HP Color LaserJet 2820/2830/2840
User Guide

invent

HP Color LaserJet 2820/2830/2840 all-in-one

User Guide

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FCC Requirements (United States)

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. If not installed and used in accordance with the instructions, it 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 separation between equipment and receiver.

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

Consult your dealer or an experienced radio/TV technician.

Any changes or modifications to the printer that are not expressly approved by HP could void the user's authority to operate this equipment.

Use of a shielded interface cable is required to comply with the Class B limits of Part 15 of FCC rules.

This equipment complies with FCC rules, Part 68. On the back of this equipment is a label that contains, among other information, the FCC registration number and ringer equivalence number (REN) for this equipment. If requested, this information must be provided to the telephone company. The REN is used to determine the quantity of devices which may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all, areas, the sum of the RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to the line, as determined by the total RENs, contact the telephone company to determine the maximum REN for the calling area.

This equipment uses the following USOC jacks: RJ11C.

An FCC-compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack which is Part 68 compliant. This equipment cannot be used on telephone company-provided coin service. Connection to Party Line Service is subject to state tariffs. If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary. The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications in order to maintain uninterrupted service. If trouble is experienced with this equipment, please see the numbers in the front of this manual for repair and (or) warranty information. If the trouble is causing harm to the telephone network, the telephone company may request you remove the equipment from the network until the problem is resolved. The following repairs can be done by the customer: Replace any original equipment that came with the device. This includes the print cartridge, the supports for trays and bins, the power cord, and the telephone cord. It is recommended that the customer install an AC surge arrestor in the AC outlet to which this device is connected. This is to avoid damage to the equipment caused by local lightning strikes and other electrical surges.

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Service and support

Web services

For 24-hour access to information by using a modem or Internet connection

World Wide Web: Updated HP device software, product and support information, and printer drivers in several languages can be obtained from http://www.hp.com/support/clj2800series. (The site is in English.)

Web-based troubleshooting tools

HP Instant Support Professional Edition (ISPE) is a suite of web-based troubleshooting tools for desktop computing and printing products. ISPE helps you quickly identify, diagnose, and resolve computing and printing problems. The ISPE tools can be accessed from http://instantsupport.hp.com.

Telephone support

Hewlett-Packard provides free telephone support during the warranty period. When you call, you will be connected to a responsive team that is waiting to help you. For the telephone number for your country/region, see the flyer that came in the box with the product, or visit http://www.hp.com/support/callcenters. Before calling HP, have the following information ready: product name and serial number, date of purchase, and description of the problem.

You can also find support on the Internet at http://www.hp.com. Click the **support & drivers** block.

Software utilities, drivers, and electronic information

Go to http://www.hp.com/go/clj2800_software. (The site is in English, but printer drivers can be downloaded in several languages.)

For information over the telephone, see the flyer that came in the box with the device.

HP direct ordering for accessories or supplies

Order supplies from the following websites:

United States: http://www.hp.com/sbso/product/supplies

Canada: http://www.hp.ca/catalog/supplies

Europe: http://www.hp.com/go/supplies

Asia-Pacific: http://www.hp.com/paper/

See the flyer that came in the box with the device, or see http://welcome.hp.com/country/us/en/wwcontact.html

For more information, see Accessories and ordering information.

To order supplies or accessories over the telephone, call the following numbers:

United States: 800-538-8787

Canada: 800-387-3154

To find the phone numbers for other countries/regions, see the flyer that came in the box with the device.

Customer self-repair

HP's customer self-repair programs offer our North American customers the fastest service under either warranty or contract. It enables HP to ship replacement parts directly to you (the end user) so that you can replace them. Using this program, you can replace parts at your own convenience.

HP service information

To locate HP-Authorized Dealers in the United States or Canada, call 800-243-9816 (United States) or 800-387-3867 (Canada). Or, go to http://www.hp.com/go/cposupportguide.

For service for your HP product in other countries/regions, call the customer support number for your country/region. See the flyer that came in the box with the device.

HP service agreements

Call: 800-HPINVENT [800-474-6836 (U.S.)] or 800-268-1221 (Canada).

Out-of-Warranty Service: 800-633-3600.

Extended Service: Call 800-HPINVENT [800-474-6836 (U.S.)] or 800-268-1221 (Canada). Or, go to the HP Care Pack™ Services Web site at http://www.hpexpress-services.com/10467a.

HP Toolbox

To check the device status and settings and to view troubleshooting information and online documentation, use the HP Toolbox software. You can view the HP Toolbox when the device is directly connected to your computer or when it is connected to a network. You must have performed a complete software installation to use the HP Toolbox. See Managing the device and maintenance.

HP Toolbox is not supported for Macintosh operating systems.

Software help

The HP Scanning software included with the HP Color LaserJet 2820/2830/2840 all-in-one contains online Help, which provides instructions for operating the software with this device.

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Glossary

Index

1 Device basics

This section provides information about the following topics:

- Quick access to device information
- Device configurations
- Device features
- Device parts

Quick access to device information

User guide links

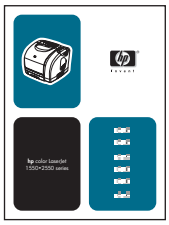
- Device parts
- Control panel
- Troubleshooting

Where to look for more information

Several references are available for use with this device. See http://www.hp.com/support/clj2800series.

Setting up the device

Getting started guide (printed)—Provides step-by-step instructions for installing and setting up the device. This guide comes in the box with your device.



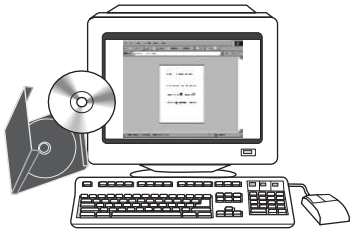
Animated getting started guide—Provides step-by-step instructions for installing and setting up the device. This guide is available on the CD-ROM that came with the device.

Accessory and supplies installation guides—These guides provide step-by-step instructions for installing the device accessories and supplies.

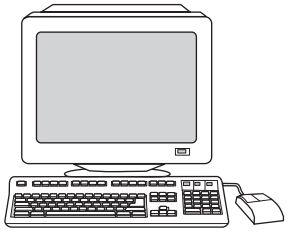
Using the device

User guide—Contains detailed information for using the device and troubleshooting problems. This guide is available on the CD-ROM that came with the device. It is also available through the HP Toolbox software.

A Web-based (HTML) user guide is also available. Go to http://www.hp.com/support/clj2800series. After connecting, select **Manuals**.



Online Help—Contains information about device options that are available from within the printer drivers. To view a Help file, open the online Help through the printer driver.

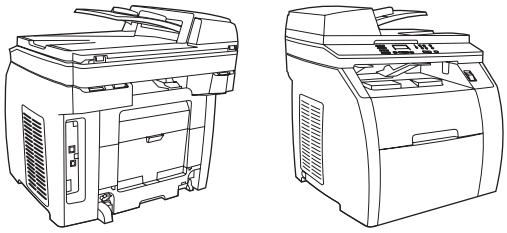


Device configurations

The device is available in the following configurations.

HP Color LaserJet 2820 all-in-one

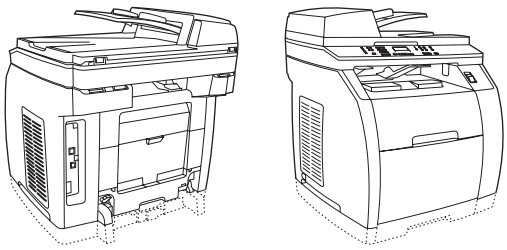
The HP Color LaserJet 2820 all-in-one printer, scanner, copier is a four-color laser printer that prints letter-size pages up to 20 pages per minute (ppm) in black-and-white, A4-size pages up to 19 ppm, and it prints letter/A4-size pages up to 4 ppm in color. It includes a PCL 6 printer driver and has HP postscript level 3 emulation.



- **Trays.** The device comes with a multipurpose tray (tray 1) that holds up to 125 sheets of various print media or 10 envelopes.
- **Print cartridges.** This model comes standard with color print cartridges (cyan, yellow, and magenta) that can print up to 2,000 pages at 5% coverage. It comes with a black print cartridge that can print up to 5,000 pages at 5% coverage. (A typical business letter has 5% coverage.)
- **Connectivity.** The device provides a Hi-Speed universal serial bus (USB) 2.0 port and a port for connecting to a 10/100Base-T network.
- **Memory.** The device comes standard with a 96-megabyte (MB) random access memory (RAM).
- **Paper handling.** The device comes with a flatbed scanner and a 50-page automatic document feeder (ADF).
- **Expandability.** The device has one available DIMM slot for memory expansion and additional font support. The memory is expandable to 224 MB.

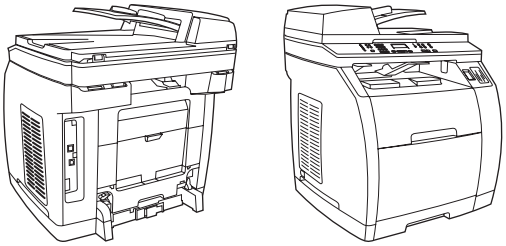
HP Color LaserJet 2830 all-in-one

The HP Color LaserJet 2830 all-in-one printer, scanner, fax, copier has the same features as the HP Color LaserJet 2820 all-in-one, and it includes a V.34 fax modem and 4-MB flash fax storage memory. Also, this model comes standard with high-capacity color print cartridges that can print up to 4,000 pages at 5% coverage.



HP Color LaserJet 2840 all-in-one

The HP Color LaserJet 2840 all-in-one printer, scanner, fax, copier has the same features as the HP Color LaserJet 2830 all-in-one, including high-capacity color print cartridges that can print up to 4,000 pages at 5% coverage, and it includes a 250-sheet tray (tray 2) for standard sizes. This model features rated memory-card slots as well.



Device features

Feature	HP Color LaserJet 2820/2830/2840 all-in-one
Color printing	• Provides laser printing in full color by using the four process colors: cyan, magenta, yellow, and black (CMYK). For more information, see Printing with color.
Copy	• Provides full-color copying from letter/A4-sized scanner glass. • Includes automatic document feeder (ADF) that allows faster, more efficient copy jobs with multiple-page documents. For more information, see Copy.
Fax	• The HP Color LaserJet 2830/2840 all-in-one models include full-functionality fax capabilities with a V.34 fax, including a phone book, fax polling, and delayed-fax features. For more information, see Fax.
Scan	• Provides 1200 pixels per inch (ppi), 24-bit full-color scanning from letter/A4-sized scanner glass. • Includes automatic document feeder (ADF) that allows faster, more efficient scan jobs with multiple-page documents. For more information, see Scan.
Fast print speed	• Prints in black on letter-size paper up to 20 ppm and on A4-size paper up to 19 ppm. Prints in color on A4/letter up to 4 ppm.
Excellent print quality	• True 600 by 600 dots per inch (dpi) with Image Ret 2400 text and graphics. • Adjustable settings to optimize print quality. • The HP UltraPrecise print cartridge has a finer toner formulation that provides sharper text and graphics.
Printer driver features	• Fast printing performance, built-in Intellifont and TrueType scaling technologies, and advanced imaging capabilities are benefits of the PCL 6 printer language.
Automatic language-switching	• The device automatically determines and switches to the appropriate printer language (such as PS or PCL 6) for the print job.
Interface connections	• Hi-Speed USB 2.0 port (not supported for Windows NT). • 10/100 ethernet (RJ45) network port.

Feature	HP Color LaserJet 2820/2830/2840 all-in-one

Networking	• TCP/IP
	  • LPD
	  • 9100

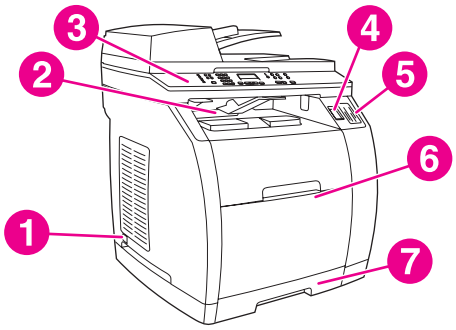
Memory card slot (HP Color LaserJet 2840 all-in-one only)	The device can read the following memory-card types: • CompactFlash • Ultra CompactFlash • Smart Media • Memory Stick • Secure Digital • Multi Media Card • XD Card For more information, see Photo.
Enhanced memory and memory expansion	• The device comes with 96 MB of memory and can be expanded to 224 MB by using the DIMM slot. Most documents can be printed with the standard amount of memory with the aid of Memory Enhancement technology (MEt). MEt automatically compresses data, virtually doubling the device memory and accommodating more complex printing with available memory.
Energy savings	• The device automatically conserves electricity by substantially reducing power consumption when it is not printing. • As an ENERGY STAR® partner, Hewlett-Packard Company has determined that this product meets ENERGY STAR® guidelines for energy efficiency. ENERGY STAR® is a U.S. registered service mark of the United States Environmental Protection Agency.
Economical printing	• N-up printing (printing more than one page on a sheet) and two-sided printing using manual duplexing saves paper. See Printing multiple pages on one sheet of paper (N-up printing) and Printing on both sides (duplexing manually).
Supplies	• A Supplies Status page with print cartridge and imaging drum gauges that show the supply levels that remain. For HP supplies only. • No-shake cartridge design. • Authentication for HP print cartridges. • Enabled supplies-ordering capability.

Feature	HP Color LaserJet 2820/2830/2840 all-in-one
Accessibility	• Online user guide that is compatible with text screen-readers. • Print cartridges and the imaging drum can be installed and removed by using one hand. • All doors and covers can be opened by using one hand.

Device parts

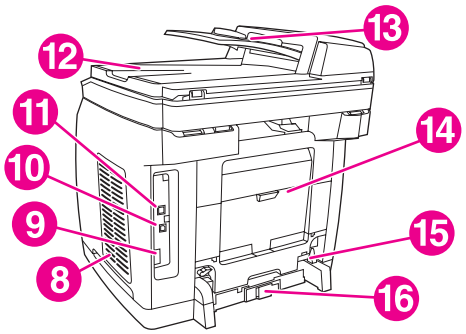
Before using the device, familiarize yourself with the parts of the device.

Front view



1 power switch
2 top (face-down) output bin
3 control panel
4 scanner release button
5 memory card slots (HP Color LaserJet 2840 all-in-one only)
6 tray 1
7 tray 2 (included with the HP Color LaserJet 2840 all-in-one only)

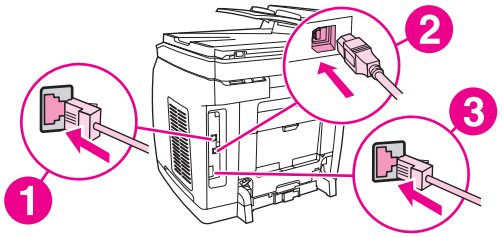
Back view



8 DIMM door
9 fax ports (HP Color LaserJet 2830/2840 all-in-one models only)
10 Hi-Speed USB 2.0 port
11 network port
12 ADF output bin
13 ADF input tray
14 rear (face-up) output door
15 power connector
16 tray 2 paper-length adjustment control

Interface ports

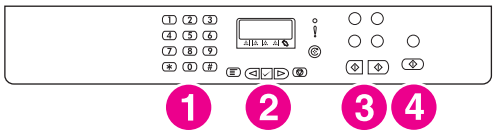
The device has two interface ports: a 10/100Base-T (RJ-45) network port and a Hi-Speed USB 2.0 port. The HP Color LaserJet 2830/2840 all-in-one models also have fax ports.



1 network port
2 Hi-Speed USB 2.0 port
3 fax ports (HP Color LaserJet 2830/2840 all-in-one models only)

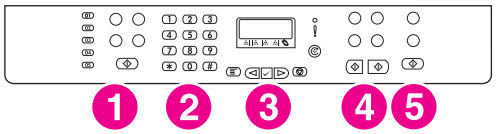
Control panel

Use the following illustrations to identify the device control-panel components for your device.



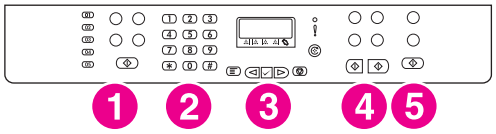
HP Color LaserJet 2820 all-in-one printer, scanner, copier

1. **Alphanumeric buttons.** Use the alphanumeric buttons to type data into the device control-panel display and dial telephone numbers for faxing. For information about using alphanumeric key characters, see Fax.
2. **Menu and cancel controls.** Use these controls to select menu options, determine the device status, and cancel the current job.
3. **Copy controls.** Use these controls to change commonly used default settings and to start copying. For instructions about copying, see Copy.
4. **Scan controls.** Use these controls to scan to e-mail or to a folder. For instructions about scanning, see Scan.



HP Color LaserJet 2830 all-in-one printer, scanner, fax, copier

1. **Fax controls.** Use the fax controls to change commonly used fax settings. For information about using the fax controls, see Fax.
2. **Alphanumeric buttons.** Use the alphanumeric buttons to type data into the device control-panel display and dial telephone numbers for faxing. For information about using alphanumeric key characters, see Fax.
3. **Menu and cancel controls.** Use these controls to select menu options, determine the device status, and cancel the current job.
4. **Copy controls.** Use these controls to change commonly used default settings and to start copying. For instructions about copying, see Copy.
5. **Scan controls.** Use these controls to scan to e-mail or to a folder. For instructions about scanning, see Scan.



HP Color LaserJet 2840 all-in-one printer, scanner, fax, copier

1. **Fax controls.** Use the fax controls to change commonly used fax settings. For information about using the fax controls, see Fax.
2. **Alphanumeric buttons.** Use the alphanumeric buttons to type data into the device control-panel display and dial telephone numbers for faxing. For information about using alphanumeric key characters, see Fax.
3. **Menu and cancel controls.** Use these controls to select menu options, determine the device status, and cancel the current job.
4. **Copy controls.** Use these controls to change commonly used default settings and to start copying. For instructions about copying, see Copy.
5. **Photo and scan controls.** Use these controls to print photos from a memory card, or to scan to e-mail or to a folder. For instructions about using memory cards, see Photo. For instructions about scanning, see Scan.

2 Software

This section provides information about the following topics:

- Printer drivers
- Uninstalling the printing software

Printer drivers

Software and supported operating systems

For easy device setup and access to the full range of device features, HP strongly recommends that you install the software that is provided. Not all software is available in all languages. See the getting started guide for installation instructions, and see the Readme file for the latest software information.

The most recent drivers, additional drivers, and other software are available from the Internet and other sources. If you do not have access to the Internet, see Service and support.

The device supports the following operating systems:

- Microsoft® Windows® 98 SE, Windows 2000, Windows Millennium Edition (Me), and Windows XP (32-bit)
- Windows NT 4.0 and Windows XP (64-bit): driver only, other device software is not available
- Macintosh OS 9.2.2 and OS 10.2 and 10.3
- UNIX®, Linux, and OS/2 (limited functionality)
- Windows Server 2003 (printer driver, only from Web)

The following tables list the software that is available for your operating system. Full software installation is available only for Windows 2000 and Windows XP systems that meet the recommended system requirements. For more information about software installation, see Software installation.

HP Color LaserJet 2820/2830/2840 all-in-one software

Feature	Windows 2000, XP[1]	Windows 98 SE, ME	Windows NT	Macintosh OS 9.2.2	Macintosh OS 10.2, 10.3	UNIX®, Linux	OS/2
Windows Installer	✔	✔					
PCL 6 printer driver	✔	✔	✔				
PS printer driver	✔	✔	✔				
Scanning software	✔	✔		✔	✔		
HP Toolbox software	✔						
Macintosh Installer				✔	✔		

HP Color LaserJet 2820/2830/2840 all-in-one software (continued)

Feature	Windows 2000, XP[1]	Windows 98 SE, ME	Windows NT	Macintosh OS 9.2.2	Macintosh OS 10.2, 10.3	UNIX®, Linux	OS/2
Fax software - HP Color LaserJet 2830/2840 all-in-one models only	✔			✔	✔		
Storage driver (memory card) - HP Color LaserJet 2840 all-in-one only	✔	✔					
Device Configuration Utility					✔		
HP Director	✔				✔		
HP Image Zone	✔						
HP Document Viewer	✔						
Macintosh PostScript printer description (PPD) and printer dialog extensions (PDE)				✔	✔		
IBM drivers							✔[2]
Model scripts						✔[3]	

[1]The 64-bit version of Windows XP supports printer drivers only.
[2]Available on the HP website.
[3]Available on the HP website. Not specific to this device.

Software tips

The following are some tips for working with the device software.

How do I gain access to the device features?

The device features are available in the printer driver. Some features such as custom paper sizes and page orientation might also be available in the program you are using to create a file. Change settings in the program, if possible, because changes that are made in the program override changes that are made in the printer driver.

Gain access to advanced device features through the printer driver (or the **Print** dialog box for Macintosh operating systems). To open a Windows print driver, complete the following steps:

1. On the Windows taskbar, click **Start**, click **Settings**, and then click **Printers**.
   - In Windows XP, click **Start**, and then click **Printers and Faxes**.

   A dialog box opens.
2. Right-click the driver you want to open, and then select **Printing Preferences**.

   The driver opens and allows you to make changes.

A number of device features and functions are also accessible through HP Toolbox (not available for Macintosh). For more information about HP Toolbox, see the HP Toolbox online Help.

The device CD-ROMs include the HP Scanning software. For more information about the HP Scanning software, see the software online Help.

How do I get the latest printing software?

When you want to check for and install upgrades to the software, you can download drivers from the World Wide Web or HP's file transfer protocol (FTP) servers.

To download drivers

1. Go to http://www.hp.com. Click the **support & drivers** block.
2. Type `color laserjet 2800` as the product name. The Web page for the drivers might be in English, but you can download the drivers themselves in several languages.

If you do not have Internet access, contact HP Customer Care. See Service and support or the flyer that came in the device box. See the Readme file for additional release information.

What other software is available?

The device CD-ROMs include the HP Scanning software. See the Readme file that is provided on the HP Color LaserJet 2820/2830/2840 all-in-one CD-ROMs for additional included software and for supported languages.

Software for Windows

When you install the software for Windows, you can directly connect the device to a computer by using a USB cable, or you can connect the device to the network by using the internal print server. See the getting started guide for installation instructions, and see the Readme file for the latest software information.

The following software is available to all users of the device, whether you connected the device directly to a computer by using a USB cable, or whether you connected the device to the network by using a print server.

Printer drivers

A printer driver is a software component that provides access to device features and provides the means for the computer to communicate with the device. For help using your printer driver, see Using Help.

Select a printer driver based on the way you use the device.

- Use the PCL 6 printer driver to take full advantage of the device features.
- Use the PostScript (PS) printer driver for compatibility with PS needs. Certain device features are not available in this printer driver.

The device automatically switches between HP postscript level 3 emulation and PCL printer languages depending on the driver you have selected.

Using Help

The printer driver has **Help** dialog boxes that can be activated from the **Help** button in the printer driver, the **F1** key on the computer keyboard, or the question mark symbol **(?)** in the upper-right corner of the printer driver. These **Help** dialog boxes give detailed information about the specific printer driver. Help for the printer driver is separate from the Help for your program.

Software for Macintosh

For Mac 9.2.2, the Apple LaserWriter 8 driver must be installed to use the PPD file. Use the Apple LaserWriter 8 driver that came with your Macintosh. For Mac OS 10.2 and 10.3, use Print Center to print.

The device includes the following software for Macintosh computers.

HP Director

HP Director is a software application that is used when working with documents. When the document is loaded into the automatic document feeder (ADF) and the computer is connected directly to the device, HP Director appears on the computer screen to initiate faxing, scanning, or changing settings on the device via the Macintosh Configure Device application.

Also included is the HP all-in-one Setup Assistant, which sets up the fax and print queues.

PPDs (Mac OS 9.2.2)

PPDs, in combination with the LaserWriter driver, provide access to the printer features and allow the computer to communicate with the device. An installation program for the PPDs is provided on the HP Color LaserJet 2820/2830/2840 all-in-one CD-ROM for Macintosh.

PDEs (Mac OS 10.2 and 10.3)

PDEs are code plug-ins that provide access to device features, such as information about the number of copies, two-sided printing, and quality settings. An installation program for the PDEs and other software is provided on the HP Color LaserJet 2820/2830/2840 all-in-one CD-ROM for Macintosh.

HP Toolbox

You must perform a complete software installation to use HP Toolbox.

HP Toolbox provides links to device status information and help information, such as this user guide, and tools for diagnosing and solving problems. See Managing supplies for more information.

Note For Macintosh computers, HP Toolbox is not supported.

Embedded Web server (EWS)

The EWS is a Web-based interface that provides simple access to device status and device configurations, including network configurations and Smart Printing Supplies (SPS) functionality.

You can gain access to the EWS through the network connection to the device. Type the device IP address in a Web browser to display the device EWS homepage in the browser. From the homepage, you can use the tabs and left navigation menu to check the status of the device, configure the device, or check the status of the supplies.

Supported browsers include:

- Internet Explorer 5.0 or later
- Netscape Navigator 4.75 or later
- Opera 6.05 or later
- Safari 1.2 or later

Software installation

If your computer meets the recommended minimum requirements, you have two options when installing the software from the CD-ROMs that came with the device.

Typical installation

Note This option is not available if your computer does not meet the minimum requirements. For more information about the minimum requirements, see the box in which the device was packed.

This is the recommended installation option. Select this option to install the software needed to print and scan from your computer, plus the following programs:

- HP Toolbox: This program lets you easily monitor and set up the device settings from your computer, and it offers device Help and troubleshooting. With HP Toolbox, you have desktop access to the device fax phone book and logs.

  For more information about HP Toolbox, see the HP Toolbox online Help after you have installed the software.

- HP Image Zone: This program lets you view, manage, and edit images, it lets you load images directly from a camera or memory card, and it helps you share those images with others. It also includes programs for scanning and for producing creative projects, such as brochures and flyers.

  For more information about HP Image Zone, see the HP Image Zone online Help after you have installed the software.

- HP Document Viewer: This program lets you view and annotate PDF and TIFF files, and it lets you export documents to other software programs. It also includes optical character recognition (OCR) software that lets you scan paper documents and convert them into electronic documents that can be edited.

  For more information about HP Document Viewer, see the HP Document Viewer online Help after you have installed the software.

Minimum installation

Windows 98 SE and Windows ME operating systems, as well as systems with insufficient memory, must perform a minimum installation to ensure that your computer continues to operate at optimal levels.

This procedure installs the software necessary to print and scan from your computer. You will not be able to scan from the device, however. For the HP Color LaserJet 2840 all-in-one printer, scanner, fax, copier, the minimum installation also allows you to view memory cards in the device from Windows Explorer.

Uninstalling the printing software

Uninstall software by using the following directions for your operating system.

Using Add or Remove Programs to uninstall

Use the **Add or Remove Programs** method in Windows to remove the device software. This method does **not** require you to have the software CD.

1. Click **Start**, point to **Settings**, and click **Control Panel**.
   - In Windows XP, click **Start**, and then click **Control Panel**
2. Double-click **Add or Remove Programs**.
3. Scroll through the list of software programs and click **HP Color LaserJet 2820/2830/2840 all-in-one**.
4. Click **Remove**.

Uninstalling software for Macintosh

To remove the printing software from your Macintosh, open the Finder, navigate to Applications/HP LaserJet aio/HP Uninstaller, and then run the application.

3 Media specifications

This section contains information about specifications for the quality of media, guidelines for media usage, and guidelines for media storage.

- General guidelines
- Supported media weights and sizes
- Printing and storage environment

General guidelines

Some media might meet all of the guidelines in this manual and still not produce satisfactory results. This problem might be the result of improper handling, unacceptable temperature and humidity levels, or other variables over which Hewlett-Packard has no control.

Before purchasing large quantities of print media, always test a sample and make sure that the print media meets the requirements specified in this user guide and in the *HP LaserJet Printer Family Print Media Guide*, which you can view on the Web at http://www.hp.com/support/ljpaperguide. For ordering information, see Accessories and ordering information.

CAUTION Using media that does not meet HP specifications can cause problems for the printer, requiring repair. This repair is not covered by the Hewlett-Packard warranty or service agreements.

This printer accepts a variety of media, such as cut-sheet paper (including up to 100 percent recycled-fiber-content paper), envelopes, labels, transparencies, glossy paper, HP LaserJet Tough paper, and custom-size paper. Properties such as weight, composition, grain, and moisture content are important factors affecting printer performance and output quality. Media that does not meet the guidelines outlined in this manual can cause the following problems:

- Poor print quality
- Increased jams
- Premature wear on the device, requiring repair

Supported media weights and sizes

For optimum results, use conventional 75 to 90 g/m^2 (20 to 24 lb) photocopy paper. Verify that the paper is of good quality and is free of cuts, nicks, tears, spots, loose particles, dust, wrinkles, curls, and bent edges.

Note The device supports a wide range of standard and custom sizes of print media. The capacity of trays and bins can vary depending on media weight and thickness and environmental conditions. Use only transparencies that are designed for use with HP color LaserJet printers. Inkjet and monochrome transparencies are not supported for this device.

Tray 1 specifications

Media	Dimensions[1]	Weight	Capacity[2]
Paper	Minimum: 76 by 127 mm (3 by 5 inches)	60 to 177 g/m^2 (16 to 47 lb)	Up to 125 sheets of 75 g/m^2 (20 lb) paper
	Maximum: 216 by 356 mm (8.5 by 14 inches)		
Glossy paper	Same as the preceding listed minimum and maximum sizes.	75 to 120 g/m^2 (20 to 32 lb)	Maximum stack height: 12 mm (0.47 inches)
HP Cover paper[3]		203 g/m^2 (75 lb cover)	50 (typically)
Transparencies and opaque film		Thickness: 0.10 to 0.13 mm (3.9 to 5.1 mils)	50 (typically)
Labels[4]		Thickness: up to 0.23 mm (up to 9 mils)	50 (typically)
Envelopes		Up to 90 g/m^2 (16 to 24 lb)	Up to 10

[1]The printer supports a wide range of standard and custom sizes of print media. Check the printer driver for supported sizes.
[2]Capacity can vary depending on media weight and thickness, and environmental conditions.
[3]Hewlett-Packard does not guarantee results when printing with other types of heavy paper.
[4]Smoothness: 100 to 250 (Sheffield).

Optional tray 2 specifications

Media	Dimensions[1]	Weight	Capacity[2]
Letter	216 by 279 mm (8.5 by 11 inches)	60 to 105 g/m^2 (16 to 28 lb)	250 sheets of 75 g/m^2 (20 lb) paper
A4	210 by 297 mm (8.3 by 11.7 inches)		
A5	148 by 210 mm (5.8 by 8.3 inches)		
B5 (ISO)	176 by 250 mm (6.9 by 9.9 inches)		
B5 (JIS)	182 by 257 mm (7.2 by 10 inches)		
Executive	191 by 267 mm (7.3 by 10.5 inches)		
Legal	216 by 356 mm (8.5 by 14 inches)		
8.5 by 13 inches	216 by 330 mm (8.5 by 13 inches)		

[1]The printer supports a wide range of standard and custom sizes of print media. Check the printer driver for supported sizes.
[2]Capacity can vary depending on the media weight and thickness, and environmental conditions.

Automatic document feeder (ADF) paper sizes

Media	Dimensions	Weight or thickness	Capacity
Minimum-size paper	127 by 127 mm (5 by 5 in)	60 to 90 g/m^2(16 to 24 lb bond)	50 sheets (75 g/m^2; 20 lb bond)
Maximum-size paper	216 by 381 mm (8.5 by 15 in)	60 to 90 g/m^2(16 to 24 lb bond)	50 sheets (75 g/m^2; 20 lb bond)

Note Use the flatbed scanner for faxing (HP Color LaserJet 2830/2840 all-in-one models only), copying, and scanning if the original is fragile, thin, thick, too small for the ADF, or a photograph. Also use the flatbed scanner to employ the "fit to page" feature for copying. The flatbed scanner provides the best fax, copy, and scan resolution.

Printing and storage environment

Ideally, the printing and media-storage environment should be at or near room temperature, and not too dry or too humid. Remember that paper absorbs and loses moisture rapidly.

Heat works with humidity to damage paper. Heat causes the moisture in paper to evaporate, while cold causes it to condense on the sheets. Heating systems and air conditioners remove most of the humidity from a room. As paper is opened and used, it loses moisture, causing streaks and smudging. Humid weather or water coolers can cause the humidity to increase in a room. As paper is opened and used it absorbs any excess moisture, causing light print and dropouts. Also, as paper loses and gains moisture it can distort. This issue can cause jams.

As a result, paper storage and handling are as important as the paper-making process itself. Paper storage environmental conditions directly affect the feed operation and print quality.

Care should be taken not to purchase more paper than can be easily used in a short time (about three months). Paper stored for long periods can experience heat and moisture extremes, which can cause damage. Planning is important to prevent damage to a large supply of paper.

Unopened paper in sealed reams can remain stable for several months before use. Opened packages of paper have more potential for environmental damage, especially if they are not wrapped with a moisture-proof barrier.

The media-storage environment should be properly maintained to ensure optimum device performance. The required condition is 20° to 24°C (68° to 75°F), with a relative humidity of 45% to 55%. The following guidelines are helpful when evaluating the paper's storage environment:

- Print media should be stored at or near room temperature.
- The air should not be too dry or too humid.
- The best way to store an opened ream of paper is to rewrap it tightly in its moisture-proof wrapping. If the device environment is subject to extremes, unwrap only the amount of paper to be used during the day's operation to prevent unwanted moisture changes.
- Avoid storing paper and print media near heating and air conditioning vents or near windows and doors that are frequently open.

4 Using the device

This section provides information about using the HP Color LaserJet 2820/2830/2840 all-in-one.

- Loading trays
- Using the device control panel

Loading trays

Load special print media, such as envelopes, labels, and transparencies, in tray 1 only.

Note Because tray 2 is not included for all models, it is referred to as optional tray 2 in this documentation.

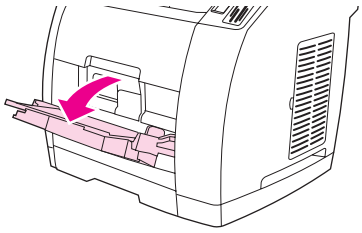
Loading tray 1

Tray 1 (the multipurpose tray) holds up to 125 sheets of paper or other print media, or it holds up to 10 envelopes.

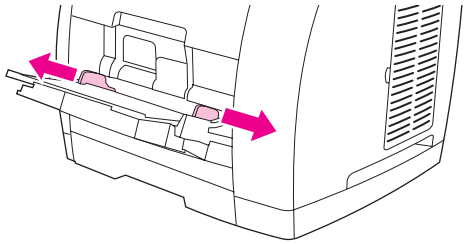
CAUTION Avoid adding print media to tray 1 while the printer is printing, or jams can occur. Do not fan paper before loading it into trays, and avoid overloading trays.

To load tray 1

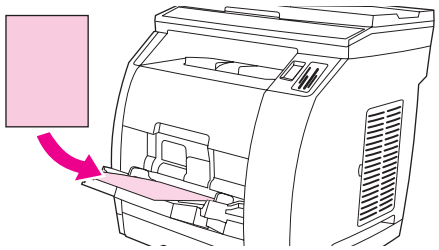
1. Open tray 1.



2. Slide out the tray extender. If the print media being loaded is longer than 23 cm (9 inches), also open the additional tray extender.
3. Slide the media-width guides slightly wider than the print media.

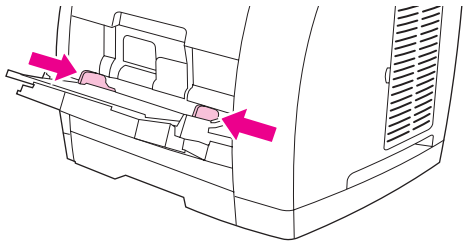


4. Place print media into the tray with the side to be printed upon face-up, and the top, short edge in first.



Note If you are manually duplexing, see Printing on both sides (duplexing manually) for loading instructions.

5. Slide the media-width guides inward until they lightly touch the print media stack on both sides without bending it. Make sure that the print media fits under the tabs on the media-width guides.



CAUTION Wait for the printer to finish printing before closing tray 1. Closing the tray before the printer finishes can cause jams.

6. On the back of the printer, lower the rear output door if you are printing on special media, such as labels, envelopes, or heavy or light paper, to prevent curl.

CAUTION Remove each page as it exits the device to avoid a jam error message.

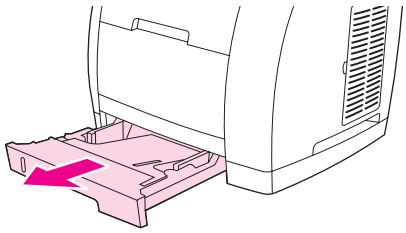
Loading optional tray 2

Paper includes average-weight letterhead and prepunched paper. For additional information about letterhead and prepunched paper, see Printing on special media.

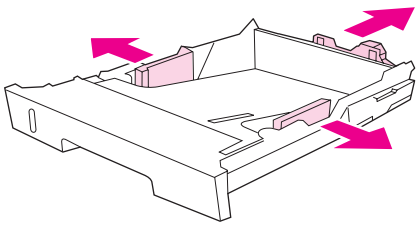
CAUTION Print on special print media such as labels and transparencies from tray 1 only. Printing on special print media from optional tray 2 can cause jams. Do not fan paper before loading it into trays, and avoid overloading trays.

To load optional tray 2

1. Pull optional tray 2 out of the printer and remove any paper.



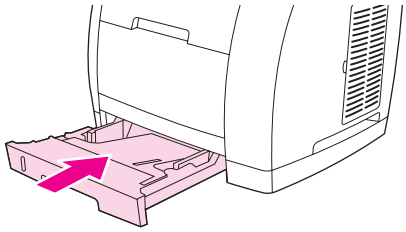
2. Move the media-width guides to match the size of paper that you are loading. Optional tray 2 accepts several standard paper sizes.



3. Extend the paper-length adjustment control at the rear of the tray until the arrow on the markings on the tray points to the size that you are loading.
4. Load the paper. If this is special paper such as letterhead, load it with the side to be printed upon face-down and the top edge toward the front of the tray.

Note If you are duplexing manually, see Printing on both sides (duplexing manually) for loading instructions.

5. Make sure that the stack of paper is flat in the tray at all four corners, and keep it below the height tabs on the media-length guide in the rear of the tray. Push down on the metal media-lift plate to lock it into place.
6. Slide the tray into the printer. If you set the rear of the tray to one of the longer sizes, the back of the tray will protrude from the back of the printer.

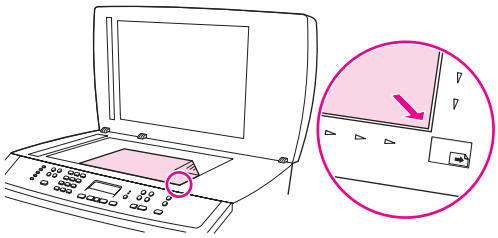


Loading documents to scan

Use these instructions to load originals into your device for scanning. For the best quality scans, use the flatbed scanner.

To load originals onto the flatbed scanner

1. Make sure that the automatic document feeder (ADF) contains no media.
2. Lift the flatbed scanner cover.
3. Place the original document face-down on the flatbed scanner with the upper-left corner of the document at the lower-right corner of the glass.



4. Gently close the lid.

   The document is ready to be scanned.

CAUTION To prevent damaging the device, do not allow the scanner lid to fall onto the flatbed scanner surface. Always close the scanner lid when the device is not in use.

To load originals into the automatic document feeder (ADF)

Note

The ADF capacity is up to 50 sheets of 75 g/m^2 (20 lb) media.

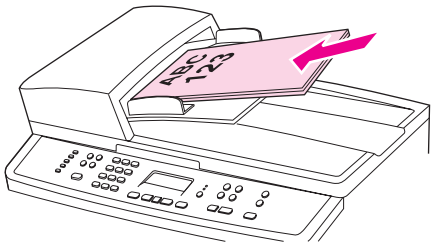
The minimum size for media in the ADF is 127 by 127 mm (5 by 5 inches). For smaller sizes, use the flatbed scanner. The maximum size for media in the ADF is 216 by 381 mm (8.5 by 15 inches).

1. Make sure that the flatbed scanner contains no media.
2. Close the flatbed scanner cover and put the top end of the stack of originals into the ADF input tray, with the media stack face-up and the first page to be copied on top of the stack.

CAUTION

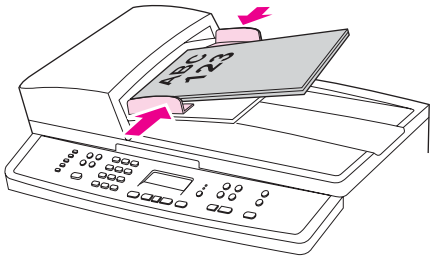
To prevent damaging the device, do not use an original that contains correction tape, correction fluid, paper clips, or staples. Also, do not load photographs, small originals, or fragile originals into the ADF.

3. Slide the stack into the ADF until it does not move any farther.



The control panel displays the message **Document Loaded**.

4. Adjust the media guides until they are snug against the media.



5. The document is now ready to be copied.

Using the device control panel

You can configure settings at the device control panel.

Changing the device control-panel display language

Use this procedure to print reports or to display messages on the device control-panel display in a language other than the default for your country/region.

To change the device control-panel display language

1. Press MENU.
2. Use the < or the > button to select **System setup**, and then press ENTER.
3. Use the < or the > button to select **Language**, and then press ENTER.
4. Use the < or the > button to select the language that you want.
5. Press ENTER to save your selection.

The device automatically restarts.

Changing the default media size

Media settings should be set to the size and type of media that you usually load in the media input tray. The device uses these settings for copying, printing reports, printing faxes (HP Color LaserJet 2830/2840 all-in-one models only), and determining autoreduction sizes for incoming faxes (HP Color LaserJet 2830/2840 all-in-one models only), printing proof sheets (HP Color LaserJet 2840 all-in-one only), and index prints (HP Color LaserJet 2840 all-in-one only).

To change the default media size

1. Press MENU.
2. Use the < or the > button to select **System setup**, and then press ENTER.
3. Use the < or the > button to select **Paper setup**, and then press ENTER.
4. Use the < or the > button to select **Def. paper size**, and then press ENTER.
5. Use the < or the > button to select the paper size that you want to select.
6. Press ENTER to save your selection.

To change the default media type

1. Press MENU.
2. Use the < or the > button to select **System setup**, and then press ENTER.
3. Use the < or the > button to select **Paper setup**, and then press ENTER.
4. Use the < or the > button to select **Def. paper type**, and then press ENTER.
5. Use the < or the > button to select the paper size that you want to select.
6. Press ENTER to save your selection.

Changing the default paper tray configuration

The default tray configurations (size and type) are set to **Any**, which means that any type and any size of supported media can be printed from that tray. Configure your trays for the size and type using the following instructions only if you regularly need to print on a specific size and type of media.

To change the default paper tray size

1. Press MENU.
2. Use the < or the > button to select **System setup**, and then press ENTER.
3. Use the < or the > button to select **Paper setup**, and then press ENTER.
4. Use the < or the > button to select **Tray 1** (or optional tray 2), and then press ENTER.
5. Use the < or the > button to select **Paper size**, and then press ENTER.
6. Use the < or the > button to select the paper size that you want to select.
7. Press ENTER to save your selection.

To change the default paper tray type

1. Press MENU.
2. Use the < or the > button to select **System setup**, and then press ENTER.
3. Use the < or the > button to select **Paper setup**, and then press ENTER.
4. Use the < or the > button to select **Tray 1** (or optional tray 2), and then press ENTER.
5. Use the < or the > button to select **Paper type**, and then press ENTER.
6. Use the < or the > button to select the paper type that you want to select.
7. Press ENTER to save your selection.

Using the device volume controls

You can control the volume of the following sounds:

- The alarm sound that the device emits when it requires attention, such as when the device door is open.
- The beeps that are emitted when you press the device control-panel buttons.
- The phone line sounds for outgoing faxes (HP Color LaserJet 2830/2840 all-in-one models only).
- The ring volume for incoming faxes (HP Color LaserJet 2830/2840 all-in-one models only).

To change the alarm volume

The alarm sounds when the device is presenting an alert or critical error message. The alarm duration length is either one or three seconds, depending on the type of error.

1. Press MENU.
2. Use the < or the > button to select **System setup**, and then press ENTER.
3. Use the < or the > button to select **Volume settings**, and then press ENTER.
4. Press ENTER to select **Alarm volume**.
5. Use the < or the > button to select **Off**, **Soft**, **Medium**, or **Loud**.
6. Press ENTER to save your selection.

Note The factory-set default for the alarm volume is **Soft**.

To change the volume for the fax

This setting determines the volume of various fax sounds that occur when the device is sending or receiving fax jobs.

1. Press VOLUME.
2. Use the < or the > button to select **Off**, **Soft**, **Medium**, or **Loud**.
3. Press ENTER to save your selection.

Note The factory-set default is **Soft**.

To change the ring volume of the fax

The fax ring sounds when the device is initially sending or receiving a call. The ring duration length depends on the local telecom ring-pattern length.

1. Press MENU.
2. Use the < or the > button to select **System setup**, and then press ENTER.
3. Use the < or the > button to select **Volume settings**, and then press ENTER.
4. Press the < or the > button once to select **Ring volume**, and then press ENTER.
5. Use the < or the > button to select **Off**, **Soft**, **Medium**, or **Loud**.
6. Press ENTER to save your selection.

