Faxing

The Compaq A4000 All-In-One offers three ways to send a fax:

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

When sending color faxes, the receiving fax machine will print in color only if it supports color. Otherwise the fax will be sent as a traditional black and white fax.

Preparing Documents for Faxing

You can use the A4000 to fax documents that will print on standard letter, legal, or A4-sized paper. Follow these guidelines to prepare your documents.

- Removing all staples, paper clips, and similar items before feeding the document.
- Making sure any glue, ink, or correction fluid on the paper is completely dry before feeding the document.

Some documents cannot be fed into the scanner input feeder. For those documents, the A4000 comes with a Copy/Scan Sleeve. The sleeve is a stiff piece of plastic with a clear plastic overlay. Simply place your document between the two pieces of plastic so that your document is centered at the top and visible through the clear plastic sheet. Use the Copy/Scan Sleeve for the following types of documents:

- Envelopes
- Checks
- Receipts
- Fragile or thin documents
- Photographs
- Wrinkled or creased paper
- Curled or rolled paper
- Torn paper
- Carbon or carbon-backed paper
- Coated or glossy paper

CAUTION: Do not feed anything thicker than a normal sheet of paper into the scanner, even if you use the Copy/Scan Sleeve. You cannot scan credit cards, a driver's license, etc. Doing so will damage your sleeve and the A4000.

Loading the Documents

1. Place the document(s) to be faxed **face down** and **top down** in the document input tray.
2. Adjust the document guides to match the width of the document, if necessary.
3. Slide the document down into the tray until the machine grips the first sheet. The LCD panel displays the Document Loaded message:

```
READY     ANS/FAX
DOCUMENT LOADED
```

Sending a Fax Using the Control Panel

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

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

The following appears on the LCD panel:

```
FAX # TO DIAL
?
```

3. Enter the fax number using the numeric keys or press the **Pause/Redial** button to use the number you last called.
4. Pressing the **Pause/Redial** button after you have started entering a number inserts a "P" into that number. When the All-In-One dials, the "P" results in a three-second pause before sending the next digit. This is useful when you have to dial a number and wait for an outside line. (For example, 9P7135551212)
5. Press **Start.**

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

To quickly send a fax using the default settings, simply load the documents, enter the fax number or Speed Send number, and press the Fax button.

Advanced Faxing Features

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

To access the advanced faxing features:

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

Advanced Fax Features

MENU	OPTIONS	Description
Fax Type	• Black	Use for text documents and quickest transmission.
	• Black Photo	Use for documents that include photos or graphics that require shading.
	• Color Normal	Use for documents where color is important. Note that large files will be generated resulting in the longest transmission times. When color faxes are sent to a fax machine that does not support color, they will be printed in black and white.
Fax Resolution	• Standard	Use when the originals are black text or line art. This mode provides the fastest fax speed, but resolution is 203 x 98 dpi. (Standard is only available for the Black Fax Type)
	• Fine	Use when the originals are black text or line art. Slower than Standard, but resolution is 203 x 196 dpi.
	• Super Fine	Use when the originals are small black text or line art. Slower than Fine, but resolution is 300 x 300 dpi. (Super Fine will not scan to memory due to large memory requirements)
Fax Contrast	• Dark to Light	Adjust this when your originals are too light or too dark.
Fax Memory Xmit	• On	When on, black normal and black fine faxes will be scanned into memory and then faxed.
	• Off	When off, all faxes will be scanned and faxed at the same time.

Speed Sending

Up to 70 Speed Send numbers are set up on the host computer using the Compaq A4000 Settings Utility as described in the "Speed Send Settings" section of the *Using the A4000 Settings Utility* chapter. Once the Speed Send numbers are set up, you are ready to begin faxing with Speed Send.

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

   NOTE: When you select the Speed Send number, the name associated with the Speed Send number displays in the lower LCD panel.
4. Press **Start** to fax.

To quickly send a fax using the default settings, simply load the documents, enter the fax number or Speed Send number, and press the Fax button. Use Speed Send #70 to send a fax to everyone in your Speed Send list.

To obtain a printed list of all the Speed Sends available on your system, see "Printing Reports" in the *Common Procedures* section.

Each Speed Send entry can be a fax number, email address or a group made up of any of the Speed Send entries. The display on the control panel indicates the type of Speed Send entry selected.

```
SPEED # 2  EMAIL
Sales Office
```

```
SPEED # 3  FAX
John Smith
```

```
SPEED #60  GROUP
Northeast
```

Speed Sending Faxes as Email

The computer processes the Speed Send request if the selected Speed Send entry, group, or any of the members of the group, contains an email address as the preferred method of transmission.

To send a fax as 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, etc). Your fax pages will be sent as JPEG images attached to your email.

If the PC is not available but the entry has both fax and email addresses, the fax number will be used. If an email only destination exists, you will be asked if you want to send faxes only. Pressing **Start** will result in transmission of the faxes and the generation of a report that identifies which entries were not faxed.

On Hook Dialing (OHD)

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

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

For OHD, complete the following procedure:

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

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

4. When the called station answers, you can listen to the answering message. A volume control feature is available when you press the **Menu** button. To change the volume, press the **Menu** button until Speaker Volume appears, and then use the **Options** button to select the desired volume.
5. Press **Start** when you hear the fax tones. The fax begins.

NOTE: On Hook Dialing is not available when faxes are pending for automatic redial.

Confirming Transmission

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

Use the Compaq A4000 Settings Utility to print a confirmation report each time faxing is complete or when there is an error. See the "Compaq A4000 Settings Utility" section on Fax settings.

Redial

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

Automatic Redial

When you send a fax, if the number you have dialed is busy or there is no answer, the A4000 hangs up, waits for a specified interval, and redials the number. When this occurs, the LCD panel shows the retry count and the number of minutes left before the next retry. If after a specified number of retry attempts (retry count) the All-In-One fails to connect, the machine returns to the **Ready** state.

Set the retry interval and count using the Compaq A4000 Settings Utility.

Press the **Stop** button to stop sending a fax that is trying to transmit. Pressing the **Stop** button during the retry period will bring up the following message:

```
RETRY JOB CANCEL
1231231234
```

If more than one job is trying to transmit, use the **Options** button to select the job you want to stop then press the **Stop** button to stop your selection.

Pressing the **Start** button while a retry is waiting for the retry interval to complete will cause the retry to start immediately.

Receiving a Fax

The A4000 All-In-One has four receiving modes. The current receive mode is displayed in the top right corner of the LCD panel when the A4000 is in **Ready** mode.

You can change the Fax Receive Mode either on the computer using the A4000 Settings Utility or by pressing the Setup button on the front control panel.

While you are printing from the computer to the All-In-One, an incoming fax will be received into memory. The memory can store up to 80 pages. However, other tasks such as copying or sending a fax may temporarily reduce the amount of memory available.

Receiving Automatically in FAX Mode

In FAX mode, the A4000 answers an incoming call on the second ring and receives the fax automatically.

Use the Settings Utility to change the number of rings the A4000 will wait before answering the call.

The fax mode is recommended when you have a dedicated telephone line for your Compaq A4000.

Receiving Automatically in ANS/FAX Mode

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

In **ANS/FAX** mode, your answering machine answers the incoming call and the caller can leave a message on the answering machine. If a fax tone is on the line, the call automatically switches from the answering machine to the A4000.

If your answering machine has a user-selectable ring counter, set it to answer calls within the fewest possible rings.

If your answering machine is turned off, or no answering machine is connected to the A4000, the A4000 will automatically attempt to receive a fax after 6 rings.

Receiving Manually in TEL Mode

This feature works best when you are using an extension telephone connected to the EXT jack on the A4000.

In **TEL** mode, automatic fax reception is turned OFF. If you receive a call on the extension telephone and hear fax tones, you can receive the incoming fax by pressing *9* (star-nine-star) or by pressing the **Start** button twice on the control panel. Once the A4000 starts receiving the document, hang up the handset.

Receiving Automatically in DRPD Mode

In **DRPD** (Distinctive Ring Pattern Detection) mode, the A4000 will answer a call on the line that has a distinctive ring pattern.

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

DRPD service must be obtained from your local telephone company.

Use the following steps on the Compaq A4000 control panel to teach it the ring pattern it should answer:

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

```
SETUP DRPD
        LEARN
```

3. Press **Start.**
4. Call the telephone number that you want the distinctive ring pattern to recognize.

   NOTE: You have three minutes to call the A4000 to learn the distinctive ring. If three minutes have passed, follow these steps again.
5. The A4000 will learn the ring pattern.
6. Press **Setup** then the **Menu** button to access the **FAX RECEIVE MODE** menu. Press the **Options** button to select DRPD mode.
7. Press **Start.**

   NOTE: DRPD mode is not available in the **FAX RECEIVE MODE** menu until a ring pattern has been successfully learned.

When the distinctive ring pattern is detected, the All-In-One answers the call on the second ring and receives a fax automatically. All other ring patterns will be ignored.

Fax Forwarding

While you are away from your home or office, you do not have to miss important faxes. The Compaq A4000 can forward any faxes it receives to a fax machine at your new location, and it can print a copy for you to review when you get back as well.

