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Compaq A3000
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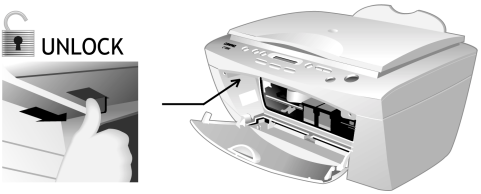
1 Getting Started

This section will help you start using your new Compaq A3000 quickly.

Quick Setup

First, follow the Quick Setup poster. If you have misplaced the poster, simply follow these steps:

1. Remove the A3000 from the box. Remove all tape and protective paper and plastic.
2. Unlock the scanner. For instructions, see “Unlocking and locking the scanner” on page 45.



3. Connect the power and USB cables. The connections are located in the rear. For a diagram, see “Cable and power connections” on page 5.
4. Load paper into the paper input tray. See “Loading paper” on page 17.
5. Press the Power button, open the front door, and install the ink cartridges. See “Installing or replacing print cartridges” on page 40.
6. Align the cartridges. For help, see “Aligning print cartridges” on page 41

   Once you have finished these steps, you are ready to install the software.

About the software

Although your Compaq A3000 can be used as a stand-alone copier, you will derive the greatest benefit from your A3000 by connecting it to your computer and installing the included software.

Installing the software will allow you to:

- Print from your computer
- Scan images to your computer
- Scan documents to email or word processing programs
- Adjust the Compaq A3000 settings
- Upload picture albums to the internet
- And more!

What's on the CD

The A3000 driver CD includes the following software:

Printer driver

The printer driver tells the computer what kind of printer you are using and controls the various settings, such as print quality and paper type. You define these settings within the printer driver, which then communicates the settings to both the computer and the printer.

Scanner driver

The scanner driver allows you to scan pictures or other images. The driver is compatible with any graphics or OCR (Optical Character Recognition) application program that supports the TWAIN standard; for example, *Kodak Imaging*, *Microsoft Paint*, etc.

Compaq A3000 utilities

The Compaq utility software allows you to customize how you want your Compaq A3000 to print, copy, and scan.

With the utility software, you can access your printer properties, change your default settings, and set your scanning applications.

MediaBrowser 2000

Use Media Browser to manage your images. Create picture albums, enhance your images, and post your albums to the internet.

ReadIRIS (OCR)

With ReadIRIS, you can scan documents and convert them to text. Once they are converted, you can load the text files into your favorite word processor for editing.

System requirements

Make sure your computer has the minimum system requirements:

- 486 processor (recommend Pentium 100 or better for optimum performance).
- Microsoft Windows 98 Second Edition, Windows Millennium, or Windows 2000.
- 32 MB RAM (64 MB RAM or more for optimum performance, and 128 MB or more for scanning large images).
- 40 MB available hard drive space (100 MB for a full installation).
- Additional minimum of 100 MB free hard drive space recommended for full-color scanning.
- CD-ROM drive required for software installation.

Note: *The Compaq Limited Warranty excludes the use of the A3000 outside of the country of purchase. See your Limited Warranty Statement for more details.*

Installing the software

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

To install the Compaq A3000 software:

1. Make sure you have followed the steps on the Quick Setup poster, or those described in “Quick Setup” on page 1.
2. Turn on your computer and let it complete its start up into Windows.
3. Windows will then detect new hardware.

Important: *For proper software installation, you MUST cancel the Add New Hardware wizard!*

Windows detects that you have installed the Compaq A3000 and asks you for the installation media. Select the Cancel button on the above dialog. If you are starting Windows for the first time, Windows asks you to select a printer. Again, select Cancel.

4. Put the A3000 Driver CD in the CD-ROM drive. The installation will start after a short period of time.

If the CD does not run automatically, you will need to start it yourself:

a From the Windows Start button, click Start > Run.

b Type **x:\setup.exe**
(where **x** is the drive letter for your CD-ROM drive, usually *d*, *e*, or *f*)

c Click OK.

5 When the A3000 setup screen appears, follow the on-screen instructions to complete the software installation.

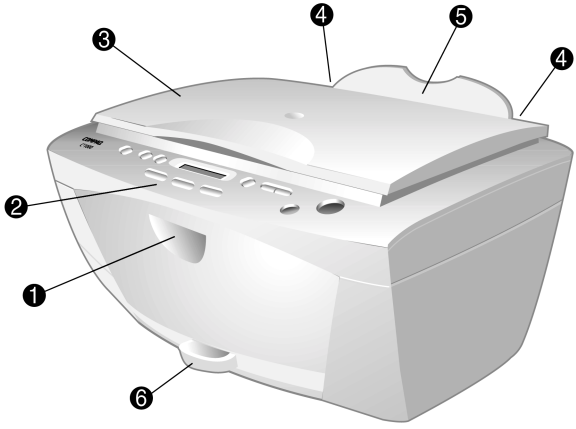
Cable and power connections

The USB cable connection and power outlet are located on the rear of the unit:

#	Connection	Description
1	USB	Plug the USB cable into this connector.
2	Power	Plug in the A3000 power supply cable.

Component locations

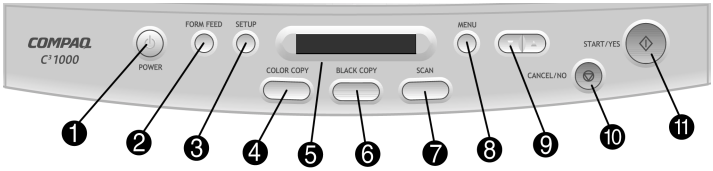
Take a moment to become familiar with the main components of your A3000.



#	Component	Description
1	Front door	Open the front door for access to the ink cartridges and the scanner lock.
2	Control Panel	Controls the functions of the A3000 (see the next page).
3	Scanner cover	Covers the scanner glass. Lift or remove to scan.
4	Input tray latches	Press down on the two latches to open the input tray. Used when adjusting the paper width, loading envelopes, or clearing paper jams.
5	Input tray	Place blank paper into the input tray for printing.
6	Exit tray	Extend the paper exit tray to support your printed documents.

Control Panel features

The A3000 control panel is described below:



#	Button	Description
1	Power	Turns the power on or off.
2	Form Feed	Use to continue printing after reloading the paper tray when it runs out of paper during a print job. Also removes paper if paper does not exit after printing.
3	Setup	Provides access to the system setup mode. Use the menu button to cycle through all setup menus, and the Up/Down buttons to permanently change the settings.
4	Color Copy	Performs a color copy, or switches to the color copy mode from another mode.
5	LCD Display	Displays current copy information and menu options.
6	Black Copy	Performs a black copy, or switch to the black copy mode from another mode.
7	Scan	Accesses the Scan To mode. Use the Up/Down buttons to select a scan destination, then press Start.
8	Menu	Display a menu of the current settings. Press repeatedly to cycle through all menus of the current mode, and use the Up/Down buttons to change the settings.
9	Up/Down	Use to change the number of copies, or to change the setting while in a menu.
10	Cancel/No	Cancels an operation at any time. Also provides a No response when answering questions.
11	Start/Yes	Starts a copy or scan job. Also provides a Yes response when answering questions.

Where to go from here

If you want to get started using your A3000 right away, you can jump to the following sections in this guide:

- To learn about the A3000 Settings Utility software for your computer, see the next chapter “Using the Settings Utility” on page 9.
- For information on printing, see “Printing” on page 17.
- To make copies, see “Copying” on page 25.
- To learn how to scan, see “Scanning” on page 31.