Note The factory-set default is **Soft**.

To change the device control panel key-press volume

The key-press volume controls the sound that is made when a device control-panel button is pressed.

1. Press MENU.
2. Use the < or the > button to select **System setup**, and then press ENTER.
3. Use the < or the > button to select **Volume settings**, and then press ENTER.
4. Use the < or the > button to select **Key Press volume**, and then press ENTER.
5. Use the < or the > button to select **Off**, **Soft**, **Medium**, or **Loud**.
6. Press ENTER to save your selection.

Note The factory-set default for the device control panel key-press volume is **Soft**.

5 Printing

This section provides information about common printing tasks.

- Printing from Windows
- Printing from the Macintosh OS
- Printer drivers
- Maximizing print speed for letter-size paper
- Selecting an output location
- Setting a custom paper size
- Printing on special media
- Printing on different paper for the first page
- Printing on both sides (duplexing manually)
- Printing booklets
- Canceling a print job

For information about managing the printer and its settings by using the HP Toolbox, see Managing supplies.

Note Many of the functions that are described in this chapter also can be performed by using the HP Toolbox. For instructions about using the HP Toolbox, see the HP Toolbox online Help.

To print from Windows

1. Make sure that print media is loaded in the printer.
2. At your computer, open a document.
3. On the **File** menu, click **Page Setup** or a similar command. Make sure that the settings are correct for this document.
4. From the **File** menu, click **Print**, **Print Setup**, or a similar command. The **Print** dialog box opens.
5. Select this printer and change settings as necessary. Do not change any settings, such as page size or orientation, that you set in the **Page Setup** dialog box.
6. If this print job is for a standard size and weight of paper, you probably do not need to change the **Source is** (tray), **Type is**, or **Size is** settings, and you can go to step 8. Otherwise, go to step 7.
7. If this print job is to be printed on a non-standard size or weight of paper, select how the printer pulls paper.
   - To print by source (tray), select the tray in the **Print** dialog box, if possible.
   - To print by source (tray) when this setting is not available in the **Print** dialog box, click **Properties**, and on the **Paper** tab, select the tray in the **Source is** field.
   - To print by type or size, click **Properties** and, on the **Paper** tab, select the type or size in the **Type is** or **Size is** field. (For some paper, such as letterhead, labels, glossy paper, or photo paper, you will set both the type and size.)

Note Always print by type for special print media such as labels or transparencies. Use only transparencies that are designed for use with HP color LaserJet printers. Inkjet and monochrome transparencies are not supported for this device.

8. If you have not yet done so, click **Properties**. The printer driver opens.
9. On the various tabs, set any settings that you want that did not appear in the **Page Setup** or **Print** dialog box. For more information about printer-driver settings, see the printer driver online Help.
10. By default, the printer prints to the top output bin, which is the best location for most print jobs, including transparencies. For labels, heavy paper, or other special print media, lower the rear output door on the printer.
11. Select the **Print** command to print the job.

Printing from the Macintosh OS

To print from the Macintosh OS

1. Make sure that paper is loaded in the printer.
2. On the **File** menu, click **Page Setup**.
3. Make sure that this printer is selected on the **Format for** pop-up menu.
4. Select the size of paper onto which you are printing.
5. Select the **Orientation** and **Scale**, if necessary, and click **OK**.
6. On the **File** menu, click **Print**.
7. Use one of the following methods to select the source (tray) from which you want to print or select the type of media onto which you want to print. **Always print by type for special print media such as labels or transparencies**.
   - **Mac OS 9.2.2**: On the **General** pop-up menu, select the tray or type of media from the **Paper Source** pop-up menu.
   - **Mac OS 10.2 or 10.3**: On the **Paper Feed** pop-up menu, select the tray or type of media.
8. Set any other settings that you want, such as watermarks.
9. By default, the printer prints to the top output bin, which is the best location for most print jobs, including transparencies. For labels, heavy paper, or other jobs that require a straight-through path, lower the rear output door on the printer.
10. Select the **Print** command to print the job.

Using the PCL printer-driver Help (Windows only)

When you are in the printer driver, you can use its Help, which is separate from the Help in a program. You can activate Help for the printer driver in two ways.

- Click the **Help** button anywhere it appears in the printer driver. The Help windows give detailed information about the specific printer driver in use.
- When you see a (bubble icon), click it to view information about the field, option, or button that the bubble adjoins.

Selecting a source

You can print by source (tray) or by type or size. To print by source, follow these steps. For Macintosh operating systems, types and sizes are grouped together under the **Paper Source** pop-up menu.

- Windows: In the **Print** dialog box in your software program, select the Source (tray), if possible. Otherwise, select a tray from the **Source is** field from the **Paper** tab in your printer driver.
- Mac OS 9.2.2: In the **Print** dialog box, select a tray on the **Paper Source** pop-up menu on the **General** pop-up menu.
- Mac OS 10.2 or 10.3: From the **Print** dialog box, select the tray or type of media on the **Paper Feed** pop-up menu.

Selecting a type or size

You can print by source (tray) or by type or size. If you are printing on special print media, such as heavy paper, it is important to print by type to achieve good results. To print by type or size, follow these steps. For Macintosh operating systems, types and sizes are all grouped together under the **Paper Source** pop-up menu.

- Windows: In the printer driver, select a type in the **Type is** field of the **Paper** tab. Or, select a size from the **Size is** field. For some paper, such as letterhead, you select both a type and size.
- Mac OS 9.2.2: In the **Print** dialog box, select a type on the **Paper Source** pop-up menu on the **General** pull-up menu.
- Mac OS 10.2 or 10.3: In the **Print** dialog box, select the tray or type of media on the **Paper Feed** pull-up menu.

Printing in grayscale

If you have a document that you created in color, it will automatically print in color. Or, you can set the printer to print a color document in grayscale (black and white) only.

- Windows: Select the **Print In Grayscale** option on the **Color** tab of the printer driver.
- Mac OS: In the **Print** dialog box, select the **Color Options** tab, and then select the **Print Color as Gray** checkbox.

Creating and using watermarks

Use the watermark options to specify that text be placed "underneath" (in the background of) an existing document. For example, you might want to have large gray letters reading "draft" or "confidential" placed diagonally across the first page or all pages of a document. You can change color, position, and wording of the watermark.

Note

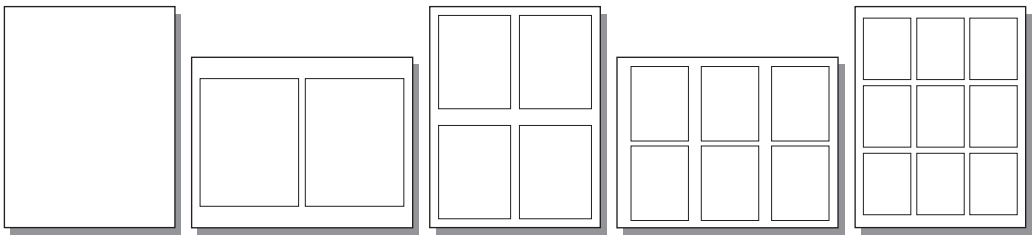
If you are using Windows 2000 or XP, you must have Administrator privileges to create watermarks. You do not need Administrator privileges to add existing watermarks to documents.

- Windows: Gain access to the **Watermarks** options on the **Effects** tab in your printer driver.
- Mac OS: Gain access to the **Watermark** options on the watermark/overlay pull-down menu in the **Print** dialog box. (Note that OS X might not support watermarks.)

Printing multiple pages on one sheet of paper (N-up printing)

N-up printing is the ability to print multiple pages on one sheet of paper. The pages will appear decreased in size. You can specify up to nine pages per sheet, and they will be arranged on the sheet as shown in the following figures if you use the default arrangement. You can also choose whether a border appears around each page or not.

- Windows: Gain access to **Pages per Sheet** on the **Finishing** tab in the printer driver.
- Mac OS: Gain access to **Pages per sheet** by selecting the **Layout** pop-up menu in the **Print** dialog box.



Creating and using Quick Sets

Use Quick Sets to save the current print-driver settings such as the page orientation, N-up printing, or the paper source for later use. You can save up to a total of 30 Quick Sets. For convenience, Quick Sets can be selected and saved from most printer-driver tabs.

Note If you are using Windows 2000, you must have Administrator privileges to save Quick Sets.

- Windows: Create Quick Sets from most printer-driver tabs. Later, you can gain access to Quick Sets on the **Finishing** tab in the printer driver.
- Mac OS: This feature is not supported.

Reducing or enlarging (Fit to Page)

Use the **Fit to Page** option to scale your document to a percentage of its normal size. You can also choose to scale your document to fit on any size of paper that the printer supports.

- Windows: Gain access to **Fit to Page** settings on the **Effects** tab in the printer driver.
- Mac OS: Gain access to Reduce and Enlarge (**Scale**) settings in the **Page Setup** dialog box.

Maximizing print speed for letter-size paper

The printer can print at 20 ppm in black on letter-size paper. When printing letter-size pages from tray 2, this happens automatically.

For tray 1, the printer is set at the factory to print 19 ppm in black on letter-size paper. To achieve a print speed of 20 ppm from tray 1, set the tray 1 size to **letter**. To set the tray 1 size, open the HP Toolbox, click the **Settings** tab, click **Configure Device**, and click **Paper Handling**. Set the tray 1 size to **letter**.

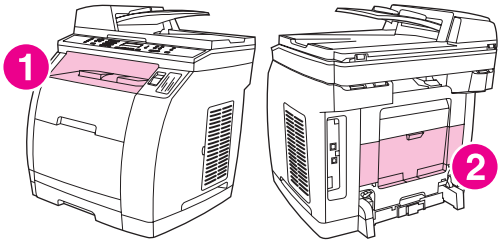
When tray 1 is configured for **letter**, and a print job specifies another media size such as envelopes, the Error light blinks until you load the correct print media into tray 1 and press ENTER.

Also, to achieve a print speed of 20 ppm (19 ppm for A4), you must set the device to print in grayscale. For more information, see Printing in grayscale.

Selecting an output location

The printer comes with the top output bin and a rear output door for printing to a straight-through paper path. Print jobs emerge from the top output bin when the rear output door is closed. Print jobs emerge from the back of the printer when the rear output door is open.

- Use the top output bin when printing most jobs, including jobs on average-weight paper, letterhead, and transparencies. The top output bin can hold up to 125 sheets. Prevent more than 125 sheets from accumulating in the top output bin, or jams can occur.
- Use the rear output door (straight-through paper path) if problems occur when printing to the top output bin, or when printing on such media as cardstock, envelopes, labels, or photo paper. Remove each sheet as it exits the printer.



1 top output bin
2 rear output door

Setting a custom paper size

Use the Custom Paper feature to set up the printer to print to sizes other than standard ones.

- Windows: Try to set this setting from **one** of these locations, in this order: the **Page Setup** dialog box in the program, the **Print** dialog box in the program, or the **Paper** tab in the printer driver.
- Mac OS 9.2.2: Gain access to Custom Paper features in the **Page Setup** dialog box. On the **Page Attributes** pop-up menu, select **Custom Page Size**.
- Mac OS 10.2 or 10.3: To set a custom paper size, click **File**, and then click **Page Setup**. Click the **Page Attributes** menu, and select **Custom Paper Size**.

Printing on special media

Use these guidelines when printing on special types of media.

Note Use the rear output door (straight-through paper path) when printing on special media.

Glossy paper

- In either the software application or the driver, select **Glossy** as the media type, or print from a tray that is configured for glossy paper.

  Select **Glossy** for media weights up to 105 g/m^2 (28 lb bond). Select **Heavy glossy** for media weights up to 120 g/m^2 (32 lb bond).

- Because this affects all print jobs, it is important to return the printer to its original settings once the job has printed.

Note Hewlett-Packard recommends using HP Color LaserJet Soft Gloss paper with this printer. HP products are designed to work together for optimum printing results. If HP Color LaserJet Soft Gloss paper is not used with this printer, print quality may be compromised.

Use only glossy papers that are designed for use with HP Color LaserJet printers. Inkjet glossy papers are not supported for this device.

Colored paper

- Colored paper should be of the same high quality as white xerographic paper.
- Pigments used must be able to withstand the printer's fusing temperature of 190°C (374° F) for 0.1 second without deterioration.
- Do not use paper with a colored coating that was added after the paper was produced.
- The printer creates colors by printing patterns of dots, overlaying and varying their spacing to produce various colors. Varying the shade or color of the paper will affect the shades of the printed colors.

Preprinted forms and letterhead

When printing on preprinted forms and letterhead, observe the following guidelines for best results:

- Forms and letterhead must be printed with heat-resistant inks that will not melt, vaporize, or release hazardous emissions when subjected to the printer's fusing temperature of approximately 190°C (374°F) for 0.1 second.
- Inks must be non-flammable and should not adversely affect any printer rollers.
- Forms and letterhead should be sealed in a moisture-proof wrapping to prevent changes during storage.
- Before loading preprinted paper such as forms and letterhead, verify that the ink on the paper is dry. During the fusing process, wet ink can come off of preprinted paper.

- When duplex printing on the HP Color LaserJet 2820/2830/2840 all-in-one, load preprinted forms and letterhead into tray 2 first side up, top edge toward the back of the tray. To load preprinted forms and letterhead into tray 1, load them with the first side down, bottom edge in first.
- When simplex (1-sided) printing, load preprinted forms and letterhead into tray 2 face-down with the top edge of the page toward the device. To load preprinted forms and letterhead into tray 1, place them in the tray with the side to be printed on facing up, and top, short edge in first.

Envelopes

Note Envelopes can be printed only from tray 1. Set the tray media size to the specific envelope size.

Adhere to the following guidelines to help ensure proper printing on envelopes and to help prevent printer jams:

- Do not load more than 10 envelopes into tray 1.
- The weight rating of envelopes should not exceed 90 g/m^2 (24 lb bond).
- Envelopes should be flat.
- Do not use envelopes with windows or clasps.
- Envelopes must not be wrinkled, nicked, or otherwise damaged.
- Envelopes with peel-off adhesive strips must use adhesives that can withstand the heat and pressures of the device fusing process.
- Envelopes should be loaded face-up with the top of the envelope to the left, and the short edge feeding into the device first.

Heavy paper

- Any tray will print most heavy media that does not exceed 105 g/m^2 (28 lb bond).
- Use cardstock only in tray 1 (135 g/m^2 to 216 g/m^2; 50 to 80 lb cover).
- In either the software application or the printer driver, select **Heavy** (106 g/m^2 to 163 g/m^2; 28 to 43 lb bond) or **Cardstock** (135 g/m^2 to 216 g/m^2; 50 to 80 lb cover) as the media type, or print from a tray that is configured for heavy paper. Because this setting affects all print jobs, it is important to return the printer back to its original settings after the job has printed.

CAUTION In general, do not use paper that is heavier than the media specification recommended for this printer. Doing so can cause misfeeds, paper jams, reduced print quality, and excessive mechanical wear. However, some heavier media, such as HP Cover Stock, can be safely used.

HP LaserJet Tough paper

When printing on HP LaserJet Tough paper, use the following guidelines:

- Handle HP LaserJet Tough paper using the edges. Oils from your fingers deposited on HP LaserJet Tough paper can cause print quality problems.
- Use only HP LaserJet Tough paper with this printer. Hewlett-Packard products are designed to work together for optimum printing results.
- In either the software application or the printer driver, select **Tough Paper** as the media type, or print from a tray that is configured for HP LaserJet Tough paper.

Labels

Note

In either the application or the printer driver, select **Labels** as the media type, or configure tray 1 for labels.

When printing labels, use the following guidelines:

- Verify that the labels' adhesive material can tolerate temperatures of 190°C (374°F) for 0.1 second.
- Verify that there is no exposed adhesive material between the labels. Exposed areas can cause labels to peel off during printing, which can cause paper jams. Exposed adhesive can also cause damage to printer components.
- Do not re-feed a sheet of labels.
- Verify that labels lie flat.
- Do not use labels that are wrinkled, bubbled, or otherwise damaged.

Transparencies

When printing on transparencies, use the following guidelines:

- Handle transparencies using the edges. Oils from your fingers deposited on the transparency can cause print quality problems.
- Use only overhead transparencies recommended for use in this printer. Hewlett-Packard recommends using HP Color LaserJet Transparencies with this printer. HP products are designed to work together for optimum printing results.
- In either the software application or the printer driver, select **Transparency** as the media type, or print from a tray that is configured for transparencies.

CAUTION

Use only transparencies that are designed for use with HP Color LaserJet printers. Inkjet and monochrome transparencies are not supported for this device. Transparent media that are not designed for color LaserJet printing will melt in the printer, causing damage to the printer.

Printing on different paper for the first page

Printing on different paper for the first page is useful if, for example, you are printing a letter that uses letterhead on the first page and plain sheets for the subsequent pages. The size for all pages of the print job must be the same in the printer driver.

- Windows: Try to set this setting from **one** of these locations, in this order: the **Page Setup** dialog box in the program, the **Print** dialog box in the program, or the **Paper** tab in the printer driver.
- Mac OS 9.2.2: On the **General** pop-up menu in the **Print** dialog box, select the **First Page from** option. Then, select the source for the first page.
- Mac OS 10.2 or 10.3: On the **Paper Feed** pop-up menu in the **Print** dialog box, select the **First Page from** option. Then, select the source for the first page.

Printing on both sides (duplexing manually)

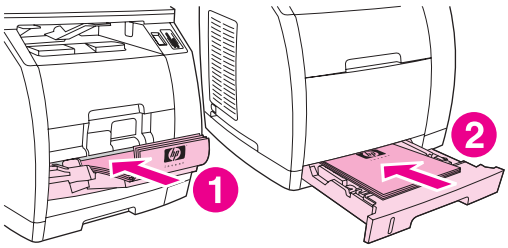
To print on both sides of the paper, you have to return to the printer and reinsert the paper manually after the first side has printed.

CAUTION Do not print on both sides of labels or transparencies. Damage to the printer and jams might result.

Note Macintosh operating systems do not support manual duplexing.

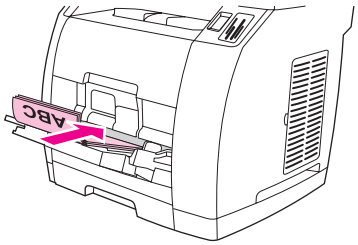
To duplex manually

1. Insert enough paper into one of the trays to accommodate the print job. If you are loading special paper such as letterhead, load it in one of these ways.
   - For tray 1, load the letterhead paper face-down, and the bottom edge leading into the printer first.
   - For optional tray 2, load the letterhead paper face-up, and the top edge toward the back of the tray.



1 tray 1
2 optional tray 2

2. In the printer driver, select the **Print on Both Sides** option and send the job to print.
3. After the job finishes printing, remove any blank paper from tray 1. Insert the printed stack, with the blank side up, and the top edge leading into the printer. Print the second side from tray 1.



4. Press ENTER to continue printing.

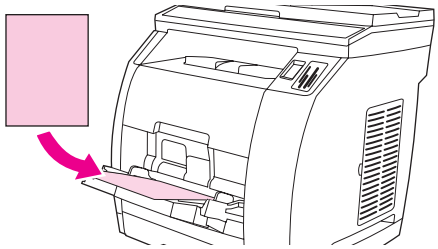
Printing booklets

Note Printing booklets is not supported for Macintosh.

You can print booklets on letter, legal, or A4 print media.

To print booklets

1. Load the print media in the media input tray.

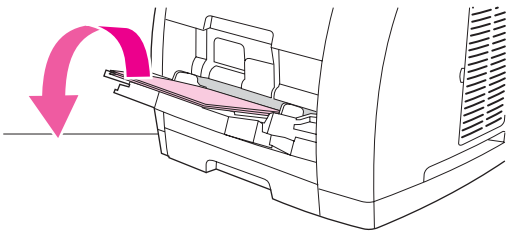


2. In the software program, open the device properties (printer driver).
3. On the **Finishing** tab, select **Print on Both Sides**.

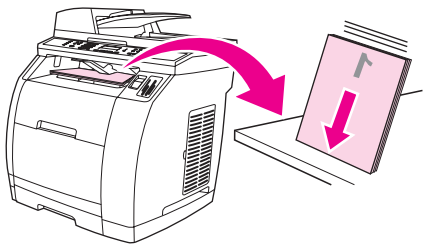
Note If the **Print on Both Sides** option is dimmed or unavailable, open the device properties (printer driver). For instructions, see Software tips. On the **Device Settings** tab or the **Configure** tab, select the option to allow manual duplexing, and then click **OK**. Repeat steps 2 and 3.

Not all device features are available for all printer drivers or operating systems. See the device properties (driver) online Help for information about the available features for the driver.

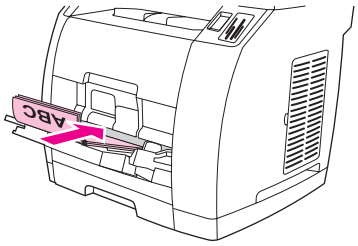
4. Set the number of pages per sheet to two. Select the appropriate binding option, and click **OK**.
5. Print the booklet.
6. After side one has been printed, remove the remaining paper from the input tray, and set it aside until your booklet job is complete.



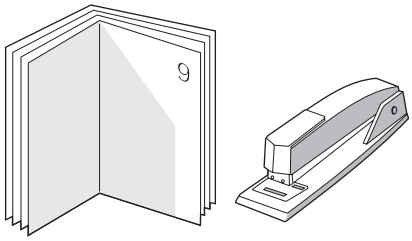
7. Gather the printed pages, turn the printed side down, and straighten the stack of paper.



8. Place the pages from side one in the input tray again. Side one should be facing down with the top edge feeding into the device first.



9. Click **OK** (on the computer screen), and wait for side two to print.
10. Fold and staple the pages.



Canceling a print job

If your print job is currently printing, you can cancel it by pressing CANCEL on the device control panel.

CAUTION

Pressing CANCEL clears the job that the device is currently processing. If more than one process is running (for example, the device is printing a document while receiving a fax), pressing CANCEL clears the process that currently appears on the device control panel.

You can also cancel a print job from a software program or a print queue.

To stop the print job immediately, remove the remaining print media from the device. After printing stops, use one of the following options:

- **Device control panel:** To cancel the print job, press and release CANCEL on the device control panel.
- **Software program:** Typically, a dialog box appears briefly on the computer screen, allowing you to cancel the print job.
- **Windows print queue:** If a print job is waiting in a print queue (computer memory) or print spooler, delete the job there.
  - **Windows 98, Windows Me, or Windows 2000:** Go to the **Printer** dialog box. Click **Start**, click **Settings**, and then click **Printers**. Double-click the device icon to open the window, select your print job, and then click **Delete**.
  - **Windows XP:** Click **Start**, and then click **Printers and Faxes**. Double-click the device icon to open the window, select your print job, and then click **Delete**.
- **Desktop print queue (Macintosh):** Open the print queue by double-clicking the device icon in the **Finder**. Then highlight the print job and click **Trash**.

6 Printing with color

This chapter describes how the device provides great color printing. This chapter also describes ways to produce the best possible color prints. The following topics are covered:

- Changing the color settings
- Using color
- Managing color options
- Matching colors

Changing the color settings

When you are printing in color, the printer driver is automatically set to the optimal color settings. However, you can manually make adjustments to how the device prints in color for text, graphics, and photographs. See Managing color options for more information.

- Windows: On the **Color** tab of the printer driver, click **Settings**.
- Mac OS 9.2.2: In the **Print** dialog box, select either the **Color Options** tab or the **Color Matching** tab.
- Mac OS 10.2 or 10.3: In the **Print** dialog box, click the **Color Options** tab, and then click the **Show Advanced Options** button.

Using color

This device offers great color as soon as you set it up. It provides a combination of automatic color features to generate excellent color results for the general user, plus sophisticated tools for the experienced color user.

The device provides carefully designed and tested color tables to provide smooth, accurate color rendition of all printable colors.

Media selection

For the best color and image quality, it is important to select the appropriate media type from the software printer menu or from the printer driver. See Media specifications for more information.

HP ImageREt 2400

HP ImageREt 2400 is a technology that provides the best color print quality without having to change driver settings or make tradeoffs among print quality, performance, and memory. ImageREt 2400 uses laser printing to produce sharp images and crisp, clear text.

HP ImageREt 2400 provides emulated 2400 dpi color laser-class quality through a multiple-level printing process. This process precisely controls color by combining up to four colors within a single dot and by varying the amount of toner in a given area. As a result, ImageREt 2400, together with the 600 x 600 engine resolution, creates millions of smooth colors.

Managing color options

Setting color options to **Automatic** typically produces the best possible print quality for color documents. However, in some situations, you might want to print a color document in grayscale (black and shades of gray) or to change one of the device color options.

- Windows: Print in grayscale or change the color options by using settings on the **Color** tab in the printer driver.
- Mac OS 9.2.2: Print in grayscale or change the color options by using the **Color Matching** pop-up menu in the **Print** dialog box.
- Mac OS 10.2, 10.3: Print in grayscale or change the color options by selecting **Color Options**, and then clicking **Show Advanced Options** in the **Print** dialog box.

Print in Grayscale

Selecting the **Print in Grayscale** option from the printer driver prints a document in black and shades of gray. This option is useful for printing color documents that will be photocopied or faxed.

When **Print in Grayscale** is selected, the device enters monochrome mode. Printing in this mode reduces wear on the color print cartridges.

Automatic versus Manual color adjustment

The **Automatic** color adjustment option optimizes the neutral gray color treatment, halftones, and edge enhancements that are used for each element in a document. For more information, see your printer-driver online Help.

Note **Automatic** is the default setting and is recommended for printing all color documents.

Use the **Manual** color adjustment option to adjust the neutral gray color treatment, halftones, and edge enhancements for text, graphics, and photographs. To gain access to the manual color options, on the **Color** tab, click **Manual**, and then click **Settings**.

Manual color options

Use the manual color adjustment to adjust the **Color** (or **Color Map**) and **Halftone** options.

Note Some software programs convert text or graphics to raster images. In these cases, the **Photographs** setting also controls the text and graphics.

Halftone options

Halftoning is the method by which the device mixes the four primary colors (cyan, magenta, yellow, and black) in varying proportions to create millions of colors. Halftone options affect the resolution and clarity of your color output. The two halftone options are **Smooth** and **Detail**.

- The **Smooth** option provides better results for large, solid-filled print areas. It also enhances photos by smoothing out fine color gradations. Choose this option when uniform and smooth area fills are the most important attributes.
- The **Detail** option is useful for text and graphics that require sharp distinctions among lines or colors, or images that contain a pattern or a high level of detail. Choose this option when sharp edges and details are the most important attributes.

Neutral Grays

The **Neutral Grays** setting determines the method for creating gray colors that are used in text, graphics, and photographs.

- **Black Only** generates neutral colors (grays and black) by using only black toner. This option guarantees that neutral colors do not have a color cast and generally produces the best results for text and graphics.
- **4-Color** generates neutral colors by combining all four colors of toner. This option produces smoother gradients and transitions to non-neutral colors. It also produces the darkest possible black.

RGB Color

The **RGB Color** option determines how colors are rendered.

- **Default** interprets RGB color as standard red-green-blue (sRGB), which is the accepted standard for many software companies and organizations, such as Microsoft and the World Wide Web Consortium. The sRGB standard improves your ability to match colors between the device, the computer monitor, and other input devices (scanners and digital cameras) automatically, without the need to become a color expert. For more information, see http://www.w3c.org.
- **Vivid** instructs the device to increase the color saturation in the midtones. Less colorful objects are rendered more colorfully. This value is recommended for printing business graphics.
- **Device** sets the device to print RGB data in raw device mode. To render photographs properly when this option is selected, you must manage color in the program in which you are working or in the operating system.
- **Image** instructs the device to match the color reproduction of a film-based photograph. This value is recommended for images and is used by default when printing directly from the memory-card slot.

Matching colors

The process of matching device output color to your computer screen is quite complex because printers and computer monitors use different methods of producing color. Monitors **display** colors by light pixels using an RGB (red, green, and blue) color process, but printers **print** colors using a CMYK (cyan, magenta, yellow, and black) process.

The following factors can influence your ability to match printed colors to those on your screen:

- print media
- device colorants (inks or toners, for example)
- printing process (inkjet, press, or laser technology, for example)
- overhead lighting
- programs
- printer drivers
- computer operating system
- monitors
- video cards and drivers
- operating environment (very humid or very dry)
- personal differences in perception of color

Keep these factors in mind when colors on your screen do not perfectly match your printed colors. For most users, the best method for matching colors on your screen to your device is to print sRGB colors. The device uses sRGB and automatically optimizes color output.

For more information about solving issues that are related to color output, see Solving issues with color documents.

7 Copy

Use these instructions to perform copying tasks with the device:

- Starting a copy job
- Canceling a copy job
- Adjusting the copy quality
- Adjusting the lighter/darker (contrast) setting
- Reducing or enlarging copies
- Changing the copy-collation setting
- Changing the number of copies
- Copying photos, two-sided originals, or books

Note Many of the functions that are described in this chapter also can be performed by using the HP Toolbox. For instructions about using the HP Toolbox, see the HP Toolbox online Help.

Starting a copy job

To make copies with the device, use the following instructions.

1. Load your original document onto the flatbed scanner face-down (one page at a time) with the upper-left corner of the document located in the lower-right corner of the glass.

   OR

   Load your original document face-up into the automatic document feeder (ADF) input tray. The ADF is recommended for copying multiple-page documents.

2. Press START BLACK or START COLOR on the device control panel to start copying.
3. Repeat the process for each copy.

For more detailed instructions about loading originals onto the flatbed scanner or into the ADF input tray, see Loading documents to scan.

Note If originals are loaded in the ADF input tray and are also on the flatbed scanner, the device automatically scans from the ADF regardless of whether an original has been placed on the flatbed scanner.

Canceling a copy job

To cancel a copy job, press CANCEL on the device control panel. If more than one process is running, pressing CANCEL clears the process that currently appears on the device control-panel display.

Note If you cancel a copy job, clear the original document from the flatbed scanner or from the automatic document feeder (ADF).

Adjusting the copy quality

The factory-set default for copy quality is **Text**. This setting is the best for items that contain mostly text.

When making a copy of a photo or graphic, you can select the **Photo** setting to increase the quality of your copy.

Select the **Mixed** setting for documents that include both text and graphics.

If you want to conserve toner, and the copy quality is not as important, select **Draft**.

To adjust the copy quality for the current job

1. On the device control panel, press QUALITY to see the current quality setting for the copy.
2. Use the < or the > button to scroll through the quality setting options.
3. Select a setting, and then press START BLACK or START COLOR to save the selection and immediately start the copy job, or press ENTER to save the selection without starting the job.

Note The change in the setting remains active for about two minutes after the copy job has been completed. During this time, **Settings=Custom** appears on the device control-panel display.

To adjust the default copy quality

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Copy setup**, and then press ENTER.
3. Press ENTER to select **Default Quality**.
4. Use the < or the > button to scroll through the choices.
5. Press ENTER to save the selection.

Adjusting the lighter/darker (contrast) setting

The lighter/darker setting affects the lightness or darkness (contrast) of the copy. Use the following procedure to change the contrast for the current copy job only.

To adjust the lighter/darker setting for the current job

1. On the device control panel, press LIGHTER/DARKER to see the current contrast setting.
2. Use the < or the > button to adjust the setting. Move the slider to the left to make the copy lighter than the original, or move the slider to the right to make the copy darker than the original.
3. Press START BLACK or START COLOR to save the selection and immediately start the copy job, or press ENTER to save the selection without starting the job.

Note The change in the setting remains active for about two minutes after the copy job has been completed. During this time, **Settings=Custom** appears on the device control-panel display.

To adjust the default lighter/darker setting

Note The default lighter/darker setting affects all copy jobs.

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Copy setup**, and then press ENTER.
3. Use the < or the > button to select **Def. Light/Dark**, and then press ENTER.
4. Use the < or the > button to adjust the setting. Move the slider to the left to make all of the copies lighter than the original, or move the slider to the right to make all of the copies darker than the original.
5. Press ENTER to save the selection.

Reducing or enlarging copies

The device can reduce copies to as little as 25% of the original or enlarge copies to as much as 400% of the original. It can also make the following reductions or enlargements automatically:

- **Original=100%**
- **Lgl > Ltr=78%**
- **Lgl > A4=83%**
- **A4 > Ltr=94%**
- **Ltr > A4=97%**
- **Full Page=91%**
- **Fit to page**
- **2 pages/sheet**
- **4 pages/sheet**
- **Custom: 25-400%**

Note

When using the **Fit to page** setting, copy from the flatbed scanner only.

When using the **2 pages/sheet** or **4 pages/sheet** setting, copy from the automatic document feeder (ADF) only. Also, after selecting the **2 pages/sheet** or **4 pages/sheet** option, you must select the page orientation (portrait or landscape).

To reduce or enlarge copies for the current job

To reduce or enlarge copies for the current job only, use the following instructions.

1. On the device control panel, press REDUCE/ENLARGE.
2. Select the size to which you would like to reduce or enlarge the copies in this job. You can select one of the following sizes:
   - **Original=100%**
   - **Lgl > Ltr=78%**
   - **Lgl > A4=83%**
   - **A4 > Ltr=94%**
   - **Ltr > A4=97%**
   - **Full Page=91%**
   - **Fit to page**
   - **2 pages/sheet**
   - **4 pages/sheet**
   - **Custom: 25-400%**

   If you select **Custom: 25-400%**, type a percentage by using the alphanumeric buttons.

   If you select **2 pages/sheet** or **4 pages/sheet**, select the orientation (portrait or landscape).
3. Press START BLACK or START COLOR to save the selection and immediately start the copy job, or press ENTER to save the selection without starting the job.

Note

The change in the setting remains active for about two minutes after the copy job has been completed. During this time, **Settings=Custom** appears on the device control-panel display.

You must change the default media size in the media input tray to match the output size, or part of your copy might be cut off. For instructions, see Changing the default media size.

To change the default copy size

Note

The default copy size is the size to which copies are normally reduced or enlarged. If you keep the factory default size setting of **Original=100%**, all copies will be the same size as the original document.

1. Press MENU.
2. Use the < or the > button to select **Copy setup**, and then press ENTER.
3. Use the < or the > button to select **Def. Redu/Enlrg**, and then press ENTER.
4. Use the < or the > button to select the option for how you normally want to reduce or enlarge copies. You can select one of the following options:
   - **Original=100%**
   - **Lgl > Ltr=78%**
   - **Lgl > A4=83%**
   - **A4 > Ltr=94%**
   - **Ltr > A4=97%**
   - **Full Page=91%**
   - **Fit to page**
   - **2 pages/sheet**
   - **4 pages/sheet**
   - **Custom: 25-400%**

   If you select **Custom: 25-400%**, type in the percentage of the original size that you normally want for copies.

   If you select **2 pages/sheet** or **4 pages/sheet**, select the orientation (portrait or landscape).
5. Press ENTER to save your selection.

Changing the copy-collation setting

You can set the device to automatically collate multiple copies into sets. For example, if you are making two copies of three pages and the automatic collation is on, the pages print in this order: 1,2,3,1,2,3. If automatic collation is off, the pages print in this order: 1,1,2,2,3,3.

To use the automatic collation, the original document must fit into the memory. If it does not, the device makes only one copy and a message appears notifying you of the change. If that happens, use one of the following methods to finish the job:

- Split the job into smaller jobs that contain fewer pages.
- Make only one copy of the document at a time.
- Turn off the automatic collation.

The collation setting you select is in effect for all copies until you change the setting.

To change the default copy-collation setting

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Copy setup**, and then press ENTER.
3. Press ENTER to select **Def. Collation**.
4. Use the < or the > button to select **On** or **Off**.
5. Press ENTER to save your selection.

Note The factory-set default for automatic copy collation is **On**.

Changing the number of copies

You can choose to have the default number of copies be any number from 1 to 99.

To change the number of copies for the current job

1. Use the alphanumeric buttons to type the number of copies (between 1 and 99) that you want to make for your current job.
2. Press START BLACK or START COLOR to begin copying your job.

Note The change in the setting remains active for about two minutes after the copy job has been completed. During this time, **Settings=Custom** appears on the device control-panel display.

To change the default number of copies

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Copy setup**, and then press ENTER.
3. Use the < or the > button to select **Def. # of copies**, and then press ENTER.
4. Use the alphanumeric buttons to type the number of copies (between 1 and 99) that you want as the default.
5. Press ENTER to save your selection.

Note The factory-set default for the number of copies is **1**.

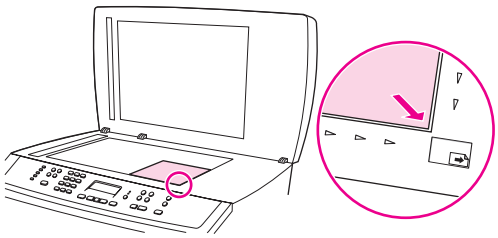
Copying photos, two-sided originals, or books

To copy a photo

Note

Photos should be copied from the flatbed scanner, not from the automatic document feeder (ADF).

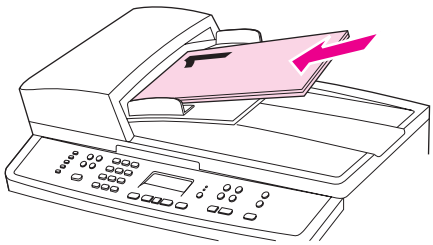
1. Place the photo on the flatbed scanner with the picture-side down and the upper-left corner of the photo in the lower-right corner of the glass.



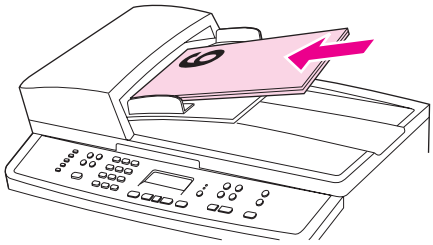
2. Gently close the lid.
3. Press START BLACK or START COLOR.

To copy a multiple-page stack of two-sided originals

1. Load the stack of originals to be copied into the automatic document feeder (ADF) with the first page facing up, and with the top of the page leading into the ADF.

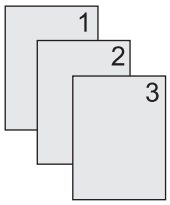


2. Press START BLACK or START COLOR. The odd-numbered pages are copied and printed.
3. Remove the stack from the ADF output tray and reload the stack with the last page facing up, and with the top of the page leading into the ADF.



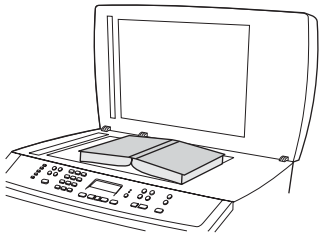
4. Press START BLACK or START COLOR. The even-numbered pages are copied and printed.

5. Collate the odd- and even-numbered printed copies.

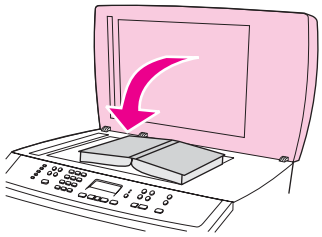


To copy a book

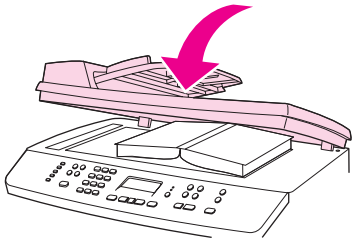
1. Lift the lid and place the book on the flatbed scanner with the page that you want to copy at the lower-right corner of the glass.



2. Gently close the lid.



3. Gently press down on the lid to press the book to the flatbed scanner surface.



4. Press START BLACK or START COLOR, or use one of the other scanning methods to copy the book. See Understanding scanning methods for more information.

8 Fax

Use the following instructions to perform fax tasks:

- Specifying the fax settings
- Sending faxes
- Using manual dial
- Redialing manually
- Canceling a fax job
- Sending faxes by using the software
- Receiving faxes
- Sending a fax by dialing from a telephone
- Changing the default light/dark (contrast) setting
- Changing the default resolution setting
- Changing the default glass-size setting
- Selecting tone-dialing or pulse-dialing mode
- Changing the redial settings
- Receiving faxes to your computer
- Setting the answer mode
- Changing ring patterns for call answering
- Changing the rings-to-answer setting
- Changing autoreduction settings for incoming faxes
- Blocking or unblocking fax numbers
- About speed-dial entries, one-touch keys, and group-dial entries
- Using dialing characters
- Inserting a dial prefix
- Sending a delayed fax
- Changing the detect-dial-tone setting
- Using billing codes
- Reprinting a fax
- Deleting faxes from memory
- Using fax forwarding
- Making an extension telephone available to receive faxes
- Using fax polling

- Changing the silence-detect mode
- Creating stamp-received faxes
- Setting the fax-error-correction mode
- Changing the V.34 setting

Note Many of the functions that are described in this chapter also can be performed by using the HP Toolbox. For instructions about using the HP Toolbox, see the HP Toolbox online Help.

Specifying the fax settings

Before you can begin using the device fax features, you must complete the following tasks:

- Setting the time and date
- Setting the fax header

Note

If you are installing the device software on your computer, you can skip the remaining instructions in this chapter. The software installer automatically helps you to set up the fax settings, unless you are using Microsoft Windows® 95 or Windows NT®.

In the United States and many other regions/countries, setting the time, date, and other fax header information is a legal requirement.

To enter text from the control panel

Use the following instructions to enter information from the device control panel with the alphanumeric buttons and the < and the > buttons:

- **Numbers:** To enter numbers, press the numeric button for the number that you need.
- **Letters:** To enter letters, repeatedly press the numeric button for the letter that you need until that letter appears. (For example, if the first letter that you need is a “C,” press 2 repeatedly until a **C** appears in the control-panel display.)
- **Punctuation marks:** To enter punctuation marks, repeatedly press * until the character that you need appears in the control-panel display.
- **Spaces:** After entering any character, press the > button twice to create a space after that character and move the cursor to an insertion point after the space.
- **Errors:** If you enter a character incorrectly, use the < button to erase the incorrect character, and then enter the correct character.

Note

For more information on control-panel characters, see Using dialing characters.

To set the time and date

To set or change the time and date, use the following steps. If you need help entering any information, see To enter text from the control panel.

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Time/Date,Header**, and then press ENTER.
3. Press ENTER to select **Time/Date**.
4. Use the < or the > button to specify either the 12-hour or the 24-hour clock, and then press ENTER.
5. Use the alphanumeric buttons to enter the current time.
6. Complete one of the following actions:

   If you specified the 12-hour clock, use the < or the > button to move the cursor past the fourth character. Select **1** for A.M. or **2** for P.M., and then press ENTER.

   If you specified the 24-hour clock, press ENTER.
7. Use the < or the > button to specify date format, and then press ENTER.
8. Use the alphanumeric buttons to enter the current date.

   Make sure that you use two digits to specify the month and day (for example, use “05” for May and “01” for the first day of the month of May).
9. Press ENTER.

To set the fax header

To set or change the fax header information, complete the following steps. If you need help entering any information, see To enter text from the control panel.

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Time/Date,Header**, and then press ENTER.
3. Use the < or the > button to select **Fax Header**, and then press ENTER.
4. Use the alphanumeric buttons to enter your fax number, and then press ENTER.
5. Use the alphanumeric buttons to enter your company name, and then press ENTER.

Note

The maximum number of characters allowed in the fax number is 20. The maximum number of characters allowed in the company name is 25.

Sending faxes

This section describes how to fax a document.

To adjust the resolution for the current fax job

1. On the device control panel, press RESOLUTION to show the current resolution setting.
2. Use the < or the > button to select the appropriate resolution setting.
3. Press ENTER to save the selection.

Note This procedure changes the fax resolution for the current fax job. For instructions about changing the default fax resolution, see Changing the default resolution setting.

Note To change the fax contrast or glass-scan size, you must change the default settings. See Changing the default light/dark (contrast) setting or Changing the default glass-size setting.

To send a fax to one recipient

1. Dial the fax number by using one of the following methods:

   Use the alphanumeric buttons on the device control panel to dial the number.

   If the fax number you are calling has been assigned to a one-touch key, press that key.

   If the fax number you are calling has a speed-dial entry, press PHONE BOOK, use the alphanumeric buttons to enter the speed-dial entry, and then press ENTER.

Note When dialing by using the alphanumeric buttons, include any pauses or additional numbers that are necessary for the call, such as an area code, an access code for numbers that are outside of a PBX system (usually a 9), or a long-distance prefix. See Using dialing characters for more information.

2. Load the document into the automatic document feeder (ADF) input tray or onto the flatbed scanner.
3. Press START FAX.
4. If you are scanning from the flatbed scanner, press 1 to select **YES** when **Send from glass? 1=Yes 2=No** appears, and then press ENTER.
5. Complete one of the following steps:
   - If you have more pages to scan, press 1 to select **YES**, and then repeat step 4 for each page of the fax job.
   - If you are finished, press 2 to select **NO**.

   When you press **NO**, the device automatically sends all pages.

When the last page of the fax has exited the device, you can start sending another fax, copying, or scanning.

To fax to numbers that you use regularly, you can assign a one-touch key or speed-dial entry. See To program speed-dial entries and one-touch keys and To program group-dial entries. If you have electronic phone books available, you might be able to use them to select recipients. Electronic phone books are generated by using third-party software programs.