Fax Forwarding with the Control Panel

To set up Fax Forwarding using the Control Panel:

1. Press the **Setup** button
2. Press the Menu button until **FAX FORWARDING** appears.
3. Press the **Option** button until **FORWARD** appears. If you want to print a copy of the fax and forward it, too, press **Option** until **PRINT/FORWARD** appears. Press **Start**.
4. Enter the fax number you wish to forward your faxes to. Press **Start**.
5. Enter the starting month, day, hour, and minute you want Fax Forwarding to begin. If you want forwarding to begin immediately, simply press Start.
6. Enter the ending month, day, hour, and minute you want Fax Forwarding to end. If you return from your trip early, you can easily cancel it (see *Canceling Fax Forwarding* below).

Any received faxes will be forwarded during your selected start and end date and time.

Fax Forwarding using the Settings Utility

To set up Fax Forwarding using the Compaq A4000 Settings Utility:

1. Click on the Compaq A4000 Monitor icon in the system tray.
2. Select the **Fax** button
3. Select the **Advanced** fax button
4. Click on the **Forwarding Mode** box and select **Forward**. To print out your received faxes and forward them, too, select **Forward and Print.**
5. Type in the fax number you want your faxes forwarded to.
6. Select a date and time to start fax forwarding, and an end date and time.
7. Click on the **OK** button.
8. Click on the **Close** button.

Canceling Fax Forwarding

To cancel Fax Forwarding using the Control Panel:

1. Press the **Setup** button
2. Press the Menu button until **FAX FORWARDING** appears.
3. Press the **Option** button until **OFF** appears on the bottom of the LCD display. Press **Start**.

To cancel Fax Forwarding using the Settings Utility:

1. Click on the Compaq A4000 Monitor icon in the system tray.
2. Select the **Fax** button

3. Select the **Advanced** fax button
4. Click on the Forwarding Mode box and select **Disabled**.

Determining the Fax Forward Mode

If Fax Forwarding has been set for sometime in the future, the front Control Panel LCD will display **FW** before the Fax Receive Mode. For instance, if the receive mode has been set to **ANS/FAX**, it will appear as **FW ANS/FAX**.

If Fax Forwarding has been set, and the date and time is within the forwarding start and end times, **FORWARDING** will be displayed on the LCD in place of the Fax Receive Mode.

To check your Fax Forwarding settings, press the **Setup** button and then press the Menu button until **FAX FORWARDING** appears on the LCD. If Fax Forwarding has been set, you will see **FORWARD** or **PRINT/FORWARD** on the second line. Press the **Option** button to change the forwarding mode, or press the **Start** button to edit your forwarding settings.

Alternatively, you can run the A4000 Settings utility as described above and view the **Advanced Fax** settings page.

The latest version of this guide is included on the Compaq A4000 CD, and it is installed with your Compaq A4000 software. Please refer to your installed User Guide for the most recent information about the Fax Forwarding feature.

Using the Compaq Control Form to Fax

You can use the Compaq Control Form to fax documents. See the *Compaq A4000 Settings Utility* section for instructions on setting up your list of Fax FROM and Fax TO lists.

1. Press the **Control Form** button. A copy of the Control Form will print. Default settings are identified with a triangle next to the setting box.
2. After printing the Compaq Control Form, check the **Fax** box at the top of the page and the desired settings in the Contrast and Fax Settings areas.
3. Check the name of the person who is sending the fax in the Fax **From** section.
4. Check the names of the people who are receiving the fax in the Fax **To** section.
5. If you would like a cover page, check the **Cover Page** box. Write any message you want to appear on the cover page within the **Note** section.
6. When you are finished, put the documents that you want to fax behind the Compaq Control Form. Place the documents printed side **face down** and **top down** in the document input tray.
7. Press the **Control Form** button on the control panel. The fax will be sent.

Copying

Copying Overview

The Compaq A4000 All-In-One offers three ways to make copies. You can make copies:

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

Preparing Documents for Copying

You can use the A4000 to copy documents that are print on standard letter, legal, or A4-sized paper. Follow these guidelines to prepare your documents.

- Removing all staples, paper clips, and similar items before feeding the document.
- Making sure any glue, ink, or correction fluid on the paper is completely dry before feeding the document.

Using the Copy/Scan Sleeve

Some documents cannot be fed into the scanner input feeder. For those documents, the A4000 comes with a Copy/Scan Sleeve. The sleeve is a stiff piece of plastic with a clear plastic overlay. Simply place your document between the two pieces of plastic so that your document is centered at the top and visible through the clear plastic sheet.

Use the Copy/Scan Sleeve for the following types of documents:

- Envelopes
- Checks
- Receipts
- Fragile or thin documents
- Photographs
- Wrinkled or creased paper
- Curled or rolled paper
- Torn paper
- Carbon or carbon-backed paper
- Coated or glossy paper
- Onion skin or thin paper

CAUTION: Do not feed anything thicker than a normal sheet of paper into the scanner, even if you use the Copy/Scan Sleeve. You cannot scan credit cards, a driver's license, etc. Doing so will damage your sleeve and the A4000.

Loading the Documents

1. Place the document(s) to be copied **face down** and **top down** in the document input tray. If you are using the Copy/Scan Sleeve, place it top down (the top is the closed end) and clear side down.
2. Adjust the document guides to match the width of the document, if necessary.
3. Slide the document down into the tray until the machine grips the first sheet. The LCD panel will display the **DOCUMENT LOADED** message:

Copying

1. Slide document down into the tray until the machine grips the first sheet. The lower LCD panel displays **DOCUMENT LOADED**.
2. Press the Copy button.
3. Use the numeric keypad to enter the number of copies to be made.
4. Press Start.

The All-In-One will then make the requested copies of all the documents in the document input tray. Note that for some types of copies the computer may be required.

To quickly make a copy using the default settings, simply load the documents, enter the quantity, and press the Copy button.

Copying using the Control Form

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

Advanced Copy Features

In addition to the copy quantity, you can change the copy type, contrast, size, collate, and order from their default settings. This is done using the **Menu** and **Options** keys located on the left and right side of the LCD panel. To change the default settings instead, use the Settings Utility.

To access the advanced copy features:

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

Advanced Copy Features

Menu	Options	Description
Copy Quantity	1-100	Use the numeric keypad to enter the quantity of copies you want.
Copy Type	• Black Draft	Use Black Draft when the originals are black text or line art. Black Draft is the fastest copy setting, but the resolution is reduced.
	• Black Normal	Use Black Normal when the originals are black text or line art. Black Text is slower than Black Draft, but the resolution is better.
	• Black Photo	Use Black Photo when the originals are photos or have color content. Black Photo is faster than the color settings, but it prints in grayscale.
	• Color Draft	Use Color Draft to make quick color copies.
	• Color Normal	Use Color Normal to make color copies with a better resolution than Color Draft.
	• Color Best	Use Color Best to make color copies with the best quality.
Copy Contrast	• Dark to Light	Adjust this when your originals are too light or too dark.
Copy Size	• 100%	Copy the page the same size as the original.
	• 93% Fit, Letter to A4	Copy the full page and reduce from Letter to A4.
	• 90% A4 to Letter	Reduce from A4 to letter.
	• 80% Legal to A4	Reduce from Legal to A4.
	• 75% Legal to Letter	Reduce from Legal to Letter.
	• Custom (25 to 200%)	Use this for a custom reduction. Use the numeric keypad to enter the size you want.
Copy Paper Type	• Plain • Coated • Glossy • Transparency	Select the paper type that best matches the paper to be printed on.
Copy Collate	• On	Collate copies when the copy quantity selected is greater than one. When selected, all pages will be scanned into memory then printed.
	• On Using PC	For Black Photo and Color copies, the computer is required and must be available.
	• Off	Print the selected copy quantity of each page before printing the next page or document.

Scanning

Scanning Overview

The Compaq A4000 All-In-One offers three ways to scan a document. You can scan:

- Using the control panel of the A4000
- Using the Compaq Control Form
- Using the computer

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

Preparing Documents for Scanning

You can use the A4000 to scan documents that are printed on standard letter, legal, or A4-sized paper. Follow these guidelines to prepare your documents.

- Removing all staples, paper clips, and similar items before feeding the document.
- Making sure any glue, ink, or correction fluid on the paper is completely dry before feeding the document.

Using the Copy/Scan Sleeve

Some documents cannot be fed into the scanner input feeder. For those documents, the A4000 comes with a Copy/Scan Sleeve. The sleeve is a stiff piece of plastic with a clear plastic overlay. Simply place your document between the two pieces of plastic so that your document is centered at the top and visible through the clear plastic sheet.

Use the Copy/Scan Sleeve for the following types of documents:

- Envelopes
- Checks
- Receipts
- Fragile or thin documents
- Photographs
- Wrinkled or creased paper
- Curled or rolled paper
- Torn paper
- Carbon or carbon-backed paper
- Coated or glossy paper

CAUTION: Do not feed anything thicker than a normal sheet of paper into the scanner, even if you use the Copy/Scan Sleeve. You cannot scan credit cards, a driver's license, etc. Doing so will damage your sleeve and the A4000.

