

# *LaserJet 3100*

## Product User's Guide



**English**

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If you require telephone support, call the number below. If you require additional product repair services, see the Worldwide Sales and Service Offices in appendix B.	
<b>Australia</b>	(61) (3) 272-8000

# HP LaserJet 3100 Product

**User's Guide** \_\_\_\_\_

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Local country laws may prohibit the use of this product outside of the United States and Canada. It is strictly forbidden by law in most countries to connect nonapproved telecommunications equipment (fax machines) to public telephone networks.



### Safety Information

Always follow basic safety precautions when using this product to reduce risk of injury from fire or electric shock.

- 1 Read and understand all instructions in the user's guide.

## WARNING!

### Potential Shock Hazard

- 2 Use only a grounded electrical outlet when connecting the HP LaserJet 3100 to a power source. If you don't know whether the outlet is grounded, check with a qualified electrician.
- 3 Do not touch the contacts on the end of the telephone cord or any of the sockets on the HP LaserJet 3100. Replace damaged cords immediately.
- 4 Never install telephone wiring during a lightning storm.
- 5 Observe all warnings and instructions marked on the product.
- 6 Unplug this product from wall outlets and telephone jacks before cleaning.
- 7 Do not install or use this product near water or when you are wet.
- 8 Install the product securely on a stable surface.
- 9 Install the product in a protected location where no one can step on or trip over the line cord and the line cord will not be damaged.
- 10 If the product does not operate normally, see the troubleshooting chapter.
- 11 Refer all servicing questions to qualified personnel.

Information regarding FCC Class B, Parts 15 and 68 requirements can be found in appendix A.

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## Glossary

## Index

# 1

# Set Up

## Introduction

Thank you for purchasing the HP LaserJet 3100 product, a powerful business tool with the capabilities of a full range of office equipment. With the HP LaserJet 3100 product, you can:

- **Print** – Easily print documents with the laser quality you have come to expect from an HP LaserJet printer.
- **Fax** – Use the HP LaserJet 3100 product as a standalone fax machine (your computer doesn't have to be on) to send and receive faxes, as well as perform advanced tasks such as forwarding faxes to another location. Use the software to send faxes from and receive them to your computer (PC faxing).
- **Copy** – Make superior laser-quality copies. You can make up to 99 copies of a 30-page original. You can also adjust the contrast, enlarge or reduce the copies, collate, and more.
- **Scan** – Scan important documents to create electronic files of them. Use the scanner to make a fax cover sheet from your letterhead, or scan documents for use with other software. You can also scan a document and attach it to an e-mail message (if you have an e-mail program).
- **Use Software** – Use the software to print, fax, copy, or scan. Also use the software to store and organize scanned documents so you can quickly find that invoice, receipt, or business card from weeks ago.

This multifunction product helps increase your productivity by allowing you to do more than one task at a time. Send an electronic fax while the HP LaserJet 3100 product makes copies, or scan a document while printing.

This chapter will familiarize you with the features of the HP LaserJet 3100 product and provide setup and installation instructions. These instructions supplement those on the one-page Quick Setup Guide that came with the product.

# HP LaserJet 3100 product features

The HP LaserJet 3100 product can function with or without installing the software, but certain functions will not be available unless you do install the software. This table shows which of the HP LaserJet 3100 product's features are available with software installed and which are available without software installed.

Feature or Function:	Available with software installed:	Available without software:
Faxing to and from the HP LaserJet 3100 product	✓	✓
Copying from the HP LaserJet 3100 product	✓	✓
Access through the control panel to HP LaserJet 3100 product setup options, fax and copy options, and setup for one-touch keys, and speed-dial and group-dial codes	✓	✓
Printing from your computer to the HP LaserJet 3100 product	✓	
Scanning from the HP LaserJet 3100 product to your computer	✓	
Faxing electronic documents to and from your computer (PC faxing)	✓	
Optical character recognition (OCR) software for converting scanned images to editable text documents	✓	
Quick access through the software to HP LaserJet 3100 product setup options, fax and copy options, and setup for one-touch keys and speed-dial codes	✓	
Access to PC fax PhoneBooks	✓	
Access to special copying features, such as two or four copies per page (2 up and 4 up) and collation for very large documents	✓	

If you have a computer, HP strongly recommends that you install the software. This provides you with the full functionality of the HP LaserJet 3100 product and is the easiest method for setting required features.