To send a fax to multiple recipients

You can send a fax to several fax numbers at once. If you want to send a fax to a group of fax numbers that you have assigned to a group-dial entry, see To send a fax by using a group-dial entry. If you want to send a fax to a group of numbers (maximum of 20) that have not been assigned a group-dial entry, see To send a fax to a group manually (ad hoc faxing).

In the rare instance that your document does not fit into memory, complete one of the following:

- Clear saved faxes from the fax memory. For more information, see Deleting faxes from memory.
- Divide the document into smaller sections, and then send the document as multiple fax jobs.

To send a fax by using a group-dial entry

1. Load the document into the automatic document feeder (ADF) input tray or onto the flatbed scanner.
2. On the device control panel, select the group by using one of the following methods:

   Press the one-touch key for the group.

   Press PHONE BOOK, press the group-dial entry that is assigned to the group, and then press ENTER.
3. Press START FAX.

   If you are scanning from the flatbed scanner, select **YES** when **Send from glass? 1=Yes 2=No** appears, and then press ENTER.

   The device scans the document into memory and sends the fax to each number specified. If a number in the group is busy or does not answer, the device redials the number based on its redial setting. If all redial attempts fail, the device updates the fax activity log with the error and proceeds to the next number in the group.

Note The fax activity log feature is not supported in the software for Microsoft Windows 95 or Windows NT, but you can print the fax activity log by using the control panel. For instructions, see Printing the fax activity log.

To send a fax to a group manually (ad hoc faxing)

Use the following instructions to send a fax to a group of recipients that has not been assigned a group-dial entry:

1. Load the document into the automatic document feeder (ADF) input tray or onto the flatbed scanner.
2. On the device control panel, dial the first fax number by using one of the following methods:

   Use the alphanumeric buttons.

   If the fax number that you are calling has been assigned a one-touch key, press that key.

   If the fax number that you are calling has been assigned a speed-dial entry, press PHONE BOOK, use the alphanumeric buttons to enter the speed-dial entry, and then press ENTER.

Note When dialing by using the alphanumeric buttons, include any pauses or additional numbers that are necessary for the call, such as an area code, an access code for numbers that are outside of a PBX system (usually a 9), or a long-distance prefix. See Using dialing characters for more information.

3. Press ENTER.
4. Complete one of the following tasks:

   To continue dialing numbers, repeat steps 2 and 3.

   If you are finished dialing numbers, go to the next step.
5. Press START FAX.

   If you are scanning from the flatbed scanner, select **YES** when **Send from glass? 1=Yes 2=No** appears, and then press ENTER.
6. The device sends the fax to each fax number. If a number in the group is busy or does not answer, the device redials that number based on its redial setting. If all redial attempts fail, the device updates the fax activity log by adding the error, and then it proceeds to the next number in the group.

Note The fax activity log feature is not supported in the software for Microsoft Windows 95 or Windows NT, but you can print the fax activity log by using the control panel. For instructions, see Printing the fax activity log.

Using manual dial

Usually, the device dials after you press START FAX. At times, however, you might want the device to dial each number as you press it. For example, if you are charging your fax call to a calling card, you might need to dial the fax number, wait for the acceptance tone of your telephone company, and then dial the calling card number. When dialing internationally, you might need to dial part of the number and then listen for dial tones before continuing to dial.

To use manual dial with the automatic document feeder (ADF)

1. Load the document into the automatic document feeder (ADF) input tray or onto the flatbed scanner.
2. On the device control panel, press START FAX.
3. Begin dialing. The device dials the number as you press each digit. This allows you to wait for pauses, dial tones, international access tones, or calling card acceptance tones before continuing to dial.

To use manual dial with the flatbed scanner

1. On the device control panel, press START FAX. The control-panel display shows the following message: **Send from glass? 1=Yes 2=No**.
2. Press 1 to select **YES**. The control-panel display shows the following message: **Load page:X Press [enter]**, where X is the page number.
3. Scan a page into memory by placing the sheet print-side-down on the flatbed scanner and pressing ENTER. After scanning the page, the device control-panel display shows the following message: **Another page? 1=Yes 2=No**.
4. Complete one of the following steps:

   If you have more pages to scan, press 1 to select **YES**, and then repeat step 3 for each page of the fax job.

   If you are finished, press 2 to select **NO**, and then go to the next step.
5. When finished scanning all pages into memory, begin dialing. The device dials the number as you press each digit. This allows you to wait for pauses, dial tones, international access tones, or calling card acceptance tones before continuing to dial.

Redialing manually

If you want to send another document to the last fax number that was dialed, use the following procedure to redial manually. If you are trying to resend the same document that you sent the first time, wait until the automatic redial attempts have stopped or until you have stopped them yourself. Otherwise, the recipient might get the fax twice: once from the manual redial attempt and once from one of the automatic redial attempts.

Note

To stop the current redial attempt for a fax, or to cancel all pending, automatic redial attempts for a fax, see Canceling a fax job. To change redial settings, see Changing the redial settings.

To redial manually

1. Load the document into the automatic document feeder (ADF) input tray or onto the flatbed scanner.
2. On the device control panel, press REDIAL/PAUSE.
3. Press START FAX. The device redials the last number that was dialed and attempts to send the fax.

   If you are scanning from the flatbed scanner, select **YES** when **Send from glass? 1=Yes 2=No** appears, and then press ENTER.

Canceling a fax job

Use these instructions to cancel a single fax that is currently dialing or a fax that is being transmitted or received.

To cancel the current fax job

Press CANCEL on the control panel. Any pages that have not been transmitted are canceled. Pressing CANCEL also stops group-dial jobs.

To cancel a fax job by using the Fax Job Status

Use this procedure to cancel a fax job in the following situations:

- The device is waiting to redial after encountering a busy signal, an unanswered call, or a communication error.
- The fax is scheduled to be sent at a future time.

Use the following steps to cancel a fax job by using the Fax Job Status:

1. On the device control panel, press MENU.
2. Press ENTER to select **Fax Job status**.
3. Use the < or the > button to scroll through pending jobs until you reach the job that you want to clear.
4. Press ENTER to select the job that you want to cancel.
5. Press ENTER to confirm that you want to cancel the job.

Sending faxes by using the software

This section contains basic instructions for sending faxes by using the software that came with the device. All other software-related topics are covered in the software Help, which can be opened from the software-program **Help** menu.

Note The fax software and HP Toolbox are not supported for Windows 98, Windows ME, or Windows NT. The HP Toolbox software is not supported for Macintosh.

You can fax electronic documents from your computer if you meet the following requirements:

- The device is connected directly to your computer or connected to your computer over a TCP/IP network.
- The device software is installed on your computer.
- You are using Microsoft Windows 2000 or XP, or Mac OS 9.2.2, 10.2, or 10.3.

To send a fax from the software (Windows 2000 or XP)

The procedure to send a fax varies according to your specifications. The most typical steps follow.

1. Click **Start**, click **Programs** (or **All Programs** in Windows XP), and then click **Hewlett Packard**.
2. Click either **HP LaserJet 2830** or **HP LaserJet 2840**, and then click **Send fax**. The fax software appears.
3. Enter the fax number of one or more recipients.
4. Load the document in the automatic document feeder (ADF) input tray.
5. Include a cover page. (This step is optional.)
6. Click **Send Now**, or click **Send Later** and select a date and time.

Note You can also send a fax from HP Toolbox by navigating to the **Fax Tasks** section and clicking the **Fax Send** button.

To send a fax from the software (Mac OS 10.2 or 10.3)

1. Open the HP Toolbox and click **Fax**. The fax software appears.
2. Select **Addressing** from the **Copies and Pages** drop-down list.
3. Enter the fax number of one or more recipients.
4. Load the document in the automatic document feeder (ADF) input tray.
5. Include a cover page (this step is optional).
6. Click **Scan Now**, and then click **Print**.

Note The steps for Mac OS 9.2.2 will vary.

To send a fax from a third-party application, such as Microsoft Word (all operating systems)

1. Open a document in a third-party program.
2. Click the **File** menu, and then click **Print**.
3. Select the fax print driver from the printer drop-down list. The fax software appears.
4. Complete one of the following:

   Windows users: Complete steps 2 through 5 in To send a fax from the software (Windows 2000 or XP).

   Mac users: Complete steps 2 through 6 in To send a fax from the software (Mac OS 10.2 or 10.3).

Receiving faxes

You can receive faxes to the device or to your computer. In general, incoming faxes to the device are automatically answered. However, if you change the devices that are connected to the same telephone line as the device, you must change how the device answers incoming faxes. See Setting the answer mode for instructions.

Follow the procedures in this section to manage faxes that are routed to the device.

To receive faxes when you hear fax tones

If you have a telephone line that receives both fax and telephone calls, and you hear fax tones when you answer the telephone, you can start the receiving process in one of two ways:

- If you are close to the device, press START FAX on the control panel.
- When you answer any telephone connected to the line (an extension telephone) and hear fax tones, the device should begin answering the call automatically. If not, press 1-2-3 in sequence on the telephone keypad (in tone-dialing mode only), listen for fax transmission sounds, and then hang up.

Note

In order for the second method to work, the extension telephone setting must be set to **YES**. See Making an extension telephone available to receive faxes to check or change the setting.

Sending a fax by dialing from a telephone

Occasionally, you might want to dial a fax number from a telephone that is connected to the same line as the device. For example, if you are sending a fax to a person whose device is in the manual receive mode, you can precede the fax with a voice call to let that person know that the fax is coming.

To send a fax by dialing from a telephone

Note The telephone must be connected to the "telephone" port (the port that is marked with a telephone icon).

1. Load the document into the automatic document feeder (ADF) input tray.

Note You cannot use the flatbed scanner when sending a fax by dialing from a telephone.

2. Pick up the handset of a telephone that is connected to the same line as the device. Dial the fax number by using the telephone keypad.
3. When the recipient answers, instruct the person to start the fax machine.
4. When you hear the fax tones, press START FAX, wait until **Connecting** appears on the control panel display, and then hang up the telephone.

Changing the default light/dark (contrast) setting

The contrast affects the lightness and darkness of an outgoing fax as it is being sent.

To change the default light/dark (contrast) setting

The default light/dark setting is the contrast that is normally applied to items that are being faxed. The slider is set to the middle as the default setting.

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Fax setup**, and then press ENTER.
3. Use the < or the > button to select **Fax Send setup**, and then press ENTER.
4. Use the < or the > button to select **Def. Light/Dark**, and then press ENTER.
5. Use the < button to move the slider to the left to make the fax lighter than the original, or use the > button to move the slider to the right to make the fax darker than the original.
6. Press ENTER to save your selection.

Changing the default resolution setting

Resolution, in dots per inch (dpi), affects the quality of faxed documents. It also affects the transmission speed as a higher resolution produces a larger file, which requires more time to transmit. The factory-set default resolution setting is **Fine**.

Use this procedure to change the default resolution for all fax jobs to one of the following settings:

- **Standard**: This setting provides the lowest quality and the fastest transmission time.
- **Fine**: This setting provides a higher resolution quality than **Standard** that is usually appropriate for text documents.
- **Superfine**: This setting is best used for documents that mix text and images. The transmission time is slower than **Fine** but faster than **Photo**.
- **Photo**: This setting produces the best images, but greatly increases the transmission time.

To change the default resolution setting

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Fax setup**, and then press ENTER.
3. Use the < or the > button to select **Fax Send setup**, and then press ENTER.
4. Use the < or the > button to select **Def. Resolution**, and then press ENTER.
5. Use the < or the > button to change the resolution setting.
6. Press ENTER to save the selection.

Note For instructions about changing the resolution for the current fax job only, see To adjust the resolution for the current fax job.

Changing the default glass-size setting

This setting determines which paper size the flatbed scanner scans when you send a fax from the scanner. The factory-set default is determined by the region/country in which you purchased the device.

To change the default glass-size setting

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Fax setup**, and then press ENTER.
3. Use the < or the > button to select **Fax Send setup**, and then press ENTER.
4. Use the < or the > button to select **Def. Glass Size**, and then press ENTER.
5. Use the < or the > button to select the correct paper size setting: **A4** or **Letter**.
6. Press ENTER to save your selection.

Selecting tone-dialing or pulse-dialing mode

Use this procedure to set the device to tone-dialing or pulse-dialing mode. The factory-set default is **Tone**. Do not change this setting unless you know that your telephone line cannot use tone dialing.

To select tone-dialing or pulse-dialing

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Fax setup**, and then press ENTER.
3. Use the < or the > button to select **Fax Send setup**, and then press ENTER.
4. Use the < or the > button to select **Dialing Mode**, and then press ENTER.
5. Use the < or the > button to select **Tone** or **Pulse**, and then press ENTER to save your selection.

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

Changing the redial settings

If the device was unable to send a fax because the receiving fax machine did not answer or was busy, the device attempts to redial based on the redial-on-busy, redial-on-no-answer, and redial-on-communication-error options. Use the procedures in this section to turn these options on or off.

To change the redial-on-busy option

If this option is turned on, the device redials automatically if it receives a busy signal. The factory-set default for the redial-on-busy option is **On**.

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Fax setup**, and then press ENTER.
3. Use the < or the > button to select **Fax Send setup**, and then press ENTER.
4. Use the < or the > button to select **Redial if busy**, and then press ENTER.
5. Use the < or the > button to select **On** or **Off**, and then press ENTER.

To change the redial-on-no-answer option

If this option is turned on, the device redials automatically if the receiving machine does not answer. The factory-set default for the redial-on-no-answer option is **Off**.

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Fax setup**, and then press ENTER.
3. Use the < or the > button to select **Fax Send setup**, and then press ENTER.
4. Use the < or the > button to select **Redial-no answer**, and then press ENTER.
5. Use the < or the > button to select **On** or **Off**, and then press ENTER.

To change the redial-on-communication-error option

If this option is turned on, the device redials automatically if some sort of communication error occurs. The factory-set default for the redial-on-communication-error option is **On**.

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Fax setup**, and then press ENTER.
3. Use the < or the > button to select **Fax Send setup**, and then press ENTER.
4. Use the < or the > button to select **Redial Comm Err.**, and then press ENTER.
5. Use the < or the > button to select **On** or **Off**, and then press ENTER.

Receiving faxes to your computer

To receive faxes to your computer, you must turn on the receive-to-PC setting in the software (see the device software Help). The receive-to-PC setting can be activated only from one computer. If for any reason that computer is no longer available, you can use the following procedure to turn the receive-to-PC setting off from the device control panel.

To turn off the receive-to-PC setting from the control panel

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Fax functions**, and then press ENTER.
3. Use the < or the > button to select **Stop Recv to PC**, and then press ENTER to confirm your selection.

   After you select the **Stop Recv to PC** setting, any faxes that remain in the device memory are printed.

Note You cannot use the receive-to-PC feature if you are using Macintosh software, Windows 98, Windows ME, or Windows NT.

Setting the answer mode

Depending on your situation, you can set the device answer mode to **Automatic** or **Manual**. The factory-set default is **Automatic**.

- **Automatic:** In this answer mode, the device answers incoming calls after a specified number of rings or upon recognition of special fax tones. To specify the number of rings, see Changing the rings-to-answer setting.
- **Manual:** In this answer mode, the device never answers calls. You must start the fax-receiving process yourself, either by pressing START FAX on the control panel or by picking up a telephone that is connected to that line and dialing 1-2-3 (in tone-dial mode only).

Note

Although most users leave the answer mode set to **Automatic**, voice callers who dial the fax telephone number will hear fax tones if the telephone is not answered, or if they do not hang up by the specified number of rings-to-answer. If you do not want voice callers to hear fax tones, use the **Manual** setting. But remember that fax calls are not received automatically when the mode is set to **Manual**.

To set the answer mode

To set or change the answer mode, complete the following steps:

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Fax setup**, and then press ENTER.
3. Use the < or the > button to select **Fax Recv. setup**, and then press ENTER.
4. Press ENTER to select **Answer mode**.
5. Use the < or the > button to select **Automatic** or **Manual**, and then press ENTER.

   The control-panel display shows the answer mode setting that you specified.

Changing ring patterns for call answering

Ring-pattern or distinctive-ring service is available through some local telephone companies. The service allows you to have more than one telephone number on a single line. Each telephone number has a unique ring pattern, so that you can answer voice calls and the device can answer fax calls.

If you subscribe to a ring-pattern service with your telephone company, you must set the device to answer the correct ring pattern. Not all regions/countries support unique ring patterns. Contact your telephone company to determine if this service is available in your region/country.

Note

If you do not have ring-pattern service and you change the ring-pattern settings to something other than the default, **All Rings**, the device might not be able to receive faxes.

The settings are as follows:

- **All Rings**: The device answers any calls that come through the telephone line.
- **Single**: The device answers any calls that produce a single-ring pattern.
- **Double**: The device answers any calls that produce a double-ring pattern.
- **Triple**: The device answers any calls that produce a triple-ring pattern.
- **Double&Triple**: The device answers any calls that produce a double-ring or triple-ring pattern.

To change ring patterns for call answering

To change ring patterns for call answering, complete the following steps:

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Fax setup**, and then press ENTER.
3. Use the < or the > button to select **Fax Recv. setup**, and then press ENTER.
4. Use the < or the > button to select **Answer Ring Type**, and then press ENTER.
5. Use the < or the > button to select the ring pattern that you want, and then press ENTER.
6. After device installation is complete, ask someone to send a fax to you in order to verify that the ring-pattern service is working correctly.

Changing the rings-to-answer setting

When the answer mode is set to **Automatic**, the device rings-to-answer setting determines the number of times the telephone rings before the device answers an incoming call.

If the device is connected to a line that receives both fax and voice calls (a shared line) and that also uses an answering machine, you might need to adjust the rings-to-answer setting. The number of rings-to-answer for the device must be greater than the rings-to-answer on the answering machine. This allows the answering machine to answer the incoming call and record a message if it is a voice call. When the answering machine answers the call, the device listens to the call and automatically answers it if it detects fax tones.

The default setting for rings-to-answer is five for the U.S. and Canada, and two for other countries/regions.

Using the rings-to-answer setting

Use the following table to determine the number of rings-to-answer to use.

Type of telephone line	Recommended rings-to-answer setting
Dedicated fax line (receiving only fax calls)	Set to a number of rings within the range displayed on the control panel. (The minimum and maximum number of rings allowed varies by country/region.)
One line with two separate numbers and a ring-pattern service	One or two rings. (If you have an answering machine or computer voicemail for the other telephone number, make sure that the device is set to a greater number of rings than the answering system. Also, see Changing ring patterns for call answering.)
Shared line (receiving both fax and voice calls) with only an attached telephone	Five rings or more.
Shared line (receiving both fax and voice calls) with an attached answering machine or computer voicemail	Two rings more than the answering machine or computer voicemail.

To set the number of rings-to-answer

To set or change the number of rings-to-answer, use the following steps:

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Fax setup**, and then press ENTER.
3. Use the < or the > button to select **Fax Recv. setup**, and then press ENTER.
4. Use the < or the > button to select **Rings to answer**, and then press ENTER.
5. Use the alphanumeric buttons to enter the number of rings-to-answer, and then press ENTER.

Changing autoreduction settings for incoming faxes

If the fit-to-page option is turned on, the device automatically reduces long faxes up to 75 percent to fit the information on the default paper size (for example, the fax is reduced from legal to letter size).

If the fit-to-page option is turned off, long faxes print at full size on multiple pages. The factory-set default for incoming fax autoreduction is **On**.

If you have the stamp-received faxes option turned on, you might also want to turn on autoreduction. This reduces the size of the incoming faxes slightly, and prevents the page-stamp from forcing a fax onto two pages.

Note Make sure that the media-size setting matches the size of the media that is loaded in the media input tray. To change the default media size, see Changing the default media size.

To change autoreduction for incoming faxes

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Fax setup**, and then press ENTER.
3. Use the < or the > button to select **Fax Recv. setup**, and then press ENTER.
4. Use the < or the > button to select **Fit to page**, and then press ENTER.
5. Use the < or the > button to select **On** or **Off**, and then press ENTER to save your selection.

Blocking or unblocking fax numbers

If you do not want to receive faxes from specific people or businesses, you can block as many as 30 fax numbers by using the control panel. When you block a fax number and someone from that number sends you a fax, the control-panel display indicates that the number is blocked, the fax does not print, and the fax is not saved in memory. Faxes from blocked fax numbers appear in the fax activity log with a “discarded” designation. You can unblock blocked fax numbers individually or all at one time.

Note

To print a list of numbers that you have blocked, see Printing the block-fax list. To print the fax activity log, see Printing the fax activity log.

To block or unblock a fax number

Complete the following steps to block or unblock fax numbers by using the control panel:

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Fax setup**, and then press ENTER.
3. Use the < or the > button to select **Fax Recv. setup**, and then press ENTER.
4. Use the < or the > button to select **Block faxes**, and then press ENTER.
5. Do one of the following:

   To block a fax number, use the < or the > button to select **Add entry**, and then press ENTER. Enter the fax number exactly as it appears in the header (including spaces), and then press ENTER. Enter a name for the blocked number, and then press ENTER.

   To unblock a single fax number, use the < or the > button to select **Delete entry**, and then press ENTER. Use the < or the > button to select the fax number that you want to delete, and then press ENTER to confirm the deletions.

   To unblock all blocked fax numbers, use the < or the > button to select **Clear all**, and then press ENTER. Press ENTER again to confirm the deletions.

About speed-dial entries, one-touch keys, and group-dial entries

You can store frequently dialed fax numbers or groups of fax numbers as one-touch keys, speed-dial entries, or group-dial entries.

In the device phone book, a total of 120 entries are available for speed-dial entries and group-dial entries. For example, if you program 100 of the entries as speed-dials, the remaining 20 can be used for group-dials.

See the following procedures for more information about how to use speed-dial entries, one-touch keys, and group-dial entries.

To program speed-dial entries and one-touch keys

Speed-dial entries 1 through 5 are also associated with their corresponding one-touch keys on the control panel. The one-touch keys can be used for speed-dial or group-dial entries. A maximum of 50 characters can be entered for a single fax number.

Note Speed-dial entries, one-touch keys, and group-dial entries are more easily programmed from the software. For instructions about programming speed-dial entries, one-touch keys, and group-dial entries using HP Toolbox, see the HP Toolbox online Help.

Complete the following steps to program speed-dial entries and one-touch keys from the device control panel:

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Fax setup**, and then press ENTER.
3. Press ENTER to select **Phone Book**.
4. Press ENTER to select **Individual setup**.
5. Press ENTER to select **Add**.
6. Use the alphanumeric buttons to enter the speed-dial entry number that you want to associate with this fax number, and then press ENTER. Choosing a number from 1 to 5 also associates the fax number with the corresponding one-touch key.

Note When typing a fax number, press PAUSE/REDIAL until a comma (**,**) appears if you want to insert a pause in the dialing sequence, or press * until **W** appears if you want the device to wait for a dial tone.

7. Use the alphanumeric buttons to enter the fax number. Include any pauses or other needed numbers, such as an area code, an access code for numbers outside a PBX system (usually a 9 or 0), or a long distance prefix.
8. Press ENTER.
9. Use the alphanumeric buttons to enter a name for the fax number. To do so, repeatedly press the alphanumeric button for the letter that you need until the letter appears. (For a list of characters, see Using dialing characters.)

Note To insert punctuation, press the asterisk (*) button repeatedly until the character that you want appears, and then press the > buttton to go to the next space.

10. Press ENTER to save the information.
11. If you have more speed-dial entries or one-touch keys to program, repeat steps 1 through 10.

To delete speed-dial entries and one-touch keys

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Fax setup**, and then press ENTER.
3. Press ENTER to select **Phone Book**.
4. Press ENTER to select **Individual setup**.
5. Use the < or the > button to select **Delete**, and then press ENTER.
6. Use the alphanumeric buttons to enter the number of the speed-dial entry you want to delete, and then press ENTER.
7. Press ENTER to confirm the deletion.

To program speed-dial entries or one-touch keys quickly

Note

The following procedure cannot be used to program a group-dial entry. For group-dial entry instructions, see To program group-dial entries.

Complete the following steps to program speed-dial entries and one-touch keys easily from the device control panel:

1. On the device control panel, complete one of the following tasks:

   Press PHONE BOOK, enter an unprogrammed speed-dial entry, and then press ENTER.

   Press an unprogrammed one-touch key. The control-panel display notifies you that the speed-dial entry or one-touch key has not been programmed.
2. Press ENTER to program the speed-dial entry or one-touch key.
3. Enter the fax number, and then press ENTER. Include pauses, or other needed numbers, such as an area code, an access code for numbers outside a PBX system (usually a 9 or 0), or a long-distance prefix. (See Using dialing characters for more information.)

Note

When entering a fax number, press PAUSE/REDIAL until a comma (**,**) appears to insert a pause in the dialing sequence. Press * until **W** appears if you want the device to wait for a dial tone.

4. Use the alphanumeric buttons to enter a name for the fax number. To do so, repeatedly press the alphanumeric button for the letter that you need until the letter appears. (For a list of characters, see Using dialing characters.)
5. Press ENTER to save the information.

To manage group-dial entries

If you send information to the same group of people on a regular basis, you can program a group-dial entry to simplify the task. Group-dial entries are composed of speed-dial entries. Group-dial entries using numbers 1 through 5 are also associated with the corresponding one-touch key on the control panel.

Any individual speed-dial entry can be added to a group. All group members must have programmed speed-dial entries or one-touch keys assigned to them before being added to the group-dial entry.

Use the following instructions to manage your group-dial entries.

Note Speed-dial entries, one-touch keys, and group-dial entries are more easily programmed from the software. For instructions about programming speed-dial entries, one-touch keys, and group-dial entries by using the HP Toolbox, see the HP Toolbox online Help.

To program group-dial entries

1. Assign a speed-dial entry to each fax number that you want in the group. (For instructions, see To program speed-dial entries and one-touch keys.)
2. On the device control panel, press MENU.
3. Use the < or the > button to select **Fax setup**, and then press ENTER.
4. Press ENTER to select **Phone Book**.
5. Use the < or the > button to select **Group setup**, and then press ENTER.
6. Use the < or the > button to select **Add/Edit group**, and then press ENTER.
7. Use the alphanumeric buttons to enter the number that you want to associate with this group, and then press ENTER. Selecting 1 through 5 also associates the group with the corresponding one-touch key.
8. Use the alphanumeric buttons to enter a name for the group, and then press ENTER.
9. Complete one of the following steps:

   Press a one-touch key, and then press ENTER again to confirm the addition. Repeat this step for each group member you want to add.

   Select **Phone Book**, and then select the speed-dial entry for the group member you want to add. Press ENTER to confirm the addition. Repeat this step for each group member you want to add.
10. When you are finished, press ENTER.
11. If you have more group-dial entries to assign, press ENTER, and then repeat steps 1 through 10.

To delete group-dial entries

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Fax setup**, and then press ENTER.
3. Press ENTER to select **Phone Book**.
4. Use the < or the > button to select **Group setup**, and then press ENTER.
5. Use the < or the > button to select **Delete group**, and then press ENTER.
6. Using the alphanumeric buttons, enter the number of the group-dial that you want to delete, and then press ENTER.
7. Press ENTER to confirm the deletion.

To delete an individual from a group-dial entry

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Fax setup**, and then press ENTER.
3. Press ENTER to select **Phone Book**.
4. Use the < or the > button to select **Group setup**, and then press ENTER.
5. Use the < or the > button to select **Del. # in group**, and then press ENTER.
6. Use the < or the > button to select the individual that you want to delete from the group.
7. Press ENTER to confirm the deletion.
8. Complete one of the following tasks:

   Repeat steps 6 and 7 to delete other individuals from the group.

   Press CANCEL if you are finished.

Note Deleting a speed-dial entry also deletes that entry from any group-dial entries that included that speed-dial entry.

To delete all phone book entries

You can delete all speed-dial entries, one-touch keys, and group-dial entries that are programmed in the device.

CAUTION After speed-dial entries, one-touch keys, and group-dial entries are deleted, they cannot be recovered.

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Fax setup**, and then press ENTER.
3. Press ENTER to select **Phone Book**.
4. Use the < or the > button to select **Delete all**, and then press ENTER.
5. Press ENTER to confirm the deletion.

Using dialing characters

When using the control panel to enter your name in the header or to enter a name for a one-touch key, speed-dial entry, or group-dial entry, press the appropriate alphanumeric button repeatedly until the letter that you need appears. Then, press the > button to select that letter and move to the next space. This table shows which letters and numbers appear on each alphanumeric button when the default language is set to English:

button number	characters
1	1
2	A B C a b c 2
3	D E F d e f 3
4	G H I g h i 4
5	J K L j k l 5
6	M N O m n o 6
7	P Q R S p q r s 7
8	T U V t u v 8
9	W X Y Z w x y z 9
0	0
*	( ) + - . / , " * & @
#	space # ,

To insert a pause

You can insert pauses into a fax number that you are dialing or programming to a one-touch key, speed-dial entry, or group-dial entry. Pauses are often needed when dialing internationally or connecting to an outside line.

- Press # repeatedly until a comma (**,**) appears on the control-panel display, indicating that the pause will occur at that point in the dialing sequence.
- Press * repeatedly until **W** appears on the control-panel display to have the device wait for a dial tone before dialing the rest of the telephone number.
- Press * repeatedly until **R** appears on the control-panel display to have the device perform a hook flash.

Inserting a dial prefix

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

The default setting is **Off**. You might want to turn this setting on and enter a prefix if, for example, you have to dial a number such as 9 to get a telephone line outside of your company telephone system. While this setting is activated, you can dial a fax number without the dial prefix by using manual dial. For instructions, see Using manual dial.

To set the dial prefix

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Fax setup**, and then press ENTER.
3. Press the > button once to select **Fax Send setup**, and then press ENTER.
4. Use the < or the > button to select **Dial Prefix**, and then press ENTER.
5. Use the < or the > button to select **On** or **Off**, and then press ENTER.
6. If you selected **On**, use the alphanumeric buttons to enter the prefix, and then press ENTER. You can use numbers, pauses, and dialing symbols.

Sending a delayed fax

You can schedule a fax to be sent automatically at a future time to one or more people. When you complete this procedure, the device scans the document into memory and returns to the Ready state so that you can perform other tasks.

Note

If the device cannot transmit the fax at the scheduled time, that information is indicated on the fax call report (if that option is turned on) or recorded in the fax activity log. The transmittal might be halted because the fax-sending call is not answered, or because a busy signal stops the redial attempts. (See Setting print times for the fax call report and Printing the fax activity log for more information.)

If you have set a fax to be sent at a future time but you need to add something to it, you can send the additional information as another job. All faxes that are scheduled to go to the same fax number at the same time are delivered as individual faxes.

To send a delayed fax

1. Load the document into the automatic document feeder (ADF) input tray or onto the flatbed scanner.
2. On the device control panel, press MENU.
3. Use the < or the > button until **Fax functions** appears, and then press ENTER.
4. Use the < or the > button until **Send fax later** appears, and then press ENTER.
5. Use the alphanumeric buttons to enter the start time, and then complete one of the following tasks:

   If the device is set to the 12-hour time mode, use the > button to move the cursor past the fourth character to set A.M. or P.M. Select **1** for A.M. or select **2** for P.M., and then press ENTER.

   If the device is set to the 24-hour time mode, press ENTER.
6. Complete one of the following tasks:

   Use the alphanumeric buttons to enter the date, and then press ENTER.

   Accept the default date by pressing ENTER.
7. Enter the fax number, enter the speed-dial entry, or press the one-touch key. (This feature does not support undefined (ad hoc) groups.)
8. Press ENTER or START FAX. The device scans the document into memory and sends it at the designated time.

Changing the detect-dial-tone setting

Normally, the device begins dialing a fax number immediately. If you are using the device on the same line as your telephone, turn on the detect-dial-tone setting. This prevents the device from sending a fax while someone is on the telephone.

The factory-set default for detect dial tone is **On** for France and Hungary, and **Off** for all other regions/countries.

To change the detect-dial-tone setting

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Fax setup**, and then press ENTER.
3. Press > once to select **Fax Send setup**, and then press ENTER.
4. Use the < or the > button to select **Detect dial tone**, and then press ENTER.
5. Use the < or the > button to select **On** or **Off**, and then press ENTER.

Using billing codes

If the billing codes feature has been turned on, the user will be asked to enter a billing code for each fax. The billing number is credited for each fax page that is sent. This includes all types of faxes except for poll-received, fax-forwarded, or computer-downloaded faxes. For an undefined group or a group-dial fax, the billing number is credited for each successful fax that is sent to each destination. To print a report that shows the total for each billing code, see Printing the billing-code report.

The factory-set default for the billing-code setting is **Off**. The billing code can be any number from 1 through 250.

To change the billing-code setting

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Fax setup**, and then press ENTER.
3. Use the < or the > button to select **Fax Send setup**, and then press ENTER.
4. Use the < or the > button to select **Billing codes**, and then press ENTER.
5. Use the < or the > button to select **On** or **Off**, and then press ENTER.

To use billing codes

1. On the device control panel, enter the phone number manually, by one-touch key, or by speed-dial or group-dial entry.
2. Load the original in the automatic document feeder (ADF) input tray or on the flatbed scanner.
3. Press START FAX.
4. Enter the billing code, and then press START FAX.

The fax job is sent and recorded in the billing-code report. For information about printing the billing-code report, see Printing the billing-code report.

Reprinting a fax

If you want to reprint a fax because the print cartridge was empty or if the fax was printed on the wrong type of media, you can try to reprint it. The amount of memory that is available determines the actual number of faxes that are stored for reprinting. The most recent fax prints first; the oldest fax that is in storage prints last.

These faxes are stored continuously. Reprinting them does not clear them from the memory. To clear these faxes from the memory, see Deleting faxes from memory.

To reprint a fax

Use the following steps to reprint a fax:

Note You do not need to use this procedure if the fax does not print because of a jam or because the media is completely depleted. During these situations, faxes are received to memory. As soon as you clear the jam or replenish the media, fax printing automatically resumes.

1. On the device control panel, press MENU.
2. Press the > button once. **Fax functions** appears.
3. Press ENTER.
4. Use the < or the > button until **Reprint last** appears.
5. Press ENTER. The device begins reprinting the most recently printed fax.

Note To stop the printing at any time, press CANCEL.

To change the fax reprint settings

The default fax reprint setting is **On**. To change this setting from the device control panel, complete the following steps:

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Fax setup**, and then press ENTER.
3. Use the < or the > button to select **Fax Recv. setup**, and then press ENTER.
4. Use the < or the > button to select **Reprint faxes**, and then press ENTER.
5. Use the < or the > button to select **On** or **Off**, and then press ENTER.

Deleting faxes from memory

Use this procedure only if you are concerned that someone else has access to your device and might try to reprint faxes from the memory.

CAUTION In addition to clearing the reprint memory, this procedure clears any fax that is currently being sent, unsent faxes that are pending redial, faxes that are scheduled to be sent at a future time, and faxes that are not printed or forwarded.

To delete faxes from memory

1. On the device control panel, press MENU.
2. Press the > button once to display **Fax functions**, and then press ENTER.
3. Use the < or > button to select **Clear saved faxs**, and then press ENTER.
4. Press ENTER to confirm the deletion.

Using fax forwarding

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

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

When it is using the fax-forwarding feature, the device (rather than the computer) must be receiving the faxes, and the answer mode must be set to **Automatic** (see Setting the answer mode).

To use fax forwarding

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Fax setup**, and then press ENTER.
3. Use the < or the > button to select **Fax Recv. setup**, and then press ENTER.
4. Use the < or the > button to select **Forward fax**, and then press ENTER.
5. Press the > button to select **On** or **Off**, and then press ENTER.
6. If you turn on the fax-forwarding feature, use the alphanumeric buttons to specify the fax number where the fax is to be sent, and then press ENTER to save your selection.

Making an extension telephone available to receive faxes

With this setting turned on, you can alert the device to pick up the incoming fax call by pressing 1-2-3 sequentially on the telephone keypad (in tone-dial mode only). The default setting is **On**. Turn this setting off only if you use pulse dialing or if you have a service from your telephone company that also uses the 1-2-3 sequence. The telephone company service does not work if it conflicts with the device.

To make an extension telephone available to receive faxes

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Fax setup**, and then press ENTER.
3. Use the < or the > button to select **Fax Recv. setup**, and then press ENTER.
4. Use the < or the > button to select **Extension Phone**, and then press ENTER.
5. Use the < or the > button to select **On** or **Off**, and then press ENTER to save your selection.

Using fax polling

If someone else has set up a fax to be polled, you can request that the fax be sent to your device. (This is known as polling another machine).

To poll (request a fax from) another fax machine

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Fax functions**, and then press ENTER.
3. Use the < or the > button to select **Polling receive**, and then press ENTER.
4. Use the alphanumeric buttons to enter the number of the fax machine that you want to request the fax from, and then press ENTER.

   Your device dials the other fax machine and requests the fax.

Changing the silence-detect mode

This setting controls whether or not you can receive faxes from older-model fax machines that do not emit a fax signal during fax transmissions. At the time of this publication, these silent-model fax machines represented very few of the fax machines in use. The default setting is **Off**. The silence-detect mode setting should be changed only if you regularly receive faxes from someone who uses an older-model fax machine.

To change the silence-detect mode

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Fax setup**, and then press ENTER.
3. Use the < or the > button to select **Fax Recv. setup**, and then press ENTER.
4. Use the < or the > button to select **Silence Detect**, and then press ENTER.
5. Use the < or the > button to select **On** or **Off**, and then press ENTER to save your selection.

Creating stamp-received faxes

The device prints the sender identification information at the top of each received fax. You can also choose to have your own header information included on each received fax to confirm the date and time that the fax was received. The factory-set default for stamp-received faxes is **Off**.

Note This option applies only to received faxes that the device prints.

To make stamp-received faxes available

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Fax setup**, and then press ENTER.
3. Use the < or the > button to select **Fax Recv. setup**, and then press ENTER.
4. Use the < or the > button to select **Stamp faxes**, and then press ENTER.
5. Use the < or the > button to select **On** or **Off**, and then press ENTER to save your selection.

Setting the fax-error-correction mode

Usually, the device monitors the signals on the telephone line while it is sending or receiving a fax. If the device detects an error during the transmission and the error-correction setting is **On**, the device can request that the portion of the fax be resent. The factory-set default for error correction is **On**.

You should turn off error correction only if you are having trouble sending or receiving a fax, and you are willing to accept the errors in the transmission. Turning off the setting might be useful when you are trying to send a fax overseas, or receive one from overseas, or if you are using a satellite telephone connection.

To change the error-correction setting

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Fax setup**, and then press ENTER.
3. Use the < or the > button to select **All faxes**, and then press ENTER.
4. Use the < or the > button to select **Error correction**, and then press ENTER.
5. Use the < or the > button to select **On** or **Off**, and then press ENTER to save your selection.

Changing the V.34 setting

The V.34 setting is the modem protocol that the device uses to send faxes. It is the worldwide standard for full-duplex modems that send and receive data across telephone lines at up to 33,600 bits per second (bps). The factory-set default for the V.34 setting is **On**.

You should change the V.34 setting only if you are having trouble sending or receiving a fax from a particular device. Turning off the setting might be useful when you are trying to send a fax overseas, or receive one from overseas, or if you are using a satellite telephone connection.

To change the V.34 setting

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Fax setup**, and then press ENTER.
3. Use the < or the > button to select **All faxes**, and then press ENTER.
4. Use the < or the > button to select **V.34**, and then press ENTER.
5. Use the < or the > button to select **On** or **Off**, and then press ENTER.

9 Scan

Use the following instructions to perform scanning tasks:

- Understanding scanning methods
- Scanning from the device control panel (Windows)
- Canceling a scan job
- Scanning by using HP Director (Windows)
- Scanning from the device and HP Director (Macintosh)
- Scanning by using TWAIN-compliant and WIA-compliant software
- Scanning a photo or a book
- Scanning by using optical character recognition (OCR) software
- Scanner resolution and color

Note Many of the functions that are described in this chapter also can be performed by using the HP Toolbox. For instructions about using the HP Toolbox, see the HP Toolbox online Help.

Understanding scanning methods

You can scan an item in the following ways.

- **Scan from the device:** Start scanning directly from the device by using the device control-panel scan buttons. The SCAN TO button can be programmed to scan to a folder (Windows only) or to scan to e-mail.

Note The HP Color LaserJet 2830 all-in-one includes separate SCAN TO FOLDER and SCAN TO EMAIL buttons, instead of one SCAN TO button.

For more information, see Scanning from the device control panel (Windows).

- **Scan from HP Director (Windows):** Press START SCAN on the device control panel to start the HP Director software. Pressing START SCAN to start the HP Director software is not supported when the device is connected to a network (direct-connect only.) You can also start the HP Director software directly from the computer. See Scanning by using HP Director (Windows).
- **Scan from HP Director (Macintosh):** Insert an original into the automatic document feeder (ADF) input tray to open the HP Director window. You can also start the HP Director by clicking the Dock alias (Macintosh OS 10.2 or 10.3) or desktop alias on the computer desktop. See Scanning from the device and HP Director (Macintosh).
- **Scan from TWAIN-compliant or Windows Imaging Application (WIA)-compliant software:** The device is TWAIN-compliant and WIA-compliant and works with Windows-based and Macintosh-based programs that support TWAIN-compliant or WIA-compliant scanning devices. The device scanning software is also TWAIN-compliant and WIA-compliant. For more information, see Scanning by using TWAIN-compliant and WIA-compliant software.

Note To learn about and use optical character recognition (OCR) software, install the Readiris program from the software CD-ROM.

Scanning from the device control panel (Windows)

Note Macintosh users: For information about starting a scan from the device control panel, see Scanning from the device and HP Director (Macintosh).

Use the following instructions to scan directly from the device control panel.

Note For the best scan quality, place your originals onto the flatbed scanner, rather than loading them into the automatic document feeder (ADF) input tray.

The computer that is connected to the device must be turned on.

Programming the device Scan to button

To program the device SCAN TO button, you must gain access to the device settings. Open the HP Toolbox and click the **Scan to** tab. For more information, see the HP Toolbox online Help.

Note The HP Color LaserJet 2830 all-in-one includes separate SCAN TO FOLDER and SCAN TO EMAIL buttons, instead of one SCAN TO button.

Scanning to e-mail

To scan to e-mail by using the SCAN TO button on the device control panel, use the following instructions.

Note To use this feature in Windows, an e-mail recipient must be programmed in the **Scan to** tab. See Programming the device Scan to button. For Macintosh operating systems, set up this function from the **Monitor Device** tab. See the HP Director online Help.

1. Load the originals that are to be scanned face-up in the automatic document feeder (ADF) input tray. Adjust the media guides to hold the originals in place.

   OR

   Lift the flatbed scanner lid and load the original that is to be scanned face-down on the flatbed scanner with the upper-left corner of the document at the lower-right corner of the glass. Gently close the lid.

2. On the device control panel, press SCAN TO.

Note On the HP Color LaserJet 2830 all-in-one control panel, press SCAN TO EMAIL.

3. Use the < or the > button to select an e-mail recipient.
4. Press START SCAN or ENTER. The scanned item is attached to an e-mail message, which is then sent automatically to the e-mail recipient that you selected.

Scanning to a folder

To scan to a folder by using the SCAN TO button on the device control panel, use the following instructions.

Note To use this feature in Windows, a folder must be set up in the **Scan to** tab prior to use. See Programming the device Scan to button.

1. Load the originals that are to be scanned face-up in the automatic document feeder (ADF) input tray, with the top of the document forward, and adjust the media guides.

   OR

   Lift the flatbed scanner lid and load the original that is to be scanned face-down on the flatbed scanner with the top, left corner of the document located in the lower-right corner of the glass. Gently close the lid.

2. On the device control panel, press SCAN TO.

Note On the HP Color LaserJet 2830 all-in-one control panel, press SCAN TO FOLDER.

3. Use the < or the > button to select a folder.
4. Press START SCAN or ENTER. The document is scanned to a file, which is then saved in the folder that you selected in step 3.

Canceling a scan job

To cancel a scan job, use one of the following procedures.

- On the device control panel, press CANCEL.
- Click the **Cancel** button in the onscreen dialog box.

If you cancel a scan job, remove the original from the flatbed scanner or from the automatic document feeder (ADF) input tray.

Note These procedures vary with Macintosh operating systems.

Scanning by using HP Director (Windows)

Use the HP Director software program to scan a document or photo.

To view HP Director

- Double-click the HP Director icon on the Windows desktop.

  OR

- On the Windows taskbar, click **Start**, click **Programs** (or **All Programs** in Windows XP), click **HP**, and then click **HP Director**.

For detailed instructions about scanning from HP Director, see the HP Director online Help.

Scanning from the device and HP Director (Macintosh)

The procedures described in this section are for Macintosh OS 10.2 and 10.3. Procedures for Macintosh OS 9.2.2 might vary.

For more information about tasks and settings described in this section, see the HP Director online Help.

For more detailed instructions about loading original documents onto the flatbed scanner or into the automatic document feeder (ADF) input tray, see Loading documents to scan.

Scanning to e-mail

1. Load the originals that are to be scanned face-up in the automatic document feeder (ADF) input tray. Adjust the media guides to hold the originals in place.

   OR

   Lift the flatbed scanner lid and load the original that is to be scanned face-down on the flatbed scanner with the upper-left corner of the document at the lower-right corner of the glass. Gently close the lid.