2 Using the Settings Utility

The Compaq A3000 Settings Utility allows you to change the default settings of your A3000. For instance, if you make a copy by pressing the Black Copy or Color Copy button, the default copy settings will be used. You can customize settings to suit your preferences.

You can always make a temporary change for a specific job (such as changing the contrast while performing a copy). When you are finished with the current job, the A3000 will default back to the settings you have chosen with the Settings Utility.

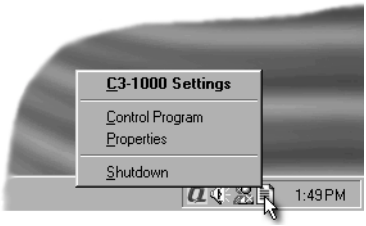
Accessing the Settings Utility

There are a number of ways to access the A3000 Settings Utility from your PC:

- From the Windows **Start** menu button, click:

  Start Programs > Compaq A3000 > Compaq A3000 Settings Utility

- From the system tray, left click on the A3000 Monitor icon (shown here on the left):
- Or right click on the A3000 Monitor icon, and select **A3000 Settings** from the menu.



The Monitor icon

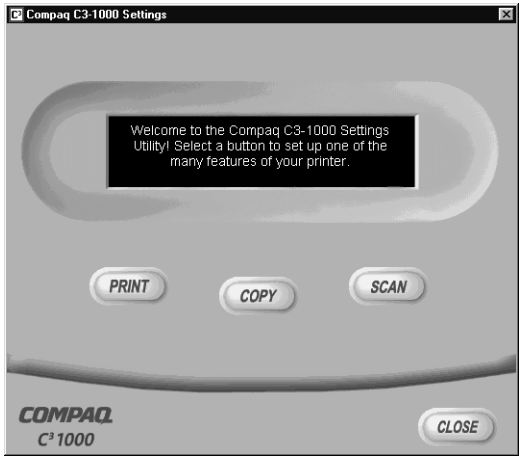
The Monitor icon not only provides you with a fast and easy way to access many of the A3000 features...it provides you feedback as well:

- The normal monitor icon indicates the A3000 is connected and communicating properly.
- An icon with a Red “X” indicates the unit is not connected or there is some other problem.
- An animated icon shows that the PC is assisting the A3000 in a task, such as scanning.

Main Settings Window

The main settings window is the first window that appears when accessing the A3000 settings utility. Select one of the buttons to change the default settings for the corresponding feature (**Print** for print settings, **Copy** for copy settings, and **Scan** for scan settings).

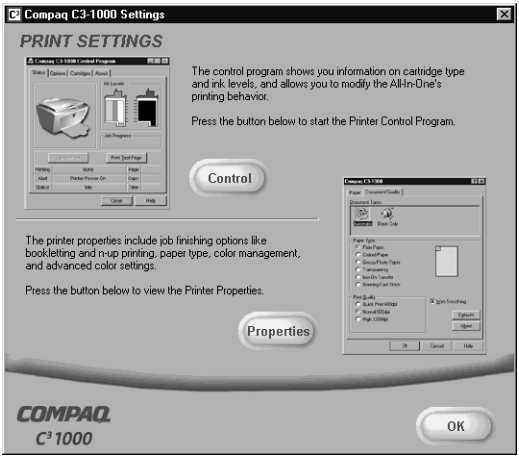
You can make changes to your settings even when your A3000 is not connected to your computer. Any changes will be sent to the A3000 the next time it is connected.



IMPORTANT: *Your settings changes are sent to the A3000 after you press the **Ok** button, the **Close** button, or the **[x]** close button.*

Print Settings

Select the **Print** button from the main settings window to access the Print Settings. The Print Settings gives you access to the **Control Program** and the **Printer Properties**.



These dialogs allow you to control printing functions such as cartridge alignment and cleaning, paper size, orientation, etc.

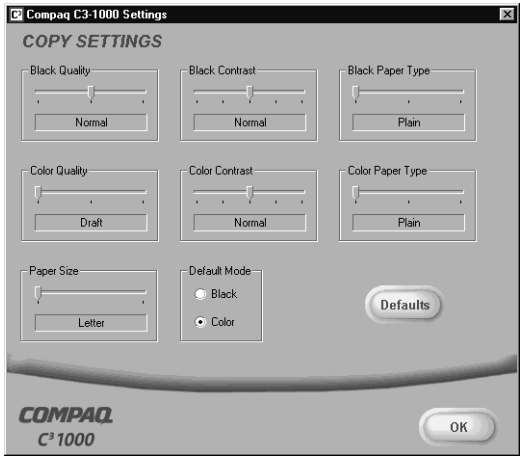
For more information on using the Control Program and Printer Properties, see page 19.

Copy Settings

The Copy Settings window controls how the A3000 makes copies.

Copy Type

By default, the A3000 makes normal resolution color copies. You can change the default copy type to three different black settings and three different color settings. Choose the type of copy you expect to usually make, and it will become your default setting.



Copy Quality

Select a default quality for Black copies, and a default quality for Color copies. Use a lower quality setting for fast copies and less ink usage.

Copy Contrast

The Copy Contrast setting controls the lightness or darkness of the copy. You can select a default contrast for Black copies and one for Color copies.

Paper Type

The paper type makes a big difference, especially when making color copies. Select the default paper type you plan to use when you make black copies, and the paper type you plan to use for color copies.

Default Mode

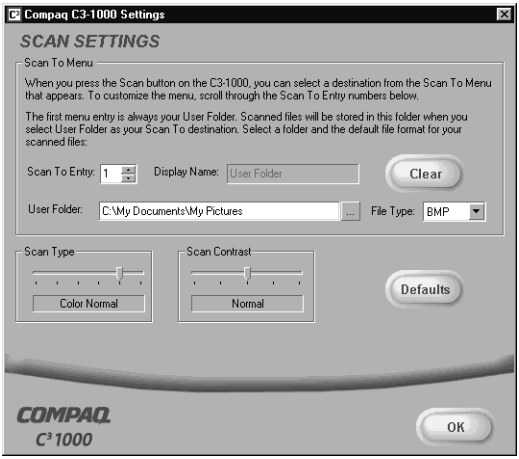
When the A3000 is powered on, or has been inactive for a a few minutes, it will return to the defaults you select above. You can also select which copy mode you use the most often as your default mode.

Defaults

To reset all of the copy settings to the A3000 shipping defaults, press this button.

Scan Settings

The Scan Settings window controls the scan type and contrast and the Scan To list.



Scan To Menu

When you press the Scan button on the A3000, a Scan To menu appears on the LCD display panel. The first two menu entries are **User Folder** and **Email**. You can add up to six (6) additional menu options for scanning to your favorite applications.

Scan To User Folder

The first menu entry is always the **User Folder**. The User Folder is where your scanned pictures are stored after you scan them. Once scanned, they will be given the filename of **`Month-Day-###.ext`**. For example, the second file you scan on August 5th will be named **`Aug-05-002.JPG`** (if you scanned to a JPEG file).

By default, the User Folder is set to store scanned images to the **My Pictures** folder, which is usually located in your **My Documents** folder. You can change this to any folder you wish. Type in a new folder name where you would like your scanned files to be stored, or press the **[…]** button to browse for an existing folder.

Scan To Email

The second **Scan To** menu entry is always **Email**. To scan to email, you must have an internet account and connection, a valid email address, and an email program that supports MAPI (such as *Microsoft Outlook*, *Outlook Express*, *Eudora*, *Netscape Mail*, etc).

By default, the text file format **TXT** is used for emails. Your documents will be scanned, converted by ReadIRIS, and then placed into the body of your email message.

Note: *Be sure to read over any scanned text to verify its accuracy.*

You can select a different default file type, such as JPG or TIF. Your scanned files will be attached to the email message.

