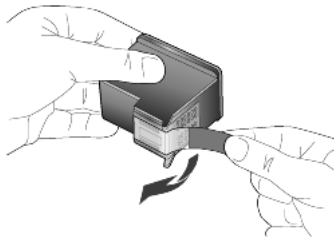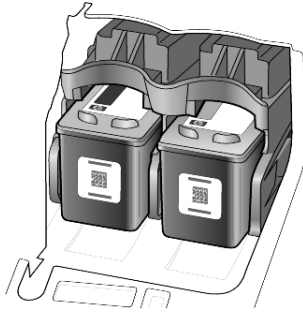
Caution! Do not touch the copper contacts or ink nozzles.

4 Push the new print cartridge into the appropriate slot at a slight angle until it clicks into place.

The tri-color print cartridge goes on the left and the black cartridge goes on the right.

5 Close the pen door.

align the print cartridges

The HP Officejet prompts you to align cartridges every time you install or replace a print cartridge. Aligning the cartridges ensures high-quality output.

To align the print cartridges when prompted:

1 Press **Enter** on the front panel.
An align cartridges (test pattern) page prints.

2 Load the align cartridges page face down in the ADF between the paper-width guides and press the **Enter** button again.

3 Recycle or discard the page.

To align the cartridges at any other time:

1 Press **Setup.**

2 Press **5**, then press **2**.
This selects **Maintenance**, and then selects **Align Print Cartridge**.

3 Press **Enter**.
An align cartridges (test pattern) page prints.

4   Load the align cartridges page face down in the ADF between the paper-width guides and press the **Enter** button again.

5   Recycle or discard the page.

clean the print cartridges

Use this feature when the Self-Test Report shows streaking or white lines through any of the colored bars. Do not clean print cartridges unnecessarily. This wastes ink and shortens the life of the ink nozzles.

1   Press **Setup.**

2   Press **5**, then press **1**.

This selects the **Maintenance**, and then selects **Clean Print Cartridge**.

A page of patterns is printed. The cartridges are cleaned. Recycle or discard the page.

If copy or print quality still seem poor after you clean the print cartridges, replace the print cartridge that is affected.

clean the print cartridge contacts

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

Caution! Do not remove both print cartridges at the same time. Remove and clean them one at a time.

Make sure you have the following materials available:

• Cotton swabs or any soft material that will not come apart or leave fibers (for example, a scrap piece of clean cotton cloth).

• Distilled, filtered, or bottled water (tap water may contain contaminants that can damage the print cartridges).

To clean the print cartridge contacts:

1   Turn the unit on and open the pen door.
The print carriage moves into view.

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

3   Release the print cartridge, then pull it out of its slot.

4   Inspect the print cartridge contacts for ink and debris buildup.

5   Dip a clean cotton swab into distilled water, and squeeze any excess water from the swab.

6   Hold the print cartridge by its sides.

7   Clean the contacts.
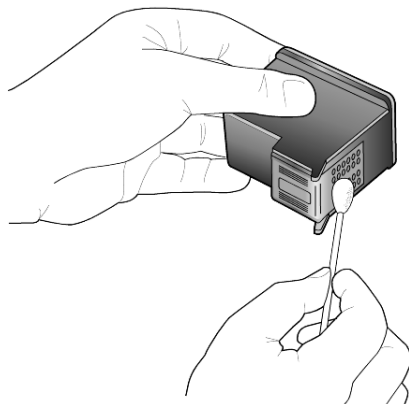
8 Place the print cartridge back into the holder.

9 Repeat if necessary for the other print cartridge.

10 Close the door and plug in the unit.

Because you removed a print cartridge from its holder, the HP Officejet needs to align the cartridges.

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

12 Follow the procedure described in **align the print cartridges** on page 68.

restore factory defaults

You can restore the original factory settings to what they were when you purchased your HP Officejet. Choosing to restore your factory defaults restores all settings, except date information.

You can perform this process from the front panel only.

1 Press **Setup**.

2 Press **5**, then press **3**.

This selects **Maintenance**, and then selects **Restore Factory Defaults**.