2. On the device control panel, press SCAN TO.
3. Use the < or the > button to select an e-mail program such as Apple Mail.
4. Press START SCAN. The original is scanned. The e-mail program that you selected in step 3 opens on the computer. A blank e-mail message opens with the scanned document as an attachment.

Note If you start the scan by clicking **Scan to Email** in the HP Director, the original is scanned to the default e-mail program.

5. Enter an e-mail recipient, add text or other attachments, and then send the message.

Scanning to a file

1. Load the originals that are to be scanned face-up in the automatic document feeder (ADF) input tray. Adjust the media guides to hold the originals in place.

   OR

   Lift the flatbed scanner lid and load the original that is to be scanned face-down on the flatbed scanner with the upper-left corner of the document at the lower-right corner of the glass. Gently close the lid.

2. If the device is connected directly to your computer, the HP Director opens after you insert an item into the ADF input tray.

   OR

   If you are scanning from the flatbed scanner (or if the HP Director does not automatically open), double-click the desktop alias for the HP Director.

3. In the HP Director, click **HP LaserJet Scan**. A preview scan of the original appears.
4. Click the **Save As** icon.
5. Enter a name for the file and a file type.
6. Click **Save**. The original is scanned and saved.
7. Click **Done** to close HP LaserJet Scan.

Scanning to a software program

To scan to a software program, you scan an item using the program itself. Any TWAIN-compliant program can scan an image. If the program that you are using is not TWAIN-compliant, you can save the scanned image to a file and then place, open, or import the file in the software program. For more information, see Scanning by using TWAIN-compliant and WIA-compliant software.

Using page-by-page scanning

Note

For best results, load originals in the automatic document feeder (ADF) input tray, not the flatbed scanner.

1. Load the originals that are to be scanned face-up in the ADF input tray. Adjust the media guides to hold the originals in place.
2. If the device is connected directly to your computer, the HP Director opens after you insert an item into the automatic document feeder ADF input tray. If the HP Director does not automatically open, double-click the desktop alias for the HP Director.
3. To open the **HP LaserJet Scan** dialog box, click the **HP LaserJet Scan** button in the HP Director.
4. Specify an image type.
5. Click **Scan**.
6. After the scan process has finished, click **Scan next page**.
7. Repeat step 6 for each page of the original.
8. After all of the pages have been scanned, click **Send Now!**.

   OR

   Click the **Save As** icon to save the pages to a file.

Scanning by using TWAIN-compliant and WIA-compliant software

The device is TWAIN-compliant and Windows Imaging Application (WIA)-compliant. The device works with Windows-based and Macintosh-based programs that support TWAIN-compliant or WIA-compliant scanning devices.

Using TWAIN-compliant and WIA-compliant software

While you are in a TWAIN-enabled or WIA-enabled program, you can gain access to the scanning feature and scan an image directly into the open program. For more information, see the Help file or the documentation that came with your TWAIN-compliant or WIA-compliant software program.

Scanning from a TWAIN-enabled program

Note The Macintosh device software complies with TWAIN Version 1.9 requirements.

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

When scanning from a TWAIN-enabled program, the HP LaserJet Scan software program might start automatically. If the HP LaserJet Scan program starts, you can make changes while you are previewing the image. If the program does not start automatically, the image goes to the TWAIN-enabled program immediately.

To scan from a TWAIN-enabled program

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

Scanning from a WIA-enabled program (Windows XP only)

WIA is another way to scan an image directly into a software program, such as Microsoft Word. WIA uses Microsoft software to scan, instead of HP LaserJet Scan software.

Generally, a software program is WIA-enabled if it has a command such as **Picture/From Scanner or Camera** in the Insert or File menu. If you are unsure whether the program is WIA-enabled, see the software program Help or documentation.

To scan from a WIA-enabled program

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

OR

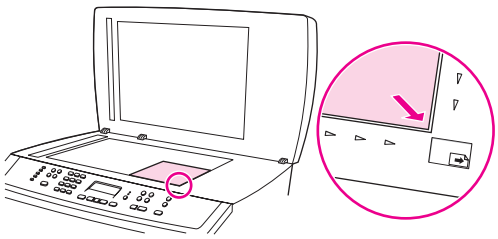
In the Cameras and Scanner folder, double-click the device icon. This opens the standard WIA-enabled software program, which enables you to scan to a file.

Scanning a photo or a book

Use the following procedures to scan a photo or a book.

Scanning a photo

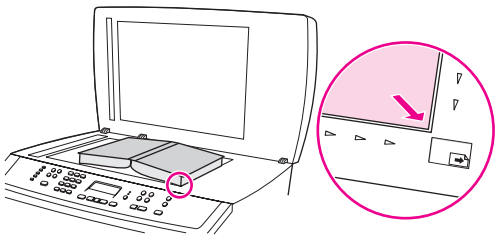
1. Place the photo on the flatbed scanner with the picture-side down and the upper-left corner of the photo in the lower-right corner of the glass.



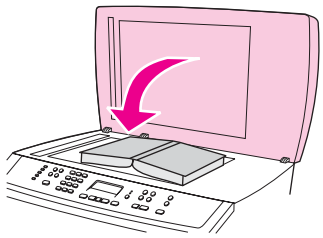
2. Gently close the lid.
3. You are now ready to scan the photo by using one of the scanning methods. See Understanding scanning methods for more information.

Scanning a book

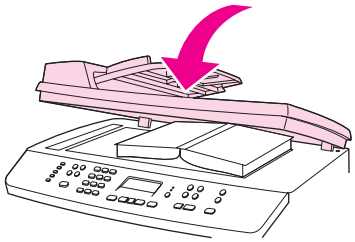
1. Lift the lid and place the book on the flatbed scanner with the page that you want to copy at the lower-right corner of the glass.



2. Gently close the lid.



3. Gently press down on the lid to press the book to the flatbed scanner surface.



4. You are now ready to scan the book by using one of the scanning methods. See Understanding scanning methods for more information.

Scanning by using optical character recognition (OCR) software

You can use third-party OCR software to import scanned text into your preferred word-processing program for editing.

Readiris

The device software CD-ROMs include the Readiris OCR program. If you want to use the Readiris program, install it from the appropriate software CD-ROM, and then follow the instructions in the online Help.

Scanner resolution and color

If you are printing a scanned image, and the quality is not what you expected, you might have selected a resolution or color setting in the scanner software that does not match your needs. Resolution and color affect the following features of scanned images:

- Image clarity
- Texture of gradations (smooth or rough)
- Scan time
- File size

Scanning resolution is measured in pixels per inch (ppi). Color, grayscale, and black and white define the number of colors possible. You can adjust the scanner hardware resolution to up to 1200 ppi. The software can perform an enhanced resolution up to 9,600 ppi. You can set color and grayscale at 1 bit (black and white), or at 8 bit (256 levels of gray) to 24 bit (true color).

The resolution and color guidelines table lists simple tips that you can follow to meet your scanning needs.

Note Setting the resolution and color to a high value can create large files that take up disk space and slow the scanning process. Before setting the resolution and color, determine how you are going to use the scanned image.

Note The best resolution for color and grayscale images is achieved by scanning from the flatbed scanner rather than from the automatic document feeder (ADF).

Resolution and color guidelines

The following table describes the recommended resolution and color settings for different types of scan jobs.

Intended use	Recommended resolution	Recommended color settings
Fax	150 ppi	• Black and White
E-mail	150 ppi	• Black and White, if the image does not require smooth gradation • Grayscale, if the image requires smooth gradation • Color, if the image is in color
Edit text	300 ppi	• Black and White
Print (graphics or text)	600 ppi for complex graphics, or if you want to significantly enlarge the document 300 ppi for normal graphics and text 150 ppi for photos	• Black and White for text and line art • Grayscale for shaded or colored graphics and photos • Color, if the image is in color

Intended use	Recommended resolution	Recommended color settings
Display on screen	75 ppi	• Black and White for text • Grayscale for graphics and photos • Color, if the image is in color

Color

You can set the color values to the following settings when scanning.

Setting	Recommended use
Color	Use this setting for high-quality color photos or documents in which the color is important.
Black and White	Use this setting for text documents.
Grayscale	Use this setting when file size is an issue or when you want a document or photograph to be scanned quickly.

10 Photo

Note This section applies only to the HP Color LaserJet 2840 all-in-one printer, scanner, fax, copier.

Use the following instructions to perform photo-related tasks:

- Inserting a memory card
- Changing default settings
- Changing job settings
- Printing photos directly from the memory card
- Printing photos from a proof sheet
- Printing an index

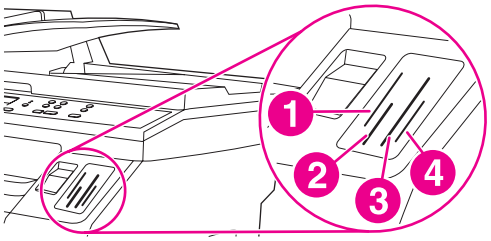
Inserting a memory card

The HP Color LaserJet 2840 all-in-one can read the following memory-card types:

- CompactFlash
- Memory Stick and Memory Stick PRO
- MultiMedia
- Secure Digital (SD)
- SmartMedia
- xD

Note The HP Color LaserJet 2840 all-in-one memory card reader recognizes only files in .JPEG file and sRGB color format when printing from the device control panel. To print other file types, you must use the software, such as HP Image Zone, provided on the CD-ROMs that came with the device. See the software online Help for information about how to print photos from your computer. Windows operating system users also can use Windows Explorer to move other file types to their computer and then print the files from the computer.

Insert the memory card into the appropriate slot on the HP Color LaserJet 2840 all-in-one. To determine in which slot your memory card needs to be inserted, see the illustration below.



1 Accepts xD and SmartMedia memory cards.
2 Accepts MultiMedia, Memory Stick, and Memory Stick PRO memory cards.
3 Accepts CompactFlash memory cards.
4 Accepts Secure Digital memory cards.

The device reads the card, and then the device control panel displays **X Photos found on card**, where **X** is the number of recognized .JPEG files found on the memory card.

Now you can use the HP Color LaserJet 2840 all-in-one to print photos.

Note You can use only one memory card in the device at a time. If two or more are inserted, the device displays an error message. For more information about memory-card messages, see Memory card problems.

Note The HP Color LaserJet 2840 all-in-one will recognize memory cards up to 2 GB.

Changing default settings

The HP Color LaserJet 2840 all-in-one comes with default settings that were set at the factory. You can change the default settings for photo printing from the device control panel.

Note

The default settings remain as selected until you change and save them again. If you want to change the settings temporarily for a particular photo-printing job, see Changing job settings.

1. Press MENU.
2. Use the < or the > button to select **Photo Setup**, and then press Enter.
3. Use the < or the > button to select one of the following menu items, and then press ENTER.
   - **Def. Image Size**: Select this item to change the size of the image that you are printing.
   - **Def. # of copies**: Select this item to change the number of copies that you want to print.
   - **Def. Output Color**: Select this item to set whether you are printing in color or black and white.
4. Use the < or the > button to change the setting, and then press ENTER to save the change.

Changing job settings

1. Insert the memory card into the device.
2. Press PHOTO.
3. Use the < or the > button to select **Print photos**.
4. Use the < or the > button to select **Job settings**.
5. Use the < or the > button to make selections for each of the following menu items, and then press ENTER.
   - **Image Size**: Change the size of the image that you are printing.
   - **Media Size**: Change the media size that you are using.
   - **Paper type**: Change the media type that you are using.
   - **# of copies**: Change the number of copies that you want to print.
   - **Output color**: Set whether you are printing in color or black-and-white.
6. Press ENTER to save the changes.

When you have finished changing the job settings, you can print your photos. See Printing photos directly from the memory card or Printing photos from a proof sheet.

Note The settings return to their default value after the memory card has been removed. If you want to change the settings permanently, see Changing default settings.

Printing photos directly from the memory card

To print photos directly from the memory card, complete the following steps:

1. Insert the memory card into the device. See Inserting a memory card.
2. Press PHOTO.
3. Use the < or the > button to select **Print photos**.
4. Use the < or the > button to select **Select photos**, and then press ENTER.
5. Use the < or the > button to select one of the following menu items, and then press ENTER.
   - **All (1-X)**: **X** represents the number of JPEG files the device detects on the card. Selecting this option prints all of the JPEG files on the memory card. Press ENTER again to confirm the print job.
   - **Custom**: Selecting this option allows you to select certain photos to print. Use the alphanumeric keys to enter photo numbers. Use the # key to insert a comma (**,**) between photo numbers, or use the * key to insert a dash, (**-**), which allows you to print a range of photos. For example, enter **1-9** to have the device print the nine photos numbered 1 through 9. When you have finished entering photo numbers, press ENTER. Press ENTER again to confirm the print job.

Note

JPEG files on the memory card are numbered in alphabetical order. If you do not know the order of the photos on the memory card, you can print an index that shows the photo order. For more information about printing an index, see Printing an index.

Printing photos from a proof sheet

This feature allows you to print photos from a proof sheet that allows you to preview your images before printing them. A proof sheet can contain as many as 20 images. This feature has been optimized and tested for use with Genuine HP Toner Supplies (variations in color shading can impact the performance of this feature).

1. Insert the memory card into the device. See Inserting a memory card.
2. Press PHOTO.
3. Use the < or the > button to select **Proof sheet**, and then press ENTER.

   If more than 20 JPEG files exist on the memory card, use the < or the > button to select one of the following menu items, and then press ENTER.

   - **All (1-X)**: **X** represents the number of .JPEG files the device detects on the card. Selecting this option prints all of the JPEG files on the memory card.
   - **Last 20**: Selecting this option prints the last 20 JPEG files from the alphabetized list on the memory card.
   - **Custom**: Selecting this option allows you to select certain photos to print. Use the alphanumeric keys to enter the first photo number, and then press ENTER. Use the alphanumeric keys to enter the last photo number, and then press ENTER.
4. Press ENTER again to confirm the print job.
5. Under each photo that you want to print, color in the oval or bubble with a dark blue or black pen. Also fill the bubbles to indicate the image layout and media type.
6. Place the proof sheet face-down on the flatbed scanner, with the upper-left corner of the document located in the lower-right corner of the glass.
7. Press PHOTO.
8. Use the < or the > button to select **Proof sheet**, and then press ENTER.
9. Use the < or the > button to select **Scan**, and then press ENTER.

   The device scans the proof sheet and prints the photos that you marked. Repeat steps 5 through 9 for each proof sheet.

Note Photos printed with this method can be printed in color only.

Note JPEG files on the memory card are numbered in alphabetical order. If you do not know the order of the photos on the memory card, you can print an index that shows the photo order. For more information about printing an index, see Printing an index.

Printing an index

1. Insert the memory card into the device. See Inserting a memory card.
2. Press PHOTO.
3. Use the < or the > button to select **Index print**, and then press ENTER.
4. Press ENTER again to confirm the print job.

   The device prints an index that includes small preview images for each photo on the memory card. Each index page can contain as many as 30 preview images.

11 How do I?

Use this section to perform basic tasks with the HP Color LaserJet 2820/2830/2840 all-in-one.

- Print: How do I?
- Network: How do I?
- Photo: How do I?
- Copy: How do I?
- Fax: How do I?
- Scan: How do I?
- Other: How do I?

Print: How do I?

Use this section to answer printing questions.

Print on special media, such as glossy or photo paper

You can print on special media such as transparencies, labels, heavy paper, glossy paper, photo paper, and card stock, by using the optimizing feature in the printer driver.

1. Open the straight-through output door.
2. Load the media input tray. Make sure that the top of the media is forward and the side to be printed on (the rough side of transparencies) is facing up.
3. Adjust the media guides to fit the width of the media.
4. Open a document in a program, such as Microsoft Word.
5. Select the print command. For most programs, click the **File** menu, and then click **Print**. The **Print** dialog box appears.
6. On the **Print** dialog box, click **Properties**.
7. On the **Paper** or **Quality** tab, select one of these media types:
   - **Plain**
   - **Preprinted**
   - **Letterhead**
   - **Transparency**
   - **Prepunched**
   - **Labels**
   - **Bond**
   - **Recycled**
   - **Light <70 g/m2**
   - **Heavy paper 91-105 g/m2**
   - **Color**
   - **Glossy 75-105 g/m2**
   - **Cardstock 106-163 g/m2**
   - **Heavy Glossy 106-163 g/m2**
   - **Envelope**
   - **Tough paper**
8. Print the document. Remove the media from the device as it prints to prevent it from sticking together, and place the printed pages on a flat surface.

   The media type can also be selected and configured in HP Toolbox. To configure these media types from HP Toolbox, click **Device Settings**, click the **System Settings** tab, and then open the **Print Modes** page. Make any necessary changes, and then click **Apply** to save the changes.

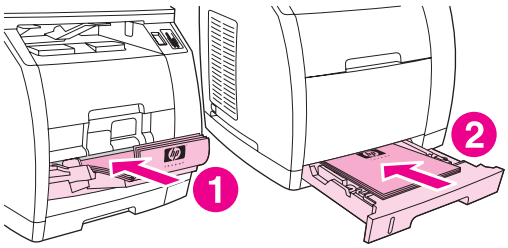
   To print a single-page cover letter on letterhead, followed by a multiple-page document, load a single sheet of letterhead in tray 1. After the letterhead page has printed, the device prompts you to load paper. Load paper for the rest of the document.

Print on both sides of the paper

To manually print on both sides of the paper, you must send the paper through the device twice. You can print by using the media output bin or the straight-through output path. Hewlett-Packard recommends that you use the media output bin for lightweight paper and use the straight-through output path for any heavy media or media that curls excessively when printed.

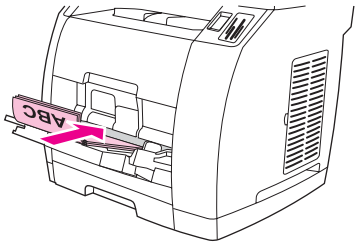
CAUTION Do not print on both sides of labels or transparencies. Damage to the device and jams might result.

1. Insert enough paper into one of the trays to accommodate the print job. If you are loading special paper such as letterhead, load it in one of these ways.
   - For tray 1, load the letterhead paper with the front side down, and the bottom edge leading into the device first.
   - For optional tray 2, load the letterhead paper with the front side up, and the top edge toward the back of the tray.



1 tray 1
2 optional tray 2

2. In the printer driver, select the **Print on Both Sides** option and send the job to print.
3. After the job finishes printing, remove any blank paper from tray 1. Insert the printed stack, with the blank side up, and the top edge leading into the device. Print the second side from tray 1.



4. Press ENTER to continue printing.

Note Macintosh operating systems do not support manual duplexing.

Print on envelopes and custom media sizes

To print on envelopes, complete the following steps.

1. Set tray 1 to the correct media size. See Loading tray 1.
2. Load no more than 10 envelopes face-up with the top of the envelope to the left, and the short edge feeding into the device first.
3. Use your computer software program to complete the printing process.

Note Do not use envelopes with windows or clasps, and do not use envelopes that are wrinkled, nicked, curled, or otherwise damaged.

To print on custom media sizes, complete the following steps.

1. Open the straight-through output door.
2. Load the media with the narrow side forward and the side to be printed on facing up.
3. Adjust the side and rear media guides to fit the media.
4. At your computer, open a document in a program, such as Microsoft Word.
5. Select the print command. For most programs, click the **File** menu, and then click **Print**. The **Print** dialog box appears.
6. In the **Print** dialog box, click **Properties**.
7. On the **Paper** or **Quality** tab, select the correct media size.

Note Software settings can override changes to the device properties.

8. Click **OK**.
9. Print the document.

Change the device print settings, such as volume or print quality, in HP Toolbox

To change the default print settings in HP Toolbox, complete the following steps.

Note The changes that you make to the print settings in HP Toolbox apply to all future print jobs.

1. Open HP Toolbox and click **Device Settings**.
2. Click the **System Settings** tab.
3. On the **System Settings** tab, you can modify settings that appear on the following pages. Each page offers Help for more information.
   - **Device Information**
   - **Paper Handling**
   - **Print Quality**
   - **Print Density**
   - **Print Modes**
   - **System Setup**
   - **Volumes**
   - **Date/Time**
   - **Service**
   - **Device Polling**
   - **Save/Restore**
4. Click **Apply** to save the changes that you make on these pages.

Note If you have similar settings in the printer driver, those settings take priority over the settings that are established in HP Toolbox.

Print color documents from my computer in black and white only

For users of Windows 2000 and Windows XP 32-bit operating systems, two HP Color LaserJet 2820/2830/2840 all-in-one print drivers are installed during the installation process: the HP Color LaserJet 28**XX** PCL 6 driver, and the HP CLJ28**XX** PCL 6 - Black_White driver, where **XX** repesents 20, 30, or 40, depending on the HP Color LaserJet model that you have.

The default print driver, HP Color LaserJet 28**XX** PCL 6, provides you with full color printing capability for those print jobs that you want to be printed in color. The HP CLJ28**XX** PCL 6 - Black_White driver allows you to print documents in black and white instead of full color.

For those print jobs that contain color text or graphics that you do not need to print in color, there are two options for producing black-and-white documents:

- In the software program, select the **HP CLJ28XX PCL 6 - Black_White** print driver from the **Print** dialog box, and then click **OK**. The monochrome driver will print color documents only in black and white.
- In the software program, select the **HP Color LaserJet 28XX PCL 6** print driver, click **Properties**, click the **Color** tab, and then select the **Print in Grayscale** check box. Click **OK** to save the print properties, and then click **OK** again to print the document.

Network: How do I?

Use this section to answer network questions.

Set up the device and use it on the network

Hewlett-Packard recommends that you use the HP software installer on the CD-ROMs that came with the device to set up printer drivers for the following network setups.

To configure a network port-connected device configuration (direct mode or peer-to-peer printing)

In this configuration, the device is connected directly to the network, and all computers on the network print directly to the device.

Note This mode is the recommended network configuration for the device.

1. Connect the device directly to the network by inserting a network cable into the device network port.
2. At the device, use the control panel to print a Configuration page. See Configuration page.
3. Insert the device CD-ROM into your computer. If you have already set up your device, click **Install Software** to start the software installer. If the software installer does not start, navigate to the hpsetup.exe file on the CD-ROM and double-click the file.
4. Click **Install HP Color LaserJet Software**.
5. On the **Welcome** screen, click **Next**.
6. On the **Installer updates** screen, click **Yes** to search for installer updates on the Web.
7. For Windows 2000, on the **Installation Options** screen, choose the installation option. Hewlett-Packard recommends a typical installation, if your system supports it.
8. On the **License Agreement** screen, read the license agreement, indicate that you accept the terms, and then click **Next**.
9. For Windows 2000, on the **HP Extended Capabilities** screen, choose whether you want extended capabilities, and then click **Next**.
10. On the **Destination Folder** screen, choose the destination folder, and then click **Next**.
11. On the **Ready to Install** screen, click **Next** to begin installation.

Note If you want to change your settings, instead of clicking **Next**, click **Back** to return to previous screens, and then change the settings.

12. On the **Connection Type** screen, select **Through the network**, and then click **Next**.
13. On the **Identify Printer** screen, identify the device either by searching or by specifying a hardware or IP address, which is listed on the Configuration page you printed earlier. In most cases an IP address is assigned, but you can change it if you want by clicking **Specify the printer by Address** on the **Identify Printer** screen. Click **Next**.
14. Allow the installation process to complete.

To configure a direct-connected shared device (client server printing)

In this configuration, the device is connected to a computer through a USB cable, the computer is connected to the network, and the device is shared with other computers on the network.

1. Insert the device CD-ROM into your computer. If you have already set up your device, click **Install Software** to start the software installer. If the software installer does not start, navigate to the hpsetup.exe file on the CD-ROM and double-click the file.
2. Click **Install HP Color LaserJet Software**.
3. On the **Welcome** screen, click **Next**.
4. On the **Installer updates** screen, click **Yes** to search for installer updates on the Web.
5. For Windows 2000, on the **Installation Options** screen, choose the installation option. Hewlett-Packard recommends a typical installation, if your system supports it.
6. On the **License Agreement** screen, read the license agreement, indicate that you accept the terms, and then click **Next**.
7. For Windows 2000, on the **HP Extended Capabilities** screen, choose whether you want extended capabilities, and then click **Next**.
8. On the **Destination Folder** screen, choose the destination folder, and then click **Next**.
9. On the **Ready to Install** screen, click **Next** to begin installation.

Note If you want to change your settings, instead of clicking **Next**, click **Back** to return to previous screens, and then change the settings.

10. On the **Connection Type** screen, select **Directly to this computer**, and then click **Next**.
11. Connect the USB cable.
12. Allow the installation process to complete.
13. On the Windows taskbar, click **Start**, click **Settings**, and then click **Printers**.
    - In Windows XP, click **Start**, click **Control Panel**, and then double-click **Printers and Faxes**.
14. In the dialog box, right-click the device, and then click **Sharing**.
15. Select **Share this printer**, type the printer name if necessary, and then click **OK**.

To change from a direct-connected shared device to a network port-connected device configuration

To change from a direct connection to a network configuration, complete the following steps.

1. Uninstall the printer driver for the direct connect device.
2. Install the driver as a network configuration by using the steps in To configure a network port-connected device configuration (direct mode or peer-to-peer printing).

Set my network password

Use HP Toolbox to set a network password.

1. Open HP Toolbox and click **Device Settings**.
2. Click the **Network Settings** tab.

Note

If a password has been set for the device previously, you will be prompted to type the password. Type the password, and then click **Apply**.

3. Click **Password**.
4. In the **Password** box, type the password you want to set, and then in the **Confirm password** box, type the same password again to confirm your choice.
5. Click **Apply** to save the password.

Photo: How do I?

Use this section to answer photo and memory card questions.

Print a particular photo from a memory card

To print a particular photo directly from the memory card, complete the following steps:

1. Insert the memory card into the device.
2. Press PHOTO.
3. Use the < or the > button to select **Print photos**.
4. Use the < or the > button to select **Select photos**, and then press ENTER.
5. Use the < or the > button to select **Custom**, and then press ENTER.
6. Use the alphanumeric keys to enter the number of the photo that you want to print, and then press ENTER. Press ENTER again to confirm the print job.

Note JPEG files on the memory card are numbered in alphabetical order. If you do not know the order of the photos on the memory card, you can print an index that shows the photo order. For more information about printing an index, see Printing an index.

Print all the photos that are stored on a memory card

To print all of the photos on a memory card, complete the following steps:

1. Insert the memory card into the device. See Inserting a memory card.
2. Press PHOTO.
3. Use the < or the > button to select **Print photos**.
4. Use the < or the > button to select **Select photos**, and then press ENTER.
5. Use the < or the > button to select **All (1-X)**, and then press ENTER.
6. Press ENTER again to confirm the print job.

Enable or disable memory cards

Use HP Toolbox to enable or disable the device memory-card functionality.

Note If you do not have access to HP Toolbox, you can enable or disable the device memory-card functionality by using the embedded Web server. See Embedded Web server.

1. Open HP Toolbox.
2. Click **Device Settings**, and then click the **Print Settings** tab.
3. Click **Memory Card**, and then select or clear the **Enable memory cards** check box.

Note This setting can be protected by setting a network password. See Set my network password. If the control panel shows **Memory Cards Disabled** and you cannot change the setting, it is protected by a network password. See your network or printer administrator.

Use a proof sheet

This feature allows you to print photos from a proof sheet that allows you to preview your images before printing them. A proof sheet can contain as many as 20 images. This feature has been optimized and tested for use with Genuine HP Toner Supplies (variations in color shading can impact the performance of this feature).

1. Insert the memory card into the device.
2. Press PHOTO.
3. Use the < or the > button to select **Proof sheet**, and then press ENTER.

   If more than 20 JPEG files exist on the memory card, use the < or the > button to select one of the following menu items, and then press ENTER.

   - **All (1-X)**: **X** represents the number of .JPEG files the device detects on the card. Selecting this option prints all of the JPEG files on the memory card.
   - **Last 20**: Selecting this option prints the last 20 JPEG files from the alphabetized list on the memory card.
   - **Custom**: Selecting this option allows you to select certain photos to print. Use the alphanumeric keys to enter the first photo number, and then press ENTER. Use the alphanumeric keys to enter the last photo number, and then press ENTER.
4. Press ENTER again to confirm the print job.
5. Under each photo that you want to print, color in the oval or bubble with a dark blue or black pen. Also fill the bubbles to indicate the image layout and media type.
6. Place the proof sheet face-down on the flatbed scanner, with the upper-left corner of the document located in the lower-right corner of the glass.
7. Press PHOTO.
8. Use the < or the > button to select **Proof sheet**, and then press ENTER.
9. Use the < or the > button to select **Scan**, and then press ENTER.

   The device scans the proof sheet and prints the photos that you marked. Repeat steps 5 through 9 for each proof sheet.

Note Photos printed with this method can be printed in color only.

Save photos from a memory card to my computer

Use HP Director to transfer images from a memory card in the device to your computer.

1. Open HP Director and click **Transfer Images**.
2. In the dialog box that appears, complete the necessary settings, and then click **Start Transfer**.

The images are transferred to your computer. For more information about HP Director, see the HP Director online Help.

Windows operating system users who do not have HP Director installed can use Windows Explorer to move files from the memory card to their computer.

Copy: How do I?

Use this section to answer copying questions.

Change the copy settings, such as number of copies, in HP Toolbox

Note The changes that you make to the copy settings in HP Toolbox apply to all future copy jobs.

1. Open HP Toolbox and click **Device Settings**.
2. Click the **Copy Settings** tab.
3. On the **Copying** page, change any of the following settings that you want to change.
   - **Copy quality**
   - **Contrast**
   - **Collation**
   - **Number of copies**
4. Click **Apply** to save the changes.

Reduce or enlarge an original

Use HP Toolbox to produce reduced or enlarged copies of the original document.

1. Open HP Toolbox and click **Device Settings**.
2. Click the **Copy Settings** tab.
3. **Reduce / Enlarge** page.
4. Select one of the following options:
   - **Standard sizes**: This option allows you to reduce or enlarge among various standard media sizes.
   - **Pages per sheet**: This option allows you to print more than one original on a page. See Printing multiple pages on one sheet of paper (N-up printing) for more information.
   - **Custom**: This option allows you to reduce or enlarge at a precise percentage setting.
5. When you are finished making changes, click **Apply**.

Fax: How do I?

Use this section to answer fax questions.

Send a fax from the device

1. Dial the fax number by using one of the following methods:

   Use the alphanumeric buttons on the device control panel to dial the number.

   If the fax number you are calling has been assigned to a one-touch key, press that key.

   If the fax number you are calling has a speed-dial entry, press PHONE BOOK, use the alphanumeric buttons to enter the speed-dial entry, and then press ENTER.

Note When dialing by using the alphanumeric buttons, include any pauses or additional numbers that are necessary for the call, such as an area code, an access code for numbers that are outside of a PBX system (usually a 9), or a long-distance prefix. See Using dialing characters for more information.

2. Load the document into the automatic document feeder (ADF) input tray or onto the flatbed scanner.

   If you are scanning from the flatbed scanner, select **YES** when **Send from glass? 1=Yes 2=No** appears, and then press ENTER.

3. Press START FAX.

When the last page of the fax has exited the device, you can start sending another fax, copying, or scanning.

To fax to numbers that you use regularly, you can assign a one-touch key or speed-dial entry. See To program speed-dial entries and one-touch keys and To program group-dial entries. If you have electronic phone books available, you might be able to use them to select recipients. Electronic phone books are generated by using third-party software programs.

Change the fax send or receive settings, such as answer mode, in HP Toolbox

Use the **Send Settings** page to configure the fax send settings for the device. Use the **Receive Settings** page to configure the fax receive settings for the device.

Note The changes that you make to the send and receive settings in HP Toolbox apply to all future fax receive jobs.

To change default fax send settings

1. Open HP Toolbox and click **Device Settings**.
2. Click the **Fax Settings** tab, and then click **Send Settings**.
3. On the **Send Settings** page, you can modify these options:
   - **Resolution**
   - **Redial**
   - **Dial Mode**
   - **Dial Prefix**
   - **Detect Dial Tone**
   - **Contrast**
   - **Billing Codes**
   - **Fax from Glass Page Size**
4. Click **Apply** to save the changes that you make on these pages.

To change default fax receive settings

1. Open HP Toolbox and click **Device Settings**.
2. Click the **Fax Settings** tab, and then click **Receive Settings**.
3. On the **Receive Settings** page, you can modify these options:
   - **Answer Mode**
   - **Automatic**
   - **Rings to Answer** (available only if **Automatic** is selected)
   - **Answer Ring Pattern** (available only if **Automatic** is selected)
   - **Manual**
   - **Receive Options**
   - **Extension Phone**
   - **Fit To Page**
   - **Silence Detection**
   - **Stamp Received Faxes**
4. Click **Apply** to save the changes that you make on these pages.

Create a fax cover page

You can create a fax cover page in the HP LaserJet Send Fax software by using one of the cover page templates that are supplied with the software.

To create a cover page template

1. On the Windows taskbar, click **Start**, click **Programs** (or **All Programs** in Windows XP), and then click **HP**.
2. Click **HP LaserJet 2830** or **HP LaserJet 2840**, and then click **HP LaserJet Send Fax**.
3. Click **Cover Page**.
4. Enter the following information about the recipient and the fax:
   - phone number (required)
   - name
   - company
   - subject
   - notes
5. Place the pages that you want to fax in the automatic document feeder (ADF).
6. Click **Pages in Document Tray**.
7. Select one of the cover page templates from the drop-down list. To view the cover page, click **Preview**.
8. Click **Send Now** to send the fax.

To create a cover page from a program

You can create a fax cover page in a program, such as Microsoft Word, and then use the fax cover pages for the faxes that you send.

1. Create your cover page.
2. On the **File** menu, click **Print**. The **Print** dialog box appears.
3. Select **HP LaserJet 2830 Fax** or **HP LaserJet 2840 Fax** from the list of devices.
4. To change the settings, click **Properties** in the **Print** dialog box, and adjust any settings. Click **OK** when you are finished.
5. Click **Print**. The HP LaserJet Send Fax software appears.
6. If you have additional pages to fax, put them in the automatic document feeder (ADF) and make sure that **Pages in Document Tray** is selected. If you do not have pages to scan from the ADF, make sure that **Pages in Document Tray** is not selected.
7. Click **Send Now** to send the fax.

Send a fax from my computer

There are several methods that you can use to send a fax from your computer.

To send a fax from HP Toolbox

1. Open HP Toolbox and click the **Fax** tab.
2. Click **Send Fax**. The HP LaserJet Send Fax software opens.
3. Enter the recipient's phone number.
4. Put the pages that you want to fax into the automatic document feeder (ADF).

Note Faxing from the scanner glass is not supported in the HP LaserJet Send Fax software.

5. Click **Pages in Document Tray**.
6. Click **Send Now** to send the fax.

To send a fax from the HP LaserJet Send Fax software

1. On the Windows taskbar, click **Start**, click **Programs** (or **All Programs** in Windows XP), and then click **HP**.
2. Click **HP LaserJet 2830** or **HP LaserJet 2840**, and then click **HP LaserJet Send Fax**.
3. Enter the recipient's phone number.
4. Put the pages that you want to fax into the automatic document feeder (ADF).
5. Click **Pages in Document Tray**.
6. Click **Send Now** to send the fax.

To send a fax directly from another program

1. In the program, open the document you want to send as a fax.
2. On the **File** menu, click **Print**. The **Print** dialog box appears.
3. Select **HP LaserJet 2830 Fax** or **HP LaserJet 2840 Fax** from the list of devices.
4. To change the settings, click **Properties** in the **Print** dialog box, and adjust any settings. Click **OK** when you are finished.
5. Click **Print**. The HP LaserJet Send Fax software appears.
6. If you have additional pages to fax, put them in the automatic document feeder (ADF) and make sure that **Pages in Document Tray** is selected. If you do not have pages to scan from the ADF, make sure that **Pages in Document Tray** is not selected.
7. Click **Send Now** to send the fax.

Receive faxes to my computer

1. Open HP Toolbox and click the **Fax** tab.
2. In the **Fax Receive Mode** section, click **Receive faxes to this computer**.
3. If you want to be notified when a fax is received to your computer, select **Display a message when a fax is received to this computer**.
4. Click **Apply**.

Note All faxes will be received to the computer until you turn off this feature. One computer at a time can be set up to receive faxes.

Set up speed dials

The first several entries in the **Fax Phone Book** are reserved for speed-dial settings. The number of speed dials that are listed is device-specific, and corresponds to the number of speed-dial buttons on the device.

To set up speed dials

1. Open HP Toolbox and click the **Fax** tab.
2. Click **Fax Phone Book**.
3. In the **Add the Contact Information** section, type the following information:
   - **Entry #** (For speed dial entries, use only the entry numbers that have speed dial buttons next to them.)
   - **Contact name**
   - **Fax number**
4. Click **Add**. The contact information appears in the **Phone Book Entry List** section.

To move an entry that has already been added to a different speed-dial location

1. Open HP Toolbox and click the **Fax** tab.
2. Click **Fax Phone Book**.
3. Click the **Edit** link for the entry that you want to move.
4. Change the **Entry #** to the desired speed-dial location.
5. Click **Save**.

Note You must select a speed-dial entry location that is not already occupied. If the speed-dial entry location is occupied, you must either delete that entry, or move that entry to an empty location first.

Forward received faxes to another fax number

1. Open HP Toolbox and click the **Fax** tab.
2. In the **Fax Receive Mode** section, click **Forward received faxes to a different fax machine**.
3. In the **Forward to this fax number** field, enter the fax number to where you want faxes forwarded.
4. Click **Apply**.

Note All faxes sent to the device are forwarded to the other fax number until you turn off this feature.

View and print previously received faxes

1. Open HP Toolbox and click the **Fax** tab.
2. Click **Fax Receive Log**.

   The **Fax Receive Log** page appears. This page shows all of the recent faxes that the device has received.

Note Only faxes that were received to this computer can be viewed, printed, or forwarded from HP Toolbox.

3. To view a fax from the **Fax Receive Log**, click the **View link** next to the fax that you want to view. The **Fax Viewer** opens the selected fax.
4. To print the fax, click **Printable version**.

Note If you do not have Adobe® Acrobat® Reader installed on your computer, you need to download Adobe Acrobat Reader to open and print the fax. Go to http://www.adobe.com to download the software.

5. Print the fax using Adobe Acrobat Reader.

You can also print all of the received faxes that are currently stored on the device.

Note The order in which received faxes are printed cannot be changed.

1. Open HP Toolbox and click the **Fax** tab.
2. On the **Fax Tasks** page, click **Reprint Last Faxes**. Your device prints all faxes that are stored on the device, beginning with the most recently received fax. You can cancel printing at any time by pressing Cancel on the control panel.

Add or delete a contact

Use HP Toolbox to add or delete a fax contact.

To add a contact

1. Open HP Toolbox and click the **Fax** tab.
2. Click **Fax Phone Book**.

Note The first several entries in the **Fax Phone Book** are reserved for speed-dial settings. The number of speed dials that are listed is device-specific, and corresponds to the number of speed-dial buttons on the device.

3. In the **Add the Contact Information** section, type the following information:
   - **Entry #** (the next available phone book entry number should be automatically entered)
   - **Contact name**
   - **Fax number**
4. Click **Add**. The contact information appears in the **Phone Book Entry List** section.

Note You must select a phone book entry location that is not already occupied. If the entry location is occupied, you must either delete that entry, or move that entry to an empty location first.

To delete a contact

1. Open HP Toolbox and click the **Fax** tab.
2. Click **Fax Phone Book**.
3. Select the check box next to the phone book entry that you want to delete.
4. Click **Delete**. The **Delete confirmation** window appears.
5. Click **Delete** to delete the entry.

Import contacts from another source

You can import phone book data that has been exported from external e-mail programs, such as Microsoft Outlook or Lotus Notes. For information about exporting phone book data from other programs, see the documentation or the Help that accompanies the program.

1. Open HP Toolbox and click the **Fax** tab.
2. Click **Fax Phone Book**.
3. Click **Import Phone Book**. The **Import information into the Fax Phone Book** page appears.
4. Select the program from which you are importing the phone book data.
5. Click **Browse**, and then navigate to the location on your computer where the previously exported phone book is stored.
6. Click **Continue**. The **Fax Phone Book - Import - Select Entries** page appears.
7. Select the entries from the **Import List** section that you want to add, and then click **Add**.

   OR

   Click **Add All** to add all of the entries from the import list.

Note Selected entries from the import list are added to the phone book only at available entry locations, beginning with the **Insert Location** selected in the **Phone Book** section. Existing entries in the **Fax Phone Book** are not moved to different locations. If the maximum number of entries is exceeded in the **Fax Phone Book**, the remaining contacts are not saved in the phone book.

8. Click **Save**.

Note You must click **Save** for your imported entries to be added to your **Fax Phone Book**.

Create a new group list

1. Open HP Toolbox and click the **Fax** tab.
2. Click **Fax Phone Book**.
3. Click **New Group**. The **Fax Phone Book - Create a New Group** page appears.
4. You can type a number in the **Group information for the Fax Phone Book entry** field. HP Toolbox automatically enters the next available entry number from the **Fax Phone Book**.
5. Type a name for your group in the **Group name** field.
6. Select the entries from the **All individuals** list that you want to add to your group, and click **Add**.

   OR

   Click **Add All** to add all of the phone book entries to the group.

Note If you add a name to the group that you do not want to include, select the name in the **Individuals in Group** list, and then click **Remove**.

7. Click **Save**.

Create a new group list

1. Open HP Toolbox and click the **Fax** tab.
2. Click **Fax Phone Book**.
3. Click **New Group**. The **Fax Phone Book - Create a New Group** page appears.
4. You can type a number in the **Group information for the Fax Phone Book** field. HP Toolbox automatically enters the next available entry number from the **Fax Phone Book**.
5. Type a name for your group in the **Group name** field.
6. Select the entries from the **All individuals** list that you want to add to your group, and then click **Add**.

   OR

   Click **Add All** to add all of the phone book entries to the group.

Note If you add a name to the group that you do not want to include, select the name in the **Individuals in Group** list, and then click **Remove**.

7. Click **Save**.

Change settings, such as resolution and contrast, and optimize them for each fax

Some faxes might include only text, others might have graphics or photos, and still other faxes might contain a combination of both text, graphics, and photos. You can change fax settings for each type of fax that you send from the HP LaserJet Send Fax software or at the control panel on the device.

For more information about optimizing faxes using the HP LaserJet Send Fax software, see the Help that accompanies the software.

For more information about optimizing faxes using the device control panel, see Fax.

The following options found on the **Fax** tab, **Send Settings** page change how a fax is optimized when it is sent:

- Resolution
  - **Standard**
  - **Fine**
  - **Super Fine**
  - **Photo**
- Contrast
  - Select a setting between **Light** to **Dark**.

Scan: How do I?

Use this section to answer scanning questions.

Scan from the device control panel

1. Load the originals that are to be scanned in the automatic document feeder (ADF) and adjust the media guides.

   OR

   Lift the flatbed scanner cover and load the original face-down on the glass, with the upper-left corner of the document located in the lower-right corner of the glass. Gently close the lid.

2. Press START SCAN or SCAN TO on the control panel.

Note To use the SCAN TO button, you must have HP Toolbox installed on your computer.

Set up the Scan to button on the control panel

Use HP Toolbox to set up the device SCAN TO button.

1. Open HP Toolbox and click the **Scan to** tab.
2. On the **Scan to E-mail or a Folder** page, select **Turn on scan to e-mail or a folder**.
3. In the **Add E-mail Addresses or a Folder** section, type an e-mail address, or click **Browse** to navigate to a folder for the **Scan To** button.
4. Click **Add**.

Save a scan to a folder on my computer

Note If the device is connected to a network, you must have at least one folder set up in HP Toolbox for this feature to work. For more information, see Add or edit e-mail addresses for scanning to e-mail or Scan from the device control panel.

1. Load the originals that are to be scanned in the automatic document feeder (ADF) and adjust the media guides.

   OR

   Lift the flatbed scanner cover and load the original document that is to be scanned face-down on the glass with the upper-left corner of the document located in the lower-right corner of the glass. Gently close the lid.

2. To start scanning, press SCAN TO on the control panel.

Note For information on changing the entries that appear in the scan to list on the device display, see Add or edit e-mail addresses for scanning to e-mail.

3. Use the < or the > button to select the folder to which you want to send the scan.
4. Press the START SCAN on the device to send the scan to the folder.

Send a scan to an e-mail message

Note

You must have at least one e-mail address set up in HP Toolbox for this feature to work. For more information, see the HP Toolbox online Help.

1. Load the originals that are to be scanned in the automatic document feeder (ADF) and adjust the media guides.

   OR

   Lift the flatbed scanner cover and load the original face-down on the glass, with the upper-left corner of the document located in the lower-right corner of the glass. Gently close the lid.

2. Press SCAN TO on the control panel.
3. Use the < or the > button to select the e-mail address to which you want to send the scan.
4. Press START SCAN on the device to send the scan.

Add or edit e-mail addresses for scanning to e-mail

You can configure your device to scan a document and send it to one or more e-mail addresses or to a folder on your computer.

To add an e-mail address

1. Open HP Toolbox and click the **Scan to** tab.
2. On the **Scan to E-mail or a Folder** page, verify that **Turn on Scan to E-mail or a Folder** is selected.
3. In the **Add E-mail Addresses or a Folder** section, select **E-mail addresses**, and then enter an e-mail address. If you enter multiple e-mail addresses, separate them with commas.
4. Type a descriptive name for the address in the **Display at the device as** field (for example, type `accounting`). This name appears on the control-panel display when you press START SCAN on the device.
5. Click **Add**. The address is saved and appears in the list of entries when you press SCAN TO on the device.