Once scanned, your email program will start up. You can then select recipients from your email address book, add a subject, and type a message.

Scan To Applications

Once an image is scanned, the A3000 can launch your favorite image processing applications. You can define up to six (6) additional **Scan To** applications.

For each application, you must select an entry number, a name to appear on the LCD menu, the path to the application, and a file type. These are described below.

Scan To Entry

To store an entry, first select the number you wish to assign to that entry. The number is used to order the entry in the Scan To menu. Entry #1 is displayed first.

Display Name

Once you've chosen a number, give the entry a name. This name can be up to 16 characters, and will be displayed on the A3000 LCD panel.

Application

Type the path of the application program you want to use to edit or view the scanned image. To browse for a program, click on the **[…]** browse button.

File Type

Select a file type that is compatible with the program. Scanned files can be stored in one of three popular image file types:

1. **BMP:** the standard Windows bitmap file
2. **TIF:** the TIFF file format
3. **JPG:** the JPEG file format

or one of two text formats:

4. **TXT:** a generic ASCII text file
5. **RTF:** the Rich Text Format used by word processors

Note: *ReadIRIS must be installed to convert your scanned files into the text (TXT) or word processing (RTF) formats. ReadIRIS is normally installed as part of the A3000 software installation.*

Select a file type that is compatible with your selected application. For graphics programs like *Paint* or *Adobe Photoshop*, choose one of the graphics file formats (BMP, TIFF, or JPG). For word processing programs like *Microsoft Word*, choose TXT or RTF.

Clearing an Entry

To clear an entry of all information, first select the entry number you wish to clear and then press the Clear button.

Scan Type

By default, the A3000 performs normal resolution color scans. You can change the default scan type to three different black settings and three different color settings. Choose the type of scan you expect to usually make.

Scan Contrast

The contrast setting controls the lightness or darkness of the scan. Use the contrast to lighten or darken your scans if needed.

Defaults

To reset all of the scan settings to the A3000 shipping defaults, press this button.

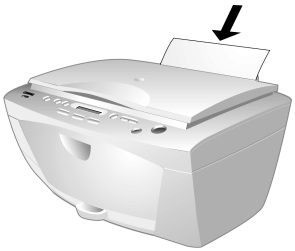
3 Printing

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

Loading paper

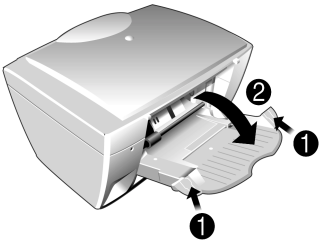
First, you will need to load paper for printing.

1 Place up to 100 sheets of paper (depending on thickness) against the right side of the input tray, with the print side facing you.

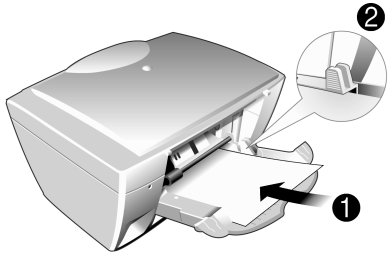


2 If this is the first time you have loaded paper into the printer, or you have changed paper sizes, you will need to adjust the paper guide. To adjust the guide:

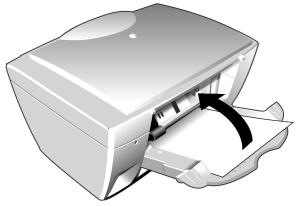
a Press down on the two input tray latches, and lower the input tray.



b Load the paper, squeeze the release tab and slide the paper guide to the edge of the paper.



c Raise the input tray and press it firmly against the back of the A3000.



Important: *Ensure both latches are securely fastened. Otherwise, you may experience misfeeds or paper jams.*

Printing a document

To print a document:

1. Start a program and create a document, or open an existing document that you want to print.
2. Open the program's **File** menu.
3. Select **Print…** or **Print Setup** from the **File** menu. Make sure the Compaq A3000 is selected as your printer. If it isn't, select it now.

Note: *When installed, your A3000 is initially set as the default printer.*

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

Accessing the Control Program

To monitor job status, install, align or clean cartridges, or change other options, access the Compaq A3000 Control Program:

1 Click on the Windows **Start** menu button:

Start > Programs > Compaq A3000 > Compaq A3000 Control Program.

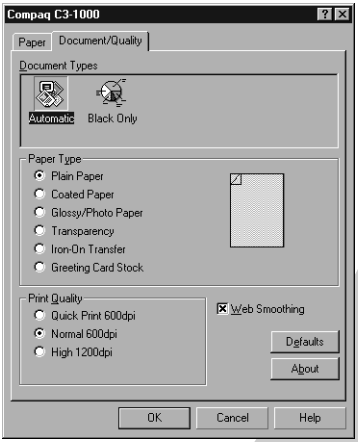
-or-

2 Right click on the A3000 Monitor icon in the bottom right corner of the taskbar (the system tray), then select **Control Program** from the menu that appears.

Note: *See “Using the Control Program” on page 39 for more information on using the Control Program.*

Changing the Printer Properties

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



To change the default printer properties for all applications, access the Printer Properties from the Settings Utility. You can do this two ways:

1. Left click on the A3000 Monitor icon in the system tray. Click on the **Print** button, and then click on the **Properties** button to view the Printer Properties.

   -or-

2. Right click on the A3000 Monitor icon, and select **Properties** from the displayed menu.

Paper

Use the paper tab to select what size of paper you have in your printer, the orientation, the number of copies to print, etc.

You can also reverse the printing order of your document pages. The first page of your document will be on top of the stack in the paper exit tray. If you choose to collate your document, multiple copies of a multi-page document will be printed such that the documents are grouped together, rather than the pages.

Note: *See the next section for information on loading specialty papers.*

Document/Quality

The Document/Quality tab controls the paper type, such as plain, coated, and glossy. It also controls the quality (resolution) of the printing. Higher resolutions print better, but take longer and consume more ink.

Loading specialty papers

Load up to:	Make sure:
10 envelopes	• The print side is facing you and the paper guide is adjusted against the side of the envelopes. • The stamp location is in the upper left corner. • The envelopes are loaded **vertically** against the right side of the rear input tray.
10 greeting cards, index cards, post-cards, or photo cards	• The print side is facing you and the paper guide is adjusted against the side of the cards. • The cards are loaded **vertically** against the right side of the sheet feeder.
25 sheets of photo paper or photocards	• The glossy or coated side is facing you. • The paper guide is against the side of the paper.
20 sheets of banner paper ***Note:*** *Make sure you select* ***Banner*** *or* ***Banner A4*** *paper size in the Printer Properties. For help, see page 22.*	• You place the banner paper behind the printer. Then bring the unattached edge of the first page over the printer and into the sheet feeder. • The paper guide is against the side of the paper.
10 transparencies	• The rough side of the transparency is facing you (smooth side down). • The paper guide is against the edge of the transparencies.
100 sheets of custom-sized paper	• The print side is facing you and the paper guide is against the side of the paper. • Your paper size fits within these dimensions: - Width: 3.0 in. to 8.5 in. (76 mm to 215.9 mm) - Length: 5.0 in. to 17.0 in. (127 mm to 432 mm)
25 iron-on transfers	• You load the iron-on transfers following the instructions on the package. • The paper guide is against the side of the iron-on transfers.