Loading the Documents

1. Place the document(s) to be scanned **face down** and **top down** in the document input tray. If you are using the Copy/Scan Sleeve, place it top down (the top is the closed end) and clear side down.
2. Adjust the document guides to match the width of the document, if necessary.
3. Slide the document down into the tray until the machine grips the first sheet. The LCD panel displays the **DOCUMENT LOADED** message:

Scanning

To perform a scan, complete the following steps.

1. Slide document into the tray until the machine grips the first sheet. The lower LCD panel displays the message **DOCUMENT LOADED**:
2. Press the **Scan** button.
3. Select the **SCAN TO** destination. Use the **Options** button to cycle through the available choices.
4. Press **Start**.

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

Scan 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.

Simply press the Scan button twice to scan all documents to your User Directory, using the settings you selected with the Settings Utility.

Scan to Email

The second Scan To menu destination is Scan To 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, either with the Settings Utility or by using the Menu button on the front control panel, your documents will be scanned using the file type you choose and attached to you email message.

Once your documents are 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!

Be sure and 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.

You can send faxes directly to multiple email recipients as well. For more information, see the *Faxing* section.

Scan to Applications

The remaining Scan To menu options are for defining your own Scan To destinations. You can define up to twelve (12) applications, numbered 3 through 14.

For instance, you can add Microsoft Paint 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 Media Browser and upload your images to the internet!

See the section "Scan Settings" in the *Using the A4000 Settings Utility* chapter for information on setting up your Scan To list.

To quickly perform a scan using the default settings, simply load the documents, enter the Scan To number, and press the Scan button.

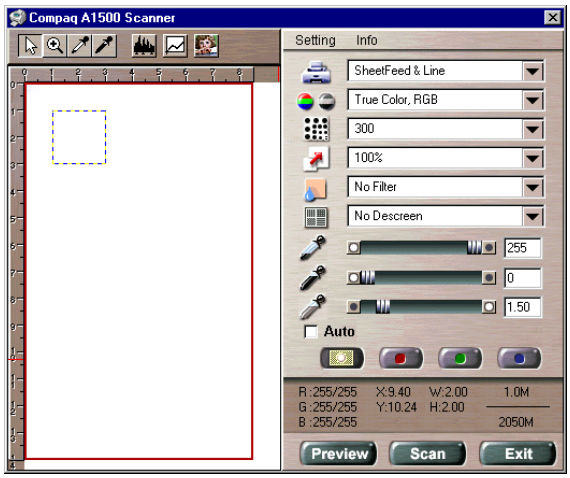
Scanning with the Computer

The Compaq A4000 provides a standard TWAIN interface for scanning documents into the PC. TWAIN is a common scanner interface supported by many application programs.

To scan to an application, make sure that the selected scanner source, typically found in the File menu, is set to Compaq A4000 USB.

The *Kodak Imaging for Windows* program comes standard with Windows (select Start -> Programs -> Accessories -> Imaging). Use it for your simple scanning needs.

There is extensive Online Help available from the Info menu on the Scanner window shown below.



TWAIN Scanner Window

Scanning with the Compaq Control Form.

1. Press the **Control Form** button. A Compaq Control Form will print
2. Check the **Scan** box at the top of the page.
3. The default settings on the Control Form are indicated with a triangle. You can change these settings by checking the desired settings in the Scan Settings section.
4. When you are finished, put the documents that you want to scan behind the Compaq Control Form. Place the document(s) to be scanned **face down** and **top down** in the document input tray.
5. Press the **Control Form** button on the control panel. The scan process begins.
6. The Control Form and document are scanned and the image is sent to the selected destination. See the *Compaq A4000 Control Form* chapter for more details.

Advanced Scanning

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

To access the advanced scanning features:

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

Advanced Scan Features

Menu	Options	Description
Scan Type	• Black Draft	Used for black text or line art. This is the fastest scan, but the resolution is reduced.
	• Black Normal	This is slower than Black Draft, but the resolution is better.
	• Black Photo	Used when the originals are photos or have color content. Black Photo is slower than Black Normal but it captures grayscale information.
	• Color Draft	This is the fastest color scan, but the resolution is reduced.
	• Color Normal	Used when you want a better quality color scan. This is slower than Color Draft.
	• Color Best	The best quality color scan. This is slower than Color Normal and the slowest scan possible.
Scan Contrast	• Light to Dark	Adjust this when your scanned documents are too light or dark.
File Type	• JPG • BMP • TIF • TXT • RTF	Select the type of file format you want the scanned image stored, using either Windows Bitmap (BMP), JPG, or TIFF. Select TXT to automatically scan your documents and convert them to text files, or RTF to convert your documents to a word processing format. (Note: TXT and RTF require ReadIRIS to be installed). Use the Settings Utility to set a default file type for each of your Scan To applications.

To configure your A4000 Scan To menu, see the section titled *Using the A4000 Settings Utility*.

Maintaining Your A4000

Cleaning the Document Scanner

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

- white roller
- scanning glass

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

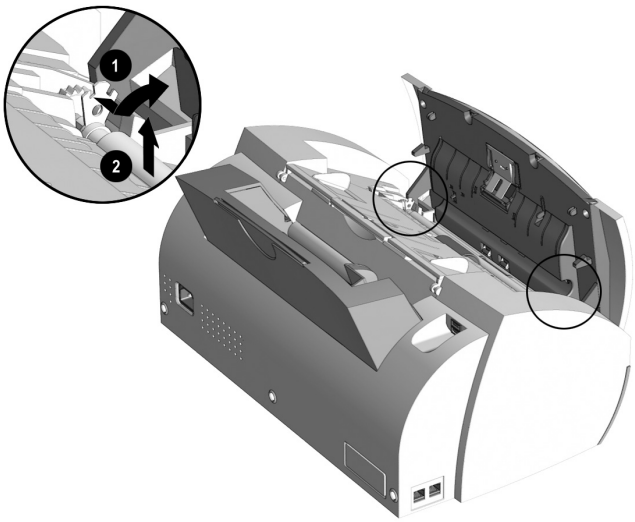
To clean the internal parts of the A4000:

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

Opening the control panel

3. Disassemble the white roller as follows:

   Both ends of the white roller have plastic bushings that are snapped shut with small tabs on them. ❶ Pull the bushing slightly out, and ❷ rotate the bushing until it reaches the slot. Then pull the roller up.
4. Wipe the roller surface with a soft cloth dampened with water.
5. Wipe the scanner glass surface with a soft cloth dampened with water. Dry with a soft tissue.
6. After re-assembly, it is recommended that you re-calibrate the scanner. See “Calibrating the Scanner” in the *Common Procedures* chapter for more information.



Removing the white roller

Cleaning the Cartridge Carrier

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

1. Lift the control panel by pulling toward you on the edge nearest the LCD panel.
2. Lift the cartridge access door.
3. Unplug the power cord from the electrical outlet or from the rear of the machine.
4. Remove the ink cartridges.
5. Use a clean dry cloth or tissue to clean the print cartridge contacts inside of the machine.
6. Replace the ink cartridges.
7. Plug in the power cord.

Replacing the Document Separator Pad

If documents continually feed more than one page at a time through the scanner assembly, you may need to replace the document separator pad. Contact Customer Service via the Compaq web site at www.compaq.com for more information.

The life of the automatic document feed rubber varies with use. It is unlikely you will ever need to replace this pad.

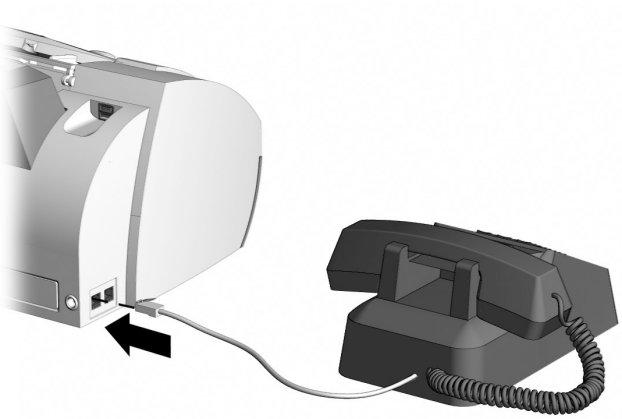
Alternate Setups

Using the A4000 Extension Feature

When sharing a telephone line between the Compaq A4000 All-In-One and other equipment use the EXT connection. If you wish to connect more than one device, a multiple outlet adapter may be required.

To connect the A4000 to an optional extension telephone:

1. Plug one end of the telephone cord into the telephone.
2. Plug the opposite end of the cord into the socket marked EXT on the left side of the A4000.



Connecting an extension telephone to the A4000

NOTE: If you use Home Phoneline Networking or DSL devices, these components should not be connected through the A4000. Doing so will cause your network connection to be lost during A4000 Fax activity.

Sharing a Telephone Line with Other Devices

Compaq recommends that you do not connect an answering machine or computer modem to another wall jack on the same telephone line as the A4000. The fax information can be corrupted by any voice, answering machine or modem activity that occurs during fax reception. Equipment plugged into the EXT connection is disconnected from the line during A4000 fax activities reducing the possibility of fax corruption.