The factory default settings are restored.

set scroll speed

The **Scroll Speed** option lets you control the rate that text messages appear in the front-panel display. You can choose **Normal**, **Fast**, or **Slow**. The default is **Normal**.

1 Press **Setup**.

2 Press **5**, then press **6**.

This selects **Maintenance**, and then selects **Set Scroll Speed**.

3 Press 🔘 until the desired speed appears, then press **Enter**.

set the prompt delay time

The **Prompt Delay** option lets you control the amount of time before a message is displayed in the front-panel display. You can choose **Normal**, **Fast**, or **Slow**. The default is **Normal**.

1   Press **Setup**.
2   Press **5**, then press **7**.
    This selects **Maintenance**, and then selects **Set Prompt Delay Time**.
3   Press ▷ until the delay time appears, then press **Enter**.

self-maintenance sounds

During the life of your product you may hear various mechanical sounds. This is a normal part of your unit's self-maintenance.

10 hp officejet 4100 troubleshooting help

The HP Officejet 4100 Series Troubleshooting Help provides a quick reference to assist you in solving problems that might arise when you use the HP Officejet.

access troubleshooting help

```
<! -- This object defines the ActiveX control that the product specific online help
uses to open the troubleshooting -->
<OBJECT
id=ts type="application/x-oleobject" classid="clsid:adb880a6-d8ff-11cf-9377-
00aa003b7a11">
<PARAM name="Window" value="Window2">
<PARAM name="Command" value="Related Topics">
<PARAM name="Item1" value="Secondary Window;tr_AIO07.chm::/
Intro.html">
</OBJECT>
```

• Click here to begin troubleshooting.

11 technical information

This chapter contains the following topics:
- **system requirements**
- **print specifications**
- **print margin specifications**
- **copy specifications**
- **fax specifications**
- **scan specifications**
- **scan specifications**
- **physical specifications**
- **power specifications**
- **environmental specifications**
- **environmental product stewardship program**
- **regulatory information**
- **regulatory notices**
- **declaration of conformity**

system requirements

The following specifications are subject to change without notice.

pc requirements		
item	**minimum**	**recommended**
Processor Windows 98 Windows 98SE Windows 2000 Windows Millennium Edition Windows XP	Any Intel Pentium II, Celeron, or compatible processor	Intel Pentium III or higher
RAM Windows 98 Windows 98SE Windows 2000 Windows Millennium Edition Windows XP	64 MB	128 MB or more
Disk space needed for installation	300 MB	
Additional disk space needed for scanned images	50 MB	
Monitor	SVGA 800 x 600 with 16-bit color	
Media	CD-ROM drive	
I/O	Available USB port	
Internet access		Recommended
Sound card		Recommended
Other	I.E. 5.0 or higher Adobe Acrobat 4 or higher	

macintosh requirements		
item	minimum	recommended
Processor	G3 Processor	G4 Processor or higher
RAM Macintosh OS 9 Macintosh OS X	 64 MB 128 MB	 128 MB 256 MB
Disk space needed for installation	200 MB	
Additional disk space needed for scanned images	50 MB	
Monitor	SVGA 800 x 600	
Media	CD-ROM drive	
I/O	Available USB port	
Internet access		Recommended
Sound card		Recommended

print specifications

- 600 x 600 dpi black, 1200 x 1200 dpi color with resolution enhancement technology (REt)
- 2400 x 1200 dpi using premium photo paper in best mode
- Method: Drop-on-demand thermal inkjet
- Language: LIDIL (Lightweight Imaging Device Interface Language)
- Print speeds vary according to the complexity of the document.

paper-tray capacities

type	paper weight	input tray*	output tray†
Plain paper	20 to 24 lb. (70 to 90 gsm)	100	25 black, 20 color
Cards	110 lb. index max (200 gsm)	30	30
Envelopes	20 to 24 lb. (75 to 90 gsm)	10	10
Transparency film	N/A	30	30 or less
Labels	N/A	20	20
4x6 Photo	145 lb. (236 gsm)	30	30