Choosing settings for specialty papers

When your printer software was installed, the Printer Properties settings were set to the default settings. Use the default settings for printing most documents on plain paper. To change your printer settings for printing on specialty papers, use the following table:

When you are printing on this specialty paper:	Click this Printer Properties tab:	To make these selections:
Envelopes	Paper	From the Paper Size area, scroll to select the appropriate envelope size. ***Note:*** *Many applications are designed to override the envelope settings in Printer Properties.*
Greeting cards, index cards, or postcards	Document/Quality Paper	From the Paper Type area, select **Greeting Card Stock**. Select the appropriate Paper Size setting.
Photo, glossy or coated papers	Document/Quality	From the Paper Type area, select **Glossy/Photo Paper**. ***Notes:*** • For the best possible photo quality, print with a photo and color cartridge combination in your printer. For help installing a cartridge, see page 40. • When printing photos, remove each photo as it exits from the printer and allow it to dry before stacking.
Sheets of custom-sized paper	Paper	From the list of Paper Sizes, scroll to select **Custom**. Enter the dimensions for your custom paper size. For help, see “Loading specialty papers” on page 21.

When you are printing on this specialty paper:	Click this Printer Properties tab:	To make these selections:
Banner paper	Paper	From the list of Paper Sizes, select **Banner** or **Banner A4**.
Iron-On transfers	Document/Quality	From the Paper Type area, select **Iron-On Transfer**. ***Note**: We recommend printing on plain paper before printing on the actual iron-on transfer.*
Transparencies	Document/Quality	From the Paper Type area, select **Transparency**. *Select* **Normal 600dpi** *or* **High 1200dpi** *Print Quality.* ***Note:** When printing transparencies, remove each transparency as it exits from the printer and allow it to dry before stacking.*

4 Copying

The Compaq A3000 offers two ways to copy a document. You can copy:

- Using black only
- Using full color

You can copy a document even while your A3000 is printing a previous print job. Your copies will print after the job has completed printing.

Likewise, you do not have to wait for your copy to finish printing before starting another copy. The A3000 will beep when it has finished scanning. This is your signal that it is safe to place another document on the scanner for copying.

Your copies are stored in memory while they wait for the printer. If the memory becomes full, you will have to wait for some of the printing to complete before making more copies.

Important: *The scanner is locked for shipping. Make sure you have unlocked the scanner before you attempt any scanning operations. For instructions on unlocking the scanner, See* *"Unlocking and locking the scanner" on page 45.*

Positioning the document

The Compaq A3000 can copy items in a range of thicknesses, from thin items (such as a sheet of paper, a magazine, or a photograph), to thicker items (such as a book).

Positioning a thin document

To scan a thin document, such as a sheet of paper or photograph:

- Lift the top cover of the A3000.

- Place your document face down on the glass. Align it along the left and top edges, so it occupies the corner.
- Close the top cover.

Positioning a thick item

To scan a thick item, such as a book or other object:

- Lift the top cover of the A3000 until it is at a 90 degree angle. The cover will be straight up and down.
- Pull the cover gently upward. The cover will pull out of the hinge slots in the back. Gently store the cover on a nearby table or desk.

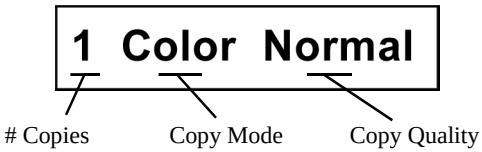
- Place your document face down on the glass. Align it along the left and top edges so it occupies the corner.
- When you have completed your scan, replace the cover by sliding the cover hinges into their slots.

Caution: *While the cover is removed, do not look directly at the scanner lamp. The light can be bright for your eyes. Always use the scanner cover when possible.*

Basic Copying

To make a single copy with the default settings, simply press the **Start** button.

The current settings are displayed on the LCD panel of the A3000. The below display indicates that one color normal copy will be made if you press the Start button.



You can customize the default settings of your A3000 to fit your needs. See “Using the Settings Utility” on page 9.

Note: *If you have not scanned or copied any documents within the previous 30 minutes, there will be a delay of approximately one minute while the scanner warms up. Otherwise, the copy will proceed immediately.*

Making multiple copies

Before you press the Start button, use the Up and Down arrows to adjust the number of copies you wish to make. The default is always one (1) copy, and the maximum you can select is 99. Hold down the arrow button to change your copy count in steps of 5.

Changing the copy mode

The LCD will display the current copy mode, either **BLACK** or **COLOR**. To change the mode, press either the Black Copy or Color Copy button.

Note: *Once you are in the BLACK copy mode, pressing the Black Copy button will make a black copy, just as if you had pressed the Start button. Likewise, pressing the Color Copy button while in the COLOR copy mode starts a color copy.*

Adjusting the quality

You can select from three different copy qualities for each copy mode.

To adjust the quality of your copies:

1. Press the **Menu** button until **Quality:** appears on the LCD.
2. Use the **Up** and **Down** arrow buttons to make your selection. Choose from Draft, Normal, or Best.
3. When finished, you can press the **Start** button to make your copies, or press the **Menu** button again to change additional settings (described below). Press the **Cancel** button to cancel the copy operation altogether.

Use Draft quality for quick copies, Normal quality for a good balance between speed and quality, and Best quality for the best copies you can make.

Note: *The Best quality setting will take longer to print, but the printing quality is excellent.*

Additional copy settings

To help you make the best quality copies possible, the A3000 allows you to adjust several other copy settings.

Your copy settings will remain for a couple of minutes after the last copy completes printing. This allows you to continue making copies with the same settings. If there is no activity, the settings will revert to the defaults.

Adjusting the contrast

If you need to lighten or darken your copy, use the contrast setting. To adjust the contrast:

1. Press the **Menu** button until **Contrast:** appears on the LCD display.
2. Use the Up and Down arrow buttons to decrease or increase the contrast. A contrast bar will display the current contrast value...a smaller bar indicates a lighter copy, and a larger bar indicates a darker copy.
3. When finished, you can press the **Start** button to make your copies, or press the **Menu** button again to change additional settings. Press the **Cancel** button to cancel the copy operation altogether.

Changing the size

Normally, your copies will be the same size as the original document (a value of 100%). You may want to reduce or enlarge your copies. The A3000 can create copies that are 25% to 400% of the original size.

To adjust the copy size:

1. Press the **Menu** button until **Size:** appears on the LCD display.
2. Use the **Up** and **Down** arrow buttons to decrease or increase the size. Each press of the button will decrease or increase the size in steps of 1%. Hold the button down to adjust the size in steps of 10%.
3. When finished, you can press the **Start** button to make your copies, or press the **Menu** button again to change additional settings. Press the **Cancel** button to cancel the copy operation altogether.

Using different paper types

The quality of your copies will depend on the type of paper you use. In most cases, you will use plain copy paper. If you use glossy paper (for photos) or transparencies, you should change the A3000 paper type setting. To change the paper type:

1. Press the **Menu** button until **Paper:** appears on the LCD display.
2. Use the **Up** and **Down** arrow buttons to select your paper type, either **Plain**, **Glossy**, or **Transp.** (for Transparency).

Note: *The Glossy paper type is only available when using the Color Copy mode.*

3. When finished, you can press the **Start** button to make your copies, or press the **Menu** button again to change additional settings. Press the **Cancel** button to cancel the copy operation altogether.

Note: *For more information on paper types, See “Loading specialty papers” on page 21.*

Copy paper size

By default, the A3000 is set to use Letter sized (8 1/2” x 11”) paper for copies. To change the copy paper size setting:

1. Press the Setup button. The first menu will be **Copy Size.**
2. Use the Up and Down arrow buttons to select your copy paper size, either **LTR** for Letter size, or **A4** for the A4 paper size.