Telephones

When a telephone is connected directly (or through an answering machine) to the EXT connection on the A4000, you can instruct the A4000 to receive an incoming fax. Press *9* (star-nine-star) if you pick up the handset and hear a fax tone. A telephone connected to the EXT connection will not interfere with Fax transactions when it is off hook.

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

Answering Machines

If the answering machine and A4000 will share the same line then, for reliable fax operation, you must use the EXT connection on the A4000.

Computer Modems (internal or external)

If you have a modem in your computer that will use the same line as the A4000, use the EXT connection on the A4000. If the computer modem has a TELEPHONE or EXT connection to it, use this to connect any additional equipment such as telephones or answering machines instead of using a multiple outlet adapter. Depending on that equipment's design, this prevents such equipment from interfering with computer modem activities.

DRPD

The recommendations above for connecting additional devices still apply if using Distinctive Ring Pattern Detection (DRPD). The A4000 will only pick up calls made to the telephone number that has the Ring Pattern that it has learned. DRPD setup instructions may be found in the “Receiving Automatically in DRPD Mode” section of the *Faxing* chapter.

Connecting and Configuring Equipment

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

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

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

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

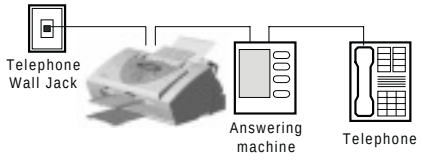
Devices and Connections

This section describes four ways to connect the A4000 to a single telephone line with other equipment. Additional equipment connected to other lines is not shown.

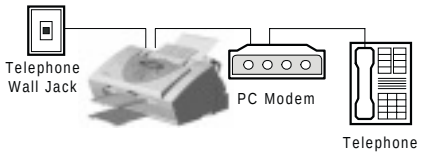
Find the Diagram that shows the devices that you wish to connect to the same telephone line.

A. A4000 and Telephone (optional)

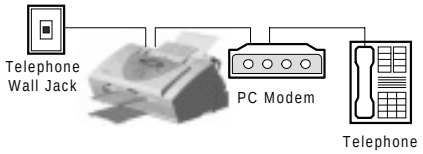
B. A4000 Answering Machine and Telephone



C. A4000 Computer Modem (internal or external) and Telephone



D. A4000, Computer Modem, Answering Machine and Telephone



Sections A, B, C, or D that follow describe the Fax Receive Mode options on the A4000 necessary to get your desired functionality.

Changing A4000 FAX RECEIVE MODE

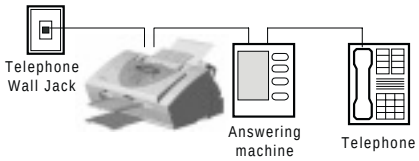
Set up as described in the “Control Panel Setup Button” section of the *Common Procedures* chapter.

A. A4000 and Telephone (optional)

A4000 Fax Receive Modes

Mode	Selection Description
FAX	Receives faxes automatically.
TEL	To receive faxes manually, press **Start** twice on the A4000 or press *9* on the extension telephone.
ANS/FAX	Do not use for this configuration.
DRPD	The A4000 answers the previously learned ring pattern on 2 rings

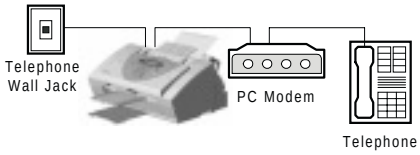
B. A4000 Answering Machine and Telephone



A4000 Fax Receive Mode Selections

Mode	Mode Description
FAX	Do not use for this configuration.
TEL	To receive faxes manually, press **Start** twice on the A4000 or press *9* on the telephone.
ANS/FAX	Receives faxes automatically. The answering machine will answer the call and the A4000 will listen for fax tones. It will intercept the call if fax tones are detected. Set the answering machine to answer in 1 or less rings. The A4000 will pick up after 6 rings.
DRPD	The A4000 answers the learned ring pattern on 2 rings. Make sure that the Answering Machine is set to answer after 4 or more rings if it does not recognize DRPD patterns.

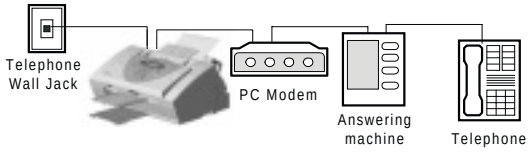
C. A4000 Computer Modem (Internal or External) and Telephone



A4000 Fax Receive Mode Selections

Mode	Selection Description
FAX	Receives faxes automatically. Use if computer modem is not set up to answer incoming calls.
TEL	To receive faxes manually, press **Start** twice on the A4000 or press *9* on the telephone. Use this mode if you wish to receive faxes through the computer modem instead of the A4000.
ANS/FAX	Use only if computer modem is providing answering machine functionality. Receives faxes automatically. The computer modem will answer the call and the A4000 will listen for fax tones. It will intercept the call if fax tones are detected. Set the computer modem to answer in 1 or less rings. The A4000 will pick up after 6 rings.
DRPD	The A4000 answers the learned ring pattern on 2 rings. Make sure that the computer modem is set to answer after 4 or more rings if it does not recognize DRPD patterns.

D. A4000, Computer Modem, Answering Machine, and Telephone



A4000 Fax Receive Mode Selections

Mode	Selection Description
FAX	Do not use for this configuration.
TEL	To receive faxes manually, press **START** twice on the A4000 or press *9* on the telephone. Also use this mode if you wish to receive faxes through the computer modem instead of the A4000.
ANS/FAX	Receives faxes automatically. The answering machine will answer the call and the A4000 will listen for fax tones. It will intercept the call if fax tones are detected. Set the answering machine to answer in 1 or less rings. The A4000 will pick up after 6 rings. The computer modem should be disabled from answering calls.
DRPD	The A4000 answers the learned ring pattern on 2 rings. Make sure that the computer modem is set to answer after 4 or more rings if it does not recognize DRPD patterns. Also make sure that the answering machine is set to answer after more rings than both the A4000 and computer modem if it does not recognize DRPD patterns.

Basic Troubleshooting

Many times, verifying that simple things are installed and/or connected properly solves any problem. Before continuing in this section, be sure to check:

- The A4000 has power (the LCD is on)
- The ink cartridges are present.
- The paper is installed.
- The cables and cable connections are secure.

Clearing Document and Paper Jams

There are two types of paper jams: Document and Paper. A document jam occurs when your original document gets stuck in the A4000 scanner input. A Paper Jam occurs during printing, when the printed paper gets stuck in the printer exit area.

CAUTION: Be sure and follow these directions carefully. Do not pull on the document without opening the front control panel. Doing so could harm the A4000.

Clearing a Document Jam

While scanning documents with your Compaq A4000, you could experience a document jam.

If a document jam occurs, the following message is displayed on the LCD panel:

```
READY     ANS/FAX
CLR DOCUMENT JAM
```

If an original document jams:

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

Clearing a Paper Jam

Paper may get jammed in the printer exit.

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

```
REMOVE PAPER JAM
THEN PRESS CLEAR
```

If you experience a jam in the printer exit area:

1. Carefully pull the jammed paper out the paper exit of the A4000.
2. Clear the printer exit tray's path and ensure that the paper in the paper feed is aligned properly.
3. Press the **Stop/Clear** button.

The plain paper feed area can become obstructed. If you experience a jam in the plain paper feed area:

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

If the jam occurs inside the A4000:

1. Unplug the A4000 power cord.
2. Open the front control panel and the cartridge compartment cover.
3. Carefully remove the jammed paper.
4. Close the cartridge compartment cover.
5. Close the control panel firmly until it clicks into place.
6. Plug in the power cord

Error Messages

Occasionally the A4000 may display an error message on the Control Panel's Liquid Crystal Display (LCD) screen. Often, the error can be easily resolved and the current task can be completed. The following table lists the error messages you may encounter, the most probable cause, and a simple solution.

General Error Messages		
SYMPTOM/MESSAGE	**CAUSE**	**SOLUTION**
"ADD PAPER THEN PRESS FORM FEED"	• No paper detected in the paper input tray. • Paper in paper input tray but not feeding into printer.	• Load paper in the paper input tray then press **Form Feed**. • Remove paper, check that sheets are in good condition and not stuck together. Replace paper and retry, then press **Form Feed**.
"CHANGE BLACK INK" Received faxes are stored to memory, not printed.	All-In-One detects that the ink cartridge is empty.	Replace the Black ink cartridge. Replacing the Black ink cartridge and selecting NEW BLACK CARTRIDGE will reset the ink monitoring system and print any faxes in memory. (Note that if you keep the old cartridge installed and tell the system you have installed new cartridges, you may get some more pages printed but you will defeat the ink management system and may lose incoming faxes.)
"CLR DOCUMENT JAM"	A document jam or a very long document was scanned.	Open the cover and remove document or jam.
"REMOVE PAPER JAM THEN PRESS CLEAR"	Paper jam occurred in printer paper path.	Clear paper jam then press **CLEAR/STOP.** *See* "Clear Paper Jam" instructions.
"MEMORY TO PRINT"	A copy collate or incoming fax is in memory while the printer is busy.	A copy job will complete when printer becomes available.
"CARTRIDGES?"	No cartridges detected in the A4000.	Open covers and install cartridges then close covers. Press OPTIONS button until the appropriate message displays. If you are replacing cartridges that were previously in use, then select NONE CHANGED, NEW LEFT, NEW RIGHT or NEW BOTH. Next press the START button. Answer any additional questions by pressing OPTIONS until correct answer appears, then press START.
"ADD RIGHT CART." "ADD LEFT CART." "ADD CARTRIDGES"	Cartridge carrier did not detect one of the cartridge locations.	Open covers and install or reinstall the indicated cartridge. Close covers. Press OPTIONS button until the appropriate message displays. If you are replacing cartridges that were previously in use, then select NONE CHANGED, else select OLD RIGHT, NEW RIGHT, NEW LEFT, or NEW BOTH. Next, press the START button. Answer any additional questions by pressing OPTIONS until the correct answer appears, then press START.