To edit an e-mail address

1. Open HP Toolbox and click the **Scan to** tab.
2. In the **E-mail Addresses and Folders List**, click the **Edit** link next to the e-mail address that you want to change.
3. Edit the information you want to change.
4. Click **Save**. The information is updated and appears in the list of entries when you press SCAN TO on the device.

Add or edit folders for scanning to a folder

You can configure your device to scan a document and send it to a folder on your computer.

To add a folder

1. Open HP Toolbox and click the **Scan to** tab.
2. On the **Scan to E-mail or a Folder** page, verify that **Turn on Scan to E-mail or a Folder** is selected.
3. In the **Add E-mail Addresses or a Folder** section, select **Folder**, and then click **Browse**. Browse to the folder on your computer to which you want to send scans.
4. Type a descriptive name for the folder in the **Display at the device as** field (for example, type `soccer`). This name appears on the device display when you press START SCAN on the device.
5. Click **Add**. The folder is saved and appears in the list when you press SCAN TO on the device.

To edit a folder

1. Open HP Toolbox and click the **Scan to** tab.
2. In the **E-mail Addresses and Folders List**, click the **Edit** link next to the folder that you want to change.
3. Edit the information you want to change.
4. Click **Save**. The information is updated and appears in the list when you press SCAN TO on the device.

Note If you do not want the changed information for the entry to be saved, click **Cancel**.

Other: How do I?

Use this section to answer other questions about the device.

Receive toner warnings from the device at my computer

Use HP Toolbox to set up the device so that it will issue pop-up alerts to your computer when a print cartridge level is low.

1. Open HP Toolbox and click the **Alerts** tab.
2. Click the **Set up Status Alerts** page.
3. Select **Turn on alerts**, select **When the HP print cartridge is low or a non-HP cartridge is installed**, and then select **As a pop-up message**.
4. Click **Apply**.

Receive toner warning e-mail messages from the device

Use HP Toolbox to set up the device so that it will issue e-mail message alerts to your computer when a print cartridge level is low.

1. Open HP Toolbox and click the **Alerts** tab.
2. Click the **Set up E-mail Alerts** page.
3. In the **Address 1**field, type the e-mail address to which you want messages sent.
4. Under the **Select Alert Events** section **Address 1** column, select **Cartridge low**.

Note If you want to receive e-mail messages for other listed events, select the check boxes for those events as well.

5. Click **Apply**.

Note You must set up a simple mail transfer protocol (SMTP) server to send e-mail alerts.

Maintain the device

Use HP Toolbox to maintain your device.

Clean the paper path

Use HP Toolbox to clean the device paper path.

Note This method is more thorough than the method of using the cleaning page from the device control panel.

1. Open HP Toolbox and click the **Troubleshooting** tab.
2. Click the **Troubleshooting Tools** link.
3. In the **Cleaning Page** section, click **Print**.

   The device prints a cleaning page.
4. At the device, remove all paper from tray 1, and then place the cleaning page print-side down in tray 1.
5. In HP Toolbox, in the **Cleaning Page** section, click **Clean**.

   The device sends the cleaning page through the paper path.

Restore factory-set default settings

Use HP Toolbox to reset the device to its original settings.

1. Open HP Toolbox and click **Device Settings**.
2. Click **Service**.
3. In the **Resets** section, click **Restore**.
4. Click **OK** to confirm the restore process, and then click **OK** again to return to HP Toolbox.

   The device settings revert to the original factory-set settings.

View the control-panel menu items for the device

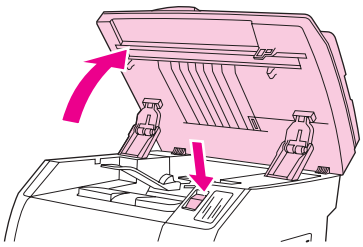
Use the device control panel to print a "menu map" that shows all of the control-panel menus that you can navigate.

1. On the device control panel, press MENU.
2. Use the < or the > button to select Reports, and then press Enter.
3. Use the < or the > button to select Menu structure, and then press Enter.

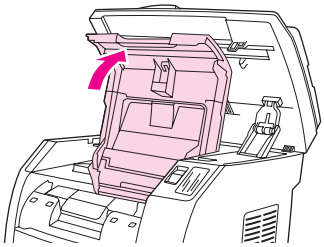
   The device prints a menu map.

Replace print cartridges

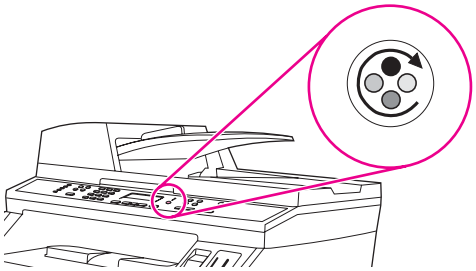
1. Push the scanner-release button to open the scanner assembly.



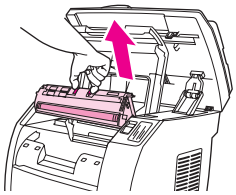
2. Open the top cover.



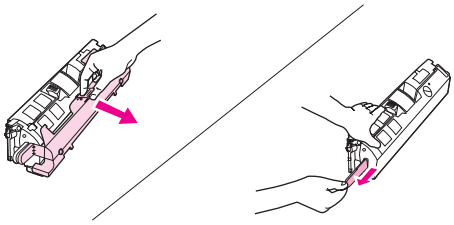
3. Make sure that the correct print-cartridge slot is in the access position.
   - If the correct print-cartridge slot is not in the access position, close the top cover and the scanner assembly, and then press ROTATE CAROUSEL until the correct print-cartridge slot is in the correct position.



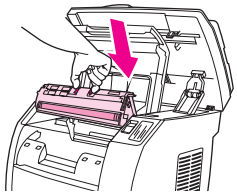
4. Pinch together the two large blue tabs on the first cartridge, and then lift the cartridge straight up to remove it from the carousel.



5. Remove the new print cartridge from its packaging, remove the orange cover from the print cartridge, and then pull the orange tab straight out to remove the sealing tape.



6. Squeeze the blue release levers on the print cartridge, holding it with the roller facing you. Lower the cartridge straight down into the carousel until it is **firmly** in place.

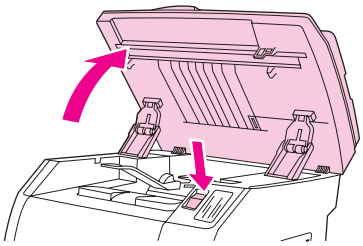


- If you need to replace another cartridge, close the top cover and the scanner assembly, press ROTATE CAROUSEL, and then repeat steps 4 through 6.

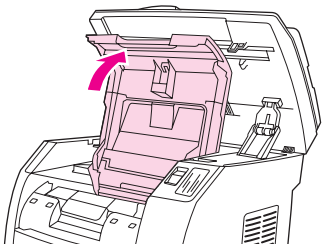
7. Close the top cover, and then close the scanner assembly.

Replace the imaging drum

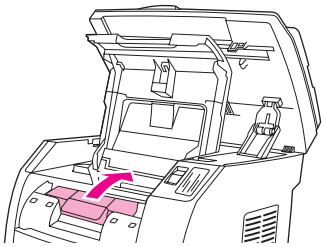
1. Push the scanner-release button to open the scanner assembly.



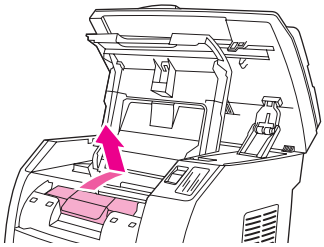
2. Open the top cover.



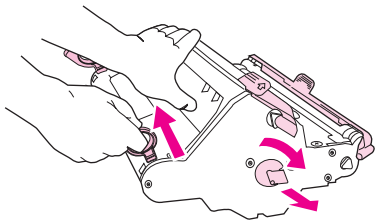
3. Grasp the imaging drum handle, and then rotate the drum until the handle is at the top.



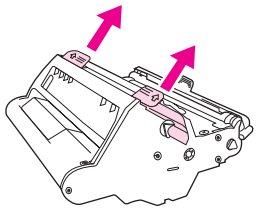
4. Lift the imaging drum straight up to remove it from the device.



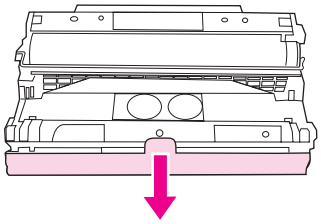
5. Remove the new imaging drum from its packaging.
6. Place the imaging drum on a firm surface, and then pull the orange rings to remove the shipping pins.



7. Remove the orange shipping lock on each end of the imaging drum, and remove the two orange shipping spacers.

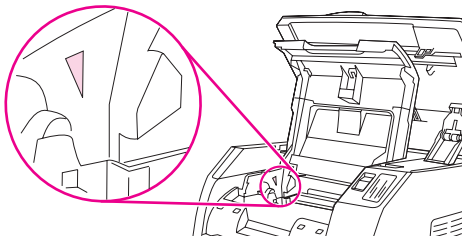


8. Remove the orange cover from the imaging drum.

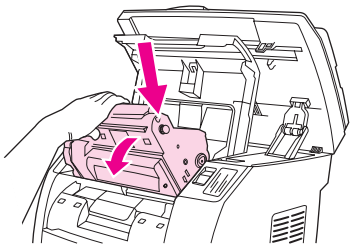


CAUTION Do not touch the surface of the roller or expose the roller to light for an extended period of time. Doing so could cause print-quality issues.

9. Align the arrows on the side of the imaging drum with the arrows inside the printer.



10. Lower the imaging drum into the printer, and then press it **firmly**into place.



11. Close the top cover and the scanner assembly.

Clear jams

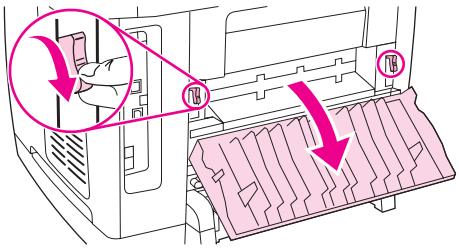
Occasionally, paper or other print media can become jammed during a print job. Complete the following tasks to clear media jams.

To clear a media jam inside the device

CAUTION Media jams might result in loose toner on the page. If toner gets on your clothing, wipe the toner off with a clean cloth, wash the items in cold water, and air dry. Using hot water or heat from a dryer will set the toner in the fabric. If you get any toner on your hands, wash them in cold water.

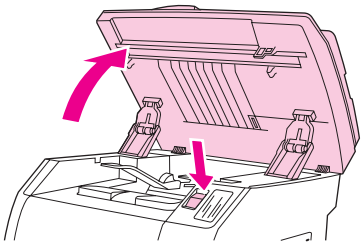
Do **not** use a sharp object, such as a pencil or scissors, to remove jammed media.

1. On the back of the device, open the rear-output door, and then push down the fuser levers.

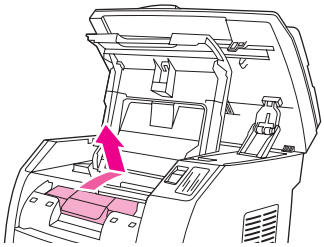


Releasing the fuser levers relieves tension on the device rollers, which makes removing jammed pages easier.

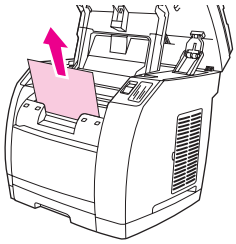
2. Push the scanner-release button to open the scanner assembly.



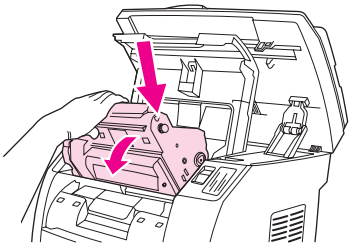
3. Open the top cover, and then remove the image drum and set it aside.



4. With both hands, grasp the side of the media that is most visible (this includes the middle), and carefully pull it free from the device.



5. When you have removed the jammed media, replace the image drum, and close the top cover and the scanner assembly.



6. Return the fuser levers to their original upward position.

After clearing the media jam, you might need to turn the device off, and then turn it on again.

Note When you add new media, remove all of the media from the input tray, straighten the stack after adding the new media, place the stack in the tray, and then adjust the media guides..

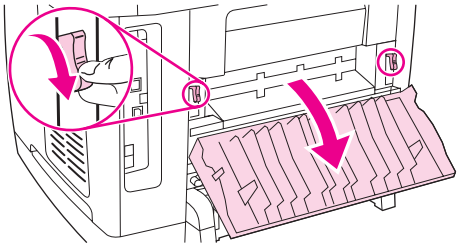
To clear output area jams

If the media has jammed where it exits the device, complete the following steps.

CAUTION Do **not** use a sharp object, such as a pencil or scissors, to remove jammed media.

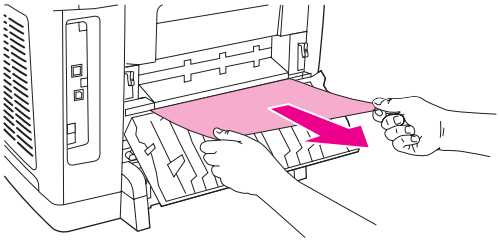
1. Push the scanner-release button to open the scanner assembly, and then open the top cover.

2. On the back of the device, open the rear-output door, and then push down the fuser levers.



Releasing the fuser levers relieves tension on the device rollers, which makes removing jammed pages easier.

3. Grasp the leading edge of the media and pull the media out through the output bin.

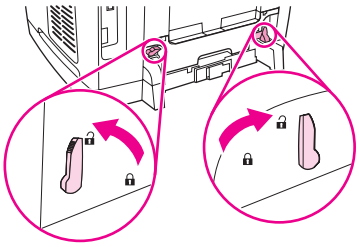


4. Return the fuser levers to their original upward position, and then close the rear-output door.
5. Close the top cover and the scanner assembly.

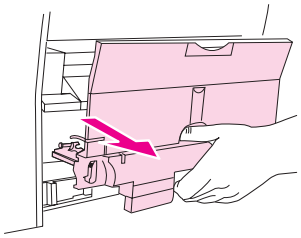
Note If you turned the device off before clearing the media jam, turn it on again, and then restart your printing or copying job.

If the jam is too far into the device to remove, you might have to remove the fuser. To do so, complete the following steps.

1. Turn off the device, and then disconnect the power cable.
2. Rotate the locks on the fuser to the unlocked position.



3. Grasp the fuser handles and pull them to remove the fuser from the device.

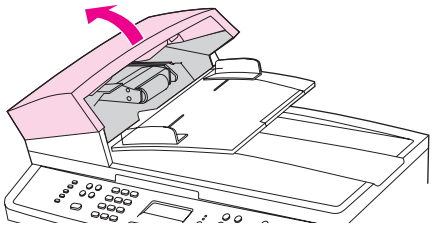


CAUTION The parts on the internal surface of the fuser are very hot. To avoid burning yourself, do not touch those parts.

4. Using both hands, slowly and steadily remove any print media from inside the device. Then, carefully reinsert the fuser and secure the locks.
5. Reconnect the power cable, and then turn on the device.

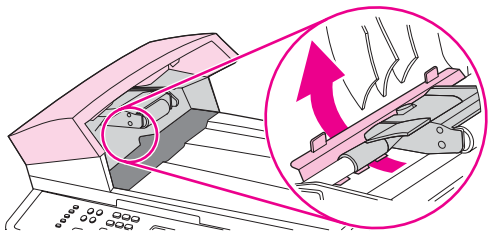
To clear a media jam from the automatic document feeder (ADF)

1. Open the ADF cover.

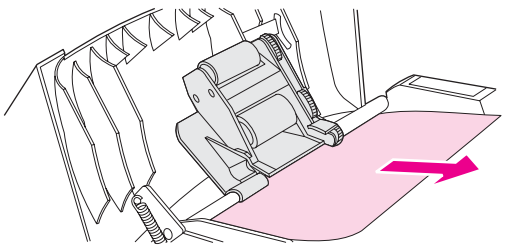


Note Verify that any shipping tape inside the ADF has been removed.

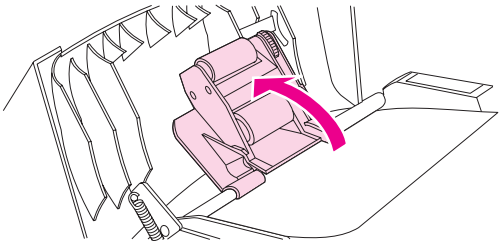
2. Remove the jam cleanout part. Using both hands, lift up on the two handles until the part unsnaps. Rotate and lift out the cleanout part and set it aside.



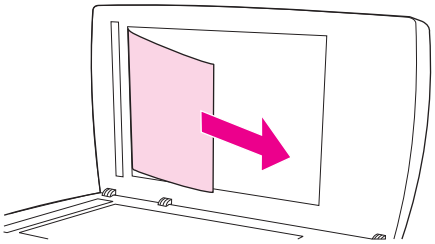
3. Gently try to remove the page without tearing it. If you feel resistance, go to the next step.



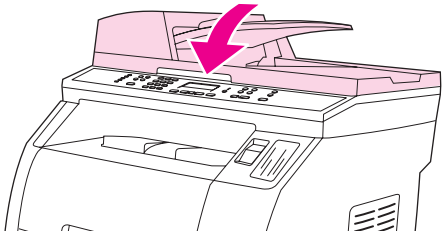
4. Lifting the green lever, rotate the pick mechanism until it stays open.



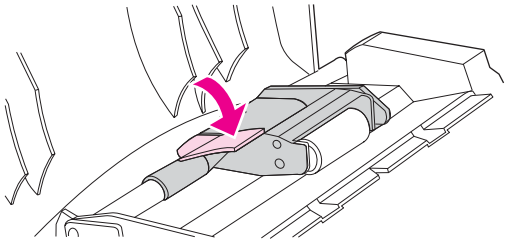
5. Open the ADF lid and gently loosen the media by using both hands.
6. When the media is free, gently pull it out in the direction shown.



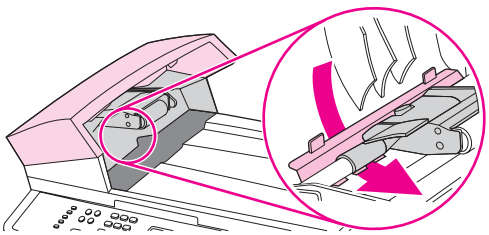
7. Close the lid to the flatbed scanner.



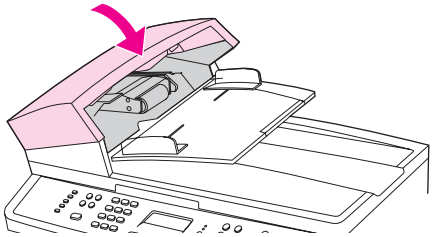
8. Lower the green lever.



9. Reinstall the cleanout part by inserting it as shown. Push down on the two tabs until the part snaps into place. Install the cleanout part correctly, because future jamming might occur if the cleanout part is not replaced correctly.



10. Close the ADF lid.



Order new supplies

You can order supplies by using HP Toolbox. To order supplies, complete the following steps.

1. Open HP Toolbox, and then, in the **Other Links** section, click **Order Supplies**.

   A new browser window appears.

2. Click **Continue**.

   The browser displays the HP ordering Web site.

3. Complete the ordering process by following the Web site instructions.

12 Managing the device and maintenance

This device comes with several software tools that help you monitor the device, troubleshoot problems, and maintain the device. Information about using these tools is in the following sections:

- Information pages
- HP Toolbox
- Macintosh Configure Device (Mac OS 10.2 and 10.3)
- Embedded Web server
- Fax logs and reports
- Cleaning the device
- Changing the automatic document feeder (ADF)
- Changing the automatic document feeder (ADF) pickup roller assembly
- Cleaning the automatic document feeder (ADF) pickup roller assembly

Information pages

Information pages reside within the device memory. These pages help you to diagnose and solve problems with the device.

Note If the printer language was not correctly set during installation, you can set the language manually so that the pages print in one of the supported languages. Change the language by using the HP Toolbox. See HP Toolbox.

Demo page

To print the Demo page, complete the following steps.

1. On the control panel menu, press MENU until the **Reports** menu appears, and then press ENTER.
2. Press the left arrow key or the right arrow key until **Demo Page** appears, and then press ENTER.

You can also view this page from HP Toolbox.

Usage page

The Usage page displays usage statistics, such as the number of copies made from the flatbed scanner or the automatic document feeder, the number of faxes sent or received (HP Color LaserJet 2830/2840 all-in-one models only), the number of pages printed, or the number of pages jammed in the scanner engine.

You can print a Usage page from the device or HP Toolbox. To print a usage page from the device, complete the following steps:

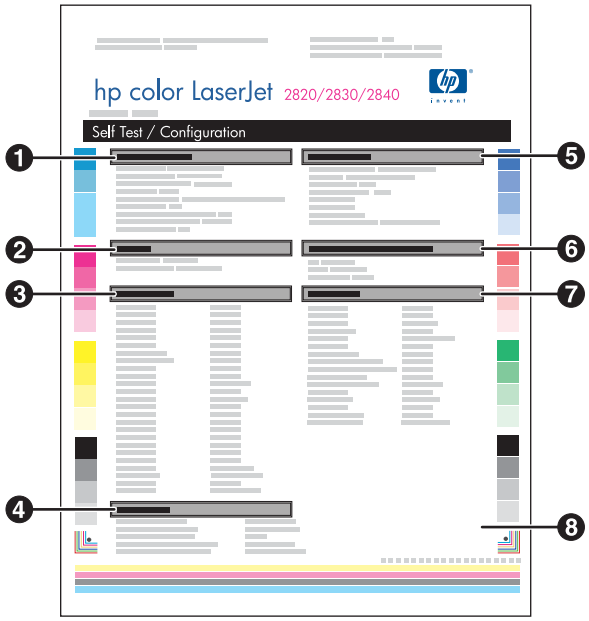
1. On the device control panel, press MENU.
2. Use the < or the > button to select **Reports**, and then press ENTER.
3. Use the < or the > button to select **Usage page**, and then press ENTER.

Configuration page

The Configuration page lists the current settings and properties of the device. You can print a Configuration page from the device or HP Toolbox. To print the Configuration page from the device, complete the following steps.

1. On the control panel menu, press MENU.
2. Use the < or the > button to select **Reports**, and then press ENTER.

3. Use the < or the > button to select **Config report**, and then press ENTER.



1. **Product Information**. This section contains basic information about the device, such as the product name and the serial number.
2. **Memory**. This section lists memory-related information, such as the total memory that is installed.
3. **Paper Settings**. This section lists information about the media type for each tray and about the type settings for all the media that the device supports.
4. **Copy Settings**. This section lists the device default copy settings.
5. **Product Settings**. This section lists information that is gathered during software installation, including the language and the company name.
6. **Installed Personalities and Options**. This section contains information about optional items that might be installed, such as a DIMM.
7. **Print Settings**. This section contains information about device settings that are configured in the printer driver or in HP Toolbox.
8. **Status Log**. This section contains information about device errors.

A second page also prints. On that page, the **Fax Settings** and **Imaging Settings** sections provide details about the device fax settings (HP Color LaserJet 2830/2840 all-in-one models only) and memory card settings (HP Color LaserJet 2840 all-in-one only).

Supplies Status page

The Supplies Status page lists the remaining life of the HP print cartridges and the HP imaging drums. It also lists the estimated pages remaining, number of pages printed, and other supplies information. You can print a Supplies Status page from the device or the HP Toolbox. To print from the device, complete the following steps.

1. On the control panel menu, press MENU.
2. Use the < or the > button to select **Reports**, and then press ENTER

3. Use the < or the > button to select **Supplies Status**, and then press ENTER.

Note Supplies information is also available through the HP Toolbox.

1. **Print-cartridge area**. This area contains a section for each of the print cartridges and provides information about HP print cartridges. This information includes the part number for each print cartridge, whether each print cartridge is low, and the life remaining for each print cartridge expressed as a percentage, as a graphic, and as the estimated number of pages remaining. This information might not be provided for non-HP supplies. In some cases, if a non-HP supply is installed, an alert message appears instead.
2. **Imaging-drum area**. This area contains the same information for the imaging drum that the print-cartridge area provides for the print cartridges.
3. **Warranty Note**. This section contains information about how the device warranty is affected when you use non-HP supplies. It also requests that you call the HP fraud hotline if a supply that is being detected as a non-HP supply was sold to you as a genuine HP supply. (See HP fraud hotline.)
4. **Ordering Information**. This section contains basic information about how to order new HP supplies. See Checking status and ordering supplies.
5. **Recycling Information**. This section contains a link to the website that you can visit for information about recycling. See Replacing and recycling supplies.

HP Toolbox

HP Toolbox is a Web application that you can use for the following tasks:

- Check the device status.
- Configure the device settings.
- View troubleshooting information.
- View online documentation.

You can view HP Toolbox when the device is directly connected to your computer or when it is connected to the network. You must perform a complete software installation to use HP Toolbox.

Note HP Toolbox is not supported for Windows 98 SE, Windows NT, and Macintosh operating systems. To use HP Toolbox, you must have TCP/IP protocol installed on your computer.

Note You do not have to have Internet access to open and use HP Toolbox. However, if you click a link in the **Other Links** area, you must have Internet access to go to the site that is associated with the link. See Other links for more information.

To view HP Toolbox

1. Open HP Toolbox in one of these ways:
   - In the Windows system tray, double-click the HP Toolbox Device Status and Alerts icon.
   - On the Windows **Start** menu, click **Programs** (or **All Programs** in Windows XP), click **HP**, click **HP Color LaserJet 2820/2830/2840**, and then click **HP Toolbox**.

Note After you open the URL, you can bookmark it so that you can return to it quickly in the future.

2. HP Toolbox opens in a Web browser. The HP Toolbox software contains the following sections:
   - Status tab
   - Fax tab
   - Scan to tab
   - Troubleshooting tab
   - Documentation tab
   - Device Settings pages
   - HP Toolbox links
   - Other links

Status tab

The **Status** tab contains links to the following main pages:

- **Device Status**. View device status information. This page indicates device conditions such as a jam or an empty tray. After you correct a problem with the device, click **Refresh Status** to update the device status.
- **Supplies Status**. View detailed supplies status such as the estimated percent of toner remaining in the print cartridge and the number of pages that have been printed with the current print cartridge. This page also has links to order supplies and to find recycling information.
- **Set up Status Alerts**. Set up the device to send you pop-up alerts for certain events, such as low toner levels.
- **Set up E-mail Alerts**. Set up the device to send you e-mail alert messages for certain events, such as low toner levels.
- **Device Configuration**. View a detailed description of the current device configuration, including the amount of memory installed and whether optional trays are installed.
- **Network Configuration**. View a detailed description of the current network configuration, including the IP address and network status.
- **Print Info Pages**. Print the Configuration page and various other information pages that are available for the device, such as the Supplies Status page and the Demo page.
- **Event Log**. View a history of device errors. The most recent error is at the top of the list.

Fax tab

Use the **Fax** tab to perform fax tasks from your computer. The **Fax** tab contains links to the following main pages:

- **Fax Tasks**. Perform such tasks as sending a fax or clearing the fax memory, or set the fax receive mode.
- **Fax Phone Book**. Add, edit, or delete entries in the device phone book.
- **Fax Send Log**. View all of the recent faxes that have been sent from the device.
- **Fax Receive Log**. View all of the recent faxes that have been received by the device.
- **Fax Data Properties**. Manage the space used to store faxes on your computer. These settings apply only if you have chosen to send or receive faxes remotely from your computer.
- **Fax Reports**. Print any or all of the fax reports from your computer.
- **Detailed Fax Settings**. Use links to the **Fax Setup Wizard** or the **Fax Settings** tab to change the device fax settings.
- **How Do I?**. View Help topics for device fax tasks.

Scan to tab

Use the **Scan to** tab to set up the device SCAN TO button. The SCAN TO button allows you to scan from the device, rather than scanning from a software program on your computer.

Note

The HP Color LaserJet 2830 all-in-one printer, scanner, fax, copier has a SCAN TO EMAIL button that you can also set up with this tab.

The **Scan to** tab contains links to the following main pages:

- **Scan to E-mail or Folder**. Activate or deactivate the scan-to feature. You also can add, edit, or delete destination e-mail addresses or folders for this feature.
- **Scan Preferences**. Change the scan preference settings for the device scan-to feature, including scan resolution and file type.
- **How Do I?**. View Help topics for device tasks that involve the SCAN TO or SCAN TO EMAIL (HP Color LaserJet 2830 all-in-one only).

Troubleshooting tab

The **Troubleshooting** tab contains links to the following main pages:

- **Control Panel Messages**. View descriptions of device control-panel messages.
- **Clearing Jams**. View information about locating and clearing jams.
- **Print Problems**. View Help topics that can help you solve print problems.
- **Scan Problems**. View Help topics that can help you solve scan problems.
- **Copy Problems**. View Help topics that can help you solve copy problems.
- **Fax Problems**. View Help topics that can help you solve fax problems.
- **Memory Card Problems**. View Help topics that can help you solve memory-card problems.
- **Connectivity Problems**. View Help topics that can help you solve networking problems.
- **Troubleshooting Tools**. Employ such troubleshooting tools as a cleaning page or a color troubleshooting page to maintain the device.
- **Animated Demonstrations**. View animated Help demonstrations for the device.

Documentation tab

The **Documentation** tab contains links to the following main pages:

- **Print: How Do I?** View the How Do I? Help for print problems.
- **Fax: How Do I?** View the How Do I? Help for fax problems.
- **Copy: How Do I?** View the How Do I? Help for copy problems.
- **Scan: How Do I?** View the How Do I? Help for scan problems.
- **Photo: How Do I?** View the How Do I? Help for memory-card problems.
- **Network: How Do I?** View the How Do I? Help for network problems.
- **Other: How Do I?** View the How Do I? Help for other device problems.
- **User Guide**. View information about the device usage, warranty, specifications, and support that you are currently reading. The user guide is available in both HTML and PDF format.
- **Readme**. View important information about the device that is not available in the user guide. The late-breaking readme contains last-minute information about the device (in English only).

Device Settings pages

When you click the **Device Settings** button, HP Toolbox displays the device settings available for your device. The **Device Settings** screen has the following tabs:

- **System Settings**
- **Print Settings**
- **Fax Settings**
- **Copy Settings**
- **Network Settings**

Note Printer driver settings can override settings that are made in HP Toolbox.

System Settings tab

The **System Settings** tab contains links to the following main pages:

- **Device Information**. View information about the device, such as the device description and a contact person.
- **Paper Handling**. Change the device paper-handling settings, such as default paper size and default paper type.
- **Print Quality**. Change the device print-quality settings, such as color calibration and grayscale printing.
- **Print Density**. Change the device print-density settings, such as contrast and shadows.
- **Print Modes**. Change the device mode settings for a each media type, such as letterhead, prepunched, or glossy paper.
- **System Setup**. Change the device system settings, such as device language and jam recovery.
- **Volumes**. Change the device volume settings, such as the telephone line (HP Color LaserJet 2830/2840 all-in-one models only) and alarm volumes.
- **Date/Time**. Change the device date and time settings.
- **Service**. Gain access to various procedures required to maintain the device.
- **Device Polling**. Change the device polling settings, which determine how often HP Toolbox collects data from the device.
- **Save/Restore Settings**. Save the current settings for the device to a file on your computer. Use this file to load the same settings onto another device or to restore these settings to this device at a later time.

Print Settings tab

The **Print Settings** tab contains links to the following main pages:

- **Printing**. Change the default device print settings, such as number of copies and paper orientation.
- **PCL6**. View and change the PCL6 settings.
- **PostScript**. View and change the PS settings.
- **Memory Card**. View and change the default device memory-card settings (HP Color LaserJet 2840 all-in-one only).

Fax Settings tab

The **Fax Settings** tab contains links to the following main pages:

- **General**. Change such basic fax settings as the fax header and error reporting.
- **Fax Send**. Change such fax send settings as resolution and redial.
- **Fax Receive**. Change such fax receive settings as the answer mode and the fit-to-page option.
- **Fax Setup Wizard**. Start the Fax Setup Wizard to set up the device fax settings.

Copy Settings tab

The **Copy Settings** tab contains links to the following main pages:

- **Copy**. Change such default copy settings as number of copies and contrast.
- **Reduce/Enlarge**. Change the reduction-enlargement settings for the device.

Network Settings tab

The network administrator can use the **Network Settings** tab to control the network-related settings for the device when it is connected to an IP-based network.

HP Toolbox links

The HP Toolbox links at the left of the screen provide links to the following options:

- **Select a device**. Select from all of the HP Toolbox-enabled devices.
- **View current alerts**. View the current alerts for all devices that have been set up. (You must be printing to view the current alerts.)
- **Text only page**. View HP Toolbox as a site map that links to text-only pages.

Other links

This section contains links that connect you to the Internet. You must have Internet access in order to use any of these links. If you use a dial-up connection and did not connect when you first opened HP Toolbox, you must connect before you can visit these Web sites. Connecting might require that you close HP Toolbox and reopen it.

- **HP Instant Support**. View the HP Instant Support Web site.
- **Product Registration**. View the HP product registration Web site.
- **Order Supplies**. Order device supplies at the HP Web site.
- **Product Support**. View the support site for the HP Color LaserJet 2820/2830/2840 all-in-one. At the site, you can search for help with a specific problem.

Macintosh Configure Device (Mac OS 10.2 and 10.3)

Macintosh Configure Device is a Web application that you can use for the following tasks:

- Check the device status.
- Configure the device settings.

Note Macintosh Configure Device is not supported for Mac OS 9.2.2.

You can view Macintosh Configure Device when the device is directly connected to your computer or when it is connected to the network. You must perform a complete software installation to use Macintosh Configure Device.

Note You do not have to have Internet access to open and use Macintosh Configure Device. However, if you click a link in the **Other Links** area, you must have Internet access to go to the site that is associated with the link.

To view Macintosh Configure Device

1. Open HP Director by clicking the **HP Director** icon on the Dock.
2. In HP Director, click **Settings**.
3. Select **Config device**, and then click **Continue**.

Embedded Web server

This device is equipped with an embedded Web server, which allows access to information about device and network activities. A Web server provides an environment in which web programs may run, much in the same way that an operating system, such as Windows, provides an environment for programs to run on your computer. The output from these programs can then be displayed by a Web browser, such as Microsoft Internet Explorer, Safari, or Netscape Navigator.

An “embedded” Web server resides on a hardware device (such as a printer) or in firmware, rather than as software that is loaded on a network server.

The advantage of an embedded Web server is that it provides an interface to the device that anyone with a network-connected computer and a standard Web browser can access. There is no special software to install or configure, but you must have a supported Web browser on your computer. To access the embedded Web server, type the IP address for the device in the address line of the browser. (To find the IP address, print a Configuration page. For more information about printing a Configuration page, see Configuration page.)

Note For Macintosh operating systems, you can use the EWS over a USB connection.

Features

The HP embedded Web server allows you to view device and network card status and manage printing functions from your computer. With the HP embedded Web server, you can do the following:

- view device status information
- determine the remaining life on all supplies and order new ones
- view and change tray configurations
- view and change the device control panel menu configuration
- view and print internal pages
- add or customize links to other Web sites
- select the language in which to display the embedded Web server pages
- view and change network configuration
- view support content that is device-specific and specific to the device’s current state

For a complete explanation of the features and functionality of the embedded Web server, see the embedded Web server online Help. For more information about other Help sources, see Where to look for more information.

Fax logs and reports

Use the following instructions to print fax logs and reports:

Printing the fax activity log

The fax activity log provides a chronological history of the last 40 faxes that were received, sent, or deleted, and any errors that occurred. A fax activity log includes the following information:

- All faxes that have been received to the device
- All faxes that have been sent from the control panel
- All faxes that have been sent from the HP Toolbox; and the fax software driver
- All faxes that have been sent from the HP Workplace (for Macintosh-compatible computers that are directly connected to the device)

To print the fax activity log

Use the following steps to print a fax activity log:

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Reports**, and then press ENTER.
3. Use the < or the > button to select **Fax Activity log**, and then press ENTER.
4. Press ENTER to select **Print log now**. The device exits the menu settings and prints the log.

To set the fax activity log to print automatically

You can decide whether or not you want the fax log to print automatically after every 40 entries. The factory-set default is **On**. Use the following steps to set the fax activity log to print automatically:

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Reports**, and then press ENTER.
3. Use the < or the > button to select **Fax Activity log**, and then press ENTER.
4. Press the > button once to select **Auto Log Print**, and then press ENTER.
5. Use the < or the > button to select **On**, and then press ENTER to confirm your selection.

Printing a fax call report

A fax call report is a brief report that indicates the status of the last fax that was sent or received.

To print a fax call report

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Reports**, and then press ENTER.
3. Use the < or the > button to select **Fax Call report**, and then press ENTER.
4. Press ENTER to select **Print report now**. The device exits the menu settings and prints the report.

Note To set the fax call report to print automatically, see Setting print times for the fax call report.

Setting print times for the fax call report

You can set the device to print a fax call report after any of the following events:

- Every fax error (the factory-set default)
- Send fax error
- Receive fax error
- Every fax
- Send fax only
- Never

Note If you select **Never**, you will have no indication that a fax failed to be transmitted unless you print a fax activity log.

To set the print times for the fax call report

Use the following steps to set when the fax call report is printed:

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Reports**, and then press ENTER.
3. Use the < or the > button to select **Fax Call report**, and then press ENTER.
4. Press the > button once to select **Print report**, and then press ENTER.
5. Use the < or the > button to select the option for when you want the fax call reports to be printed.
6. Press ENTER to save your selection.

The following print-time options are available:

- **Every error**: The device prints a report each time an error occurs.
- **Send error**: The device prints a report when an error occurs while the device is sending a fax.
- **Receive error**: The device prints a report when an error occurs while the device is receiving a fax.
- **Every fax**: The device prints a report when a fax is sent or received.
- **Send fax only**: The device prints a report when a fax is sent.
- **Never**: A report is never printed.

Including the first page of each fax on the fax call report

If this option is turned on and the page image still exists in the device memory, the fax call report includes a thumbnail (50-percent reduction) of the first page of the most recent fax that was sent or received. The factory-set default for this option is **On**.

To include the first page of each fax on the fax call report

Use the following steps to include the first page of each fax on the fax call report:

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Reports**, and then press ENTER.
3. Use the < or the > button to select **Fax Call report**, and then press ENTER.
4. Use the < or the > button to select **Include 1st page**, and then press ENTER.
5. Use the < or the > button to select **On** or **Off**, and then press ENTER to confirm your selection.

Printing a phone book report

A phone book report lists the fax numbers that are assigned to the one-touch buttons and speed-dial and group-dial entries.

To print a phone book report

Use the following steps to print a one-touch, speed-dial, and group-dial report:

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Reports**, and then press ENTER.
3. Use the < or the > button to select **PhoneBook report**, and then press ENTER. The device exits the menu settings and prints the report.

Printing the billing-code report

The billing-code report is a printed list of all of the fax billing codes and the total number of faxes that have been billed to each code.

Note After this report is printed, all billing data is deleted.

To print the billing-code report

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Reports**, and then press ENTER.
3. Use the < or the > button to select **Billing report**, and then press ENTER. The device exits the menu settings and prints the report.

Printing the block-fax list

Use this procedure to print a list of the blocked fax numbers. For information about blocking fax numbers, see Blocking or unblocking fax numbers.

To print the block-fax list

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Reports**, and then press ENTER.
3. Use the < or the > button to select **Block Fax list**, and then press ENTER. The device exits the menu settings and prints the list.

Printing all fax reports

Use this procedure to print all of the following reports at one time:

- Fax activity log
- One-touch, speed-dial, and group-dial report
- Configuration report
- Block-fax list
- Billing report (if the option is turned on)

To print all fax reports

Use the following steps to print all fax reports:

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Reports**, and then press ENTER.
3. Use the < or the > button to select **All fax reports**, and then press ENTER. The device exits the menu settings and prints the reports.

Cleaning the device

The section contains information about cleaning the device.

To clean the exterior

Use a soft, damp, lint-free cloth to wipe dust, smudges, and stains off of the exterior of the device.

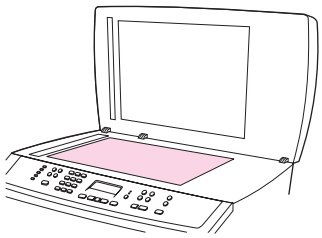
To clean the scanner glass

Dirty glass, from fingerprints, smudges, hair, and so on, slows down performance and affects the accuracy of special features such as fit-to-page and copy.

Note

If streaks or other defects appear only on copies produced using the automatic document feeder (ADF), clean the scanner strip (step 3). It is not necessary to clean the scanner glass.

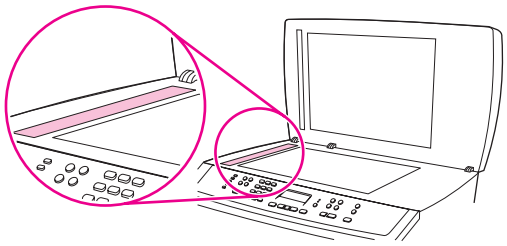
1. Turn off the device, unplug the power cord from the electrical socket, and raise the lid.
2. Clean the glass by using a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.



CAUTION

Do not use abrasives, acetone, benzene, ammonia, ethyl alcohol, or carbon tetrachloride on any part of the device; these can damage the device. Do not place liquids directly on the glass. They might seep under it and damage the device.

3. Clean the scanner strip by using a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.



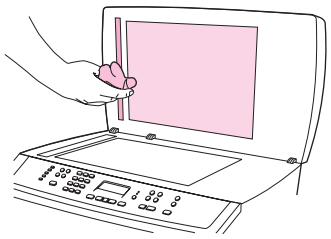
4. To prevent spotting, dry the glass by using a chamois or cellulose sponge.

To clean the lid backing

Minor debris can accumulate on the white document lid backing that is located underneath the device lid.

1. Turn off the device, unplug the power cord from the electrical socket, and raise the lid.

2. Clean the white document lid backing by using a soft cloth or sponge that has been moistened with a mild soap and warm water. Also, clean the scanner strip next to the ADF scanner glass.



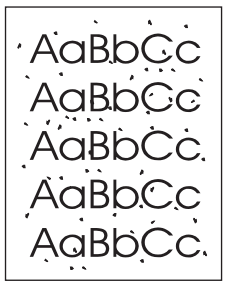
3. Wash the backing gently to loosen debris; do not scrub the backing.
4. Dry the backing by using a chamois or soft cloth.

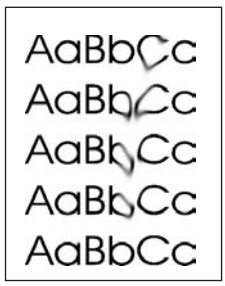
CAUTION Do not use paper-based wipes because they might scratch the backing.

5. If this does not clean the backing well enough, repeat the previous steps and use isopropyl alcohol to dampen the cloth or sponge, and then wipe the backing thoroughly with a damp cloth to remove any residual alcohol.

Cleaning the paper path

During the printing process, paper, toner and dust particles can accumulate inside the device. Over time, this buildup can cause print-quality problems such as toner specks or smearing. This device has a cleaning mode that can correct and prevent these types of problems.





Note In certain areas of California, air pollution control regulations restrict the use of liquid Isopropyl Alcohol (IPA) as a cleaning agent. In those areas of California, please disregard the previous recommendations and use a dry, lint-free cloth. The cloth may be moistened with water if desired.

To clean the paper path from HP Toolbox

Use HP Toolbox to clean the paper path. This is the recommended cleaning method. If you do not have access to HP Toolbox, use the method in To clean the paper path from the device control panel.

1. Make sure that the device is turned on and in the Ready state.
2. Open HP Toolbox.
3. On the **Troubleshooting** tab, click **Maintenance**, click **Cleaning Page** and then click **Print**. A page with a pattern prints from the device.
4. At the device, remove any print media that might be in tray 1.
5. Remove the page that printed and load it face-down into tray 1.
6. At the computer, click **Clean**.

To clean the paper path from the device control panel

If you do not have access to HP Toolbox, you can print and use a cleaning page from the device control panel.

1. Press MENU.
2. Use the < or the > button to find the **Service** menu.
3. Press ENTER.
4. Use the < or the > button to find **Cleaning Mode**.
5. Press ENTER.
6. Load plain letter or A4 paper when you are prompted.
7. Press ENTER again to confirm and begin the cleaning process.

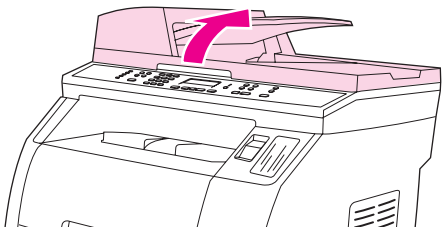
   A page feeds through the printer slowly. Discard the page when the process is completed.

Changing the automatic document feeder (ADF)

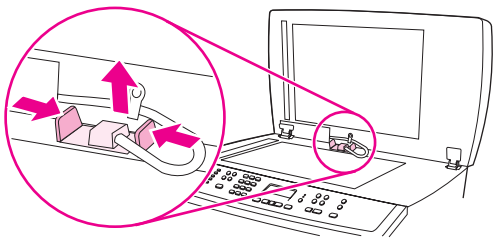
If the ADF is damaged or not working, you can replace it. For information about ordering supplies, see Accessories and ordering information.