Note: *Although you can print on other paper sizes, these are the only two paper sizes supported for making copies.*

3. When finished, you can press the **Start/Yes** button to make your paper size selection, or press the **Menu** button again to view additional setup menus. Press the **Cancel/No** button to retain your original paper size setting.

5 Scanning

The Compaq A3000 offers two ways to scan a document. You can scan:

- Using your computer
- Using the Scan button

You can scan a document while your A3000 is printing a previous print job, but not while you are making copies. Making copies requires the use of the scanner.

The driver supports scanning from the bundled applications on the CD as well as all your favorite scanning programs.

Important: *The scanner is locked for shipping. Make sure you have unlocked the scanner before you attempt any scanning operations. For instructions on unlocking the scanner, See* *"Unlocking and locking the scanner" on page 45.*

Positioning the document

The Compaq A3000 can scan items in a range of thicknesses, from thin items (such as a sheet of paper, a magazine, or a photograph), to thicker items (such as a book).

Positioning a thin document

To scan a thin document, such as a sheet of paper or photograph:

- Lift the top cover of the A3000.

- Place your document face down on the glass. Align it along the left and top edges, so it occupies the corner.
- Close the top cover.

Positioning a thick item

To scan a thick item, such as a book or other object:

- Lift the top cover of the A3000 until it is at a 90 degree angle. The cover will be straight up and down.

- Pull the cover gently upward. The cover will pull out of the hinge slots. Gently store the cover on a nearby table or desk.
- Place your document face down on the glass. Align it along the left and top edges, so it occupies the corner.

- When you have completed your scan, replace the cover by sliding the cover hinges into their slots.

Caution: *While the cover is removed, do not look directly at the scanner lamp. The light can be bright for your eyes. Always use the scanner cover when possible.*

Scanning with the computer

To scan and save files on the PC, the Compaq A3000 provides a standard TWAIN interface for scanning documents.

TWAIN is a common scanner interface supported by many application programs. Because the A3000 supports TWAIN, it is compatible with a wide range of software.

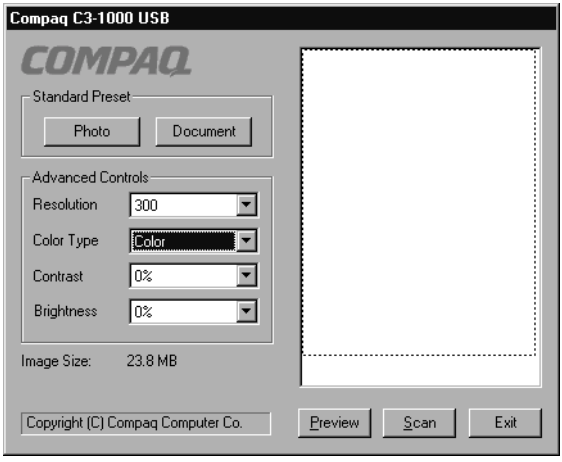
Note: *The Kodak Imaging for Windows program comes standard with Windows. Use it for your simple scanning needs.*

To perform a scan using the *Imaging* utility, complete the following steps:

1. Place the document on the scanner glass, as described in *Positioning the Document* above.
2. Start Kodak Imaging from the Windows Start menu:

   Select Start > Programs > Accessories > Imaging
3. Open the **File** menu and choose the **Select Device...** menu option. Make sure that the selected scanner is set to **Compaq A3000 USB**.
4. Open the **File** menu again and choose **Scan New** (or **Acquire Image** if you are running Windows 2000).

5 The Compaq A3000 scanning dialog will appear, as shown below.



6 Optionally, you can select the **Preview** button. This will perform a quick preview scan of your document. Once the preview is complete, you can move and size the dashed box to select the exact area of your document you wish to scan.

7 Push the **Scan** button to perform the scan.

Note: *Pay attention to the Image Size indicated on the dialog. Large scan areas and/or resolutions above 300 DPI require additional memory and disk space, and will take longer to process. To minimize this, use the Preview button first. Then select only the area you need to scan, and don't use a resolution above 300 DPI unless you know you require it.*

Scanning with the scan button

To perform a scan using the **Scan** button, complete the following steps.

1 Place the document on the scanner glass, as described in "Positioning the document" on page 31.

2 Press the **Scan** button.

3 Select the **Scan To** destination. Use the up and down arrow buttons to cycle through the available choices. For a full description of the scan destinations, see below.

4 Press **Start**.

The A3000 will then contact your computer and perform the scan.

Note: *If you have not scanned or copied any documents within the previous 30 minutes, there will be a delay of approximately one minute while the scanner warms up. Otherwise, the scan will proceed immediately.*

You can scan to a folder, scan to email, or scan to an application, as explained in the following sections.

Scanning to a folder

The first Scan To destination is your **User Folder**. This is initially your **My Pictures** folder, located in your **My Documents** directory. You can change your user folder and default file type with the Settings Utility.

Note: *Simply press the Scan button twice to scan your document to your User Folder, using the settings you selected with the Settings Utility.*

Scanned file names

Once scanned, scanned files will be given the filename of `Month-Day-###.ext`, where `###` indicates the number of the image scanned that day. For example, the second image scanned on August 5 would be named `Aug-05-002.JPG`.

The file extension depends on the file type selected for your scan.

Scanning to Email

The second Scan To menu destination is **Email**. This option will scan documents directly into your email program, and either convert the document to text for editing, or attach the documents as graphic images.

To use this option, you must have an email program installed on your computer, and it must support MAPI (a special mail interface). Examples of MAPI email programs include *Microsoft Outlook Express*, *Microsoft Outlook*, and *Eudora*. Also, you must have an internet account and an email address.

By default, Scan To Email uses the TXT file type. This will convert your scanned documents to ASCII text and place the text in your email program for editing. If you select another file type with the Settings Utility, your documents will be scanned using the file type you choose and attached to you email message.

Once your document is scanned, your email program will launch. The document text will be added or the scanned images will be attached. Simply enter a subject, select your recipients from your email address book, and send!

Note: *Read over the scanned text for formatting or editing mistakes. The character recognition does a great job of converting characters, but the quality of conversion will depend on the document being scanned.*

A copy of your document will be stored in your User Folder. See the previous *Scan to a Folder* section for a description of the file naming convention used.

Scanning to applications

The remaining Scan To menu options are for defining your own Scan To destinations. You can define up to six (6) applications, numbered 3 through 8.

For instance, you can add *Microsoft Paint* to the menu and scan to BMP files for editing, add *Microsoft Word* and scan to the RTF format for word processing, or scan to a program like *MediaBrowser 2000* and upload your images to the internet!

Once your document is scanned, the application program will automatically launch and will load the scanned document.

Note: *See “Scan To Menu” on page 13 for information on setting up your Scan To destination menu.*

Adjusting scanner settings

When using your computer to scan, the scanner settings are controlled by the application you are using. If the application uses the TWAIN dialog, you can control the resolution, contrast, brightness, and more.

When scanning with the A3000 **Scan** button, your scan settings are controlled by the Settings Utility. See “Scan Settings” on page 13 for more information.

6 Maintaining your A3000

Using the Control Program

The Control Program lets you monitor your A3000 and install or replace print cartridges. To open the Control Program from the **Start** menu, click:

Start > Programs > Compaq A3000 > Compaq A3000 Control Program

Then Click the...

Status tab to:
- Monitor the status of your print job.
- Cancel your print job.
- Print a test page.

Cartridges tab to:
- Install or replace print cartridges.
- Align print cartridges for best print quality.
- Clean the print nozzles.
- View cartridge part numbers and order supplies from Compaq's Web site.

About tab to find the printer software version and copyright information.