Fax Messages		
SYMPTOM/MESSAGE	**CAUSE**	**SOLUTION**
“ENTER FAX NUMBER TO DIAL" with beep warning tone and return to READY state.	An attempt to send a fax without entering a fax number.	Enter a fax number before sending a fax.
“LOAD DOCUMENT" with beep warning tone and return to READY state.	An attempt to start a fax operation before loading the document.	Load the document to be copied before pressing **START**.
“RESOURCE BUSY, TRY LATER” with beep warning tone and return to prior state.	Tried to fax a document with MEMORY XMIT OFF while another fax operation is happening.	Wait for the current fax operation to complete.
“CLR DOCUMENT JAM”	A document jam or very long document was scanned.	Open the cover and remove document or jam.
“DOCUMENT OUT, PLEASE WAIT”	Pressing **STOP** after document is loaded.	Wait for all document(s) in the document input tray to be fed to the document exit tray.
“FAX SPEED # ? UNDEFINED” beep warning tone and return to READY state.	Entered a number of an unassigned Speed Send.	Enter an assigned Speed Send number. Use the A4000 Settings Utility to set up Speed Send numbers.
Display “MEMORY FULL!” and returns to READY state	Memory Full occurred while scanning the first page of a document.	Wait for memory to become available, then try again or Turn Memory XMIT off from SETUP or A4000 Settings Utility.
“MEMORY FULL, TO ABORT, STOP “	Memory Full occurred after the first page of a document has been scanned into memory.	Press **START** and the A4000 will send completely stored pages. Current and remaining pages will not be sent. Pressing **STOP/CLEAR** will cancel the job.
“NO LINE CONNECTION”, beep warning tone and return to READY state.	Phone line disconnected while trying to send a fax.	Check the phone line connection.
“STOP PRESSED, PLEASE WAIT”	STOP key pressed during fax transmission.	Wait for the fax job to be terminated.
“MEMORY FULL!”	The memory becomes full while receiving a fax. The A4000 will print out (or save to memory) the received pages.	Sending station should see a transmission error and re-send the fax.
"LEARNING DRPD FAILED !!”	A4000 failed to learn the DRPD tones. Ring pattern not detected. System timed out waiting for ring. Note that DRPD mode can not be selected until a ring pattern has been successfully learned.	Check phone line connection.

Copy Messages

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

Scan Messages		
SYMPTOM/MESSAGE	**CAUSE**	**SOLUTION**
“SCAN TO UNDEFINED.” with beep warning tone and return to READY state.	Trying to scan to an undefined scan destination.	Use A4000 Settings Utility to define the scan locations.
“LOAD DOCUMENT" with beep warning tone and return to READY state.	Trying to start a scan operation before loading the document.	Load document to be scanned before pressing **START**.
“RESOURCE BUSY, TRY LATER” with beep warning tone and return to prior state.	Trying a SCAN operation while the scanner is busy. Trying to scan while parallel port is in use by another task.	Verify that the computer is connected and available. Wait for resource to become free then try again.
“CLR DOCUMENT JAM”	A document jam or a very long document was scanned.	Open the cover and remove document or jam.
“DOCUMENT OUT, PLEASE WAIT”	Pressing **STOP** after document is loaded.	Wait for all document(s) in the document input tray to be fed to the document output tray.
“PC NOT AVAILABLE” with beep warning tone and return to READY state.	There is no response from computer.	Verify that a standard USB cable is connected to the computer and that the computer is on and not in sleep mode. Verify that the A4000 software is properly installed and running by selecting A4000 Settings from the Compaq A4000 program group. Retry.

Control Form Messages		
SYMPTOM/MESSAGE	**CAUSE**	**SOLUTION**
"RESOURCE BUSY, TRY LATER" with beep warning tone and return to prior state.	Trying to scan Control Form sheet while the computer is using parallel port for another job. Trying to print a Control form sheet while computer is using parallel port for another job.	Wait for current computer to printer port activity to complete, then try again.
"CLR DOCUMENT JAM"	A document jam or a very long document was scanned.	Open the cover and remove document or jam.
"DOCUMENT OUT, PLEASE WAIT"	Pressing STOP after paper is loaded	Wait for all document(s) in the document input tray to be fed to the document output tray.
"ADD PAPER" with beep warning tone and return to READY state.	Trying to print a Control Form when no paper is in the paper input tray.	Load paper into the paper input tray.
"CHANGE BLACK INK"	Trying to print a Control Form but Smart Ink has determined that the ink cartridge is empty.	Replace Black ink cartridge. Replacing the Black ink cartridge and selecting NEW BLACK CARTRIDGE will reset the ink counting system. (Note that if you keep the old cartridge installed and tell the system you have installed new cartridges you may get some more pages printed but you will defeat the ink management system and may lose incoming faxes.)
"REMOVE PAPER JAM THEN PRESS CLEAR"	Trying to print a Control Form when a paper jam occurred in the paper path.	Clear paper jam, then press STOP/CLEAR.
"PC NOT AVAILABLE" with beep warning tone and return to READY state.	There is no response from the computer.	Verify that a standard USB cable is connected to the computer and that the computer is on and not in sleep mode. Verify that the A4000 software is properly installed and running by selecting A4000 Settings from the Compaq A4000 program group. Retry.

Correcting Problems

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

Fax Problems	
Symptom	**Solution**
The machine is not working. There is no display. The buttons do not work.	• Check the power cord connection. • Check to make sure your electrical outlet is live. • Cycle power to the unit. • Cycle power to the unit leaving it without power for at least five minutes.
No dial tone (when START key is pressed form READY display.)	• Ensure that the telephone cord is connected properly. • Plug another telephone into the phone jack to check the socket.
The numbers stored in the SPEED SEND memory do not dial correctly.	• Make sure the numbers are stored in the memory correctly. To print Speed Send list press SETUP, then press MENU button to select the PRINT REPORT feature. Press the OPTIONS button to select the SPEED SEND LIST. Press START to print.
The document does not feed into the machine.	• Make sure the document is not wrinkled or folded and is not too thick or too thin. • Make sure that the cover is firmly closed.
Incoming faxes are not received automatically.	• Make sure that the A4000 FAX RECEIVE mode is not set to TEL. The current receive mode is displayed in the upper right corner of the LCD panel. • Make sure the extension phone is on the hook properly. • Check to see if there is paper in the paper input tray. • Insufficient memory to receive fax. – (See Memory To Print, Memory Full in “Fax Messages.”)
Faxes can not be received manually.	• Press START twice on the A4000 control panel, or *9* on the EXT phone, before you hang up the handset.
The machine will not send a fax.	• Make sure the document is loaded face down. • Check the machine you are sending to for problems.
Incoming faxes are incomplete or contain blank spaces.	• The machine sending you the fax may be faulty. • A noisy phone line can cause line errors. • Make a copy to check your machine. • The cartridge may be running out of ink. See “Print Quality Problems.”
Spots on incoming faxes.	• Check the phone for line noise. • Run a printer self test to be sure the print head is clean. See “Print Quality Problems.”
You are receiving poor quality faxes.	• The machine sending you a fax may have a dirty scan glass. • Check the phone for line noise.
Stretched words on incoming faxes.	• The machine sending you the fax had a temporary document jam.
There are vertical lines or stripes on copies or documents you send.	• Check your scan glass. It may need to be cleaned. See the Maintaining Your A4000 chapter.
The machine dials a number, but fails to make a connection with another fax machine.	• The fax machine you are trying to reach may be turned off, out of paper, or cannot answer incoming calls.
Pages have a small strip of text printed at the top with a large blank area below.	• You may have selected the wrong paper size setting. See the “Loading Different Size Paper” section.
Losing characters on the bottom edge of the page.	• Set AUTO REDUCTION ON. This control is located in the A4000 Settings Utility on the FAX tab.