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

paper sizes

type	size
Paper	Letter: 8.5 x 11 in. (215.9 x 279.4 mm) Legal: 8.5 x 14 in. (215.9 x 355.6 mm) Executive: 7.25 x 10.5 in. (184.2 x 266.7 mm) A4: 210 x 297 mm A5: 148 x 210 mm B5: 182 x 257 mm

type	size
Envelopes	U.S. #10: 4.125 x 9.5 in. (104.8 x 241.3 mm) U.S. #9: 3.875 x 8.875 in (98.4 x 225.4) A2: 4.37 x 5.75 in. (111 x 146 mm) DL: 4.33 x 8.66 in. (110 x 220 mm) C6: 4.49 x 6.38 in. (114 x 162 mm)
Transparency films	Letter: 8.5 x 11 in. (216 x 279 mm) A4: 210 x 297 mm
Cards	3 x 5 in. (76.2 x 127 mm) 4 x 6 in. (101.6 x 152 mm) 5 x 8 in. (127 x 203.2 mm) A6: 105 x 148.5 mm
Labels	Letter: 8.5 x 11 in. (216 x 279 mm) A4: 210 x 297 mm
Custom	3 x 5 in. up to 8.5 x 14 in. (76.2 x 127 up to 216 x 356 mm)

print margin specifications

	top (leading edge)	bottom (trailing edge)*	left	right
sheet paper or transparency film				
U.S. (Letter, Legal, Executive)	.07 in. (1.8 mm)	.46 in. (11.7 mm)	.25 in. (6.4 mm)	.25 in. (6.4 mm)
ISO (A4, A5) and JIS (B5)	.07 in. (1.8 mm)	.46 in. (11.7 mm)	.13 in. (3.2 mm)	.13 in. (3.2 mm)
envelopes	.13 in. (3.2 mm)	.46 in. (11.7 mm)	.13 in. (3.2 mm)	.13 in. (3.2 mm)
cards	.07 in. (1.8 mm)	.46 in. (11.7 mm)	.13 in. (3.2 mm)	.13 in. (3.2 mm)

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

automatic document feeder (ADF) capacities

type	paper weight	quantity
Letter*	20 to 24 lb. (70 to 90 gsm)	20
A4	20 to 24 lb. (70 to 90 gsm)	20

* Supports plain paper and most hp special papers. Does not support photo papers, transparency film, envelopes or labels.

copy specifications

Reviewer Note!   Kathy Sutch, can you confirm what I should do with "photo" below??

• Digital image processing
• ???Photo
• Fit to page
• Copy speeds vary according to the complexity of the document

fax specifications

- Walk-up color fax
- Confirmation and activity reports
- CCITT/ITU Group 3 fax with Error Correction Mode
- 33.6 Kbps transmission
- 6 seconds/page speed at 33.6 Kbps (based on ITU-T Test Image #1 at standard resolution. More complicated pages or higher resolution will take longer and use more memory.)
- Ring detect with automatic fax/answering machine switching

scan specifications

- Image editor included
- OCR software automatically converts to editable text
- Twain compliant interface
- Scan speeds vary according to the complexity of the document

physical specifications

The following physical specifications are provided for the unit with the ADF and paper tray open and with the ADF and paper tray closed.

height	width	depth	weight (without print cartridges)
with paper trays and ADF closed			
7.18 in. (18.24 cm)	16.76 in. (42.58 cm)	8.25 in. (20.96 cm)	7.5 lbs (3.4 kg)
with ADF and paper tray extended			
10.30 in. (26.15 cm)	16.76 in. (42.58 cm)	18.54 in. (47.09 cm)	7.5 lbs (3.4 kg)

power specifications

- Power consumption: 75W maximum
- Source (Input Voltage): 100 to 240 VAC, grounded
- Input Frequency: 50 to 60 Hz
- Current: 1A maximum

environmental specifications

- Recommended Operating Temperature Range: 15° to 32° C (59° to 90° F)
- Allowable Operating Temperature Range: 5° to 40° C (41° to 104° F)
- Humidity: 15% to 85% RH non-condensing
- Non-operating (Storage) Temperature Range: -40° to 60° C (-40° to 140° F)

environmental product stewardship program

protecting the environment

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

For more information, visit HP's Commitment to the Environment website at:

http://www.hp.com/abouthp/environment

ozone production

This product generates no appreciable ozone gas (O_3).

energy consumption

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

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

For more information on ENERGY STAR guidelines, visit the following web site:

http://www.energystar.gov

paper use

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

plastics

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

material safety data sheets

Material safety data sheets (MSDS) can be obtained from the HP web site at:

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

If you are in the United States or Canada and do not have access to the Internet, call the U.S. HP FIRST fax-on-demand service at (800) 231-9300. Use Index number 7 for a listing of the material safety data sheets.