Options tab to enable/disable various printer software functions, such as sound effects and buffer mode.

Help button to access the printer driver help.

Note: *You can also access the Control Program by right clicking on the Compaq A3000 Monitor icon in your system tray.*

Installing or replacing print cartridges

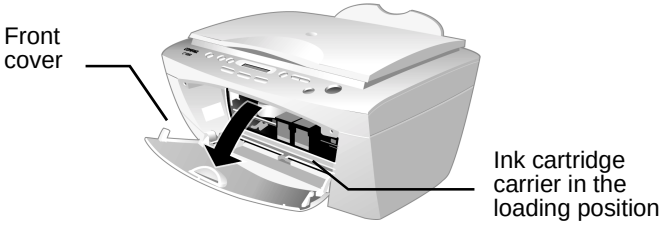
1 Make sure the Power is On (the LCD display is not blank).

2 Lower the front cover. The ink cartridge carrier moves to the center loading position unless the printer is busy.

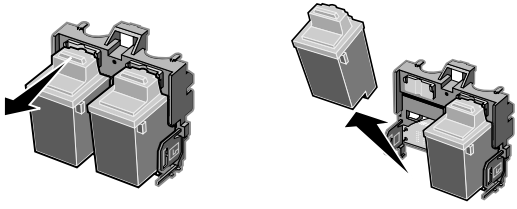
Black Cartridge
(on right side)
- Standard Yield P/N 12A1970
- High Yield P/N 12A1975

Color Cartridge
(on left side)
- Standard Yield P/N 12A1980
- High Yield P/N 12A1985

Photo Cartridge
(replaces Black on right side)
- P/N 12A1990



3 Remove the old print cartridge. Store or dispose of the old cartridge.



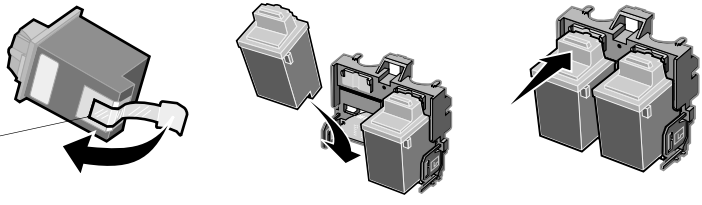
4 Install the replacement cartridge in the printer:

If you are installing a new cartridge, remove ***only*** the sticker and the tape from the bottom of the print cartridge.

Insert the replacement print cartridge into the print cartridge carrier.

Push back firmly on the cartridge until it ***snaps*** securely into place.

Warning:
DO NOT touch the gold contact area of the print cartridge.



Note: *For the best possible photo quality, print with a photo and color cartridge combination in your printer.*

5 Close the front cover.

6 From the A3000 control panel, use the **Yes/Start** and **No/Stop** buttons to answer the questions displayed on the LCD. You will need to know:

   a If you replaced the left or right cartridge

   b The type of cartridge installed (color, black, or photo)

   c If it was a new cartridge, and if so, is it Standard or High Yield capacity

7 If you installed a new cartridge, an **Alignment** page will print. Follow the instructions on the LCD screen to complete the cartridge installation. For help, see the next section.

Improving print quality

If your print quality is not satisfactory, you may need to align your print cartridges or clean the print nozzles.

Aligning print cartridges

1 Load plain paper in the printer.

2 Print an alignment page using the front control panel:

   a Press the **Setup** button.

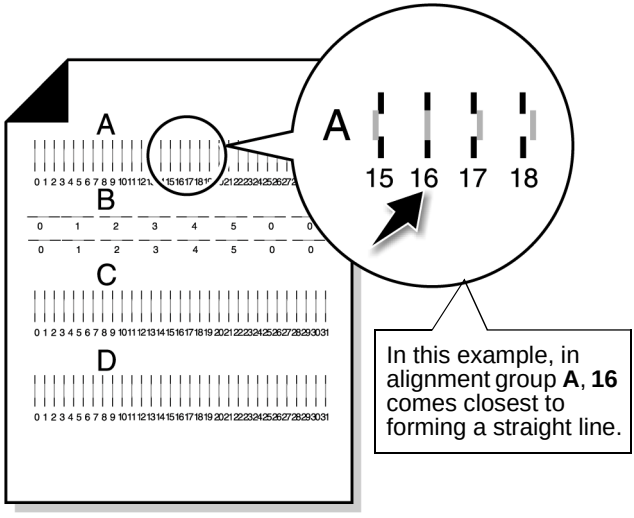
   b Press the **Menu** button until **Cartridge Align?** appears.

   c Press the **Start/Yes** button.

3 Alternately, from the Control Program's **Cartridges** tab, select **Align Cartridges**. For help, see page 39.

   An alignment test page will be printed. The test page has several alignment patterns, depending on the cartridge combination installed. Each pattern has a number under it.

The test page that prints is similar to the one shown below:



4 From each alignment group on the test page, find the number under the alignment pattern that comes closest to forming a straight line.

For example, in sample group **A**, the arrow points to the pattern that comes closest to forming a straight line.

5 Enter the pattern numbers from the printed test page that come closest to forming a straight line:

a If aligning from the control panel, use the Up/Down buttons to change the value for the displayed letter. Press Menu to move to the next letter.

b If alignment was initiated from the PC, then enter the numbers for all the patterns into the Align Cartridges dialog box, then click **OK**..

Cleaning print nozzles

1 Load plain paper in the printer.

2 From the Control Program's **Cartridges** tab, select **Clean Print Nozzles**. For help, see page 39.

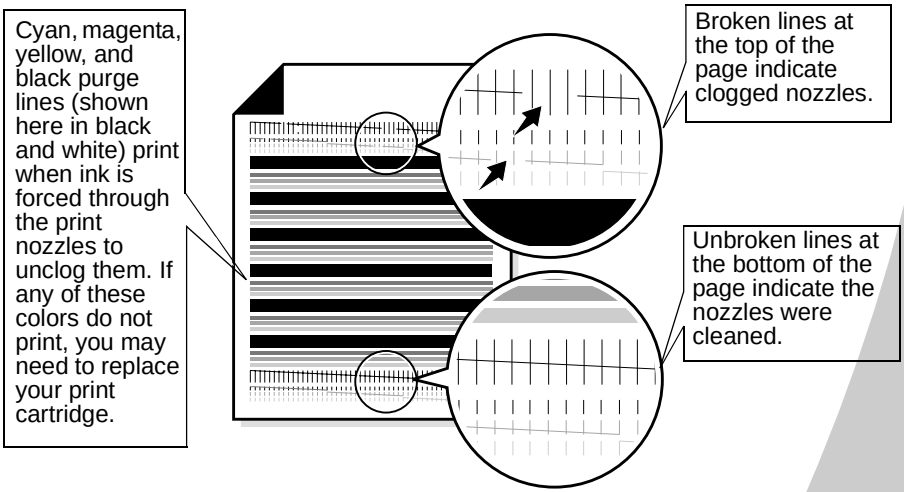
3 Alternatively, you can use the front panel to clean the cartridges:

   a Press the **Setup** button.

   b Press the **Menu** button until **Cartridge Clean?** appears.

   c Press the **Start/Yes** button.

   The printer feeds a sheet of paper and prints a nozzle test pattern similar to the one below:



4 Compare the diagonal line above the printed bars to the diagonal line below the printed bars. Look for a break in the diagonal lines above the printed bars. A broken line indicates clogged nozzles. If the bottom line still has breaks, run the test up to two more times.

   - If the print quality is satisfactory after running the test three times, the print nozzles are clean. You do not need to complete the remaining steps.