Print Quality Problems	
Symptom	**Solution**
Light or blurred characters	• The print cartridge may be running out of ink. • The print cartridge may need to be cleaned. See "Cleaning Print Cartridges" section. • Make sure you are using the correct type of paper.
Smudged or dark characters	• Make sure you are using the correct type of paper. • The paper should be straight and without wrinkles. • Let the ink dry for a moment before handling the document. • Adjust the Print Quality settings. • The print cartridge may need to be cleaned. See "Cleaning Print Cartridges" section.
Characters with white lines	• The print cartridge may be running low on ink. • Remove and reinstall the print cartridge. • The print cartridge may need to be cleaned. See "Cleaning Print Cartridges" section.
Color print quality is poor.	• Make sure you are using the correct type of paper. • Adjust the Print Quality settings.
Characters are improperly formed or not aligned correctly.	• The media is loaded incorrectly or is an unsupported size or type. Try feeding one sheet at a time. • Make sure you do not have hard-coded spaces at the left margin in your application. • The print cartridge may need to be cleaned. See "Cleaning Print Cartridges" section. • The print cartridge may need to be aligned. See "Aligning Print Cartridges" section.
Vertical straight lines in tables, borders and graphs are not smooth.	• The print cartridge may need to be aligned. See "Aligning Print Cartridges" section. • The print cartridge may need to be cleaned. See "Cleaning Print Cartridges" section.
Solid black areas on transparencies contain white streaks.	• Try changing the fill pattern in your application software.
Printed color does not match screen color.	• The color print cartridge has run out of one or more ink colors. Install a new color ink cartridge. • The print cartridge may need to be cleaned. See "Cleaning Print Cartridges" section.
Documents are printing black and white instead of color.	• The print settings may be incorrect.
Printer pauses frequently during a print job	• If your printer pauses frequently (every two or three lines) during a print job and the printed pages have alternating bands of light and dark print, choose Enable Buffer Mode from the **Options** tab. 1. From the printer's Control Program, click the **Options** tab. 2. Choose the **Enable Buffer Mode** option.

Printing and Copying Problems	
Symptom	**Solution**
Printer is on, but nothing prints.	• The printer may be improperly connected to the computer. Check the cable connections at the All-In-One and at the computer. • Make sure that the printer cable is a standard USB cable. • The USB cable may be defective. Try another cable. • Make sure your application has the A4000 selected as the default printer. • Make sure there is paper in the paper input tray. • Make sure that the paper path is not blocked.
Printer seems to be printing, but no characters are printing.	• Be sure the tape covering the nozzle of the print cartridge has been removed. • The print cartridge may be out of ink.
Unexpected characters print or characters are missing.	• Make sure that your application has the A4000 selected as the default printer. • Check the USB cable connections. • The print head may need to be cleaned. See “Cleaning Print Cartridges” section.
Printer prints very slowly.	• You may be using “High” print quality. Adjust your Print Quality settings to NORMAL or DRAFT. • Graphics print more slowly than text. • Color prints more slowly than black. • Special media prints more slowly than plain paper. • If printing in black, make sure the photo cartridge is not installed. • Open applications affect print speed. Close other running programs if they are not required.
The Control Panel does not respond.	• Unplug the A4000 power cord, then plug it back in.
Making a local copy at 100% does not print on a single sheet although the same size paper is in the paper input tray.	• The A4000 does not know the paper size that is loaded in the printer output tray. Press Setup, use the menu key to select the Paper Size menu. Press the Options button until the correct paper size (letter, legal, A4) is displayed.
Page does not print.	• Complicated page formats may not be printable on the printer. Too many fonts and/or complex graphics can cause this problem. Simplify your page.
The A4000 does not respond.	• Unplug the A4000’s USB cable for at least 10 seconds, then reconnect. • Unplug the A4000 power cord, then plug back in. • Restart Windows.

Paper Feeding Problems	
Symptom	**Solution**
Paper is jammed	• Clear the paper jam. See section, “Clearing Document And Paper Jams.”
Paper sticks together.	• Make sure there is not too much paper in the paper input tray. • Make sure you are using the correct type of paper. • Fan the paper to allow some air between the sheets. • Humid conditions may cause some paper to stick together.
Paper fails to feed.	• Make sure there is not too much paper in the paper input tray. • Some types of paper may require more than one sheet of paper to be loaded in the input tray to feed correctly. • Make sure that the envelope guide is not in the install position. • Remove any obstructions from inside the printer. • Press Form Feed to retry.
Multiple sheets of paper fed.	• Make sure there is not too much paper in the paper input tray. • Load paper of only one type, size, and weight. • Do not force paper down into the printer when loading. • If multiple sheets have caused a paper jam, clear the paper jam.
Paper skews or buckles in the paper bin.	• Make sure there is not too much paper in the paper input tray. • Make sure the paper guide does not push the paper and cause it to bow. • Make sure you are using the correct type of paper. • Do not force paper down into the printer when loading. • Make sure that the right side of the paper is aligned with the right edge of the feeder and the left paper guide is set against the left side of the paper. • Make sure that the envelope guide is not in the envelope position.
Envelopes skew or fail to feed correctly in the paper bin.	• Make sure that the paper guide is against the left side of the envelopes.
Transparencies stick together in the paper exit.	• Use only transparencies designed for Inkjet Printers. • Remove each transparency as it exits from the printer.

Scanning and Copying Problems	
Symptom	**Solution**
Cannot scan a document into memory.	• Make sure you load the document to be scanned into the document tray. • Clear the problem that is preventing received documents that are stored in the memory from printing, i.e. low black ink or a paper jam. • If there are any outgoing faxes stored in the memory waiting to be sent, print out the received documents that are stored in memory.
Scanning very slowly.	• Graphics are scanned more slowly than text and color is slower than black. Increasing resolution will slow scanning. • Adding more memory to the computer can dramatically improve scanning speed, especially for higher resolution color images. If there is a lot of disk activity when scanning is the only application running on the computer, this is a good indication that additional memory is needed.
"There is no document or the document is loaded improperly. Insert the document properly and try again," message appears on the screen.	• Insert the document properly and push it down until the A4000 grips the document.
"Scanner is busy receiving or printing data. When the current job is completed, try again," message appears on the screen.	• Your scanner may be busy with a copying or faxing job. When the current job is completed, try again.
"The scanner driver is not installed or an operation environment is not set up properly. Reinstall the scanner driver and try again," message appears on the screen.	• Make sure that the application selects the Compaq A4000 Scanner as the Twain Scanner • Reinstall the scanner driver by re-installing the A4000 software.
"Port is disabled. Check if the port is properly connected, or power is on. Then restart your computer," message appears on the screen.	• I/O errors can occur during scanning. Check the cable and cable connections.
"Port is disabled. Check if the port is properly connected, power is on, scanner is not busy," message appears on the screen.	• The printer cable may be improperly connected or the power may be turned off. Check the cable. Make sure the power is turned on.
Vertical black line or strip over the entire length of the scan or copy.	• Contaminated scanner lens. See the Maintaining Your A4000 chapter for cleaning instructions.

Regulatory and Safety Notices

Federal Communication Commission Notice

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

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

Modifications

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

Cables

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

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

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

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

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

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

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

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

Canadian Notice

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

Avis Canadien

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

Japanese 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。

European Union Notice

Products with the CE Marking comply with both the EMC Directive (89/336/EEC) and the Low Voltage Directive (73/23/EEC) issued by the Commission of the European Community.

Compliance with these directives implies conformity to the following European Norms (in brackets are the equivalent international standards):

- EN55022 (CISPR 22) - Electromagnetic Interference
- EN50082-1 (IEC801-2, IEC801-3, IEC801-4) - Electromagnetic Immunity
- EN60950 (IEC950) - Product Safety

Safety

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

Power Cords

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

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

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

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

U.S. Regulations Governing the Use of Modems

This equipment complies with Part 68 of the FCC rules. Located on the rear of the Compaq A4000 All-In-One is a label that contains, among other information, the FCC Registration Number and Ringer Equivalence Number (REN) for this equipment. Upon request, you must provide this information to your telephone company.

Ringer Equivalence Number

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

The REN for this device is 0.5B.

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

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

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

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

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

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

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

Telephone Consumer Protection Act of 1991

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

Canadian Regulations Governing the Use of Modems

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

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

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

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

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

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

The **Ringer Equivalence Number (5)** for this device is 0.5B.

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

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

General Precautions for Compaq Products

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

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

- Damage Requiring Service
  Unplug the product from the electrical outlet and take the product to a Compaq authorized service provider under the following conditions:
  - The power cord, extension cord, or plug is damaged.
  - Liquid has been spilled or an object has fallen into the product.
  - The product has been exposed to water.
  - The product has been dropped or damaged in any way.
  - There are noticeable signs of overheating.
  - The product does not operate normally when you follow the operating instructions.