To change the ADF

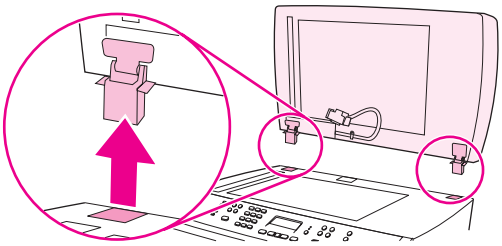
1. At the device, open the ADF cover.



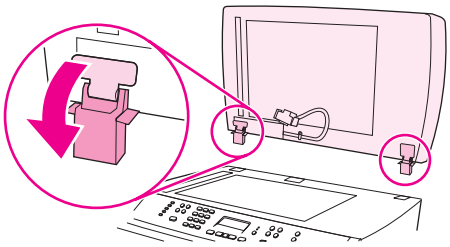
2. Disconnect the connector by squeezing the tabs together and lifting upward.



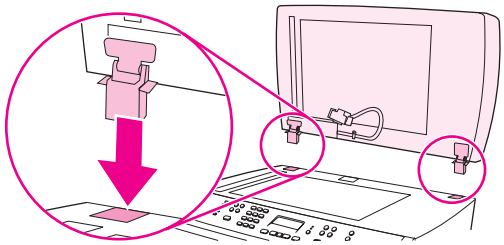
3. Remove the ADF by lifting it upward and tilting it forward as the hinges nearly disconnect from the device.



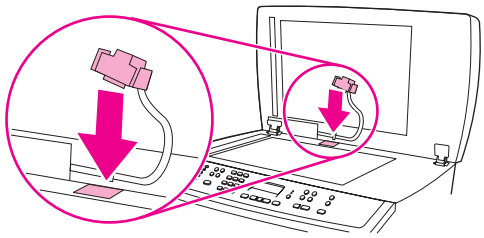
4. On the new ADF, unfold the hinges.



5. Insert the hinges on the new ADF so that they are slightly tilted forward, and then push straight down into the device.



6. Insert the connector by pushing down on it until it clicks into place.

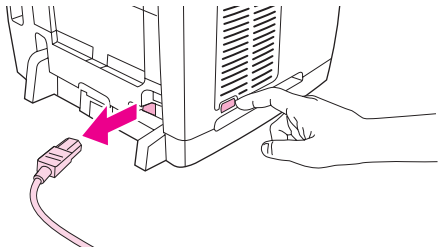


Changing the automatic document feeder (ADF) pickup roller assembly

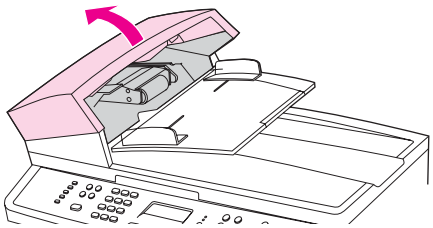
To change the ADF pickup roller assembly

If your automatic document feeder (ADF) has trouble feeding paper, you can replace the ADF pickup roller assembly. See Accessories and ordering information to order an ADF pickup roller assembly. To remove the existing assembly, use the following procedure:

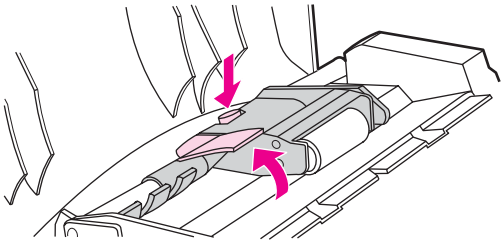
1. Turn off the device and unplug the power cord.



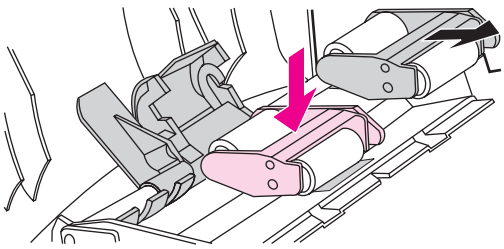
2. Open the automatic document feeder (ADF) cover.



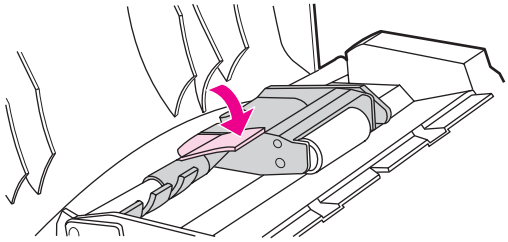
3. Press the round green button while lifting the green lever. Rotate the green lever until it stops in the open position. The old pickup roller assembly should remain on the surface.



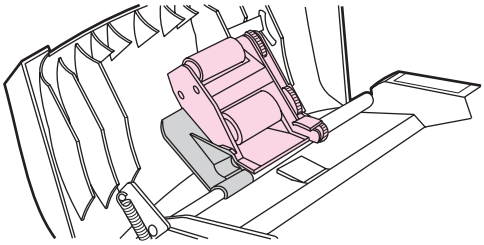
4. Remove the old assembly and put the new one in exactly the same place. The largest roller goes in back, and the gear side is away from you.



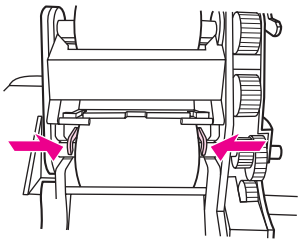
5. Lower the green lever with the flat green part fitting in between the rollers. Press down on the green lever until you hear a snap.



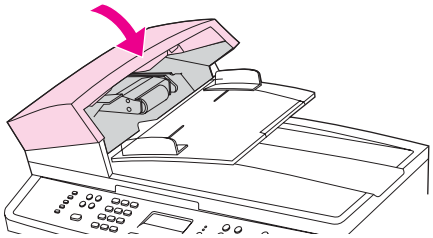
6. To check for proper installation, lift the green lever until it remains open. The new pickup roller assembly should be secured to the lever assembly and should not fall out.



7. Make sure that both sides of the assembly are secured by the green hooks.

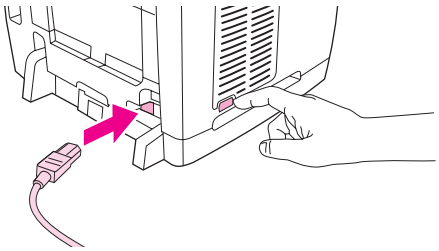


8. Lower the green lever assembly and close the automatic document feeder (ADF) lid.



Note If you are experiencing jams in the ADF, contact your local HP-authorized service provider. See Service and support.

9. Plug the device in, and then turn the power switch to the on position.

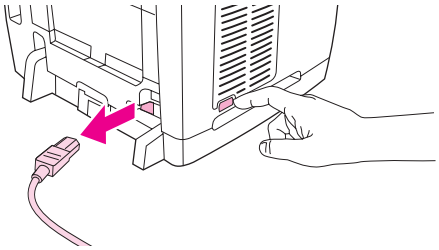


Cleaning the automatic document feeder (ADF) pickup roller assembly

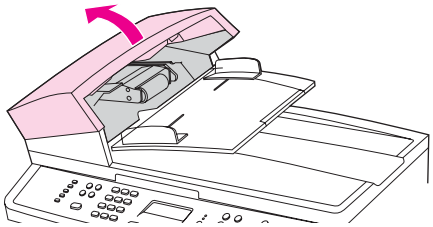
To clean the ADF pickup roller assembly

If your automatic document feeder (ADF) has trouble feeding paper, you can clean the ADF pickup roller assembly. To clean the assembly, use the following procedure:

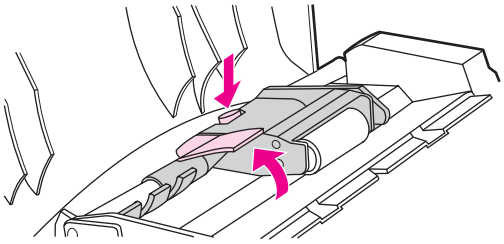
1. Turn off the device and unplug the power cord.



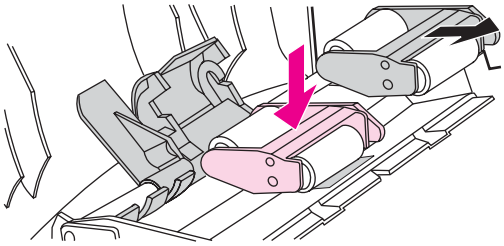
2. Open the automatic document feeder (ADF) cover.



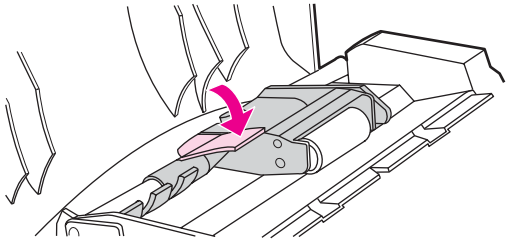
3. Press the round green button while lifting the green lever. Rotate the green lever until it stops in the open position. The pickup roller assembly should remain on the surface.



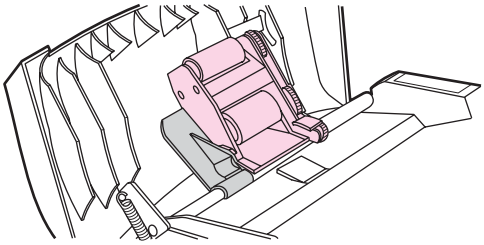
4. Remove the assembly, and then wipe the assembly with a soft, dry cloth.
5. Return the assembly to the same place in the ADF. The largest roller goes in back, and the gear side is away from you.



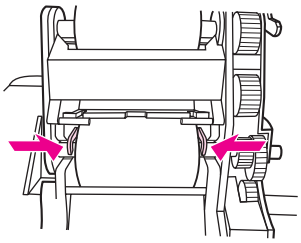
6. Lower the green lever with the flat green part fitting in between the rollers. Press down on the green lever until you hear a snap.



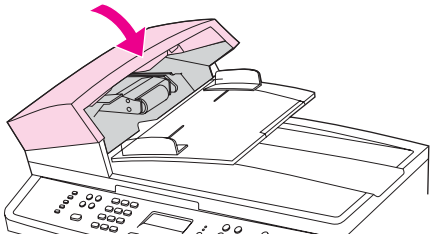
7. To check for proper installation, lift the green lever until it remains open. The pickup roller assembly should be secured to the lever assembly and should not fall out.



8. Make sure that both sides of the assembly are secured by the green hooks.

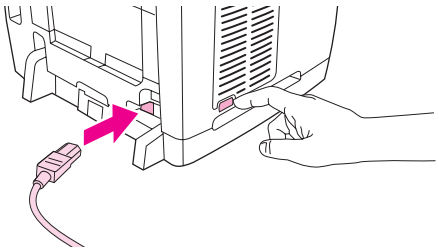


9. Lower the green lever assembly and close the ADF lid.



Note If you are experiencing jams in the ADF, contact your local HP-authorized service provider. See Service and support.

10. Plug the device in, and then turn the power switch to the on position.



13 Managing supplies

This chapter contains information about these maintenance topics:

- Checking status and ordering supplies
- Storing supplies
- Replacing and recycling supplies
- HP policy on non-HP supplies
- HP fraud hotline
- Changing a print cartridge
- Changing the imaging drum

Checking status and ordering supplies

You can check the supplies status by using the printer control panel, printing a Supplies Status page, or viewing the HP Toolbox. Hewlett-Packard recommends that you place an order for a replacement print cartridge when you first receive the Low message for a print cartridge. When you use a new, authentic HP print cartridge or imaging drum, you can obtain the following types of supplies information:

- amount of cartridge or drum life remaining
- estimated number of pages remaining
- number of pages printed
- other supplies information

Note If the printer is connected to the network, you can set the HP Toolbox to notify you by e-mail when a print cartridge is low or the imaging drum is near the end of its useful life. If the printer is directly connected to a computer, you can set HP Toolbox to notify you when supplies are low.

To check status and order supplies by using the control panel

Do one of the following:

- Check the device control panel, which indicates when a print cartridge or the imaging drum is low or empty. The control panel also indicates when a non-HP print cartridge is first installed. See Troubleshooting tools for more information.
- Print a Supplies Status page, and then check the supplies levels on the page. See Supplies Status page for more information.

If the supplies levels are low, you can order supplies through your local HP dealer, by telephone, or online. See Accessories and ordering information for part numbers. See http://www.hp.com/go/ljsupplies to order online.

To check status and order supplies by using HP Toolbox

You can configure HP Toolbox to notify you when the supplies are low. You can choose to receive alerts by e-mail or as a pop-up message or taskbar icon. To order supplies by using the HP Toolbox, in the **Other Links** area, click **Order supplies**. You must have Internet access to connect to the website.

For more information, see HP Toolbox.

Storing supplies

Follow these guidelines for storing print cartridges and the imaging drum:

- Do not remove the print cartridge or imaging drum from its package until you are ready to use it.

CAUTION To prevent damage, do not expose the print cartridge or imaging drum to light for more than a few minutes.

- See Environmental specifications for operating and storage temperature ranges.
- Store the supply in a horizontal position.
- Store the supply in a dark, dry location away from heat and magnetic sources.

Replacing and recycling supplies

To install a new HP print cartridge or imaging drum, follow the instructions that are included in the box that contains the new supply, or see the getting started guide.

To recycle supplies, place the used supply in the box in which the new supply arrived. Use the enclosed return label to send the used supply to HP for recycling. For complete information, see the recycling guide that is included with each new HP supply item. See HP LaserJet printing supplies for more information about HP's recycling program.

HP policy on non-HP supplies

Hewlett-Packard Company cannot recommend the use of non-HP supplies, either new or remanufactured. Because they are not HP products, HP cannot influence their design or control their quality. Service or repairs required as a result of using a non-HP supply will **not** be covered under the printer warranty.

When you insert a supply into the device, the device will inform you if the supply is not a genuine HP supply. If you insert a genuine HP supply that has reached the low state from another HP device, the device identifies the supply as non-HP. Simply return the supply to the original device to reactivate the HP features and functionality.

Resetting the printer for non-HP supplies

When you install a non-HP print cartridge or imaging drum, the control panel displays the **Unauthorized** message . In order to print with this supply, you must press ENTER the first time you install this non-HP supply.

CAUTION The device will not stop printing when this type of supply is empty. Printer damage could occur if the device prints with an empty non-HP print cartridge or imaging drum. See Hewlett-Packard limited warranty statement and Print Cartridge and Imaging Drum Limited Warranty Statement.

HP fraud hotline

Call the HP fraud hotline if the device or HP Toolbox indicates that the print cartridge or imaging drum is not an HP print cartridge and you think that it is genuine. HP will help determine if the product is genuine and take steps to resolve the problem.

Your print cartridge or imaging drum might not be a genuine HP one if you notice the following issues:

- You are experiencing a large number of problems with the print cartridge or imaging drum.
- The print cartridge or imaging drum does not look like it usually does (for example, the pull tab or the box is different).

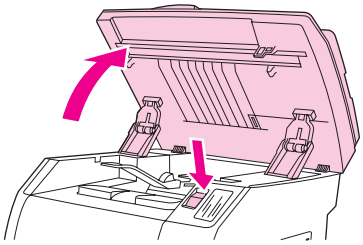
In the United States, call toll-free: 877-219-3183.

Outside the United States, you can call collect. Dial the operator and ask to place a collect call to this telephone number: 770-263-4745. If you do not speak English, a representative at the HP fraud hotline who speaks your language will assist you. Or, if someone who speaks your language is not available, a language line interpreter will connect approximately one minute after the beginning of the call. The language line interpreter is a service that will translate between you and the representative for the HP fraud hotline.

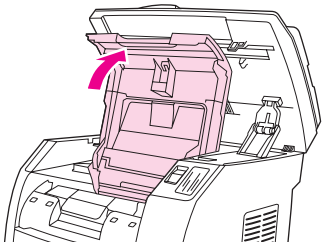
Changing a print cartridge

To replace a print cartridge

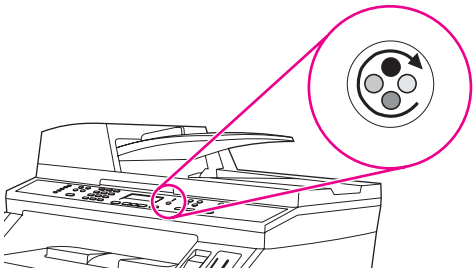
1. Push the scanner-release button to open the scanner assembly.



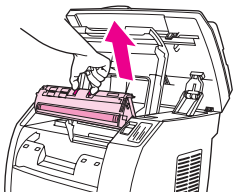
2. Open the top cover.



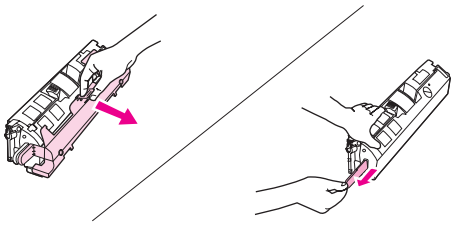
3. Make sure that the correct print-cartridge slot is in the access position.
   - If the correct print-cartridge slot is not in the access position, close the top cover and the scanner assembly, and then press ROTATE CAROUSEL until the correct print-cartridge slot is in the correct position.



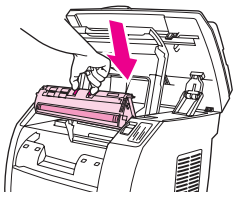
4. Pinch together the two large blue tabs on the first cartridge, and then lift the cartridge straight up to remove it from the carousel.



5. Remove the new print cartridge from its packaging, remove the orange cover from the print cartridge, and then pull the orange tab straight out to remove the sealing tape.



6. Squeeze the blue release levers on the print cartridge, holding it with the roller facing you. Lower the cartridge straight down into the carousel until it is **firmly** in place.



   - If you need to replace another cartridge, close the top cover and the scanner assembly, press ROTATE CAROUSEL, and then repeat steps 4 through 6.

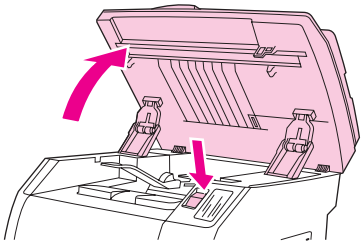
7. Close the top cover, and then close the scanner assembly.

Note If you have replaced a black print cartridge, the device prompts you to run a cleaning page.

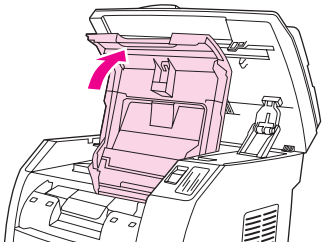
Changing the imaging drum

To change the imaging drum

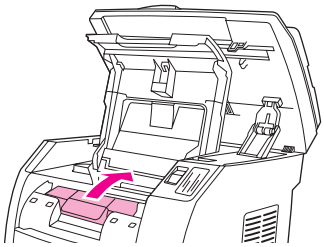
1. Push the scanner-release button to open the scanner assembly.



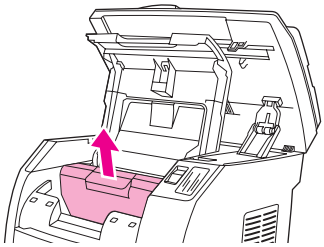
2. Open the top cover.



3. Grasp the imaging drum handle, and then rotate the drum until the handle is at the top.

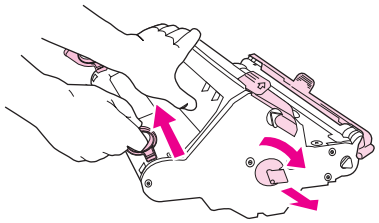


4. Lift the imaging drum straight up to remove it from the device.

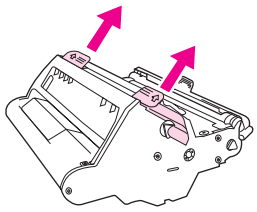


5. Remove the new imaging drum from its packaging.

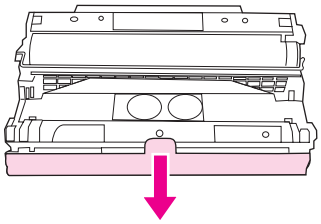
6. Place the imaging drum on a firm surface, and then pull the orange rings to remove the shipping pins.



7. Remove the orange shipping lock on each end of the imaging drum, and remove the two orange shipping spacers.

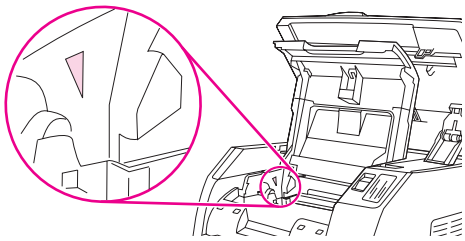


8. Remove the orange cover from the imaging drum.

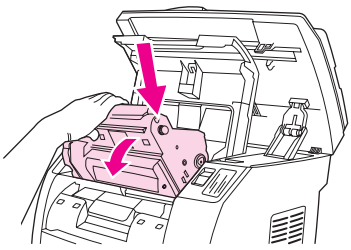


CAUTION Do not touch the surface of the roller or expose the roller to light for an extended period of time. Doing so could cause print-quality issues.

9. Align the arrows on the side of the imaging drum with the arrows inside the printer.



10. Lower the imaging drum into the printer, and then press it **firmly**into place.



11. Close the top cover and the scanner assembly.

14 Troubleshooting

This troubleshooting information is organized to help you resolve printing problems. Choose the general topic or type of problem from the following list.

- Support strategy
- Troubleshooting process
- Control panel messages
- Clearing jams
- Print problems
- Scan problems
- Copy problems
- Fax problems
- Memory card problems
- Troubleshooting tools

Support strategy

This device has a one-year limited warranty. Warranty service and support options might vary depending on your country/region. Please refer to the support flyer that came in your box for contact information, or visit http://www.hp.com.

You can find additional support information in Service and support.

Troubleshooting process

Use the troubleshooting checklist to solve issues with the device.

Troubleshooting checklist

Follow the steps below when trying to solve a problem with the device.

Step number	Verification step	Possible problems	Solutions
1	**Is the power on?** When the device is connected to a grounded power source, the control panel shows **Hewlett Packard** with moving cursors indicating that the firmware code is loading, and the print engine motor rotates for approximately 45 to 60 seconds. When the firmware is done loading, **Scanner bulb warming up** appears in the control panel, and the scan head moves back and forth for 10-15 seconds. If you lift the scanner lid, you will see that the scanner bulb is lit. Near the end of this time, the automatic document feeder (ADF) motor turns on for about two seconds.	No power due to failed power source, cable, switch, or fuse.	1. Verify that the device is plugged in. 2. Verify that the power cable is functional and that the power switch is on. 3. Check the power source by plugging the device directly into the wall or into a different outlet.
		Print engine motor does not rotate.	1. Verify that the fuser shipping locks have been removed. For more information, see the Getting Started Guide. 2. Verify that the fuser locks are in the locked position. See To clear output area jams. 3. Verify that the print cartridges and imaging drum are properly installed. (See Managing supplies.) Look at the control-panel messages and follow the instructions to remove and replace the cartridges. 4. Verify that the top cover is closed.
		ADF motor does not rotate.	Open the ADF cover and remove any orange shipping tape inside the ADF. Verify that the ADF cable is connected correctly to the scanner. See Changing the automatic document feeder (ADF). If the ADF motor still does not rotate, replace the ADF. See Changing the automatic document feeder (ADF).
		Scanner bulb does not light.	If the scanner bulb does not light, contact HP Customer Care. See Service and support or the support flyer that came in the device box.

Step number	Verification step	Possible problems	Solutions
2	**Does Ready appear in the device control panel?** The control panel should function without error messages.	Control panel shows an error.	See Control panel messages for a list of common messages that will help you correct the error. If the error persists, contact HP Customer Care. See Service and support or the support flyer that came in the device box.
3	**Do information pages print?** Print a Configuration page. See Configuration page.	Control panel displays an error message.	See Control panel messages for a list of common messages that will help you correct the error.
		Media does not move smoothly through the device paper path.	Clean the paper path. See Clean the paper path.
		Poor print quality.	See Print quality problems. If the error persists, contact HP Customer Care. See Service and support or the support flyer that came in the device box.
4	**Does the device copy?** Place the Configuration page into the ADF and make a copy. The report should feed smoothly through the ADF, and copies should print without print-quality problems. Make a copy from the flatbed as well.	Poor copy quality from the ADF.	1. If the print quality from the internal tests and the copy from the flatbed were acceptable, clean the ADF scanning strip. See To clean the scanner glass. 2. If the ADF is damaged, replace the ADF. See Changing the automatic document feeder (ADF).
		Media does not move smoothly through the ADF path.	1. Clean the ADF pick roller and ADF separation pad. See Cleaning the automatic document feeder (ADF) pickup roller assembly. 2. If the problem persists, replace the ADF pick roller. See Changing the automatic document feeder (ADF) pickup roller assembly. 3. If the problem persists, replace the ADF. See Changing the automatic document feeder (ADF).
		Poor copy quality from the flatbed.	1. If the print quality from the internal tests and the copy from the ADF were acceptable, clean the flatbed glass. See To clean the scanner glass. 2. If, after performing the maintenance, the problem persists, see Copy problems.
		If the error persists, contact HP Customer Care. See Service and support or the support flyer that came in the device box.	

Step number	Verification step	Possible problems	Solutions
5	**Does the device send a fax?** (HP Color LaserJet 2830/2840 all-in-one models only) Connect the telephone line and press START FAX to verify that a dial tone exists (using a hand set, if necessary). Attempt to send a fax.	The telephone line is not operational or the device is not plugged into the telephone line.	Verify that the device is plugged into a telephone line that you know works.
		The telephone cord is faulty or is plugged into the wrong connector.	1. Try plugging the telephone cord into the other connector. 2. Try a new telephone cord.
		The device fax settings are set incorrectly.	Review and reset the device fax settings. See Specifying the fax settings. If the error persists, contact HP Customer Care. See Service and support or the support flyer that came in the device box.
		Sent fax is incomplete or of poor quality.	See Fax problems.
6	**Does the device receive a fax?** (HP Color LaserJet 2830/2840 all-in-one models only) Use another fax machine to send a fax to the device.	Too many telephone devices are plugged in, or telephone devices are not connected in the correct order.	Make sure that the HP Color LaserJet 2830 all-in-one or HP Color LaserJet 2840 all-in-one is the only device on the telephone line and try again to receive the fax.
		The device fax settings are set incorrectly.	Review and reset the device fax settings. See Specifying the fax settings
		If the error persists, contact HP Customer Care. See Service and support or the support flyer that came in the device box.	
7	**Does the device print from the computer?** Connect the network cable or USB cable to the device and the computer. Use a word-processing application to send a print job to the device.	Software is not installed correctly or an error occurred during software installation.	Uninstall and then reinstall the device software. Verify that you are using the correct installation procedure and the correct port setting.
		The cable is not connected correctly.	Reconnect the cable.
		An incorrect driver is selected.	Select the proper driver.
		Other devices are connected to the USB port.	Disconnect the other devices and try again to print.
		There is a port driver problem in Microsoft Windows.	Uninstall and then reinstall the device software. Verify that you are using the correct installation procedure and the correct port setting.
		If the error persists, contact HP Customer Care. See Service and support or the support flyer that came in the device box.	

Step number	Verification step	Possible problems	Solutions
8	**Does the device scan to the computer?** Initiate a scan from the basic desktop software at your computer.	The cable is not connected correctly.	Reconnect the cable.
		Software is not installed correctly or an error occurred during software installation.	Uninstall and then reinstall the device software. Verify that you are using the correct installation procedure and the correct port setting.
		If the error persists, turn off the device and then turn on the device. If the error still persists, contact HP Customer Care. See Service and support or the support flyer that came in the device box.	
9	**Does the device recognize and print from a memory card?** Insert a memory card and print an index page. See Printing an index.	The device does not recognize the card.	Remove the card and reinsert it into the memory-card slot. Verify that the card is fully inserted into the slot.
			Verify that the memory-card type is a supported type.
			Verify that only one card is inserted in the memory-card slots.
		The device does not print certain images.	Verify that the files on the memory card are in the correct format. The device recognizes only SRGB format .JPEG files.

Control panel messages

The majority of the control-panel messages are intended to guide the user through typical operation. The control-panel messages indicate the status of the current operation, and include a page count on the second line of the display, if appropriate. When the device is receiving fax data, print data, or scanning commands, control-panel messages indicate this status. In addition, alert messages, warning messages, and critical error messages indicate situations that might require some action.

Alert and warning messages

Alert and warning messages appear temporarily and might require the user to acknowledge the message by pressing ENTER to resume or by pressing CANCEL to cancel the job. With certain warnings, the job might not complete or the print quality might be affected. If the alert or warning message is related to printing and the auto-continue feature is on, the device will attempt to resume the printing job after the warning has appeared for 10 seconds without acknowledgement.

Alert and warning messages

Control panel message	Description	Recommended action
10.000x Supply error	E-label can't be read or print cartridge is not properly installed.	1. Reinstall print cartridge. 2. Power cycle device. 3. If the problem is not solved, replace the cartridge.
ADF door is open	The ADF lid is open or a sensor is malfunctioning.	Make sure that the ADF lid is closed. Remove the ADF and reinstall it. If the message persists, turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the device to initialize. Try another power source. If the error persists, contact HP Customer Care. See Service and support or the support flyer that came in the device box.
Canceled copy. Clear document	The CANCEL button was pressed to cancel the current job while pages were feeding from the ADF. The cancel process does not automatically clear the ADF.	Remove the jammed item. See Media jams occur in the automatic document feeder (ADF). Then, clear the items in the ADF tray and start over.
Canceled scan. Clear document	The CANCEL button was pressed to cancel the current job while pages were feeding from the ADF. The cancel process does not automatically clear the ADF.	Remove the jammed item. See Media jams occur in the automatic document feeder (ADF). Then, clear the items in the ADF tray and start over.

Alert and warning messages (continued)

Control panel message	Description	Recommended action
Canceled send. Clear document	The CANCEL button was pressed to cancel the current job while pages were feeding from the ADF tray. The cancel process does not automatically clear the ADF.	Remove the jammed item. See Media jams occur in the automatic document feeder (ADF). Then, clear the items in the ADF tray and start over.
Card is not fully inserted	The memory card has not been fully inserted.	Verify that the memory card is inserted completely.
Comm. error	A fax communication error occurred between the device and the sender or receiver.	Allow the device to retry sending the fax. Unplug the device telephone cord from the wall, plug in a telephone, and try making a call. Plug the device phone cord into a jack for another phone line. Try a different phone cord. If the error persists, contact HP Customer Care. See Service and support or the support flyer that came in the device box.
Device error. [Enter] to cont.	An internal error occurred in the device.	Press ENTER to resume the job.
Device is busy. Try again later	The device is currently in use.	Wait for the device to finish the current job.
Doc feeder jam Clear, Reload	A piece of media is jammed in the ADF tray.	Open the document release door, clear the jam, close the document release door, and reload the paper into the ADF tray. If the error persists, contact HP Customer Care. See Service and support or the support flyer that came in the device box.
Document feeder mispick. Reload	Media in the ADF tray was not picked up.	Remove the media from the ADF tray, and then reload it. If the error persists, contact HP Customer Care. See Service and support or the support flyer that came in the device box.
Engine error	The device experienced an internal communication error.	This is a warning message only. Job output might be affected.
Fax delayed – send storage full	Fax memory is full.	Cancel the fax by pressing ENTER or CANCEL. Resend the fax. You might need to send the fax in multiple sections if the error occurs again.

Alert and warning messages (continued)

Control panel message	Description	Recommended action
Fax is busy Canceled send	The fax line to which you were sending a fax was busy. The device has canceled sending the fax.	Call the recipient to ensure that the fax machine is on and ready. Check that you are dialing the correct fax number. Check that the **Redial if busy** option is enabled. Check for a dial tone on the phone line by pressing START FAX. Make sure that the phone is working by disconnecting the device, plugging in a telephone to the phone line, and making a voice call. Plug the device phone cord into a jack for another phone line, and then try sending the fax again. Try a different phone cord. If the error persists, contact HP Customer Care. See Service and support or the support flyer that came in the device box.
Fax is busy Redial pending	The fax line to which you were sending a fax was busy. The device automatically redials the busy number. See Changing the redial settings.	Allow the device to retry sending the fax. Call the recipient to ensure that the fax machine is on and ready. Check that you are dialing the correct fax number. Check for a dial tone on the phone line by pressing START FAX. Make sure that the phone is working by disconnecting the device, plugging in a telephone to the phone line, and making a voice call. Plug the device phone cord into a jack for another phone line, and try sending the fax again. Try a different phone cord. If the error persists, contact HP Customer Care. See Service and support or the support flyer that came in the device box.
Fax memory full Canceling recv.	During the fax transmission, the device ran out of memory. Only the pages that fit into memory will be printed.	Print all of the faxes and have the sender resend the fax. Cancel all fax jobs or clear the faxes from memory. See Deleting faxes from memory. Note: Adding a memory DIMM does not help resolve this issue.

Alert and warning messages (continued)

Control panel message	Description	Recommended action
Fax memory full Canceling send	During the fax job, the memory filled. All pages of the fax have to be in memory for a fax job to work correctly. Only the pages that fit into memory were sent.	Print all received faxes or wait until all pending faxes are sent. Ask the sender to send the fax again. Cancel all fax jobs or clear the faxes from memory. See Deleting faxes from memory.
Fax recv. error	An error occurred while trying to receive a fax.	Ask the sender to resend the fax. Try faxing back to the sender or another fax machine. Check for a dial tone on the phone line by pressing START FAX. Check that the telephone cord is securely connected by unplugging and replugging the cord. Make sure that you are using the telephone cord that came with the device. Make sure that the phone is working by disconnecting the device, plugging in a telephone to the phone line, and making a voice call. Turn off error-correction mode (ECM), and turn off V.34. Ask the sender to resend the fax. See Setting the fax-error-correction mode or Changing the V.34 setting. Connect the device to a different phone line. If the error persists, contact HP Customer Care. See Service and support or the support flyer that came in the device box.

Alert and warning messages (continued)

Control panel message	Description	Recommended action
Fax Send error	An error occurred while trying to send a fax.	Try resending the fax. Try faxing to another fax number. Check for a dial tone on the phone line by pressing START FAX. Check that the telephone cord is securely connected by unplugging and replugging the cord. Make sure that you are using the telephone cord that came with the device. Make sure that the phone is working by disconnecting the device, plugging in a telephone to the phone line, and making a voice call. Connect the device to a different phone line. Set the fax resolution to **Standard** instead of the default of **Fine**. See To adjust the resolution for the current fax job. If the error persists, contact HP Customer Care. See Service and support or the support flyer that came in the device box.
Fit to Page on flatbed only	The copy reduce/enlarge feature (called "Fit to Page") applies only to copies made from the flatbed scanner.	Use the flatbed or select another reduction/enlargement setting.
Group dial not allowed in group	The speed-dial code that you typed is programmed for a group. Adding a group-dial to another group-dial is not allowed.	Add one-touch buttons (programmed as an individual speed dial) or speed-dial codes to a group-dial.
Insert Memory Card	Card is not in memory slot or is not inserted completely.	Insert card or verify that card is inserted completely.
Invalid date	An invalid date was entered, such as June 35.	Re-enter the date.
Invalid driver	You are using the incorrect printer driver.	Reselect the printer driver appropriate for your device.
Invalid entry	Invalid data or response.	Correct the entry.
Invalid Memory Card	The proof sheet does not match the files on the memory card.	Remove the memory card and insert the correct memory card.
Mem. low 1 copy Press [cancel]	The device completed making one copy. The remaining copies have been canceled because of low device-memory.	Press CANCEL to clear the error. Break the job into smaller jobs that contain fewer pages.
Memory Card is in backwards	The memory card was inserted backwards into the card slot.	Remove, turn, and reinsert the card.
Memory is low Try again later	The device does not have enough memory to start a new job.	Wait until the current job is finished before starting a new job.

Alert and warning messages (continued)

Control panel message	Description	Recommended action
Memory is low. Press [Enter]	The device memory has been almost completely filled.	Allow the device to finish the job, or press ENTER to cancel the job.
Memory low Only 1 copy made	The device does not have enough memory to complete the collated copy job.	Break the job into smaller jobs that contain fewer pages.
No Dial Tone	The device could not detect a dial tone.	Check for a dial tone on the phone line by pressing START FAX. Unplug the telephone cord from both the device and the wall and replug the cord. Make sure that you are using the telephone cord that came with the device. Unplug the device telephone cord from the wall, plug in a telephone, and try making a voice call. Plug the device phone cord into a jack for another phone line. See Changing the detect-dial-tone setting. If the error persists, contact HP Customer Care. See Service and support or the support flyer that came in the device box.
No document sent	The device did not scan any pages, or it did not receive any pages from the computer to transmit a fax.	Try sending the fax again.
No fax answer Redial pending	The receiving fax line did not answer. The device attempts to redial after a few minutes.	Allow the device to retry sending the fax. Call the recipient to ensure that the fax machine is on and ready. Check that you are dialing the correct fax number. If the device continues to redial, unplug the device telephone cord from the wall, plug in a telephone, and try making a voice call. Plug the device phone cord into a jack for another phone line. Try a different phone cord. If the error persists, contact HP Customer Care. See Service and support or the support flyer that came in the device box.

Alert and warning messages (continued)

Control panel message	Description	Recommended action
No fax answer. Canceled send	Attempts to redial a fax number failed, or the “Redial-no answer” option was turned off.	Call the recipient to ensure that the fax machine is on and ready. Check that you are dialing the correct fax number. Check that the redial option is enabled. Unplug the telephone cord from both the device and the wall and replug the cord. Unplug the device telephone cord from the wall, plug in a telephone, and try making a voice call. Plug the device phone cord into a jack for another phone line. If the error persists, contact HP Customer Care. See Service and support or the support flyer that came in the device box.
No fax detected	The device answered the incoming call but did not detect that a fax machine was calling.	Allow the device to retry receiving the fax. Try a different phone cord. Plug the device phone cord into a jack for another phone line. If the error persists, contact HP Customer Care. See Service and support or the support flyer that came in the device box.
No paper pickup [Enter] to cont.	The print engine has failed to pick up a piece of media.	In tray 1, verify that the media was inserted far enough into the tray. In optional tray 2, verify that the paper-length guide is in the correct position for the media size that you are using. Reload the media in the input tray and press ENTER to continue the job. If the error persists, contact HP Customer Care. See Service and support or the support flyer that came in the device box.
No Proof Sheet Found	The proof sheet is not on the scanner, is in the wrong position, or is face up.	Verify that the proof sheet is in the scanner and is properly positioned, face down in the lower right corner.
Only 1 memory card at a time	More than one memory card has been inserted.	Remove all but one memory card.
Page too complex [Enter] to cont.	The device could not print the current page because of its complexity.	Press ENTER to clear the message. Allow the device to finish the job, or press CANCEL to cancel the job.
Paper jam in (area)	The device has detected a jam in one of the following areas: tray 1, optional tray 2, the registration area, or the fuser.	Clear the jam from the area indicated on the device control panel, and then press ENTER. See Clearing jams.

Alert and warning messages (continued)

Control panel message	Description	Recommended action
Photo Job Pending	Second photo job was started prior to completion of first job.	No action required. Message will cease when first job completes.
Photos Not Found	An image has been selected that has been deleted. The image checked on the bubble sheet has been deleted. Memory card has been removed from the memory slot.	Reinsert the card and reselect the image.
Proof Sheet Flatbed Only	A document is in the ADF.	Remove the document from the ADF and verify that the proof sheet is properly positioned on the scanner.
ProofSheet Error Not Readable	The proof sheet cannot be read because the bubbles have not been completely filled, the proof sheet is wrinkled, the page is skewed on the scanner, or the proof sheet is face up. This feature has been optimized and tested for use with Genuine HP Toner Supplies (variations in color shading can impact the performance of this feature).	Verify that the proof sheet bubbles are completely filled. Verify that the proof sheet is face down and properly positioned in the lower right corner.
Scanner reserved for PC scan	A computer is using the device to create a scan.	Wait until the computer scan has finished, or cancel the scan from the computer software, or press CANCEL.
Scanning error Cannot connect	The device cannot transmit scan information to a computer.	Verify that the connection cable is not loose or damaged. Replace the cable if necessary, and try the scan again.
Select at least one image	You might not have selected any images on the proof sheet.	Verify that you have marked the bubbles underneath the images you want to print.
Select one image layout	An image layout might not be selected on the proof sheet.	Verify that you have marked one of the bubbles corresponding to an image layout.
Select one paper type	A paper type might not be selected on the proof sheet.	Verify that you have marked one of the bubbles corresponding to a paper type.
Settings cleared	The device has cleared job settings.	Re-enter any appropriate job settings.
Unauthorized (color)	A new supply has been installed that is not made by HP. This message is displayed until an HP supply is installed or ENTER is pressed.	If you believe you purchased an HP supply, please call the HP fraud hotline at 1-877-219-3183. Service or repairs required as a result of using non-HP supplies is not covered under HP warranty. To continue printing, press ENTER. The first pending job will be cancelled.
Unknown Memory Card Error	There is an issue with either the memory card or the device memory-card reader.	Reinsert the card. If the error persists, insert a different card. If the error persists, contact HP Customer Care. See Service and support or the support flyer that came in the device box.

Alert and warning messages (continued)

Control panel message	Description	Recommended action
Unsupported Memory Card	The memory card that you have inserted is not a type that is supported.	Insert a card that is supported. See Inserting a memory card.

Critical error messages

Critical error messages can indicate some kind of failure. Cycling the power might fix the problem. If a critical error persists, the device might require service.

Critical error messages

Control panel message	Description	Recommended action
50.x Fuser Error	The device has experienced an internal hardware error.	Turn off the device, and then disconnect the power cord. Remove the fuser (see To clear output area jams), and then wait at least **20 minutes**. Reinstall the fuser, turn on the device, and then wait for the device to initialize. **CAUTION** The parts on the internal surface of the fuser are very hot. To avoid burning yourself, do not touch those parts. If a surge protector is being used, remove it. Plug the device directly into the wall socket. Use the power switch to turn on the device. If the error persists, contact HP Customer Care. See Service and support or the support flyer that came in the device box.
51 Laser Error	The device has experienced an internal hardware error.	Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the device to initialize. If a surge protector is being used, remove it. Plug the device directly into the wall socket. Use the power switch to turn the device on. If the error persists, contact HP Customer Care. See Service and support or the support flyer that came in the device box.

Critical error messages (continued)

Control panel message	Description	Recommended action
52 Scanner Error	The device has experienced an internal hardware error.	Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the device to initialize. If a surge protector is being used, remove it. Plug the device directly into the wall socket. Use the power switch to turn the device on. If the error persists, contact HP Customer Care. See Service and support or the support flyer that came in the device box.
54.2, 55.1, 59.16, 59.192, 59.4, 59.99 Errors	The device has experienced an internal hardware error.	Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the device to initialize. If a surge protector is being used, remove it. Plug the device directly into the wall socket. Use the power switch to turn the device on. If the error persists, contact HP Customer Care. See Service and support or the support flyer that came in the device box.
57 Fan Error Turn off then on	The device has experienced a problem with its internal fan.	Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the device to initialize. If the error persists, contact HP Customer Care. See Service and support or the support flyer that came in the device box.
79 Error Turn off then on	The device has experienced an internal firmware error.	Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the device to initialize. If you have recently installed a memory DIMM in the device, turn off the device, remove the memory DIMM, reinstall the DIMM to verify that it is seated properly, and then turn on the device. If a surge protector is being used, remove it. Plug the device directly into the wall socket. Use the power switch to turn the device on. If the error persists, contact HP Customer Care. See Service and support or the support flyer that came in the device box.

Critical error messages (continued)

Control panel message	Description	Recommended action
Engine error	The device has experienced an engine error.	Press ENTER to clear the message. Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the device to initialize. If a surge protector is being used, remove it. Plug the device directly into the wall socket. Use the power switch to turn the device on. If the error persists, contact HP Customer Care. See Service and support or the support flyer that came in the device box.
Sensor error	The device has experienced an internal sensor error.	Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the device to initialize. If a surge protector is being used, remove it. Plug the device directly into the wall socket. Use the power switch to turn the device on. If the error persists, contact HP Customer Care. See Service and support or the support flyer that came in the device box.

Clearing jams

This section contains instructions for clearing jams from the device.

Media jams occur in the device

Occasionally, paper or other print media can become jammed during a print job. Some causes include the following events:

- The input trays are loaded improperly or overfilled, or the media guides are not set properly.
- Optional tray 2 is removed during a print job.
- The top cover is opened during a print job.
- Too many sheets have accumulated in an output area, or sheets are blocking an output area.
- The print media that is being used does not meet HP specifications. See Media specifications.
- The media is damaged or has foreign objects attached to it, such as staples or paper clips.
- The environment in which the print media was stored is too humid or too dry. See Printing and storage environment.