- If the print quality of both lines is not satisfactory after running the test three times, wipe the print cartridge nozzles. For help, see the next section.

Wiping print nozzles and contacts

If print quality does not improve after cleaning the print nozzles (see page 43), you may need to wipe dried ink from the nozzles.

The nozzles are located on the bottom of the ink cartridge. To desolve any dried ink, hold a damp cloth against the nozzles for about three (3) seconds. Gently blot and allow to dry.

To clean the contacts on the back of the cartridge, gently blot with a damp cloth and allow to dry before replacing.

Preserving print cartridges

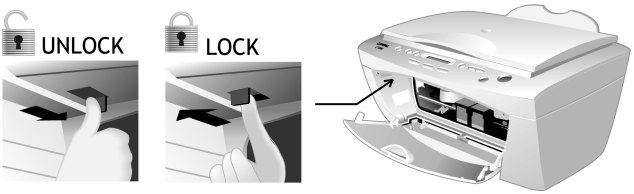
To ensure the longest life from your print cartridges and optimum performance from your A3000:

- Keep a new print cartridge in its packaging until you are ready to install it.
- Do not remove a print cartridge except to replace, clean, or store it in an air-tight container. The print cartridge will not print correctly if removed from the A3000 and left exposed for an extended period of time.
- If a print cartridge runs out of ink, leave the empty cartridge in the A3000 until you are ready to replace it. Printing with one of the print cartridge carriers empty may reduce the life of your printer.

Compaq does not recommend the use of refilled cartridges. Refilling cartridges can affect print quality and cause damage to the A3000. For best results, use Compaq recommended supplies. Compaq’s Limited Warranty does not cover repair of failures or damage caused by a refilled cartridge.

Unlocking and locking the scanner

When the A3000 is shipped, the scanner is locked to prevent movement and possible damage. Before you can use the scanner or make copies, it must be unlocked.



To unlock or lock the scanner:

1. Turn the power Off by pressing the **Power** button.
2. Open the front door.
3. In the upper-left hand corner there is a sliding lever:
   - **a** To unlock the scanner, push the lever inward (away from you) until it stops.

   - or -

   - **b** To lock the scanner, pull the lever toward you until it stops.
4. Press the **Power** button to turn the power back On.

Note: *The scanner should be locked during transportation or shipping.*

Cleaning the scanner glass

Over time, the scanner glass may become dirty. To ensure the best quality scans, wipe the scanner glass with a soft clean cloth to remove dust or other debris.

Caution: *Never put water or spray glass cleaner directly on the scanner glass! If you need to remove a stubborn smudge, slightly dampen your cloth with water or glass cleaner first, then apply only the cloth to the glass.*

Preparing the A3000 for shipment

If you need to transport or ship the A3000, please make sure you:

- Remove both print cartridges. For instructions, See “Installing or replacing print cartridges” on page 40.
- Lock the scanner. For instructions, See “Unlocking and locking the scanner” on page 45.
- Place the unit in its original packaging. If that is not possible, use a large box and plenty of packing material.
- Remember to reinstall the print cartridges after unpacking.

7 Troubleshooting

This section presents procedures for resolving operational errors, and explains what you can do to solve them. Select a category from the list in the left margin that best describes your problem.

When your A3000 is not working properly, first make sure that:

- The power supply is plugged into the A3000 and a properly grounded electrical outlet.
- The power is turned On.
- The USB cable is plugged into the A3000 and your computer.

Prints slowly or doesn't print

Your A3000 and your computer may not be able to communicate properly. The following events also indicate communications problems:

- Print cartridge ink level indicators on the Status or Cartridges tabs of the printer's Control Program are shaded.
- Error messages (such as Paper Out) and job progress information do not display on your computer screen.
- The Settings Utility icon displays a red "X".

Before proceeding, verify that:

- The software is installed correctly. For help, see "Installing the software" on page 4.
- The USB cable is securely attached to both the A3000 and the personal computer.

- The A3000 is plugged in and turned On.
- Your printer port is set to a USB port. To check your printer port and change it if necessary:
  1. From the File menu of your software application, select Print.
  2. Check your printer port in the Where area.

If you are still experiencing problems:

3. Unplug the power cable from the A3000, wait 10 seconds, and plug it back in.
4. Restart Windows.

A blank page ejects after appearing to print

- Make sure your ink cartridges are installed.
- Make sure you have removed the transparent tape covering the bottom of the ink cartridges. For help, see page 40.
- Make sure your Compaq A3000 is set as the default printer.

Prints very slowly

If you are printing photos or your document contains graphics, it may take longer to print than regular text.

- Close any open applications not in use.
- Decrease your print quality setting.
- Consider purchasing more memory, or increasing the virtual memory for your computer.

Does not print, or printer is offline

Make sure:

- The printer is turned On and the paper is loaded correctly.
- The USB cable is securely connected.

- The A3000 is set as the default printer.
- The print job is not being held or paused in the print queue. To check the printer status:
  1. From the Printers folder, double-click the **Compaq A3000** icon.
  2. Click the **Printer** menu and make sure no check mark appears next to the **Pause Printing** option.
- Print a test page. If the test page prints, the printer is functioning properly. Check your application.

Test page does not print

Make sure:

- Your ink cartridges are properly installed, (see page 40).
- The A3000 is set as the default printer.

Paper misfeeds or jams

This section describes ways to fix paper misfeeds and paper jams.

Paper misfeeds or multiple sheets feed

Make sure:

- You are using a paper recommended for inkjet printers.
- You do not force the paper down into the A3000 when you load it. Align the top of the paper with the paper alignment guides on the paper support.
- You do not load too much paper in the sheet feeder. Depending on the thickness of your paper, the sheet feeder can hold up to 100 sheets of paper.

- The back sheet feeder tray is securely latched on both sides. If you are not sure, open the tray by pressing on both latches, and then close it again by snapping the tray back into place.
- The left paper guide does not cause the paper to bow in the sheet feeder, and that it also prevents the paper from moving side to side.
- The A3000 is on a flat, level surface.

There is a paper jam

Try removing the paper from the sheet feeder. If the paper is lodged too far into the A3000 and cannot be removed:

a Press the Power button to turn the unit Off.

b Pull firmly on the paper to remove it. If you cannot reach the paper, lower the front cover and pull the paper out.

c Close the front cover.

If the paper has jammed in the paper input tray:

a Open the tray by pressing down on both latches. For help lowering the tray, See “Loading paper” on page 17.

b Lowering the tray should give you enough access to reach the paper.

c Close the the paper input tray by snapping it into place.

d Press the Power button to turn the A3000 On.

e Resend your document to print.

Envelopes or specialty papers do not feed

If regular paper feeds without problems, make sure:

- You are loading the envelopes correctly. For help, see “Loading specialty papers” on page 21.
- You are using a supported envelope size, and it is selected in Printer Properties.

- Your application is designed to print envelopes. Check the user documentation that came with your application.

Document prints with poor quality

This section describes ways to solve printing mistakes and problems with poor print quality.

Print quality is poor at the edge of page

The A3000 cannot print in the extreme margins of a page. Use these minimum settings:

- Left and right margins:

  6.35 mm (0.25 in.) each for all paper sizes except A4

  For A4 size paper - 3.37 mm (0.133 in.) each
- Top and bottom margins:

  Top - 1.7 mm (0.067 in.)

  Bottom - 12.7 mm (0.5 in.), and 0.75 in. for color

Vertical straight lines are not smooth

To improve the print quality of vertical straight lines in tables, borders, and graphs:

- Select a higher print quality setting.
- Test the cartridge alignment. For help, see page 41.
- Clean the print nozzles. For help, see page 43.