- Servicing
  Except as explained elsewhere in the Compaq documentation, do not service any Compaq product yourself. Opening or removing covers that are marked ⚠ may expose you to electric shock. Service needed on components inside these compartments should be done by a Compaq authorized service provider.
- Mounting Accessories
  Do not use the product on an unstable table, cart, stand, tripod, or bracket. The product may fall, causing serious bodily injury and serious damage to the product. Use only with a table, cart, stand, tripod, or bracket recommended by the manufacturer, or sold with the product. Any mounting of the product should follow the manufacturer's instructions, and should use a mounting accessory recommended by the manufacturer.
- Ventilation
  Slots and openings in the product are provided for ventilation and should never be blocked or covered since these ensure reliable operation of the product and protect it from overheating. The openings should never be blocked by placing the product on a bed, sofa, carpet, or other similar flexible surface. The product should not be placed in a built-in apparatus such as a bookcase or rack unless the apparatus has been specifically designed to accommodate the product, proper ventilation is provided for the product, and the manufacturer's instructions have been followed.
- Water and Moisture
  Do not use the product in a wet location.
- Grounded (Earthed) Products
  Some products are equipped with a three-wire electrical grounding-type plug that has a third pin for grounding. This plug only fits into a grounded electrical outlet. This is a safety feature. Do not defeat the safety purpose of the grounding-type plug by trying to insert it into a non-grounded outlet. If you cannot insert the plug into the outlet, contact your electrician to replace the obsolete outlet.
- Power Sources
  The product should be operated only from the type of power source indicated on the product's electrical ratings label. If you have questions about the type of power source to use, contact your Compaq authorized service provider or local power company. For a product that operates from battery power or other power sources, refer to the operating instructions included with the product.
- Accessibility
  Be sure that the power outlet you plug the power cord into is easily accessible and located as close to the equipment operator as possible. When you need to disconnect power to the equipment, be sure to unplug the power cord from the electrical outlet.
- Power Cords
  If you have not been provided with a power cord for your unit or for any AC-powered option intended for use with your unit, you should purchase a power cord that is approved for use in your country.

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

  Route the power cord so that it will not be walked on, tripped over, or pinched by items placed upon or against it. Pay particular attention to the plug, electrical outlet, and the point where the cord exits the product.
- Protective Attachment Plug
  In some countries, the product cord set may be equipped with a wall plug having overload protection. This is a safety feature. If the plug needs to be replaced, be sure the Compaq authorized service provider uses a replacement plug specified by the manufacturer as having the same overload protection as the original plug.

- Extension Cord
  If an extension cord or power strip is used, make sure that the cord or strip is rated for the product and that the total ampere ratings of all products plugged into the extension cord or power strip do not exceed 80% of the extension cord or strip ampere ratings limit.
- Overloading
  Do not overload an electrical outlet, power strip, or convenience receptacle. The overall system load must not exceed 80% of the branch circuit rating. If power strips are used, the load should not exceed 80% of the power strip input rating.
- Cleaning
  Unplug the product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
- Heat
  The product should be placed away from radiators, heat registers, stoves, or other pieces of equipment (including amplifiers) that produce heat.
- Replacement Parts
  When replacement parts are required, be sure the service provider uses replacement parts specified by Compaq.
- Safety Check
  Upon completion of any service or repairs to the product, have your Compaq authorized service provider perform safety checks to determine that the product is in proper operating condition.
- Options and Upgrades
  Use only the options and upgrades recommended by Compaq.
- Object Entry
  Never push a foreign object through an opening in the product.

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

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

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

INDEX

A

A4000
  Preparing for Use, 4
  Setting Up, 6
A4 Paper, 24
  Loading, 20
AC Power Cord, 5
Accessing
  Control Program, 34
  Settings Utility, 23
Add New Hardware Wizard, 10
Addresses
  Setting Speed Send, 26
Advanced
  Copy Settings, 44
  Fax Settings, 38
  Scan Settings, 47
Aligning
  Cartridges, 17, 35
ANS/FAX, 40, 42, 53, 54
Answering Machine, 51, 52, 53, 54
Applications
  Scanning to, 28, 46
Attaching
  Printer Cable, 7
Auto Reduction, 24
Automatic
  Receiving Faxes, 40
  Redial, 40

B

Black Draft, 44, 47
Black Normal, 44, 47
Black Photo, 44, 47
Booklets, 34
Buttons
  Described, 11

C

Cable
  Printer, 3, 7
  USB, 3
Calibrating
  Scanner, 21
Canceling
  Add New Hardware Wizard, 10
  Fax Forwarding, 41
Carbon Paper, 37, 43, 45
Cartridge Carrier
  Cleaning, 49
Cartridges, 35
  Aligning, 17, 35
  Changing, 16
  Cleaning, 18, 19, 35
  Installing, 5
  Ordering, 35
  Photo, 3, 19
CD
  Installing, 9, 10
Changing
  Cartridges, 16
  Default Settings, 23
  Paper Sizes, 20
Checks, 37, 43, 45
Choosing
  Location for A4000, 4
Cleaning
  Cartridge Carrier, 49
  Cartridges, 18, 19, 35
  Scanner, 49
Clear button, 11
Clearing
  Paper Jams, 55
Coated Paper, 37, 43, 44, 45
Collate
  Copies, 44
Color Best, 44, 47
Color Copies
  Paper Type, 27
Color Draft, 44, 47
Color Normal, 44, 47
Common Procedures, 13
Computer Modems, 51
Confirming
  Fax Transmission, 15, 24
Connecting
  Additional Devices, 52
  Telephone Cord, 6
Connection
  EXT, 12
  LINE, 12
  Power, 12
  Telephone, 12
  USB, 12
Contrast
  Copy, 27, 44
  Fax, 24, 38
  Scan, 29, 47
Control Form
  Copying, 32, 43
  Error Messages, 60
  Faxing, *42*
  Overview, 31
  Printing, 29, 31
  Scanning, 32, 46
  Settings, 29
  Setup FROM and TO, 29
  Using, 31

Using to Copy, 32
Using to Fax, 32
Using to Scan, 32
Control Form button, 11
Control Panel, 11
Features, 11
Control Program, 24
Accessing, 34
Printing, 34
Controls
Location, 11
Copy
Advanced Features, 44
Collate, 44
Contrast, 27, 44
Error Messages, 58
Order, 27
Overview, 43
Preparing Documents, 43
Problems, 63, 65
Quantity, 44
Quick Mode, 43
Settings, 27
Size, 27, 44
Type, 27, 44
using Control Form, 32, 43
Copy button, 11
Copy/Scan Sleeve, 37, 43, 45
Correcting Problems, 61
Curled Paper, 37, 43, 45

D

Date
Setting, 14, 25
Date/Time settings, 22
Defaults
Changing, 23
Copy Settings, 27
Fax Settings, 24, 25
Printer Settings, 33
Restoring Copy, 27
Restoring Fax, 24, 25
Restoring Scan, 29
Scan Settings, 28
Setting, 14
Description
Compaq A4000 software, 9
Printer Driver, 9
Scanner Driver, 9
Determining
Fax Forwarding Mode, 42
Devices
Connecting to A4000, 52
Dial button, 11
Dial Mode
Fax, 25
Document
Exit Tray, 3, 11
Input Guides, 11
Input Tray, 11
Installing Trays, 4
Jams while Printing, 55
Misfeeds, 49
Printing, 33
Replacing Separator Pad, 49
Trays, 4
Documents
Fragile, 37, 43, 45
Preparing to Copy, 43
Preparing to Fax, 37
Preparing to Scan, 45
DRPD, 22, 40, 41, 52, 53, 54, 57
Defined, 40
DSL, 51

E

ECM. *See* Error Correction Mode
Electromagnetic Interference Compliance Notices, 66
Email
Scanning to, 28, 45
Sending Faxes using, 39
Setting Address, 26
Energy Compliance, 68
Envelopes, 37, 43, 45
Loading, 20
Error Correction Mode, 25
Error Messages, 56
Control Form Messages, 60
Copy Messages, 58
Fax Messages, 57
Scan Messages, 59
Exit Tray
Front, 4
EXT
Connection, 12
Using Connection, 51
Extension
Using EXT Feature, 51

F

Fax
Advanced Features, 38
Advanced Settings, 25
Auto Reduction, 24
Confirmation, 24, 40
Contrast, 24, 38
Dial Mode, 25
Discard Size, 25
Error Correction Mode, 25
Error Messages, 57
Forwarding, 25, 41, 42
ID, 24
Memory Transmit, 38
Name, 24
On Hook Dialing (OHD), 39
Overview, 37
Preparing Documents, 37
Print Quality, 22, 24
Quick Mode, 37, 39
Receive Mode, 22, 24

Receiving, 40
Receiving Manually, 40
Redialing, 25, 40
Resolution, 24, 38
Scanning to Memory, 25
Sending, 37
Settings, 24
Speed Sending, 39
to Everyone, 39
Type, 24, 38
using Control Form, 32, *42*
Using Email, 39
Fax button, 11
Fax Forwarding, 22
Canceling, 41
Determining Mode, 42
Setting, 41
FCC, 66
Features
Control Panel, 11
File Formats
Supported, 28
File Type
of Scans, 47
Form Feed button, 11
Forwarding
Faxes, 25, 41
Fragile Documents, 37, 43, 45
From Entries
Control Form, 29
Front
Exit Tray, 4
FW. *See* Fax Forwarding

G

Glass
Cleaning Scanner, 49
Glossy Paper, 44
Group
Speed Send, 26

H

Handouts, 34
Header
Printing Fax, 25
Help
Locating, 1
How to Connect the Printer Cable, 7