Tips to avoid media jams

- Verify that the input tray is not overfilled. The input tray capacity varies depending on the type of print media that you are using.
- Verify that the media guides are properly adjusted.
- Check that the input tray is securely in place.
- Do not add print media into the input tray while the device is printing.
- Use only HP-recommended media types and sizes. See Media specifications for more information about print media types.
- Do not let print media stack up in the output bin. The print media type and the amount of toner used affect the output bin capacity.
- Check the power connection. Make sure that the power cord is firmly connected to both the device and the power supply box. Plug the power cord into a grounded AC power outlet.

Where to look for jams

Jams can occur in these locations:

- inside the device
- in output areas
- in the automatic document feeder (ADF)

Find and remove the jam by using the instructions on the following pages. If the location of the jam is not obvious, first look inside the device.

Loose toner might remain in the device after a jam. This problem typically resolves itself after a few sheets have been printed.

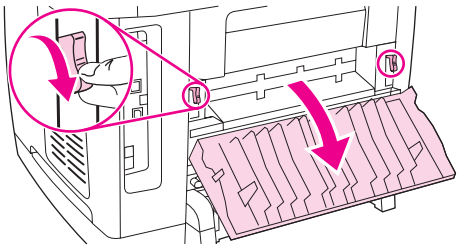
To clear a media jam inside the device

CAUTION

Media jams might result in loose toner on the page. If toner gets on your clothing, wipe the toner off with a clean cloth, wash the items in cold water, and air dry. Using hot water or heat from a dryer will set the toner in the fabric. If you get any toner on your hands, wash them in cold water.

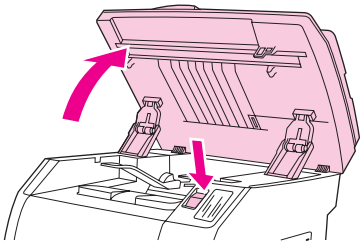
Do **not** use a sharp object, such as a pencil or scissors, to remove jammed media.

1. On the back of the device, open the rear-output door, and then push down the fuser levers.

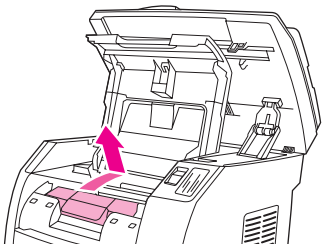


Releasing the fuser levers relieves tension on the device rollers, which makes removing jammed pages easier.

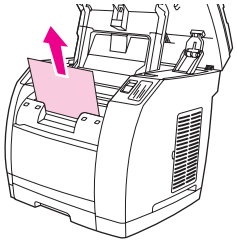
2. Push the scanner-release button to open the scanner assembly.



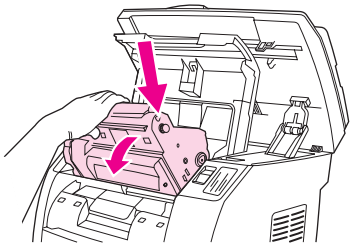
3. Open the top cover, and then remove the image drum and set it aside.



4. With both hands, grasp the side of the media that is most visible (this includes the middle), and carefully pull it free from the device.



5. When you have removed the jammed media, replace the image drum, and close the top cover and the scanner assembly.



6. Return the fuser levers to their original upward position.

After clearing the media jam, you might need to turn the device off, and then turn it on again.

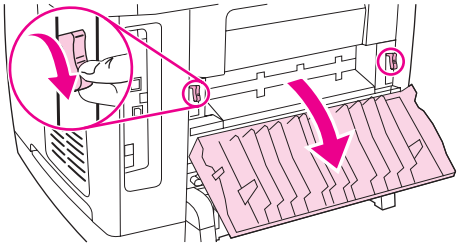
Note When you add new media, remove all of the media from the input tray, straighten the stack after adding the new media, place the stack in the tray, and then adjust the media guides.

To clear output area jams

If the media has jammed where it exits the device, complete the following steps.

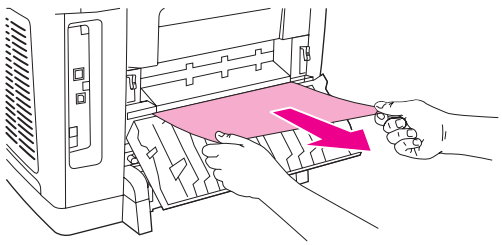
CAUTION Do **not** use a sharp object, such as a pencil or scissors, to remove jammed media.

1. Push the scanner-release button to open the scanner assembly, and then open the top cover.
2. On the back of the device, open the rear-output door, and then push down the fuser levers.



Releasing the fuser levers relieves tension on the device rollers, which makes removing jammed pages easier.

3. Grasp the leading edge of the media and pull the media out through the output bin.

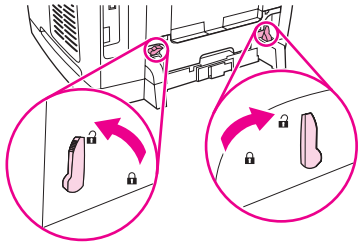


4. Return the fuser levers to their original upward position, and then close the rear-output door.
5. Close the top cover and the scanner assembly.

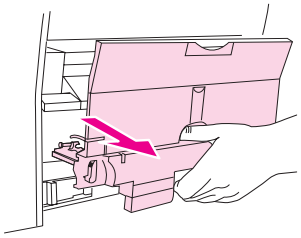
Note If you turned the device off before clearing the media jam, turn it on again, and then restart your printing or copying job.

If the jam is too far into the device to remove, you might have to remove the fuser. To do so, complete the following steps.

1. Turn off the device, and then disconnect the power cable.
2. Rotate the locks on the fuser to the unlocked position.



3. Grasp the fuser handles and pull them to remove the fuser from the device.



CAUTION The parts on the internal surface of the fuser are very hot. To avoid burning yourself, do not touch those parts.

4. Using both hands, slowly and steadily remove any print media from inside the device. Then, carefully reinsert the fuser and secure the locks.
5. Reconnect the power cable, and then turn on the device.

Media jams occur in the automatic document feeder (ADF)

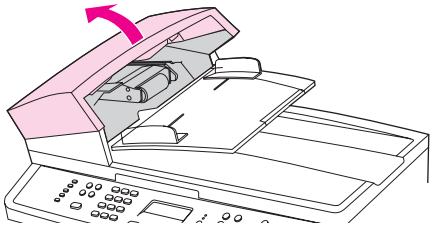
Occasionally, media becomes jammed during a copy, scan, or fax job.

You are notified of a media jam by the **Doc feeder jam Clear, Reload** message that appears on the device control-panel display.

- The ADF input tray is loaded incorrectly or is too full. See To load originals into the automatic document feeder (ADF) for more information.
- The media does not meet HP specifications, such as those for size or type. See Media specifications for more information.

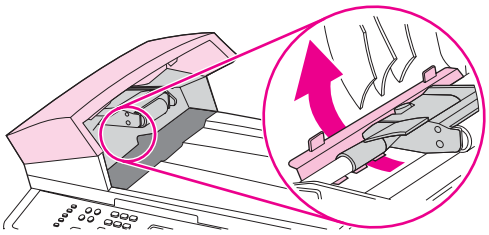
To clear a media jam from the automatic document feeder (ADF)

1. Open the ADF cover.

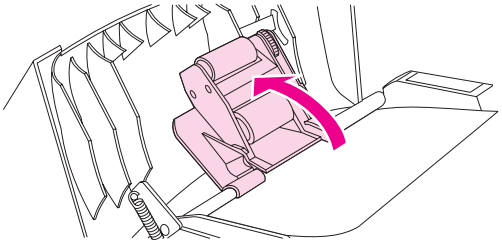


Note Verify that any shipping tape inside the ADF has been removed.

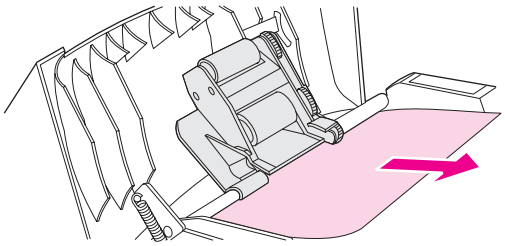
2. Remove the jam cleanout part. Using both hands, lift up on the two handles until the part unsnaps. Rotate and lift out the cleanout part and set it aside.



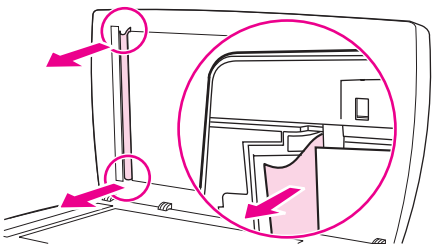
3. Lifting the green lever, rotate the pick mechanism until it stays open.



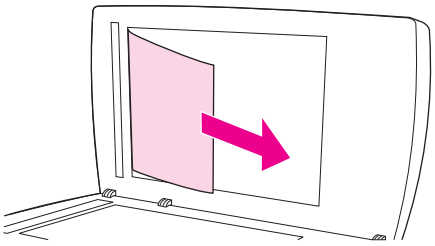
4. Gently try to remove the page without tearing it. If you feel resistance, go to the next step.



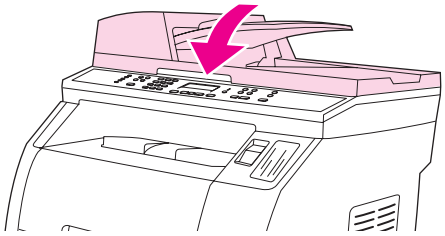
5. Open the ADF lid and gently loosen the media by using both hands.



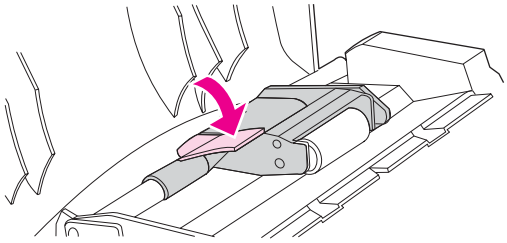
6. When the media is free, gently pull it out in the direction shown.



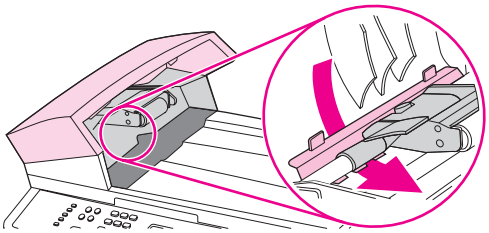
7. Close the lid to the flatbed scanner.



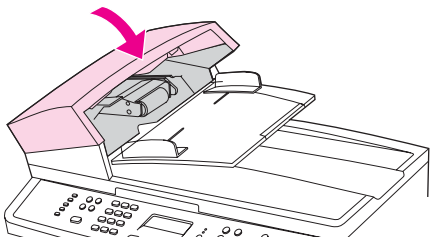
8. Lower the green lever.



9. Reinstall the cleanout part by inserting it as shown. Push down on the two tabs until the part snaps into place. Install the cleanout part correctly, because future jamming might occur if the cleanout part is not replaced correctly.



10. Close the ADF lid.



Print problems

Print quality problems

Occasionally, you might encounter problems with print quality. The information in the following sections helps you identify and resolve these issues.

Note If you are having copy problems, see Copy problems.

Improving print quality

Use the print-quality settings to prevent print-quality problems.

Understanding print-quality settings

Print-quality settings affect how light or dark the print is on the page and the style in which the graphics are printed. You can also use the print-quality settings to optimize the print quality for a specific media type.

You can change the settings in the device properties to accommodate the types of jobs that you are printing. The following settings are available, depending on the printer driver that you are using:

- **600 dpi**
- **Custom:** This setting produces the same resolution as the default setting, but you can change the scale patterns.

Note Changing the resolution can change the formatting of your text.

To temporarily change print-quality settings

To change the print-quality settings only for the current software program, open the properties through the **Print Setup** menu in the program that you are using to print.

To change print-quality settings for all future jobs

Note For Macintosh instructions, see Printing from the Macintosh OS for more information.

For Windows 98, Windows 2000, and Windows Me:

1. In the Windows system tray, click **Start**, select **Settings**, and then click **Printers**.
2. Right-click the device icon.
3. Click **Properties** (in Windows 2000, you can also click **Printing Preferences**).
4. Change the settings, and click **OK**.

For Windows XP:

1. In the Windows system tray, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.
2. Right-click the device icon.
3. Click **Properties**, or click **Printing Preferences**.
4. Change the settings, and click **OK**.

Identifying and correcting print defects

Use the checklist and print-quality issues charts in this section to solve print-quality problems.

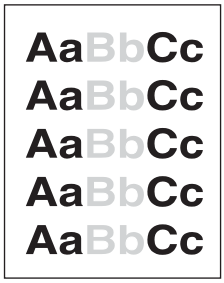
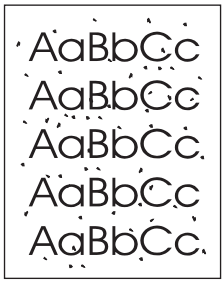
Print-quality checklist

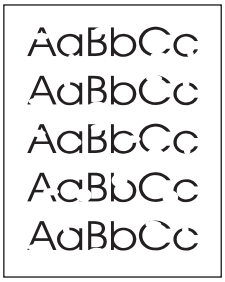
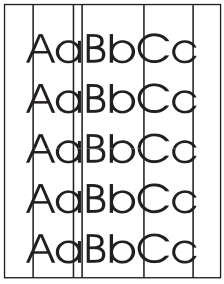
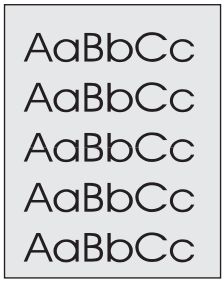
General print-quality problems can be solved by using the following checklist:

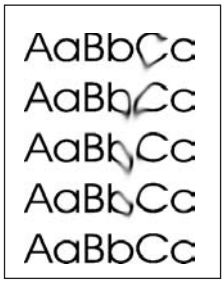
1. Make sure that the paper or print media that you are using meets specifications. See Media specifications. Generally, smoother paper provides better results.
2. If you are using a special print media such as labels, transparencies, glossy, or letterhead, ensure that you have printed by type. See Selecting a type or size.
3. Print a Configuration page and Supplies Status page at the device. See Information pages.
   - Check the Supplies Status page to see if any supplies are low or empty. No information is provided for non-HP print cartridges.
   - If the pages do not print correctly, the problem is with the hardware. Contact HP Customer Care. See Service and support or the flyer that came in the device box.
4. Print a Demo page from the HP Toolbox. If the page prints, the problem is with the printer driver. Try printing from the other printer driver. For example, if you are using the PCL 6 printer driver, print from the PS printer driver.
   - Use the Add Printer Wizard in the **Printers** (or **Printers and Faxes** in Windows XP) dialog box to install the PS driver.
5. Try printing from a different program. If the page prints correctly, the problem is with the program from which you were printing.
6. Restart the computer and the device and try printing again. If the problem is not resolved, choose one of these options:
   - If the problem is affecting all printed pages, see General print quality issues.
   - If the problem is affecting only pages printed in color, see Solving issues with color documents.

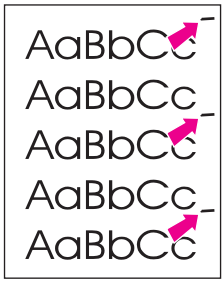
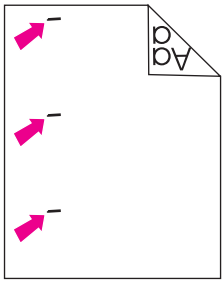
General print quality issues

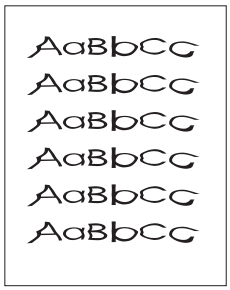
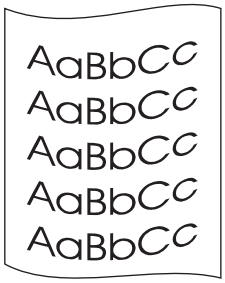
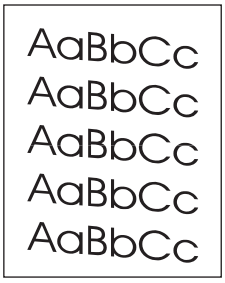
The following examples depict letter-size paper that has passed through the device short edge first. These examples illustrate problems that would affect all of the pages that you print, whether you print in color or in black only. The topics that follow list the typical cause and solution for each of these examples.

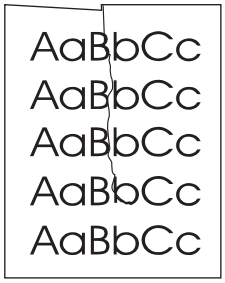
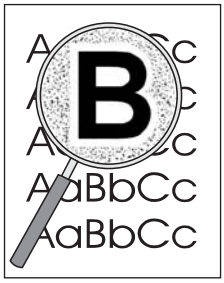
Problem	Cause	Solution
Print is light or faded.  	The media might not meet HP specifications.	Use media that meets HP specifications. See Media specifications.
	One or more print cartridges might be low. If you are using non-HP print cartridges, no messages appear on the device control panel or in the HP Toolbox.	Replace any low print cartridges. See Changing a print cartridge. If none of the print cartridges or the imaging drum is low or empty, remove the print cartridges one at a time and inspect the toner roller in each to see if the roller is damaged. If so, replace the print cartridge.
	The imaging drum might be low.	Print the Supplies Status page to check the remaining life. See Supplies Status page. Replace the imaging drum if it is low. See Changing the imaging drum.
	If the light printing is on the left side of the page, the carousel might be dislocated.	Contact your local HP Call Center or HP Authorized Dealer for service.
Toner specks appear.  	The media might not meet HP specifications.	Use media that meets HP specifications. See Media specifications.
	The paper path might need cleaning.	Clean the paper path. See Clean the paper path, or see the HP Toolbox online Help.

Problem	Cause	Solution
Dropouts appear.  	A single sheet of print media might be defective.	Try reprinting the job.
	The moisture content of the paper is uneven or the paper has moist spots on its surface.	Try different paper, such as high-quality paper that is intended for color laser printers. See Media specifications.
	The paper lot is flawed. The manufacturing processes can cause some areas to reject toner.	Try different paper, such as high-quality paper that is intended for color laser printers. See Media specifications.
	The imaging drum might be defective.	Replace the imaging drum. See Changing the imaging drum. If the error persists, contact HP Customer Care. See Service and support or the support flyer that came in the device box.
Vertical streaks or bands appear on the page.  	One or more print cartridges might be low or defective. If you are using non-HP print cartridges, no messages appear on the device control panel or in the HP Toolbox.	Replace any low print cartridges. See Changing a print cartridge.
	The imaging drum might be low.	Replace the imaging drum. See Changing the imaging drum.
The amount of background toner shading becomes unacceptable.  	The media might not meet HP specifications.	Use a different paper with a lighter basis weight. See Media specifications.
	Very dry (low humidity) conditions can increase the amount of background shading.	Check the device environment.
	One or more print cartridges might be low. If you are using non-HP print cartridges, no messages appear on the device control panel or in the HP Toolbox.	Replace any low print cartridges. See Changing a print cartridge.
	The imaging drum might be low.	Replace the imaging drum. See Changing the imaging drum.

Problem	Cause	Solution
Toner smears appear on the media.  	The media might not meet HP specifications.	Use media that meets HP specifications. See Media specifications.
	If toner smears appear on the leading edge of the paper, the media guides are dirty, or debris has accumulated in the print path.	Clean the media guides and the paper path. See Cleaning the paper path.
	The imaging drum might be low.	Replace the imaging drum. See Changing the imaging drum.
	Media might be jammed in the imaging drum.	Complete the following steps to clear the jam: 1. Remove the imaging drum from the device. See Changing the imaging drum. 2. Rotate the black dial (jam clearance door lock), located on the top, left-hand side of the imaging drum, counterclockwise. 3. Lift upward to open the black jam clearance door near the green handle on the top of the imaging drum. 4. Remove the media from inside the imaging drum. **Note** Do not touch the white sleeve in the imaging drum when removing the media, as fingerprints will cause print-quality issues. If necessary, use a lint-free cloth to gently wipe any fingerprints off the white sleeve. 5. Close the jam clearance door, and then rotate the locking mechanism clockwise. 6. Reinstall the imaging drum in the device.

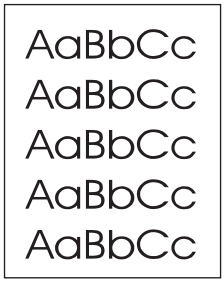
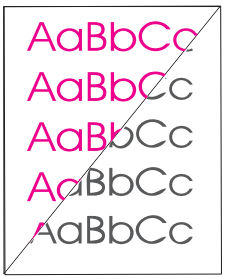
Problem	Cause	Solution
The toner smears easily when touched. 	The device is not set to print on the type of media on which you want to print.	In the printer driver, select the **Paper** tab and set **Type is** to match the type of media on which you are printing. Print speed might be slower if you are using heavy paper.
	The media might not meet HP specifications.	Use media that meets HP specifications. See Media specifications.
	The paper path might need cleaning.	Clean the device. See Cleaning the device.
Marks repeatedly appear at even intervals on the printed side of the page. 	The device is not set to print on the type of media on which you want to print.	In the printer driver, select the **Paper** tab and set **Type is** to match the type of paper on which you are printing. Print speed might be slower if you are using heavy paper.
	Internal parts might have toner on them.	The problem typically corrects itself after a few more pages.
	The paper path might need cleaning.	Clean the device. See Cleaning the device.
	The imaging drum might be low.	Replace the imaging drum. See Changing the imaging drum.
	The fuser might be damaged.	Contact HP Customer Care. See Service and support or the support flyer that came in the device box.
Marks repeatedly appear at even intervals on the unprinted side of the page. 	Internal parts might have toner on them.	The problem typically corrects itself after a few more pages.
	The paper path might need cleaning.	Clean the device. See Cleaning the device.
	The imaging drum might be low.	Replace the imaging drum. See Changing the imaging drum.
	The fuser might be damaged.	Contact HP Customer Care. See Service and support or the support flyer that came in the device box.

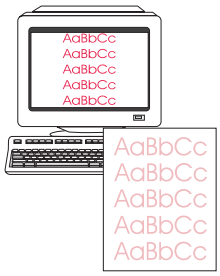
Problem	Cause	Solution
The printed page contains misformed characters.  	The media might not meet HP specifications.	Use a different paper, such as high-quality paper that is intended for color laser printers. See Media specifications.
	If characters are incorrectly formed so that they produce a wavy effect, the laser scanner might need service.	Verify that the problem also occurs on the Configuration page. If so, contact HP Customer Care. See Service and support or the support flyer that came in the device box.
The printed page is curled or wavy.  	The device is not set to print on the type of media on which you want to print.	In the printer driver, select the **Paper** tab and set **Type is** to match the type of paper on which you are printing. Print speed might be slower if you are using heavy paper.
	The paper path is curling the media.	Open the rear output door to print to the straight-through paper path.
	The media might not meet HP specifications.	Use a different paper, such as high-quality paper that is intended for color laser printers. See Media specifications.
	Both high temperature and humidity can cause paper curl.	Check the device environment.
Text or graphics are skewed on the printed page.  	The media might be loaded incorrectly.	Make sure that the paper or other print media is loaded correctly and that the media guides are not too tight or too loose against the stack. See Loading trays.
	The media might not meet HP specifications.	Use a different paper, such as high-quality paper that is intended for color laser printers. See Media specifications.

Problem	Cause	Solution
The printed page contains wrinkles or creases. 	The media might be loaded incorrectly.	Turn over the stack of paper in the input tray, or try rotating the paper 180° in the input tray. Verify that the media is loaded correctly and that the media guides are not too tight or too loose against the stack. See Loading trays.
	The media might not meet HP specifications.	Use a different paper, such as high-quality paper that is intended for color laser printers. See Media specifications.
	The paper path is curling the media.	Open the rear output door to print to the straight-through paper path.
Toner appears around the printed characters. 	The media might be loaded incorrectly.	Turn over the stack of paper in the tray.
	If large amounts of toner have scattered around the characters, the paper might have high resistivity.	Use a different paper, such as high-quality paper that is intended for color laser printers. See Media specifications.
An image that appears at the top of the page (in solid black) repeats farther down the page (in a gray field). 	Software settings might affect image printing.	In your software program, change the tone (darkness) of the field in which the repeated image appears. In your software program, rotate the whole page 180° to print the lighter image first.
	The order of images printed might affect printing.	Change the order in which the images are printed. For example, have the lighter image at the top of the page, and the darker image farther down the page.
	A power surge might have affected the device.	If the defect occurs later in a print job, turn the device off for 10 minutes, and then turn on the device to restart the print job.

Solving issues with color documents

This section describes issues that can occur when you print in color.

Problem	Cause	Solution
Only black is printing when the document should be printing in color. 	Color mode is not selected in your program or printer driver.	Select color mode instead of grayscale mode.
	The correct printer driver might not be selected in the program.	Select the correct printer driver.
	The device might not be correctly configured.	Print a Configuration page. If no color appears on the Configuration page, contact HP Customer Care. See Service and support or the support flyer that came in the device box.
One or more colors are not printing, or are inaccurate. 	Sealing tape might be on the print cartridges.	Verify that the sealing tape has been completely removed from the print cartridges.
	The media might not meet HP specifications.	Use a different paper, such as high-quality paper that is intended for color laser printers. See Media specifications.
	The device might be operating in excessively humid conditions.	Verify that the device environment is within humidity specifications.
	One or more print cartridges might be low. If you are using non-HP print cartridges, no messages appear on the device control panel or in the HP Toolbox.	Replace any low print cartridges. See Changing a print cartridge.
A color is printing inconsistently after you load a new print cartridge. 	Another print cartridge might be low. If you are using a non-HP print cartridge, it might be low or empty but you will receive no indication.	Check the control-panel display or HP Toolbox to see if a print cartridge is low, and replace it if necessary.
	Print cartridges might be incorrectly installed.	Remove the print cartridge for the color that is printing inconsistently and reinstall it.

Problem	Cause	Solution
The colors on the printed page do not match the colors as they appear on the screen. 	The colors on your computer monitor might differ from the device output.	Select **Screen Match** in the **Color** tab of the printer driver.
	The printer driver might affect color printing.	Try printing from a different program or one of the other printer drivers. For example, if you are using the PCL 6 printer driver, try the PS printer driver.
	If extremely light colors or extremely dark colors on screen are not printing, your software program might interpret extremely light colors as white or extremely dark colors as black.	If possible, avoid using extremely light or extremely dark colors.
	The media might not meet HP specifications.	Use a different paper, such as high-quality paper that is intended for color laser printers. See Media specifications.
The finish on the printed color page is inconsistent. 	The media might be too rough.	Use a smooth paper or print media, such as a high-quality paper that is made for color laser printers. Generally, smoother media produces better the results. See Media specifications.

Media-handling problems

Use the information in this section when the device experiences media-handling problems.

Print-media guidelines

- For best results, make sure that the paper is of good quality, and free of cuts, nicks, tears, spots, loose particles, dust, wrinkles, voids, staples, and curled or bent edges.
- For best-quality color printing, use a smooth type of paper. Generally, smoother media produces better results. For more information, see Media specifications.
- If you are unsure what type of paper you are loading (such as bond or recycled), check the label on the package of paper.
- Do not use media that is designed for Inkjet printers only. Use media that is designed for color LaserJet printers.
- Do not use letterhead paper that is printed with low-temperature inks, such as those used in some types of thermography.

- Do not use raised or embossed letterhead.
- The device uses heat and pressure to fuse toner to the paper. Make sure that any colored paper or preprinted forms use inks that are compatible with this fusing temperature (210°C or 410°F for 0.2 second).

CAUTION Failure to follow these guidelines could cause jams or damage to the device.

Solving print-media problems

The following problems with paper cause print quality deviations, jamming, or even damage to the device.

Problem	Cause	Solution
Poor print quality or toner adhesion	The paper is too moist, too rough, too heavy or too smooth, or it is embossed or from a faulty paper lot.	Try another kind of paper, between 100 and 250 Sheffield, 4 to 6% moisture content.
Dropouts, jamming, or curl	The paper has been stored incorrectly.	Store paper flat in its moisture-proof wrapping.
	The paper has variability from one side to the other.	Turn the paper over.
Excessive curl	The paper is too moist, has the wrong grain direction, or is of short-grain construction	Open the rear output bin, or use long-grain paper.
	The paper varies from side-to-side.	Turn the paper over.
Jamming, damage to device	The paper has cutouts or perforations.	Use paper that is free of cutouts or perforations.
Problems with feeding	The paper has ragged edges.	Use high-quality paper that is made for color laser printers.
	The paper varies from side-to-side.	Turn the paper over.
	The paper is too moist, too rough, too heavy or too smooth, has the wrong grain direction, or is of short-grain construction or it is embossed or from a faulty paper lot.	Try another kind of paper, between 100 and 250 Sheffield, 4 to 6% moisture content.
		Open the rear output bin, or use long-grain paper.
Print is skewed (crooked).	The media guides might be incorrectly adjusted.	Remove all media from the input tray, straighten the stack, and then load the media in the input tray again. Adjust the media guides to the width and length of the media that you are using and try printing again.

Problem	Cause	Solution
More than one sheet feeds at one time.	The media tray might be overloaded.	Remove some of the media from the tray. See Loading trays.
	The media might be wrinkled, folded, or damaged.	Verify that the media is not wrinkled, folded, or damaged. Try printing on media from a new or different package.
Device does not pull media from the media input tray.	The device might be in manual feed mode.	• If **Manual feed** appears on the device control-panel display, press ENTER to print the job. • Verify that the device is not in manual feed mode and print your job again.
	The pickup roller might be dirty or damaged.	Contact HP Customer Care. See Service and support or the support flyer that came in the device box.
	The paper-length adjustment control in tray 2 (HP Color LaserJet 2840 all-in-one only) is set at a length that is greater than the media size.	Adjust the paper-length adjustment control to the correct length.

Performance problems

Try the tips in this section if pages exit the device, but have nothing printed on them, or when the device does not print any pages.

Problem	Cause	Solution
Pages print but are totally blank.	The sealing tape might still be in the print cartridges.	Verify that the sealing tape has been completely removed from the print cartridges.
	The document might contain blank pages.	Check the document that you are printing to see if content appears on all of the pages.
	The device might be malfunctioning.	To check the device, print a Configuration page. See Configuration page.
Pages print very slowly.	Printing in color can slow the print job.	If you do not need color for your print job, set the driver to print in grayscale. See Printing in grayscale.
	Certain media types can slow the print job.	Print on a different type of media.

Problem	Cause	Solution
Pages did not print.	The device might not be pulling media correctly.	See Media-handling problems.
	The media is jamming in the device.	Clear the jam. See Clearing jams.
	The USB cable might be defective or incorrectly connected.	• Disconnect the USB cable at both ends and reconnect it. • Try printing a job that has printed in the past. • Try using a different USB cable.
	Other devices are running on your computer.	The device might not share a USB port. If you have an external hard drive or network switchbox that is connected to the same port as the device, the other device might be interfering. To connect and use the device, you must disconnect the other device or you must use two USB ports on the computer.

Scan problems

This section helps you identify and resolve scanning problems.

Solving scanned image problems

Use the table below to solve image-scan issues.

Problem	Cause	Solution
The scanned image is of poor quality.	The original might be a second-generation photo or picture.	• To eliminate the patterns, try reducing the size of the image after scanning. • Print the scanned image to see if the quality is better. • Verify that your resolution and color settings are correct for the type of scan job that you are performing. See Scanner resolution and color. • For best results, use the flatbed scanner for scanning rather than the automatic document feeder (ADF).
	The image that appears on the screen might not be an accurate representation of the quality of the scan.	• Try adjusting your computer monitor settings to use more colors (or levels of gray). Typically, you make this adjustment by opening **Display** in Windows Control Panel. • Try adjusting the resolution and color settings in the scanner software. See Scanner resolution and color.
	The original might have been loaded incorrectly.	Use the media guides when you load the originals into the ADF. See To load originals into the automatic document feeder (ADF).
	The scanner might be dirty.	Clean the scanner. See To clean the scanner glass.
	The graphics settings might not be suitable for the type of scan job that you are performing.	Try changing the graphics settings. See Scanner resolution and color.

Problem	Cause	Solution
Part of the image did not scan.	The original might have been loaded incorrectly.	Use the media guides when you load the originals into the ADF. See To load originals into the automatic document feeder (ADF).
	A colored background might be causing images in the foreground to blend into the background.	Try adjusting the settings before you scan the original or enhancing the image after you scan the original. See Scanner resolution and color.
	The original is longer than 381 mm (15 inches).	The maximum scannable length is 381 mm (15 inches) when you use the automatic document feeder (ADF) input tray. If the page exceeds the maximum length, the scanner stops. (Copies can be longer.) **CAUTION** Do not try to pull the original from the ADF; you might damage the scanner or your original. See Media jams occur in the automatic document feeder (ADF).
	The original is too small.	The minimum size that the flatbed scanner supports is 25 by 25 mm (1 by 1 inches). The minimum size that the ADF supports is 127 by 127 mm (5 by 5 inches). The original might be jammed. See Media jams occur in the automatic document feeder (ADF).
	The media size is incorrect.	In Scan settings, make sure that the input media size is large enough for the document that you are scanning. See Scanner resolution and color.

Problem	Cause	Solution
The scan takes too long	The resolution or color level is set too high.	Change the resolution and color level settings to the correct settings for your job. See Scanner resolution and color.
	The software is set to scan in color.	The system default is color, which takes longer to scan even when scanning a monochrome original. If you acquire an image through TWAIN or WIA, you can change the settings so that the original scans in grayscale or black-and-white. See the device software Help for details.
	A print job or copy job was sent before you tried to scan.	If someone sent a print job or copy job before you tried to scan, the scan will start if the scanner is not busy. However, because the printer and scanner share memory, the scan might be slower.

Scan quality problems

This section provides information about improving scan quality by preventing or correcting problems.

Preventing problems

The following are a few simple steps you can take to improve copy and scan quality.

- Use the flatbed scanner, rather than the automatic document feeder (ADF) input tray, to scan.
- Use high-quality originals.
- Load the media correctly. If the media is loaded incorrectly, it might skew, which causes unclear images. See Loading trays for instructions.
- Adjust the software settings according to how you plan to use the scanned page. See Scanner resolution and color for more information.
- If your device frequently feeds more than one page at a time, the separation pad might need to be replaced. Contact HP Customer Care. See Service and support or the flyer that came in the printer box.
- Use or make a carrier sheet to protect your originals.

Solving scan-quality problems

Problem	Cause	Solution
Blank pages	The original might have been loaded upside down.	In the automatic document feeder (ADF), put the top end of the stack of originals into the ADF input tray, with the media stack face-up and the first page to be scanned on top of the stack. On the flatbed scanner, place the original document face-down with the upper-left corner of the document at the lower-right corner of the glass.
Too light or dark	The resolution and color levels may be set incorrectly.	Verify that you have the correct resolution and color settings. See Scanner resolution and color.
Unwanted lines	Ink, glue, correction fluid, or an unwanted substance might be on the glass.	Clean the flatbed scanner surface. See To clean the scanner glass.
	The ADF glass might be dirty.	Clean the ADF glass. See To clean the scanner glass.
Black dots or streaks	Ink, glue, correction fluid, or an unwanted substance might be on the glass.	Clean the flatbed scanner surface. See To clean the scanner glass.
Unclear text	The resolution and color levels may be set incorrectly.	Verify that you have the correct resolution and color settings. See Scanner resolution and color.

Copy problems

This section helps you identify and resolve copying problems.

Preventing problems

The following are a few simple steps you can take to improve copy quality:

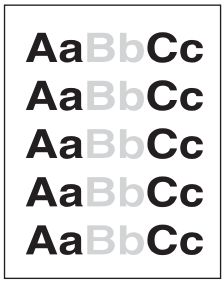
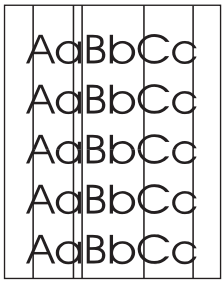
- Copy from the flatbed scanner. This will produce a higher quality copy than copying from the automatic document feeder (ADF).
- Use quality originals.
- Load the media correctly. If the media is loaded incorrectly, it might skew, causing unclear images and problems with the OCR application. See Loading documents to scan for instructions.
- Use or make a carrier sheet to protect your originals.

Note

Verify that the media meets HP specifications. If the media meets HP specifications, recurring feed problems indicate the copier/separation pad is worn. Contact HP Customer Care. See Service and support or the flyer that came in the printer box.

Image problems

Problem	Cause	Solution
Images are missing or faded.	One or more print cartridges might be low.	Replace any low print cartridges. See Changing a print cartridge.
	The original might be of poor quality.	If your original is too light or damaged, the copy might not be able to compensate, even if you adjust the contrast. If possible, find an original document in better condition.
	The original might have a colored background.	Colored backgrounds might cause images in the foreground to blend into the background, or the background might appear in a different shade. If possible, use an original document without a colored background.

Problem	Cause	Solution
Vertical white or faded stripes appear on the copy. 	The media might not meet HP specifications.	Use media that meets HP specifications. See Media specifications.
	One or more print cartridges might be low.	Replace any low print cartridges. See Changing a print cartridge.
Unwanted lines appear on the copy. 	Tray 1 might not be placed correctly.	Verify that tray 1 is in place.
	The flatbed scanner or the ADF glass might be dirty.	Clean the flatbed scanner or the ADF glass. See To clean the scanner glass.
	The photosensitive drum inside the print cartridge might have been scratched.	Install a new HP print cartridge. See Changing a print cartridge.
Black dots or streaks appear on the copy.	Ink, glue, correction fluid, or an unwanted substance might be on the automatic document feeder (ADF) or flatbed scanner.	Clean the device. See Cleaning the device.
Copies are too light or dark.	The printer driver or device software settings may be incorrect.	Verify that the quality settings are correct. See Adjusting the copy quality. See the device software Help for more information about changing the settings.
Text is unclear.	The printer driver or device software settings may be incorrect.	Verify that the quality settings are correct. See Adjusting the copy quality. See the device software Help for more information about changing the settings.

Media-handling problems

Problem	Cause	Solution
Poor print quality or toner adhesion	The paper is too moist, too rough, too heavy or too smooth, or it is embossed or from a faulty paper lot.	Try another kind of paper, between 100 and 250 Sheffield, 4 to 6% moisture content.

Problem	Cause	Solution
Dropouts, jamming, or curl	The paper has been stored incorrectly.	Store paper flat in its moisture-proof wrapping.
	The paper has variability from one side to the other.	Turn the paper over.
Excessive curl	The paper is too moist, has the wrong grain direction, or is of short-grain construction	Open the rear output bin, or use long-grain paper.
	The paper varies from side-to-side.	Turn the paper over.
Jamming, damage to device	The paper has cutouts or perforations.	Use paper that is free of cutouts or perforations.
Problems with feeding	The paper has ragged edges.	Use high-quality paper that is made for color laser printers.
	The paper varies from side-to-side.	Turn the paper over.
	The paper is too moist, too rough, too heavy or too smooth, has the wrong grain direction, or is of short-grain construction or it is embossed or from a faulty paper lot.	Try another kind of paper, between 100 and 250 Sheffield, 4 to 6% moisture content.
		Open the rear output bin, or use long-grain paper.
Print is skewed (crooked).	The media guides might be incorrectly adjusted.	Remove all media from the input tray, straighten the stack, and then load the media in the input tray again. Adjust the media guides to the width and length of the media that you are using and try printing again.
More than one sheet feeds at one time.	The media tray might be overloaded.	Remove some of the media from the tray. See Loading trays.
	The media might be wrinkled, folded, or damaged.	Verify that the media is not wrinkled, folded, or damaged. Try printing on media from a new or different package.

Problem	Cause	Solution
Device does not pull media from the media input tray.	The device might be in manual feed mode.	• If **Manual feed** appears on the device control-panel display, press ENTER to print the job. • Verify that the device is not in manual feed mode and print your job again.
	The pickup roller might be dirty or damaged.	Contact HP Customer Care. See Service and support or the support flyer that came in the device box.
	The paper-length adjustment control in tray 2 (HP Color LaserJet 2840 all-in-one only) is set at a length that is greater than the media size.	Adjust the paper-length adjustment control to the correct length.

Performance problems

Problem	Cause	Solution
No copy came out.	The input tray might be empty.	Load media in the device. See Loading documents to scan for more information.
	The original might have been loaded incorrectly.	In the automatic document feeder (ADF), load the original with the narrow side forward and the side to be scanned facing up. On the flatbed scanner, place the original document face-down with the upper-left corner of the document at the lower-right corner of the glass.

Problem	Cause	Solution
Copies are blank.	The sealing tape might not have been removed from the print cartridges.	Remove the print cartridges from the device, pull out the sealing tape, and reinstall the print cartridges.
	The original might have been loaded incorrectly.	In the ADF, load the original with the narrow side forward and the side to be scanned facing up. On the flatbed scanner, make sure that the original document is placed face-down with the upper-left corner of the document at the lower-right corner of the glass.
	The media might not meet HP specifications.	Use media that meets HP specifications. See Media specifications.
	One or more print cartridges might be low.	Replace any low print cartridges. See Changing a print cartridge.
The wrong original was copied.	The ADF might be loaded.	Make sure that the ADF is empty.
Copies are reduced in size.	The device software settings might be set to reduce the scanned image.	See the HP Toolbox Help for more information about changing the settings.

Fax problems

This section helps you identify and resolve fax problems.

Problems receiving faxes

Use the table in this section to solve problems that might occur when receiving faxes.

Note You must use the fax cord that came with the device in order to ensure that the device functions correctly.

Problem	Cause	Solution
The device cannot receive faxes from an extension telephone.	The extension-telephone setting might be disabled.	See Making an extension telephone available to receive faxes for instructions about changing this setting.
	The fax cord might not be securely connected.	Verify that the fax cord is securely connected between the telephone jack and the device (or another device that is connected to the device). Press 1-2-3 in sequence (tone-dial mode only), wait for three seconds, and then hang up.
	The device dialing mode might be incorrectly set, or the extension phone might be incorrectly set.	Verify that the device dialing mode is set to **Tone**. See Selecting tone-dialing or pulse-dialing mode. Verify that the extension phone is set up for tone dialing as well.

Problem	Cause	Solution
Incoming fax calls are not being answered by the device.	The answer mode might be set to **Manual**.	If the answer mode is set to **Manual**, the device does not answer calls. You have to start the fax-receiving process manually. See Setting the answer mode for more information.
	The rings-to-answer setting might not be set correctly.	Check the rings-to-answer setting for your configuration. See Changing the rings-to-answer setting to determine which setting you need.
	The answer-ring pattern feature might be turned on, but you do not have the service, or you do have the service and the feature is not set correctly.	Check the answer-ring pattern feature to verify that it is set properly. See Changing ring patterns for call answering.
	The fax cord might not be correctly connected, or the fax cord is not working.	See the Getting Started Guide to check the installation. Verify that you are using the fax cord that came with the device.
	The device might not be able to detect incoming fax tones because the answering machine is playing a voice message.	Re-record your answering machine message, leaving at least two seconds of silence at the beginning of the message.
	Too many devices might be connected to the telephone line.	You should not have more than three devices attached to the line. Try removing the last device that was connected and determine whether the device works. If not, continue removing devices one at a time and retry after removing each one.
	The telephone line might not be working.	Do one of the following: • Increase the volume on the device, and then press START FAX on the control panel. If you hear a dial tone, the telephone line is working. • Disconnect the device from the telephone jack, and then connect a telephone. Try to make a telephone call to verify that the telephone line is working.

Problem	Cause	Solution
Incoming fax calls are not being answered by the device.	A voice-messaging service might be interfering with the device as it attempts to answer calls.	Do one of the following: • Disable the messaging service. • Get a telephone line that is dedicated to fax calls. • Set the device answer mode to **Manual**. In manual mode, you must start the fax-receive process yourself. See Setting the answer mode for more information. • Leave the device set to automatic mode and lower the rings-to-answer setting for the device to a number less than the rings-to-answer setting for the voice mail (see Changing the rings-to-answer setting). The device will answer all incoming calls.
	The device might be out of paper and the memory is full.	Refill the media input tray. Press ENTER. The device prints all of the faxes it has saved in memory and then resumes answering fax calls.
Faxes are not printing.	The media input tray is empty.	Load media. Any faxes that are received while the input tray is empty are stored in memory and will print after the tray has been refilled.
	The receive-to-PC option might be selected, and faxes are being received by the computer.	Check to determine whether the computer is receiving faxes. See Receiving faxes to your computer.
Faxes are printing on two pages instead of one.	The autoreduction setting might not be set correctly.	Turn on the autoreduction setting. See Changing autoreduction settings for incoming faxes.
	The incoming faxes might have been sent on larger media.	Adjust the autoreduction setting to allow larger pages to be printed on one page. See Changing autoreduction settings for incoming faxes.

Problem	Cause	Solution
Received faxes are too light or are printing only on half of the page.	The device ran out of toner while printing a fax.	The device stores the most recently printed faxes. (The amount of memory that is available determines the actual number of faxes stored for reprinting.) As soon as possible, replace the print cartridge, and then reprint the fax. See Reprinting a fax.
	The fax that was sent was too light.	Contact the sender and have the sender resend the fax after altering the settings.

Problems sending faxes

Use the information in this table to solve problems that might occur when sending faxes.