Print is too dark or smudged

Make sure:

- The Paper Type setting in the Printer Properties matches the paper type loaded.
- The paper is straight and unwrinkled.
- The ink is dry before you handle the paper.

- The print quality setting is appropriate for the paper type. If you are printing on regular paper, select Black Normal or Color Normal.
- The print nozzles are clean . For help, see page 43.

Printed pages have alternating bands of light and dark print (intermittent printing)

- Make sure Enable Buffer Mode is selected on the Options tab of the Control Program.
- Select the High 1200dpi Print Quality setting on the Document/Quality tab of Printer Properties.
- Your printer may have communications problems. For help, see page 47.

The selected printer settings changed

- When you change printer settings from your application, the settings apply only to the specific document you opened with that application. To make the settings apply to all documents, change the settings from Windows or the Settings Utility. For more information, see page 19.
- The settings in your application may override the Printer Properties settings. Check the documentation that came with your application for more information.

Printed colors differ from colors on the screen

- Check the ink level graphic on the Cartridges tab of the Control Program. An ink cartridge may be out of ink or low on ink.
- Use a different brand of paper. Every paper brand accepts ink differently and prints with slight color variations.
- Clean the print nozzles. For help, see page 43.

Colors on the printout are faded

- Check the ink level graphic on the Cartridges tab of the Control Program. Your print cartridge may be low on ink.
- Clean the print nozzles. For help, see page 43.
- Wipe the print nozzles and contacts if the colors still seem faded. For help, see page 44.

Transparencies, photos, and envelopes

This section describes ways of solving problems with transparencies, photos, or envelopes.

Envelopes or specialty papers do not feed

For help, see page 50.

Glossy photo papers or transparencies stick together

- Remove each page as it exits the printer and allow it to dry before stacking.
- Use a transparency or photo paper designed for an inkjet printer.

Transparencies or photos contain white lines

- From the Printer Properties, select the High Quality 1200dpi setting.
- Your print nozzles may need cleaning. For help, see page 43.

Error messages

For some problems, an error message will be displayed on the A3000 LCD. These messages, and their possible solutions, are described below.

PAPER JAM

For help, see “Paper misfeeds or jams” on page 49.

ADD CARTRIDGES

No cartridges are installed. Open the front cover and install new cartridges. For help, see "Installing or replacing print cartridges"on page 40

INK LOW

Your print cartridge is running out of ink. Purchase a new print cartridge.

SYSTEM BUSY

An alignment or cleaning page is being printed, or other system maintanence is being performed. Wait for the task to complete before starting a new job.

MEMORY FULL

No more copy jobs will be started until the memory becomes available. Your A3000 can queue many copies ahead of the printer. Wait until some of the pages have completed printing before copying more pages.

PROGRAM SCAN TOs

The Scan To menu is created by your computer. If the A3000 has not been attached to a PC with the Settings Utility installed, the Scan To menu will be blank.

- Make sure the USB cable is connected and the A3000 software has been installed.

- Run the A3000 Settings Utility. If it is already running, right-click on the icon in the system tray and select **Shutdown** before running it again.

For help in programming your Scan To menu, See “Scan To Menu” on page 13.

WAITING FOR PC

You have initiated a task that requires assistance from the PC, such as pressing the Scan button. The A3000 is waiting for the PC to wake up or become available.

It will wait for approximately two minutes. To stop waiting before the timeout occurs, press the Cancel button.

PC NOT AVAILABLE

You have initiated a task that requires assistance from the PC, but the PC was not available. Make sure:

Your PC is On and is not in suspend mode. If you are unsure, move the mouse. If you can see your mouse moving, your PC is available.

The USB cable is connected to both the A3000 and your computer.

PAPER OUT

You have run out of paper. For help, see “Loading paper” on page 17

POWER DOWN ERROR

You must remove the power plug from the back of the A3000 to clear this error. After unplugging the power cord, follow these steps:

- Open the front door.
- Check for paper jams or other obstructions.

- Make sure the ink cartridges are correctly installed and snapped into place.
- Verify the scanner lock (on the left) is in the unlocked position.
- Close the front access door.
- Open the back paper input tray by pressing down on both latches. Clear any paper jams and close the tray again.
- Plug the power cord back in.

WARM UP

This is not an error. The scanner lamp is warming up after a period of inactivity and will take less than a minute to complete. Once the scanner is warm, your job will be performed...no action is required.

UNLOCK SCANNER

When shipping or transporting the A3000, the scanner must be locked. To use the scanner, however, it must be in the unlocked position. Turn the power off, unlock the scanner, and turn the power back on. See “Unlocking and locking the scanner” on page 45.

SCAN MOTOR ERROR

Most likely the scanner is locked. Follow the procedure above for the **UNLOCK SCANNER** message.

PRINTER ERROR:

You should solve this error in the same manner as the **POWER DOWN ERROR** previously described.

If you are still experiencing difficulty after following those steps, try removing one cartridge at a time to see if the message goes away. If it does, try replacing the cartridge with a new one.

Appendix

This section contains information about:

- Notices
- Safety information

Electronic emission notices

Federal Communications Commission (FCC) compliance information statement

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.

The FCC 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 no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult your point of purchase or service representative for additional suggestions.

The manufacturer is not responsible for any radio or television interference caused by using other than recommended cables or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate this equipment.

To assure compliance with FCC regulations on electromagnetic interference for a Class B computing device, use a properly shielded and grounded cable. Use of a substitute cable not properly shielded and grounded may result in a violation of FCC regulations.

Any questions regarding this compliance information statement should be directed to:

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

Or, call (281) 514-3333

Service and Support

Please refer to your Limited Warranty Statement for information on how to obtain service and support for your product.

Industry Canada compliance statement

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

Avis de conformité aux normes d'Industrie Canada

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

European Community (EC) directives conformity

This product is in conformity with the protection requirements of EC Council directives 89/336/EEC and 73/23/EEC on the approximation and harmonization of the laws of the Member States relating to electromagnetic compatibility and safety of electrical equipment designed for use within certain voltage limits.

A declaration of conformity with the requirements of the Directive has been signed by the the assigned parties within Compaq Computer Corporation.

This product satisfies the Class B limits of EN 55022 and safety requirements of EN 60950.

Japanese VCCI Notice

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。
取扱説明書に従って正しい取り扱いをして下さい。

The United Kingdom Telecommunications Act 1984

This apparatus is approved under the approval number NS/G/1234/J/100003 for the indirect connections to the public telecommunications systems in the United Kingdom.

Energy Star

The EPA ENERGY STAR Computers program is a partnership effort with computer manufacturers to promote the introduction of energy-efficient products and to reduce air pollution caused by power generation.

Companies participating in this program introduce personal computers, printers, monitors, or fax machines that power down when they are not being used. This feature will cut the energy used by up to 50 percent. Compaq is proud to be a participant in this program.

As an Energy Star Partner, Compaq Computer Corporation has determined that this product meets the Energy Star guidelines for energy efficiency.

Power supply information

If your power supply fails, replace it with the Compaq replacement part or other UL LISTED Direct Plug-In Power Unit marked "Class 2" and rated 30 Vdc at 830 mA.

Safety information

- If your product is NOT marked with this symbol ⧈, it MUST be connected to an electrical outlet that is properly grounded.
- The power cord must be connected to an electrical outlet that is near the product and easily accessible.
- Refer service or repairs, other than those described in the operating instructions, to a professional service person.
- This product is designed, tested, and approved to meet strict global safety standards with the use of specific authorized components. The safety features of some parts may not always be obvious. The printer manufacturer is not responsible for the use of other replacement parts.

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