International customers without Internet access should call (404) 329-2009 for further information.

recycling program

HP offers an increasing number of product return and recycling programs in many countries, as well as partnering with some of the largest electronic recycling centers throughout the world. HP also conserves resources by refurbishing and reselling some of its most popular products.

regulatory information

The following sections describe product requirements from various regulatory agencies.

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 is 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.
  Notice: 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.

regulatory notices

The following sections are statements from various regulatory agencies.

This section contains the following topics:

- **doc statement / déclaration de conformité (Canada)**
- **notice to all users of the European Economic Area (EEA)**
- **notice to users of the German telephone network**
- **VCCI-2 (Japan)**
- **notice to Korean customers**

FCC statement

The United States Federal Communications Commission (in 47 CFR 15.105) has specified that the following notice be brought to the attention of users of this product.

Declaration of Conformity: 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. 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. Class B 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 not guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

• Reorient the receiving antenna.

• Increase the separation between the equipment and the receiver.

• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

• Consult the dealer or an experienced radio/TV technician for help.

Product Regulations Manager, Hewlett-Packard Company, San Diego, (858) 655-4100.

The user may find the following booklet prepared by the Federal Communications Commission helpful: *How to Identify and Resolve Radio-TV Interference Problems*. This booklet is available from the U.S. Government Printing Office, Washington DC, 20402. Stock No. 004-000-00345-4.

> **Caution!** Pursuant to Part 15.21 of the FCC Rules, any changes or modifications to this equipment not expressly approved by the Hewlett-Packard Company, may cause harmful interference and void the FCC authorization to operate this equipment.

doc statement / déclaration de conformité (Canada)

Le présent appareil numérique n'émet pas de bruit radioélectrique dépassant les limites applicables aux appareils numériques de la classe B prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

notice to users of the Canadian telephone network

The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements document(s). The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

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

Caution! Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

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.

The REN for this product is 0.3B, based on FCC Part 68 test results.

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.

notice to all users of the European Economic Area (EEA)

CE

This product is designed to interwork with the analogue telephone networks in the following countries:

German	UK	Netherlands
France	Spain	Italy
Belgium	Luxembourg	Sweden
Austria	Denmark	Ireland
Norway	Finland	Switzerland
Greece	Portugal	

Network compatibility depends on customer selected settings, which must be reset to use the equipment on a telephone network in a country other than where the product was purchased. Contact the vendor or Hewlett-Packard Company if addition 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.

notice to users of the German telephone network

The HP officejet 4100 Series products are 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 4100 series, into the wall socket (TAE 6) code N. The hp officejet 4100 series products 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

VCCI-2 (Japan)

この装置は、情報処理装置等電波障害自主規制協議会（ＶＣＣＩ）の基準
に基づくクラスＢ情報技術装置です。この装置は、家庭環境で使用すること
を目的としていますが、この装置がラジオやテレビジョン受信機に近接して
使用されると受信障害を引き起こすことがあります。
　取り扱い説明書に従って正しい取り扱いをして下さい。

notice to Korean customers

사용자 안내문 (B급 기기)

이 기기는 비업무용으로 전자파장해검정을 받은
기기로서, 주거지역에서는 물론 모든 지역에서
사용할 수 있습니다.

declaration of conformity

According to ISO/IEC Guide 22 and EN 45014

Manufacturer's Name and Address:

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

declares that the product

Product Name:	hp officejet 4100 series (Q1608A)
Model Number(s):	officejet 4110 (Q1609A), officejet 4110xi (Q1610A), officejet 4110v (Q1611A), officejet 4105 (Q1612A)
Product Options:	All

conforms to the following Product Specifications:

Safety:	EN60950:1992 +A1, A2, A3, A4 & A11
	IEC60950:1991 +A1, A2, A3 & A4
	UL1950/CSA 22.2 No. 950, 3rd Edn: 1995
	NOM-019-SCFI-1993
	IEC 60825-1:1993 +A1/EN 60825-1:1994 +A11 Class 1 (Laser/LED)
EMC:	CISPR22:1993 +A1 & A2 / EN55022:1994, +A1 & A2 -Class B
	CISPR24:1997/EN55024:1998
	IEC 61000-3-2:1995 / EN61000-3-2:1995
	IEC 61000-3-3:1994 / EN61000-3-3:1995
	AS/NZS 3548: 1992
	CNS13438: 1997
	FCC Part 15-Class B / ICES-003, Issue 2 / VCCI-2
	GB 9254-1998
Telecom:	TBR21: 1998

Supplementary Information

The Product herewith complies with the requirements of the Low Voltage Directive 73/23/EEC, the EMC Directive 89/336/EEC and the R&TTE Directive 1999/5/EC (ANNEX II) carries the CE marking accordingly.

European Contact for regulatory topics only: Your local Hewlett-Packard Sales and Service Office or Hewlett-Packard GmbH.

Department HQ-TRE, Herrenberger Strasse 130, D-71034 Böblingen, Germany (FAX + 49-7031-14-3143)

---

12 get hp officejet 4100 support

This section explains the support services information provided by Hewlett-Packard.

It contains the following topics:

- **get support and other information from the internet**
- **hp customer support**
- **prepare your unit for shipment**
- **hp distribution center**

If you are unable to find the answer you need in the printed or onscreen documentation supplied with your product, you can contact one of the HP support services listed in the following pages. Some support services are available only in the U.S. and Canada, while others are available in many countries worldwide. If a support service number is not listed for your country or region, contact your nearest authorized HP dealer for help.

get support and other information from the internet

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

www.hp.com/support

The Web site offers technical support, drivers, supplies, and ordering information.

hp customer support

Software programs from other companies may be included with your HP PSC. If you experience problems with any of those programs, you will receive the best technical assistance by calling the experts at that company.

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

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

2   Reset your unit:
     a.   Turn off the unit using the **On** button located on the unit's front panel.
     b.   Unplug the power cord from the back of the unit.
     c.   Plug the power cord back into the unit.
     d.   Turn on the unit using the **On** button.

3   For more information, check the HP website at:

     www.hp.com/support

4   If you are still experiencing problems and need to speak with an HP Customer Support Representative:
     –   Have your service ID and serial number ready. To display your service ID and serial number on the front panel, do the following. Press **Enter** and **Start Color** at the same time, until the service ID appears in the front-panel display. From this display, press the right arrow until the serial number displays.
     –   Print a Self-Test Report. See **print a self-test report** on page 66 for information on printing this report.
     –   Make a color copy.
     –   Be prepared to describe your problem in detail.

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

call in the U.S. during warranty

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

call elsewhere in the world

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

www.hp.com/support

For Korea, you can also visit this address:

http://www.hp.co.kr/

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

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

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

http://www.hp.com/cposupport/loc/regional.html

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

As part of our constant efforts to improve our phone support service, we advise you to check our website on a regular basis for new information regarding service features and delivery.

country/region	hp technical support	country/region	hp technical support
Algeria[*]	+213 (0) 61564 543	Malaysia	1-800-805405
Argentina	0810-555-5520	Mexico	01-800-472-6684
Australia	+61 3 8877 8000 1902 910 910	Mexico (Mexico City)	5258-9922
Austria	+43 (0) 810 00 6080	Morocco[*]	+212 22404 747
Bahrain (Dubai)	800 728	Netherlands	+31 (0) 20 606 8751
Belgium (Dutch)	+32 (0) 2 626 8806	New Zealand	+64 (9) 356 6640
Belgium (French)	+32 (0) 2 626 8807	Norway	+47 22 11 6299
Brazil (Grande Sao Paulo)	(11) 3747 7799	Oman	+971 4 883 8454
Brazil (Demais Localidades)	0800 157751	Palestine	+971 4 883 8454
Canada during warranty	(905) 206 4663	Panama	001-800-7112884
Canada post-warranty (per-call charge)	1-877-621-4722	Peru	0-800-10111
Caribbean & Central America	1-800-711-2884	Philippines	632-867-3551
Chile	800-360-999	Poland	+48 22 865 98 00
China	86 10 6564 5959	Portugal	+351 21 3176333
Colombia	9-800-114-726	Puerto Rico	1-877-2320-589
Costa Rica	0-800-011-0524	Qatar	+971 4 883 8454