Problem	Cause	Solution
The document stops feeding in the middle of faxing.	The maximum length of a page that you can load is 381 mm (15 inches). Faxing of a longer page stops at 381 mm (15 inches).	Print the document on shorter media. If no jam exists and less than one minute has elapsed, wait a moment before pressing CANCEL. If a jam exists, see Clearing jams. Then, resend the job.
	If the item is too small, it can jam inside the automatic document feeder (ADF).	Use the flatbed scanner. The minimum page size for the ADF is 127 by 127 mm (5 by 5 inches). If a jam exists, see Clearing jams. Then, resend the job.

Problem	Cause	Solution
Faxes stop during sending.	The fax machine to which you are sending might be malfunctioning.	Try sending to another fax machine.
	Your telephone line might not be working.	Do one of the following: • Turn up the volume on the device, and then press START FAX on the control panel. If you hear a dial tone, the telephone line is working. • Disconnect the device from the jack in the wall, and then connect a telephone to the jack. Try to make a telephone call to verify that the telephone line is working.
	A communication error might be interrupting the fax job.	Change the redial-on-communication-error setting to **On** (see To change the redial-on-communication-error option).
The device is receiving faxes but is not sending them.	If your device is on a PBX system, the PBX system might be generating a dial tone that the device cannot detect.	Disable the detect-dial-tone setting. See Changing the detect-dial-tone setting.
	A poor telephone connection might exist.	Try again later.
	The fax machine to which you are sending might be malfunctioning.	Try sending to another fax machine.
	Your telephone line might not be working.	Do one of the following: • Turn up the volume on the device and press START FAX on the control panel. If you hear a dial tone, the telephone line is working. • Disconnect the device from the telephone jack and connect a telephone. Try to make a telephone call to verify that the telephone line is working.
Outgoing fax calls continue to be dialed.	The device automatically redials a fax number if the redial options are set to **On**.	To stop the redials while the device is dialing, press CANCEL. To cancel a pending fax job, see Canceling a fax job. See Changing the redial settings to change the redial setting.

Problem	Cause	Solution
Faxes that you send are not arriving at the receiving fax machine.	The receiving fax machine might be off or might have an error condition, such as being out of paper.	Call the recipient to verify that the fax machine is on and ready to receive faxes.
	The originals might be incorrectly loaded.	Verify that the original documents are correctly loaded into the ADF input tray or flatbed scanner. See Loading trays
	A fax might be in memory because it is waiting to redial a busy number, other jobs that are ahead of it are waiting to be sent, or the fax is set up for a delayed send.	If a fax job is in memory for any of these reasons, an entry for the job appears in the fax log. Print the fax activity log (see Printing the fax activity log) and check the **Status** column for jobs that show a **Pending** designation.
Faxes you send include a block of gray shading at the end of each page.	You might be sending a fax from the flatbed scanner with the glass-fax size set incorrectly.	Verify that the setting is correct. See Changing the default glass-size setting.
Faxes you send have data missing from the end of each page.	You might be sending a fax from the flatbed scanner with the glass-fax size set incorrectly.	Verify that the setting is correct. See Changing the default glass-size setting.

Voice call problems

Problem	Cause	Solution
Voice calls are not being received by the telephone or answering machine that is connected to the line.	The fax cord might not be correctly connected.	See the Getting Started Guide to check the installation. The device must be the first device connected to the telephone line.
	The answer mode or rings-to-answer settings might not be correctly set.	See Setting the answer mode or Changing the rings-to-answer setting to determine which settings you need. The rings-to-answer must be set higher than the answering machine setting.
	The answering machine or telephone might not be functioning.	Connect the telephone or answering machine directly to the telephone line and determine if it works by itself.

Media-handling problems

Use the information in this table to solve problems that involve print media.

Note For information about removing jams, see Clearing jams.

Problem	Cause	Solution
Print is skewed.	The media input tray might be overloaded.	Remove some of the media from the input tray.
	The media guides might be incorrectly set, broken, or missing.	Verify that the guides are not adjusted too tightly or too loosely against the paper. Check for broken or missing guides, and replace them if necessary.
	The media might not meet HP specifications.	Use media that meets HP specifications. See Media specifications.
Pages are curled or wrinkled.	The media might not meet HP specifications.	Use media that meets HP specifications. See Media specifications.
	The paper path might be affecting the pages.	Open the straight-through output door on the back of the printer and use this paper path.
	The media is not stored properly.	When possible, store media in its sealed ream at room temperature.
	The media has been in the input tray too long.	Turn over the stack of media in the tray or rotate the media 180° in the paper tray.

Performance problems

Problem	Cause	Solution
Faxes are transmitting or being received very slowly.	The fax might be very complex, such as one with many graphics.	Complex faxes take longer to be sent or received. Breaking longer faxes into multiple jobs and decreasing the resolution can increase the transmission speed.
	The receiving fax machine might have a slow modem speed.	The device only sends the fax at the fastest modem speed that the receiving fax machine can accept.
	The resolution at which the fax was sent or is being received might be very high.	If you are receiving the fax, call and ask the sender to lower the resolution and resend the fax. If you are sending the fax, lower the resolution and resend the fax. See Changing the default light/dark (contrast) setting to change the default setting.
	Your telephone line might not be working.	Hang up and resend the fax. Have the telephone company check the telephone line.
	You are sending a fax via an international call.	You must allow more time to transmit fax jobs internationally.
The fax activity logs or fax call reports are printing at inappropriate times.	The fax activity log or fax call reports settings are not correct.	Print a Configuration page and check when the reports print. For instructions about setting log or report printing times, see To set the fax activity log to print automatically or Setting print times for the fax call report.
The device sounds are too loud or too soft.	The volume setting might not be adjusted correctly.	See Using the device volume controls.

Memory card problems

This section helps you identify and resolve memory card-related problems.

Note For help with control-panel error messages while printing from a memory card, see Control panel messages.

Missing or wrong files

Use the table in this section to solve problems with memory-card files.

Problem	Cause	Solution
Device cannot detect files on the memory card.	The memory card might be missing or inserted incorrectly.	Verify that the memory card is inserted correctly. See Inserting a memory card.
	The files might not be in the correct format.	To print from the device control panel, the files must be in the sRGB JPEG format. To print other formats, you must use a software program on your computer.
	You might have inserted more than one memory card.	Only one card slot can be occupied for the device to detect JPEG files. Verify that only one card is inserted.

Index page not printing

Use the table in this section to solve problems with index-page printing.

Problem	Cause	Solution
The index page will not print.	The memory card might have been removed before the device could print the page.	Reinsert the card and reprint the index page.
	You might have inserted more than one memory card.	Only one card slot can be occupied for the device to detect JPEG files. Verify that only one card is inserted.
	One or more print cartridges might be low.	Replace any low print cartridges. See Changing a print cartridge.

Proof sheet not printing

Use the table in this section to solve problems with proof-sheet printing.

Problem	Cause	Solution
The proof sheet will not print.	The memory card might have been removed before the device could print the page.	Reinsert the card and reprint the proof sheet.
	You might have inserted more than one memory card.	Only one card slot can be occupied for the device to detect JPEG files. Verify that only one card is inserted.
	One or more print cartridges might be low.	Replace any low print cartridges. See Changing a print cartridge.

Proof sheet not scanning

Use the table in this section to solve problems with proof-sheet scanning.

Problem	Cause	Solution
The proof sheet will not scan correctly.	The flatbed scanner glass might be dirty.	Clean the flatbed scanner glass. See To clean the scanner glass.
	The automatic document feeder (ADF) might be loaded.	Remove any media from the ADF.
	The scanner might not be able to read the photo selections. This feature has been optimized and tested for use with Genuine HP Toner Supplies (variations in color shading can impact the performance of this feature).	Verify that you have colored the bubbles darkly enough for the scanner to read.
	The proof sheet might be loaded incorrectly.	On the flatbed scanner, place the original document face-down with the upper-left corner of the document at the lower-right corner of the glass. The device will not scan a proof sheet from the ADF.

Issues with photo printing

Use the table in this section to solve problems with photo printing.

Problem	Cause	Solution
The wrong photo printed.	An incorrect memory card might be inserted.	Verify that the correct memory card is inserted. See Inserting a memory card.
	You might have selected the wrong number from the memory card.	If you cannot remember the number of the photo that you wish to print, print an index page to verify the file number. See Printing an index.
The photo did not print.	The media input tray might be empty.	Load media into the input tray.
	The memory card might have been removed before the device could print the photo.	Reinsert the card and reprint the photo.
	The proof sheet is skewed.	Verify that the paper guides are positioned correctly against the paper in the input tray. Reprint the proof sheet. Verify that the images on the proof sheet are aligned properly, and then reselect the images you want to print.
	The proof sheet is not aligned properly on the scanner.	Realign the proof sheet face-down on the flatbed scanner, with the upper-left corner of the document located in the lower-right corner of the glass.
The photo quality is unacceptable.	The original photo quality might be poor.	Use a software program to enhance photo quality, and then print the photo from your computer.
	The default settings on the printer might not produce the desired quality.	Use a software program to print the photo at the desired settings.
The photo is the wrong size.	The appropriate job size might not be available from the device control panel.	Use a software program to resize the photo at the desired settings, and then print the photo from your computer.
	You might have selected an incorrect job size.	Verify that the correct setting is selected at the device control panel.
Cannot edit, save, or delete images on the memory card.	The device cannot read the memory card.	Verify that the memory card is properly inserted and that the card is one that is supported. See Inserting a memory card. **Note** You cannot edit memory-card files from the device control panel. Use a software program to edit, delete, or save images.

Problem	Cause	Solution
Scanner did not read proof sheet.	The device is using non-HP supplies. This feature has been optimized and tested for use with Genuine HP Toner Supplies (variations in color shading can impact the performance of this feature).	Use a software program to print the photo from your computer. Print photos directly from the memory card by using the control panel. Install HP supplies in the device and reprint the proof sheet.

Troubleshooting tools

The section describes the tools that can help you solve problems with your device.

Device pages and reports

This section describes the pages and reports that help you diagnose and solve problems with the device.

Demo page

To print the Demo page, complete the following steps.

1. On the device control panel, press MENU until the **Reports** menu appears, and then press ENTER.
2. Use the < or the > button until **Demo Page** appears, and then press ENTER.

Configuration page

The Configuration page lists the current settings and properties of the device. You can print a Configuration page from the device or HP Toolbox. To print the Configuration page from the device, complete the following steps.

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Reports**, and then press ENTER.
3. Use the < or the > button to select **Config report**, and then press ENTER.

For more information about the Configuration page, see Configuration page.

Supplies Status page

The Supplies Status page lists the remaining life of the HP print cartridges and the HP imaging drums. It also lists the estimated pages remaining, number of pages printed, and other supplies information. You can print a Supplies Status page from the device or HP Toolbox. To print from the device, complete the following steps.

1. On the control panel menu, press MENU.
2. Use the < or the > button to select **Reports**, and then press ENTER.
3. Use the < or the > button to select **Supplies Status**, and then press ENTER.

For more information about the Supplies Status page, see Supplies Status page.

Fax reports

This section describes the fax reports that help you diagnose and solve problems with the device.

Note For more information about fax reports, see Fax logs and reports.

Fax activity log

The fax activity log provides a chronological history of the last 40 faxes that were received, sent, or deleted, and any errors that occurred.

To print the fax activity log

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Reports**, and then press ENTER.
3. Use the < or the > button to select **Fax Activity log**, and then press ENTER.
4. Press ENTER to select **Print log now**. The device exits the menu settings and prints the log.

Fax call report

A fax call report is a brief report that indicates the status of the last fax that was sent or received.

To print a fax call report

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Reports**, and then press ENTER.
3. Use the < or the > button to select **Fax Call report**, and then press ENTER.
4. Press ENTER to select **Print report now**. The device exits the menu settings and prints the report.

Phone book report

A phone book report lists the fax numbers that are assigned to the one-touch buttons and speed-dial and group-dial entries.

To print a phone book report

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Reports**, and then press ENTER.
3. Use the < or the > button to select **PhoneBook report**, and then press ENTER. The device exits the menu settings and prints the report.

Billing-code report

The billing-code report is a printed list of all of the fax billing codes and the total number of faxes that have been billed to each code.

Note After this report is printed, all billing data is deleted.

To print a billing-code report

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Reports**, and then press ENTER.
3. Use the < or the > button to select **Billing report**, and then press ENTER. The device exits the menu settings and prints the report.

HP Toolbox

HP Toolbox is a Web application that you can use for troubleshooting tasks.

To view HP Toolbox

Open HP Toolbox in one of these ways:

- On the Windows desktop, double-click the HP Toolbox icon.
- On the Windows **Start** menu, click **Programs** (**All Programs** in Windows XP), and then click HP Toolbox.

Troubleshooting tab

HP Toolbox includes a **Troubleshooting** tab that contains links to the following main pages:

- **Control Panel Messages**. View descriptions of device control-panel messages.
- **Clearing Jams**. View information about locating and clearing jams.
- **Print Problems**. View Help topics that can help you solve print problems.
- **Scan Problems**. View Help topics that can help you solve scan problems.
- **Copy Problems**. View Help topics that can help you solve copy problems.
- **Fax Problems**. View Help topics that can help you solve fax problems.
- **Memory Card Problems**. View Help topics that can help you solve memory-card problems.
- **Connectivity Problems**. View Help topics that can help you solve networking problems.
- **Troubleshooting Tools**. Employ such troubleshooting tools as a cleaning page or a color troubleshooting page to maintain the device.
- **Animated Demonstrations**. View animated Help demonstrations for the device.

Note Other tabs on HP Toolbox might be helpful in troubleshooting device problems. For information about the other tabs on HP Toolbox, see HP Toolbox.

Service menu

Use the control-panel **Service** menu to troubleshoot device problems.

Restoring the factory-set defaults

Restoring the factory-set defaults returns all of the settings to the factory defaults, and it also clears the fax header name and phone number.

CAUTION This procedure clears fax numbers and names that are associated with one-touch keys and speed-dial codes, and deletes any pages that are stored in the memory. The procedure then automatically restarts the device.

To restore the factory-set defaults

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Service**, and then press ENTER.
3. Use the < or the > button to select **Restore defaults**, and then press ENTER.

   The device automatically restarts.

Cleaning the paper path

The device features a special cleaning mode to clean the paper path.

Note If you have access to HP Toolbox, HP recommends cleaning the paper path by using HP Toolbox. See Clean the paper path.

To clean the paper path

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Service**, and then press ENTER.
3. Use the < or the > button to select **Cleaning Mode**, and then press ENTER.

   A page feeds through the printer slowly. Discard the page when the process is completed.
4. Load plain letter or A4 paper when you are prompted.
5. Press ENTER again to confirm and begin the cleaning process.

   A page feeds through the printer slowly. Discard the page when the process is completed.

T.30 protocol trace

Use a T.30 protocol trace report to troubleshoot fax transmission issues.

To print a T.30 protocol trace report

Send a fax from the device or receive a fax to the device from another fax machine, and then print a T.30 trace report after the fax prints.

1. On the device control panel, press MENU.
2. Use the < or the > button to select **Service**, and then press ENTER.
3. Use the < or the > button to select **Print T.30**, and then press ENTER.

   The device exits the menu settings and prints the reports.

Explanations of some of the report's column heading follow:

- **Date** and **Time** identify when the fax begins.
- **Type** is the type of fax activity: send or receive.

- **Identification** is the phone number to which a fax is sent.
- **Result** explains the status of the fax:
  - “OK” means that the fax was successful.
  - “Pending” faxes are in memory or are printing.
  - An error code means that your device might need service. Contact HP Customer Care. See Service and support or the flyer that came in the printer box.

The device control panel display has black lines or dots, or becomes blank

CAUTION Static electricity can cause unexpected black lines or dots to appear on the device control panel display. Do not touch the device control panel display if there is a chance that you have collected a static electric charge (for example, by walking on carpet in a low-humidity environment).

Was the device exposed to an electric or magnetic field?

Unexpected lines or dots might appear on the device control panel display, or the display might become blank if the device is exposed to an electric or magnetic field. To resolve this problem, perform the following procedure:

1. Turn the device off.
2. Remove the device from the electric or magnetic field.
3. Turn the device on again.

A Accessories and ordering information

The following list of accessories was current at the time of printing. Ordering information and availability of the accessories might change during the life of the device. For the most current ordering information, visit the most appropriate of the following websites:

- North America: http://www.hp.com/go/ordersupplies-na
- Europe and Middle East: http://www.hp.com/go/ordersupplies-emea
- Asia Pacific countries/regions: http://www.hp.com/go/ordersupplies-ap
- Latin America: http://www.hp.com/go/ordersupplies-la

Supplies

Product name	Description	Part number
Black print cartridge	Life of 5,000 pages at 5 percent coverage.	Q3960A
Cyan print cartridge	Life of 4,000 pages at 5 percent coverage.	Q3961A
Yellow print cartridge	Life of 4,000 pages at 5 percent coverage.	Q3962A
Magenta print cartridge	Life of 4,000 pages at 5 percent coverage.	Q3963A
Cyan print cartridge	Life of 2,000 pages at 5 percent coverage.	Q3971A
Yellow print cartridge	Life of 2,000 pages at 5 percent coverage.	Q3972A
Magenta print cartridge	Life of 2,000 pages at 5 percent coverage.	Q3973A
Imaging drum	Imaging drum life is 20,000 pages if printing black only; 5,000 pages if printing in color. Typical life is 6,000 to 8,000 pages.	Q3964A

Memory

Product name	Description	Part number
Memory upgrades (DIMMs)	The standard 96 MB of memory in the device can be expanded to up to 224 MB using the additional DIMM slot. 32 MB	C7845A
Memory upgrades (DIMMs)	64 MB	C9680A
Memory upgrades (DIMMs)	128 MB	C9121A
Font DIMM (100-pin)	You can install an 8-MB language font ROM in the DIMM slot.	Visit http://www.hp.com for DIMM availability and ordering.

Cable and interface accessories

Product name	Description	Part number
USB cable	2-meter standard USB-compatible device connector	C6518A

Paper-handling accessories

Product name	Description	Part number
Optional tray 2	250-sheet input tray for standard sizes. Only one 250-sheet tray can be installed.	Q3952A

Paper and other print media

Note Inkjet paper is not recommended for this device.

Product name	Description	Part number
HP LaserJet paper	Premium HP-brand paper for use with HP LaserJet printers.	HPJ1124 (letter)
HP Premium Choice LaserJet paper	HP bond paper with a weight of 120.32 g/m^2 (32 lb.)	HPU1132 (letter)
HP Cover paper	HP-brand paper with a weight of 200 g/m^2 (75-lb cover). Use for printing postcards and document covers.	Q2413A (letter) 100 sheets
HP Printing paper	HP-brand paper for use with HP LaserJet printers.	HPP1122 (letter)
HP Multipurpose paper	HP-brand paper for a variety of uses.	HPM1120 (letter)
HP LaserJet Tough paper	Robust paper with a satin finish. Paper will not tear and will withstand the weather. For documents requiring durability and longevity.	Q1298A (letter)
HP High Gloss laser paper	High-gloss finish coating on both sides. Use for brochures, catalogs, photographs, and whenever a high-gloss finish is desired.	Q2419A (letter) 200 sheets
HP Soft Gloss laser paper	Satin finish coating on both sides. 105 g/m^2 (28 lb)	Q2415A (letter) 500 sheets
HP Color LaserJet transparencies	Use color transparencies for full-color printing.	C2934A (letter) 50 sheets
HP Brochure Laser Paper, Matte	High opacity for two-sided printing with no show-through, 44 lb.	Q6543A (letter) 150 sheets
HP Photo and Imaging Laser Paper, Glossy	High-contrast glossy finish, 32 lb.	Q6545A (letter) 200 sheets
HP Photo and Imaging Laser Paper, Matte	High-contrast matte finish, 52 lb.	Q6549A (letter) 100 sheets
HP Presentation Laser Paper, Soft Gloss	Bright white for high contrast, 32 lb.	Q6541A (letter) 200 sheets

User-replaceable parts

Product name	Description	Part number
Fuser	Replace when print-quality issues remain after you have cleaned the engine and tried all troubleshooting measures. (See Cleaning the device and Print problems.)	Contact HP Customer Care to order parts.
Separation pad and pick-up rollers	Replace when the device is picking up multiple sheets or no sheets. Trying different paper did not resolve the problem.	Contact HP Customer Care to order parts.
Automatic document feeder (ADF)	Replace when the ADF is damaged or not working correctly.	Contact HP Customer Care to order parts.

Supplementary documentation

A printed copy of this user guide is available in the following languages.

User guides

Language	Part number
English	Q3948-90901
Chinese, simplified	Q3948-90915
Czech	Q3948-90902
Danish	Q3948-90903
Dutch	Q3948-90904
Finnish	Q3948-90905
French	Q3948-90906
German	Q3948-90907
Hungarian	Q3948-90908
Italian	Q3948-90909
Korean	Q3948-90910
Norwegian	Q3948-90911
Polish	Q3948-90912
Portuguese	Q3948-90913
Russian	Q3948-90914
Spanish, Castilian	Q3948-90916
Swedish	Q3948-90917
Thai	Q3948-90919
Traditional Chinese	Q3948-90918
Turkish	Q3948-90920

B Service and support

Hewlett-Packard limited warranty statement

HP PRODUCT	DURATION OF LIMITED WARRANTY
HP Color LaserJet 2820/2830/2840 all-in-one	One year limited warranty

HP warrants to you, the end-user customer, that HP hardware and accessories will be free from defects in materials and workmanship after the date of purchase, for the period specified above. If HP receives notice of such defects during the warranty period, HP will, at its option, either repair or replace products which prove to be defective. Replacement products may be either new or equivalent in performance to new.

HP warrants to you that HP software will not fail to execute its programming instructions after the date of purchase, for the period specified above, due to defects in material and workmanship when properly installed and used. If HP receives notice of such defects during the warranty period, HP will replace software which does not execute its programming instructions due to such defects.

HP does not warrant that the operation of HP products will be uninterrupted or error free. If HP is unable, within a reasonable time, to repair or replace any product to a condition as warranted, you will be entitled to a refund of the purchase price upon prompt return of the product.

HP products may contain remanufactured parts equivalent to new in performance or may have been subject to incidental use.

Warranty does not apply to defects resulting from (a) improper or inadequate maintenance or calibration, (b) software, interfacing, parts or supplies not supplied by HP, (c) unauthorized modification or misuse, (d) operation outside of the published environmental specifications for the product, or (e) improper site preparation or maintenance.

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TO THE EXTENT ALLOWED BY LOCAL LAW, THE REMEDIES IN THIS WARRANTY STATEMENT ARE YOUR SOLE AND EXCLUSIVE REMEDIES. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HP OR ITS SUPPLIERS BE LIABLE FOR LOSS OF DATA OR FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. Some countries/regions, states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

THE WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT OR MODIFY AND ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU.

Print Cartridge and Imaging Drum Limited Warranty Statement

This HP product is warranted to be free from defects in materials and workmanship.

This warranty does not apply to products that (a) have been refilled, refurbished, remanufactured, or tampered with in any way, (b) experience problems resulting from misuse, improper storage, or operation outside of the published environmental specifications for the printer product, or (c) exhibit wear from ordinary use.

To obtain warranty service, please return the product to place of purchase (with a written description of the problem and print samples) or contact HP customer support. At HP's option, HP will either replace products that prove to be defective or refund your purchase price.

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Color LaserJet Image Fuser Kit and Image Transfer Kit Limited Warranty Statement

This HP product is warranted to be free from defects in materials and workmanship until the printer provides a low-life indicator on the control panel.

This warranty does not apply to products that (a) have been refurbished, remanufactured or tampered with in any way, (b) experience problems resulting from misuse, improper storage, or operation outside of the published environmental specifications for the printer product or (c) exhibit wear from ordinary use.

To obtain warranty service, please return the product to place of purchase (with a written description of the problem) or contact HP customer support. At HP's option, HP will either replace products that prove to be defective or refund your purchase price.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE ABOVE WARRANTY IS EXCLUSIVE AND NO OTHER WARRANTY OR CONDITION, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED AND HP SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

TO THE EXTENT ALLOWED BY LOCAL LAW, IN NO EVENT WILL HP OR ITS SUPPLIERS BE LIABLE FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE.

THE WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT OR MODIFY AND ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU.

Availability of support and service

Around the world, HP provides a variety of service and support options for purchase. Availability of these programs will vary depending upon your location.

HP maintenance agreements

HP has several types of maintenance agreements that meet a wide range of support needs. Maintenance agreements are not part of the standard warranty. Support services vary by location. Contact HP Customer Care to determine the services available to you and for more information about maintenance agreements. In general, the device will have the following maintenance agreements:

Onsite service agreements

To provide you with the level of support best suited to your needs, HP has on-site service agreements with two response times:

Priority Onsite Service

This agreement provides 4-hour service response to your site for calls made during normal HP business hours.

Next-Day Onsite Service

This agreement provides support by the next working day following a service request. Extended coverage hours and extended travel beyond HP's designated service zones are available on most on-site agreements (for additional charges).

C Device specifications

Physical specifications

Product	Height	Depth	Width	Weight
HP Color LaserJet 2820 all-in-one and HP Color LaserJet 2830 all-in-one	523 mm (20.6 in)	518 mm (20.4 in)	497 mm (19.6 in)	26.7 kg (58.8 lbs)
HP Color LaserJet 2840 all-in-one with tray 2 (250-sheet)	570 mm (22.4 in)	518 mm (20.4 in)	497 mm (19.6 in)	29.3 kg (64.5 lbs)

Supplies specifications

Imaging-drum life (based on 5 percent coverage)	20,000 pages when printing only in black 5,000 pages when printing in color 6,000 to 8,000 pages is the average life
Print-cartridge life (based on 5 percent coverage)	Black: 5,000 pages Yellow, cyan, and magenta: 2,000 pages each (HP Color LaserJet 2820 all-in-one) Yellow, cyan, and magenta: 4,000 pages each (HP Color LaserJet 2830 all-in-one and HP Color LaserJet 2840 all-in-one)

Electrical specifications

Item	110-volt models	220-volt models
Power requirements	110 to 127 V (+/- 10%)	220 to 240 V (+/- 10%)
	50 / 60 Hz (+/- 2 Hz)	50 / 60 Hz (+/- 2 Hz)
Power consumption (typical)		
During printing (color)	224 W (average)	217 W (average)
During printing (black and white) 400 W (average) 400 W (average)	400 W (average)	400 W (average)

Electrical specifications (continued)

Item	110-volt models	220-volt models
During standby	20 W (average)	20 W (average)
Off mode	0 W (average)	0 W (average)
Heat output		
Idle	64 BTU/hr	64 BTU/hr

CAUTION Power requirements are based on the country/region where the device is sold. Do not convert operating voltages. This will damage the device and void the product warranty.

Environmental specifications

	Recommended[1]	Operating[1]	Storage[1]
(device and print cartridge) Temperature	20° to 27° C (68° to 81° F)	15° to 32.5° C (59° to 90.5° F)	0° to 40° C (32° to 104° F)
Relative humidity	20 to 70 percent	10 to 80 percent	95 percent or less

[1]Values are subject to change. See http://www.hp.com/support/clj2800series for current information.

Acoustic emissions (HP Color LaserJet 2820/2830/2840 all-in-one)

Sound Power Level	Declared per ISO 9296[1]
Printing (20 ppm)	L_{WAd} = 6.6 Bels (A) [66 dB (A)]
SPL-Bystander Position	**Declared per ISO 9296[1]**
Printing (20 ppm)	L_{pAm} = 52 dB(A)

[1]Acoustic values are subject to change. See http://www.hp.com/support/clj2800series for current information.

D Regulatory information

Introduction

This section contains the following regulatory information:

- Telephone Consumer Protection Act (United States)
- IC CS-03 requirements
- EU statement for telecom operation
- New Zealand telecom statements
- Environmental Product Stewardship program
- Declaration of conformity (HP Color LaserJet 2820 all-in-one)
- Declaration of conformity (HP Color LaserJet 2830 all-in-one and HP Color LaserJet 2840 all-in-one)
- Country-/region-specific safety statements

Telephone Consumer Protection Act (United States)

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including fax machines, to send any message unless such message clearly contains, in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent and an identification of the business, other entity, or individual sending the message and the telephone number of the sending machine or such business, other entity, or individual. (The telephone number provided cannot be a 900 number or any other number for which charges exceed local or long-distance transmission charges.) In order to program this information into your facsimile, see Specifying the fax settings.

IC CS-03 requirements

Notice: The Industry Canada label identifies certified equipment. This certification means the equipment meets certain telecommunications network protective, operational, and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirement document(s). The Department does not guarantee the equipment will operate to the user's satisfaction. Before installing this equipment, users should ensure that it is permissible for the equipment to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations. Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment. Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution can be particularly important in rural areas.

CAUTION

Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate. The Ringer Equivalence Number (REN) of this device is 0.7.

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 Number of all the devices does not exceed five (5.0). The standard connecting arrangement code (telephone jack type) for equipment with direct connections to the telephone network is CA11A.

EU statement for telecom operation

This product is intended to be connected to the analog Public Switched Telecommunication Networks (PSTN) of European Economic Area (EEA) countries/regions. It meets requirements of EU R&TTE Directive 1999/5/EC (Annex II) and carries appropriate CE conformity marking. For more details, see Declaration of Conformity issued by the manufacturer in another section of this manual. However, due to differences between individual national PSTNs, the product may not guarantee unconditional assurance of successful operation on every PSTN termination point. Network compatibility depends on the correct setting being selected by the customer in preparation of its connection to the PSTN. Please follow the instructions provided in the user manual. If you experience network compatibility issues, please contact your equipment supplier or Hewlett-Packard help desk in the country/region of operation. Connecting to a PSTN termination point may be the subject of additional requirements set out by the local PSTN operator.

New Zealand telecom statements

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

This equipment may not provide for the effective hand-over of a call to another device connected to the same line.

This equipment shall not be set up to make automatic calls to the Telecom "111" Emergency Service.

Environmental Product Stewardship program

Ozone production

This product generates no appreciable ozone gas (O3).

Energy consumption

This product qualifies for ENERGY STAR®, which is a voluntary program established to encourage the development of energy-efficient office products.

ENERGY STAR is a U.S. registered service mark of the U.S. Environmental Protection Agency. As an ENERGY STAR® partner, Hewlett-Packard Company has determined that this product meets ENERGY STAR® Guidelines for energy efficiency. For more information, see http://www.energystar.gov.

Paper use

The manual duplex feature [two-sided printing; see Printing on both sides (duplexing manually) and N-up printing capability [multiple pages printed on one sheet; see Printing multiple pages on one sheet of paper (N-up printing) can reduce paper usage and the resulting demands on natural resources.

Plastics

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

HP LaserJet printing supplies

In many countries/regions, this product's printing supplies (for example, print cartridge, imaging drum) can be returned to HP through the HP Printing Supplies Returns and Recycling Program. An easy-to-use and free takeback program is available in over 48 countries/regions. Multi-lingual program information and instructions are included in every new HP LaserJet print cartridge and supplies package.

HP Printing Supplies Returns and Recycling Program Information

Since 1990, the HP Printing Supplies Returns and Recycling Program has collected millions of used HP LaserJet print cartridges that otherwise may have been discarded in the world's landfills. The HP LaserJet print cartridges and supplies are collected and bulk shipped to our resource and recovery partners who disassemble the cartridge. After a thorough quality inspection, selected parts are reclaimed for use in new cartridges. Remaining materials are separated and converted into raw materials for use by other industries to make a variety of useful products.

U.S. returns

For a more environmentally responsible return of used cartridges and supplies, HP encourages the use of bulk returns. Simply bundle two or more cartridges together and use the single, pre-paid, pre-addressed UPS label that is supplied in the package. For more information in the U.S., call 800-340-2445 or visit the HP Printing Supplies Returns and Recycling Program website at: http://www.hp.com/go/recycle.

Non-U.S. returns

Non-U.S. customers should call the local HP Sales and Service Office or visit the http://www.hp.com/go/recycle website for further information regarding availability of the HP Printing Supplies Returns and Recycling Program.

Paper

This product is capable of using recycled papers, when the paper meets the guidelines outlined in the *HP LaserJet Printer Family Print Media Guide*. Go to http://www.hp.com/support/ljpaperguide to download this guide in PDF format. This product is suitable for the use of recycled paper according to DIN 19309.

Material restrictions

This HP product contains mercury in the fluorescent lamp or scanner that may require special handling at end-of-life.

This HP product contains lead in solder that may require special handling at end-of-life.

This HP product contains a battery that might require special handling at end of life.

Type:	Lithium Carbon Monofluoride (solid button cell)
Weight:	approx. 1 gram
Location:	on formatter PC board (one battery per product)
User Removable:	No

For recycling information, you can contact http://www.hp.com/go/recycle or contact your local authorities or the Electronics Industry Alliance: http://www.eiae.org .

Nederlands

Toepassing: De batterij wordt gebruikt als reserve-energiebron voor de tijdklok (die wordt gebruikt voor het faxgedeelte van het apparaat).

Locatie van de batterij: De batterij wordt bij de fabricage/distributie van het product op de formatter gesoldeerd.

Voorschriften:

- Richtlijn van de Europese Unie met betrekking tot batterijen: Deze batterij komt niet in aanmerking voor de richtlijnen.
- Bijzondere bepaling A45 voor UN-standaard: Deze batterij is een niet-gevaarlijk artikel.

Levensduur: De batterij is ontworpen om minstens even lang mee te gaan als het product.

Batterijfabrikanten: Rayovac, Madison, WI, USA; and Panasonic, Secaucus, NJ, USA.

Het ontwerp en de specificaties kunnen zonder kennisgeving worden gewijzigd.

Taiwan

廢電池請回收

Declaration of conformity

Declaration of Conformity
according to ISO/IEC Guide 22 and EN 45014

Manufacturer's Name:	Hewlett-Packard Company
Manufacturer's Address:	11311 Chinden Boulevard Boise, Idaho 83714-1021, USA

declares, that the product

Product Name:	HP Color LaserJet 2820 all-in-one
Regulatory Model Number[3]:	BOISB-0408-00
Product Options:	ALL

conforms to the following Product Specifications:

Safety:	IEC 60950:1999 / EN60950: 2000 IEC 60825-1:1993 + A1:1996 +A2:2001 / EN 60825-1:1994 + A11:1996 + A2:2001 (Class 1 Laser/LED Product) GB4943-1995
EMC:	CISPR 22:1998 / EN 55022:1998 - Class B[1] EN 61000-3-2:2000 EN 61000-3-3:1995\A1:2001 EN 55024:1998\A1:2001 FCC Title 47 CFR, Part 15 Class B[2] / ICES-003, Issue 3 GB9254-1998

Supplementary Information:

The product herewith complies with the requirements of the EMC Directive 89/336/EEC, the Low Voltage Directive 73/23/EEC and carries the CE-Marking accordingly.

1) The product was tested in a typical configuration with Hewlett-Packard Personal Computer Systems. Compliance testing of product to standard with exception of Clause 9.5, which is not yet in effect.

2) 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.

3) For regulatory purposes, this product is assigned a Regulatory model number. This number should not be confused with the marketing name or the product number(s).

Boise, Idaho , USA

December 1, 2004

For regulatory topics only:

Australia Contact:	Product Regulations Manager, Hewlett-Packard Australia Ltd., 31-41 Joseph Street Blackburn, Victoria 3130, Australia
European Contact:	Your Local Hewlett-Packard Sales and Service Office or Hewlett-Packard GmbH, Department HQ-TRE / Standards Europe, Herrenberger Strasse 140 , D-71034, Böblingen (FAX: +49-7031-14-3143)
USA Contact:	Product Regulations Manager, Hewlett-Packard Company, PO Box 15, Mail Stop 160 Boise, Idaho 83707-0015, (Phone: 208-396-6000)

Declaration of conformity

Declaration of Conformity
according to ISO/IEC Guide 22 and EN 45014

Manufacturer's Name:	Hewlett-Packard Company
Manufacturer's Address:	11311 Chinden Boulevard Boise, Idaho 83714-1021, USA

declares, that the product

Product Name:	HP Color LaserJet 2830 and 2840 all-in-one
Regulatory Model Number[3]:	BOISB0408-01
Product Options:	ALL

conforms to the following Product Specifications:

Safety:	IEC 60950:1999 / EN60950: 2000 IEC 60825-1:1993 + A1:1996 +A2:2001 / EN 60825-1:1994 + A11:1996 + A2:2001 (Class 1 Laser/LED Product) GB4943-1995
EMC:	CISPR 22:1998 / EN 55022:1998 - Class B[1] EN 61000-3-2:2000 EN 61000-3-3:1995\A1:2001 EN 55024:1998\A1:2001 FCC Title 47 CFR, Part 15 Class B[2] / ICES-003, Issue 3 GB9254-1998 **TELECOM:** TBR-21:1998; EG 201 121:1998

Supplementary Information:

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

1) The product was tested in a typical configuration with Hewlett-Packard Personal Computer Systems. Compliance testing of product to standard with exception of Clause 9.5, which is not yet in effect.

2) 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.

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USA Contact:	Product Regulations Manager, Hewlett-Packard Company, PO Box 15, Mail Stop 160 Boise, Idaho 83707-0015, (Phone: 208-396-6000)

Country-/region-specific safety statements

Laser safety statement

The Center for Devices and Radiological Health (CDRH) of the U.S. Food and Drug Administration has implemented regulations for laser products manufactured since August 1, 1976. Compliance is mandatory for products marketed in the United States. The printer is certified as a "Class 1" laser product under the U.S. Department of Health and Human Services (DHHS) Radiation Performance Standard according to the Radiation Control for Health and Safety Act of 1968.

Since radiation emitted inside the printer is completely confined within protective housings and external covers, the laser beam cannot escape during any phase of normal user operation.

WARNING! Using controls, making adjustments, or performing procedures other than those specified in this user guide may result in exposure to hazardous radiation.

Canadian DOC statement

Complies with Canadian EMC Class B requirements.

«Conforme àla classe B des normes canadiennes de compatibilité électromagnétiques (CEM).»

Korean EMI statement

사용자 안내문 (B 급 기기)

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

Finnish laser statement

LASERTURVALLISUUS
LUOKAN 1 LASERLAITE
KLASS 1 LASER APPARAT
HP Color LaserJet 2820/2830/2840 -laserkirjoitin on käyttäjän kannalta turvallinen luokan 1 laserlaite. Normaalissa käytössä kirjoittimen suojakotelointi estää lasersäteen pääsyn laitteen ulkopuolelle.
Laitteen turvallisuusluokka on määritetty standardin EN60825-1 (1994) mukaisesti.
VAROITUS!
Laitteen käyttäminen muulla kuin käyttöohjeessa mainitulla tavalla saattaa altistaa käyttäjän turvallisuusluokan 1 ylittävälle näkymättömälle lasersäteilylle.
VARNING!
Om apparaten används på annat sätt än i bruksanvisning specificerats, kan användaren utsättas för osynlig laserstrålning, som överskrider gränsen för laserklass 1.
HUOLTO
HP Color LaserJet 2820/2830/2840 -kirjoittimen sisällä ei ole käyttäjän huollettavissa olevia kohteita. Laitteen saa avata ja huoltaa ainoastaan sen huoltamiseen koulutettu henkilö. Tällaiseksi huoltotoimenpiteeksi ei katsota väriainekasetin vaihtamista, paperiradan puhdistusta tai muita käyttäjän käsikirjassa lueteltuja, käyttäjän tehtäväksi tarkoitettuja ylläpitotoimia, jotka voidaan suorittaa ilman erikoistyökaluja.
VARO!
Mikäli kirjoittimen suojakotelo avataan, olet alttiina näkymättömälle lasersäteilylle laitteen ollessa toiminnassa. Älä katso säteeseen.
VARNING!
Om laserprinterns skyddshölje öppnas då apparaten är i funktion, utsättas användaren för osynlig laserstrålning. Betrakta ej strålen.
Tiedot laitteessa käytettävän laserdiodin säteilyominaisuuksista:
Aallonpituus 770-800 nm
Teho 5 mW
Luokan 3B laser

Glossary

ADF

Automatic document feeder. The ADF is used to automatically feed originals into the device for copying, scanning, or faxing.

all-in-one

A designation given to HP devices that can perform several functions, such as printing, faxing, copying, and scanning.

browser

Short for Web browser, a software program that is used to locate and open Web pages.

collate

The process of printing a multiple-copy job in sets. When collate is selected, the device prints an entire set before printing additional copies. Otherwise, the device prints the specified number of copies of one page before printing the subsequent pages.

comma (,)

A comma in a fax dial sequence indicates that the device will pause at that point in the dialing sequence.

contrast

The difference between the dark and light areas of an image. The lower the number value, the more closely the shades resemble each other. The higher the number, the more the shades appear separate from each other.

dedicated line

A single telephone line that is used exclusively for either voice calls or fax calls.

DIMM

Dual inline memory module, a small circuit board that holds memory. A single in-line memory module (SIMM) has a 32-bit path to the memory, whereas a DIMM has a 64-bit path.

distinctive ring

A service offered by some telephone companies in some regions/countries that allows two or three phone numbers to be set up on the same telephone line. Each phone number has a different ring pattern, and the fax machine can be configured to recognize the distinctive ring of the fax number.

dots per inch (dpi)

A measurement of resolution that is used for printing. Generally, more dots per inch result in a higher resolution, more visible detail in the image, and a larger file size.

DSL

Digital subscriber line, a technology that enables a high-speed, direct connection to the Internet through telephone lines.

e-mail (electronic mail)

An abbreviation for electronic mail. Software that can be used to electronically transmit items over a communications network.

fax

An abbreviation of facsimile. The electronic encoding of a printed page and the transmission of the electronic page over a telephone line. The device software can send items to electronic fax programs, which require a modem and fax software.

fax functions

Fax-related tasks that are done from the control panel or software that affect only the current job, or are done only once before returning to the Ready state, such as clearing memory. These functions are in their own section in the control-panel menu.

fax settings

Fax-related items that, when set or changed, continue to use the choice made until changed again. An example would be the number of times set for the device to redial a busy number. These settings are in their own section of the control panel menu.

file format

The way the contents of a file are structured by a program or group of programs.

grayscale

Shades of gray that represent light and dark portions of an image when color images are converted to grayscale; colors are represented by various shades of gray.

halftone

An image type that simulates grayscale by varying the number of dots. Highly colored areas consist of a large number of dots, while lighter areas consist of a smaller number of dots.

HP Director

A software screen that is used when working with documents. When the document is loaded into the automatic document feeder (ADF) and the computer is connected directly to the device, the HP Director appears on the computer screen to initiate faxing, copying, or scanning.

HP Toolbox

The HP Toolbox is a Web page that opens in a Web browser and provides access to the device management and troubleshooting tools, embedded Web server, and device documentation. HP Toolbox does not support Windows 98, Windows ME, or Macintosh operating systems.

ISDN

Integrated Services Digital Network (ISDN) is a suite of internationally adopted standards for end-to-end digital communication over the public telephone network.

link

A connection to a program or device that can be used to send information from the device software to other programs, such as e-mail, electronic fax, and OCR links.

optical character recognition (OCR) software

OCR software converts an electronic image of text, such as a scanned document, into a form that word processor, spreadsheet, and database programs can use.

pixels per inch (ppi)

A measurement of resolution that is used for scanning. Generally, more pixels per inch result in a higher resolution, more visible detail in the image, and a larger file size.

printer driver

A printer driver is a program that software programs use to gain access to a device's features. A printer driver translates a software program's formatting commands (such as page breaks and font selection) into a printer language (such as PostScript or PCL), and then sends the print file to the device.

private branch exchange (PBX)

A small telephone switching system that typically is used by large businesses or universities to connect all telephone extensions within the organization. A PBX also connects to the public switched telephone network (PSTN) and may be either manual or dial, depending on the method used by extensions to place incoming or outgoing calls. Normally, the equipment is owned by the customer rather than leased from the telephone company.

public switched telephone network (PSTN)

The worldwide dial-up telephone network or a portion of that network. Users are assigned unique phone numbers, which allow them to connect to the PSTN through local telephone exchange companies. Often, this phrase is used when referring to data or other non-telephone services carried over a path initially established using normal telephone signaling and ordinary switched long-distance telephone circuits.

Readiris

An optical character recognition (OCR) program that was developed by I.R.I.S. and that is included with the device software.

resolution

The sharpness of an image, measured in dots per inch (dpi). The higher the dpi, the greater the resolution.

shared line

A single telephone line that is used for both voice and fax calls.

surge protector

A device that protects a power supply and communications lines from electrical surges.

TWAIN

An industry standard for scanners and software. By using a TWAIN-compliant scanner with a TWAIN-compliant program, a scan can be initiated from within the program.

URL

Uniform resource locator, the global address of documents and resources on the Internet. The first part of the address indicates what protocol to use, the second part specifies the IP address or the domain name where the resource is located.

USB

Universal serial bus (USB) is a standard that was developed by the USB Implementers Forum, Inc., to connect computers and peripherals. USB is designed to concurrently connect a single computer USB port to multiple peripherals.

watermarks

A watermark adds background text to a document that is being printed. For example, “Confidential” can be printed in the background text of a document to indicate that the document is confidential. A selection can be made from a set of predefined watermarks, and the font, size, angle, and style can be changed. The printer can place the watermark on the first page only or all pages.

WIA

Windows Imaging Architecture (WIA) is an imaging architecture that is available in Windows Me and Windows XP. A scan can be initiated from within these operating systems by using a WIA-compliant scanner.

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