I

Icon
Animated, 13
Monitor Program, 13, 23
Red X, 13
ID
Fax, 24
Illustrated
Connecting Phone Line, 6
Connecting the Power Cord, 5
Connecting the Printer Cable, 7
Front View, 11
Inserting Paper, 7
Installing, 6
Lifting, 5
Rear View, 12
Side View, 12
Wiping Cartridge, 19
Imaging for Windows, 46
Ink Buildup
Correcting, 18
Ink Cartridges. *See* Cartridges
Installing
Cartridges, 5
CD, 9, 10
Document Trays, 4
Photo Cartridge, 19
Software, 9, 10
Instructions for Connecting
Telephone cord, 6
Internet
Compaq Web Site, 1

J

Job Finishing, 33

L

Legal Paper
Loading, 20
Limited Warranty Statement, 1, 3, 9
Loading
Envelopes, 20
Paper, 20
Local Area Network, 70
Location
Choosing, 4
Logs
Printing Fax, 25
Reception, 15
Transmission, 15

M

Maintaining Your A4000, 49
Maintenance, 22
Scanner, 49
Manually
Receiving Faxes, 40
MAPI, 26, 28, 39, 46
Media Browser, 9, 46
Menu
Monitor Program, 23
Setting Scan, 28
Menu button, 11
Misfeeds, 49

Modem, 52, 53, 54
Modems, 67, 68, 70
  Computer, 51
Monitor Program, 13
  Icon, 23

N

Name
  of Fax Machine, 24
Notices, 66
Nozzles
  Cleaning, 19

O

OCR, 9
  Quality, 46
OHD. *See* On Hook Dialing
On Hook Dialing (OHD), 39
Onion Skin Paper, 43
Operating
  Silently, 25
  Stand Alone, 14
Options
  Printer, 35
Options button, 11
Order
  of Copies, 27, 44
Ordering Cartridges, 35
Overview
  Copy, 43
  Fax, 37
  Printing, 33
  Scan, 45

P

Packaging Materials
  Removing, 4
Paper
  Changing Size, 22, 24
  Changing Size, 20
  Clearing Jams, 55
  Exit Tray, 11
  Input Tray, 11
  Loading, 20
  Problems, 64
  Setting Type, 34
  Type, 27, 44
  Wrinkled, Curled, or Torn, 37, 43, 45
Pause button, 11
Phone
  Connecting Cord, 6
  Connection, 12
  Sharing with A4000, 51
Photo Cartridge, 3
  Installing, 19
Photographs, 37, 43, 45
Posters, 34
Power
  Cord, 5
  Safety, 67
Print
  Quality, 34
Print Problems
  Document Jam, 55
  Quality, 62
Print Quality
  Fax, 22, 24
Printer
  Attaching Cable, 7
  Cable, 3
  Control Program, 34
  Defaults, 33
  Driver Description, 9
  Job Finishing, 33
  Options, 35
  Properties, 24, 33
  Settings, 33
  Status, 34
Printing
  Booklets, 34
  Control Form, 29, 31
  Document, 33
  Fax Date and Time, 25
  Fax Logs, 25
  Handouts, 34
  Overview, 33
  Posters, 34
  Problems, 63
  Reception Log, 15
  Reports, 15, 22
  Transmission Log, 15
  Two-Sided, 34
Problems
  Copying, 63, 65
  Correcting, 61
  Paper Feeding, 64
  Print Quality, 62
  Printing, 63
  Scanner Streaks, 21
  Scanning, 65
Product
  Returning, 3
Properties
  Changing Printer, 33
  Displaying Printer, 24
Pulse Dialing, 25

Q

Quality of Printing, 34
Quantity
  of Copies, 44
Quick Mode
  Copy, 43
  Fax, 37, 39
  Scan, 45, 46
Quiet Operation, 22

R

ReadIRIS, 9, 28, 47
Rear View
  Illustrated, 12
Receipts, 37, 43, 45
Receive Log
  Printing, 22
Receive Mode
  Fax, 22, 24
Receiving
  Faxes, 40
  Faxes Automatically, 40
  Faxes Manually, 40
Reception Log
  Printing, 15
Recommendations
  Setting up, 4
Red X
  in System Tray, 13
Redialing
  Automatically, 40
  Fax, 25, 40
Removing
  Packaging Materials, 4
  Tape, 4
REN. *See* Ringer Equivalence Number
Replacing
  Document Separator Pad, 49
Reports
  Fax Confirmation, 15
  Printing, 15
Resolution
  Fax, 24, 38
Restoring
  Copy Defaults, 27
  Fax Defaults, 24, 25
  Scan Defaults, 29
Retry Interval
  Setting, 40
Returning Product, 3
Reversing
  Copy Order, 27
Ringer
  Volume, 22, 25
Ringer Equivalence Number, 67
Roller
  Cleaning, 49

S

Safety, 67
Safety Notices, 66
Saving
  Settings, 23
Scaling
  Copies, 44
Scan
  Contrast, 29, 47
  Error Messages, 59
  File Type, 47
  Overview, 45
  Preparing Documents, 45
  Problems, 65
  Quick Mode, 45, 46
  Setting Menu Entries, 28
  Settings, 28
  Type, 29, 47
  using Control Form, 32, 46
Scan button, 11
Scan Menu
  Number of Entries, 28
Scanner
  Calibrating, 21
  Cleaning, 49
  Maintenance, 49
  Vertical Streaks, 21
  Driver Description, 9
Scanning
  Advanced, 47
  Faxes to Memory, 25
  How To, 45
  to Applications, 28, 46
  to Email, 28, 45
  to User Folder, 28, 45
Self Test, 15
  Printing, 22
Sending a Fax, 37
Service, 1
Setting
  Auto Reduction, 24
  Copy Collate, 44
  Copy Contrast, 27, 44
  Copy Defaults, 27
  Copy Order, 27
  Copy Quantity, 44
  Copy Size, 27
  Copy Type, 27, 44
  Date and Time, 14, 22, 25
  Defaults, 14
  Dial Mode, 25
  Discard Size, 25
  ECM, 25
  Fax Confirmation, 24
  Fax Contrast, 24
  Fax Defaults, 24, 25
  Fax Forwarding, 25, 41
  Fax ID, 24
  Fax Name, 24
  Fax Print Quality, 24
  Fax Receive Mode, 24
  Fax Resolution, 24
  Fax Type, 24
  FROM and TO, 29
  Number of Copies, 44
  Paper Size, 24
  Paper Type, 27, 34
  Print Quality, 34
  Printer Options, 35
  Redial Attempts, 25
  Retry Interval, 40
  Scan Contrast, 29, 47
  Scan Defaults, 29
  Scan File Type, 47

Scan Menu, 28
Scan Type, 29, 47
Speed Send, 26
Volumes, 25
Settings
Advanced Fax, 25
Changing Defaults, 23
Copy, 27
Fax, 24
Main, 23
Print, 24
Printer, 33
Printer Properties, 33
Saving, 23
Scan, 28
Speed Send, 25
Settings Utility, 23
Accessing, 23
Setup
Speed Send, 25
Setup button, 11, 22
Side View
Illustrated, 12
Silent Operation, 22, 25
Size
Copy, 27
of Copies, 44
Paper, 24
Software
Installation, 9
Installing, 10
Media Browser, 9
OCR, 9
ReadIRIS, 9
System Requirements, 9
Utilities, 9
Speaker
Volume, 25
Speed Send, 9, 11, 13, 14, 15, 22, 25-29, 31, 32, 37, 39, 57, 61
Control Form, 29
Group, 26
Printing List, 22
Total, 39
Speed Send button, 11
Speed Sending, 39
Stand Alone Operation, 14
Start button, 11
Starting the Settings Utility, 23
Status
of Printer, 34
Stop button, 11
Streaks
Fixing, 21
Support, 1
Telephone, 1
Supported
File Formats, 28
System Requirements, 9
System Tray
Menu, 23
Red X, 13

T

Tape
Removing, 4
TEL, 53, 54
Telephone
Connection, 12
Sharing with A4000, 51
Telephone Cord
Connecting, 6
Terminal ID
Printing, 25
Test
Self, 15
Thin Documents, 37, 43, 45
Time
Setting, 14, 25
To Entries
Control Form, 29
Torn Paper, 37, 43, 45
Tranmission Log
Printing, 15, 22
Transmit
Fax from Memory, 38
Transparency Paper, 44
Trays
Document, 4
Troubleshooting
Control Form Messages, 60
Copy Messages, 58
Correcting Problems, 61
Error Messages, 56
Fax Messages, 57
Scan Messages, 59
Troubleshooting, 55
TWAIN, 9, 46
Two Sided Printing, 34
Type
Copy, 27, 44
Fax, 24, 38
Paper, 27, 44
Scan, 29

U

Unpacking the A4000, 4
USB
Cable, 3
Connecting Cable, 7
Connection, 12
Printer Cable, 7
User Folder
Defined, 28
Scanning to, 45
Using
Control Form, 31
Photo Cartridge, 19
Utilities
Description, 9
Settings, 23

V

Vertical Streaks
  Scanner, 21
Volume
  Ringer, 25
  Speaker, 25

W

Web Site, 1
Wiping
  Cartridges, 19
Wrinkled Paper, 37, 43, 45