hp officejet 4100 series

country/region	hp technical support	country/region	hp technical support
Czech Republic	+420 (0) 261307310	Romania	+40 1 315 44 42 or local 01 3154442
Denmark	+45 39 29 4099	Russian Federation, Moscow	+7 095 797 3520
Ecuador	1-800-225528	Russian Federation, St. Petersburg	+7 812 346 7997
Europe (English)	+44 (0) 207 512 5202	Saudi Arabia	+800 897 14440
Egypt	02 532 5222	Singapore	65 6272 5300
Finland	+358 (0) 203 47 288	Slovakia	+421 (0) 2 682 08080
France (0.34 Euro/min.)	+0892 69 60 22	South Africa (inside RSA)	086 000 1030
Germany (0.12 Euro/min.)	+49 (0) 180 52 58 143	South Africa, (inside RSA)	+27-11 258 9301
Greece	+30 1060 73 603	Spain	+34 902 321 123
Hong Kong	+85 (2) 3002 8555	Sweden	+46 (0)8 619 2170
Guatemala	1800 999 5305	Switzerland †	+41 (0) 84 880 1111
Hungary	+36 (0) 1 382 1111	Taiwan	+886-2-2717-0055 0800 010 055
India	1-600-112267 91 11 682 6035	Thailand	+66 (2) 661 4000
Indonesia	62-21-350-3408	Tunisia*	+216 1891 222
Ireland	+353 (0) 1 662 5525	Turkey	+90 216 579 7171
Israel	+972 (0) 9 8304848	Ukraine	+7 (380-44) 490-3520
Italy	+39 (0) 226410350	United Arab Emirates	+971 4 883 8454
Japan	0570 000 511 +81 3 3335 9800	United Kingdom	+44 (0) 207 512 52 02
Jordan	+971 4 883 8454	Venezuela	0800-47468368
Korea (Seoul)	+82 (2) 3270 0700	Venezuela (Caracas)	(502) 207-8488 or 800-477-7777
Korea (outside Seoul)	080 999 0700	Vietnam	84 (0) 8 823 4530
Kuwait	+971 4 883 8454	Yemen	+971 4 883 8454
Lebanon	+971 4 883 8454		

* This Call Center supports French speaking customers from the following countries: Morocco, Tunisia, and Algeria.

† This Call Center supports German, French and Italian speaking customers in Switzerland.

call in Australia post-warranty

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

prepare your unit for shipment

If after contacting HP Customer Support or returning to the point of purchase, you are requested to send your unit in for service, please follow the power off and rebox steps below to avoid further damage to the HP product.

1 Turn on the unit.
   Disregard steps 1 through 6, if your unit will not turn on and the print carriage is in the home position. You will not be able to remove the print cartridges. Proceed to step 7.

2 Open the ink-cartridge access door.

3 Remove the print cartridges from their holders, and lower the latches. See **replace the print cartridges** on page 67 for information on removing the print cartridges.

   Caution! Remove both print cartridges and lower both latches. Failure to do so may damage your unit.

4 Place the print cartridges in an airtight bag so they will not dry out, and put them aside (do not send them with the unit, unless instructed to by the HP customer support call agent).

5 Turn off the unit.

6 Close the ink-cartridge access door.

7 Remove the front panel cover as follows:
   a. Grasp the front of the front panel cover with two hands, as shown.
   b. Firmly lift the front panel cover to unsnap it from the unit.
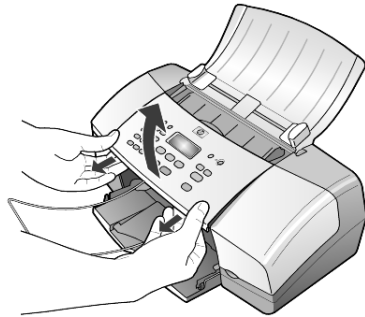
8 Retain the front panel cover. Do not return the front panel cover with the unit.

9 If available, pack the unit for shipment using the original packing materials or the packaging materials that come with your exchange unit.
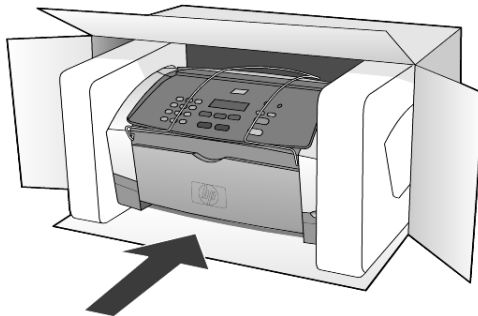
   If you do not have the original packaging materials, please us other adequate packaging materials. Shipping damage caused by improper packaging and/or improper transportation is not covered under the warranty.

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

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

hp distribution center

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

- In the U.S. or Canada, dial (208) 323 2551.
- In Europe, dial +49 180 5 290220 (Germany) or +44 870 606 9081 (U.K.).

To order HP PSC software, call the phone number for your country. The numbers listed below are current as of the printing date of this guide. For a list of current ordering numbers, visit this address and choose your own country, region or language:

http://www.hp.com/cposupport/software.html

region	number for ordering
U.S. and Canada	(208) 323 2551
Asia Pacific	65 272 5300
Australia	61 3 8877 8000
New Zealand	0800 441 147
South Africa	+27 (0)11 8061030

13 warranty information

HP Officejet 4100 series

Duration of Limited Warranty (hardware and labor): 1 Year

Duration of Limited Warranty (CD media): 90 Days

Duration of Limited Warranty (print cartridges): Until the HP ink is depleted or the "end of warranty" date printed on the cartridge has been reached, whichever occurs first.

This section contains the following topics:

*   **warranty service**
*   **warranty upgrades**
*   **returning your hp officejet 4100 series for service**
*   **hewlett-packard limited global warranty statement**

warranty service

express service

To obtain HP express repair service, the customer must contact an HP service office or an HP Customer Support Center for basic troubleshooting first. See **hp customer support** on page 85 for steps to take before calling Customer Support.

If a customer unit needs a minor part replacement and these parts can normally be replaced by the customer, the customer-replaceable components may be serviced through expedited part shipment. In this event, HP will prepay shipping charges, duty and taxes; provide telephone assistance on replacement of the component; and pay shipping charges, duty, and taxes for any part that HP asks to be returned.

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

warranty upgrades

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

For more information, please call 1-888-999-4747 or visit the following HP Web site:

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

Outside the U.S., please call your local HP Customer Support office. See **call elsewhere in the world** on page 86 for a list of international Customer Support numbers.

returning your hp officejet 4100 series for service

Before returning your HP Officejet for service, you must call HP Customer Support. See **hp customer support** on page 85 for steps to take before calling Customer Support.

hewlett-packard limited global warranty statement

extent of limited warranty

Hewlett-Packard ("HP") warrants to the end-user customer ("Customer") that each HP Officejet 4100 Series product ("Product"), including related software, accessories, media, and supplies, shall be free from defects in material and workmanship for the duration, which begins on the date of purchase by the Customer.

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

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

For any hardware Product, the use of a non-HP print cartridge or a refilled print 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 print cartridge, HP shall charge its standard labor and materials charges to service the Product for the failure or damage.

If HP receives, during the applicable warranty period, notice of a defect in any Product, HP shall either repair or replace the defective Product, at HP's option. Where labor charges are not covered by HP's limited warranty, repairs shall be at HP's standard charges for labor.

If HP is unable to repair or replace, as applicable, a defective Product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the Product.

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

Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the Product being replaced.

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

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

limitations of warranty

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

limitations of liability

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

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

INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

local law

This Limited Warranty Statement gives the Customer specific legal rights. The Customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.

To the extent this Limited Warranty Statement is inconsistent with local law, this Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Statement may not apply to the Customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:

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

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

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

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

index