## Checklist for setting up if installing software

If you choose to install the software, you need to do the following to set up the HP LaserJet 3100 product as a printer, fax machine, copier, and scanner (instructions follow):

- Unpack the HP LaserJet 3100 product and check the box contents
- Identify parts
- Install the toner cartridge
- Attach supports for bins and trays
- Connect the parallel cable
- Attach the paper loading label
- Load paper
- Connect the telephone cords
- Connect the power cord
- Install the software

## Checklist for setting up if not installing software

If you choose **not** to install software at this time, you need to do the following to set up the HP LaserJet 3100 product as a standalone fax machine and copier (instructions follow):

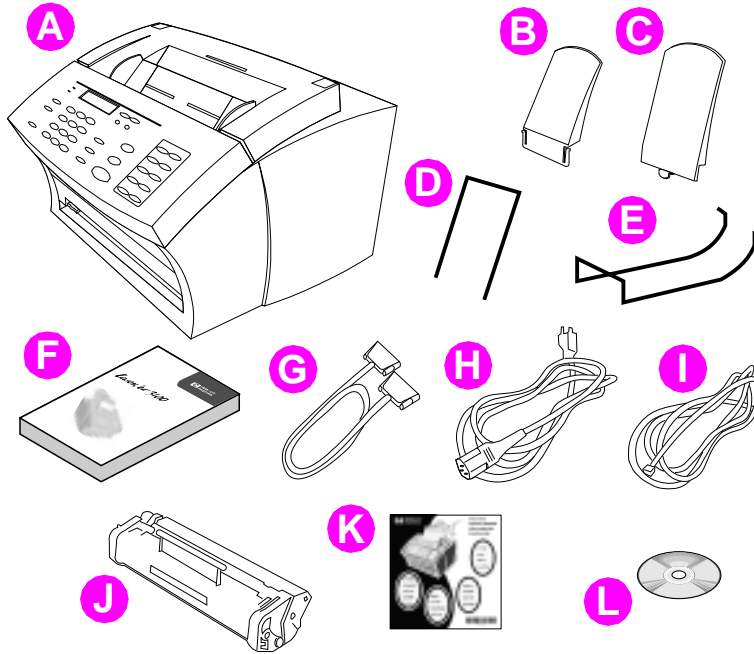
- Unpack the HP LaserJet 3100 product and check the box contents
- Identify parts
- Install the toner cartridge
- Attach supports for bins and trays
- Attach the paper loading label
- Load paper
- Connect the telephone cords
- Connect the power cord
- Set required features for standalone fax (the fax header, time and date, answer mode, and number of rings to answer)

# System requirements

If you are installing software and will be doing an Express installation, your computer needs to meet the following minimum requirements:

- have an IBM PC (or 100% compatible) 486 processor or better with a dedicated IEEE-1284 bidirectional or ECP-compliant parallel port
- have 16 megabytes (MB) or more of RAM
- have 20 MB or more of free hard disk space
- be running Microsoft® Windows 3.1x or Windows 95

## Checking the contents



Unpack the box and check that it includes the following:

- A** HP LaserJet 3100 product
- B** Paper Output Support
- C** Paper Input Support
- D** Document Feeder Support
- E** Document Output Support
- F** User's Guide
- G** IEEE-1284 Compliant Parallel Cable (with a "C" Connector)
- H** Power Cord
- I** Telephone Cord
- J** HP LaserJet Toner Cartridge
- K** Paper Loading Label
- L** Software on CD-ROM

Save the box and packing material in case you need to move or ship the HP LaserJet 3100 product later.

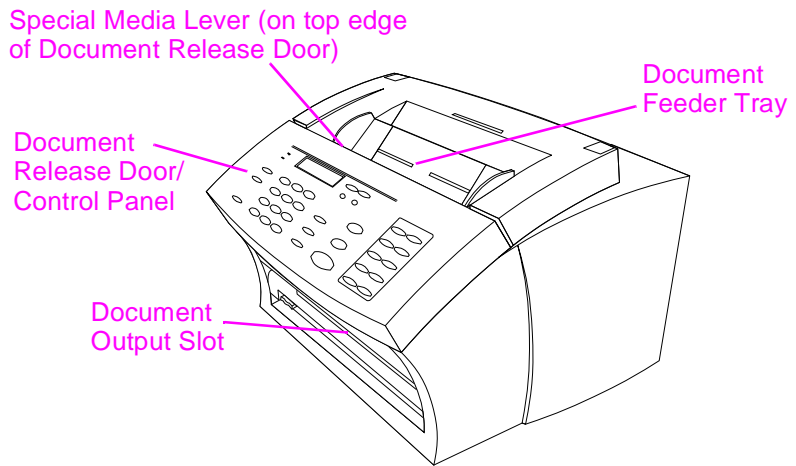


# Identifying parts

Before setting up the HP LaserJet 3100 product, make sure you can identify the following parts related to the scanner path and paper print path.

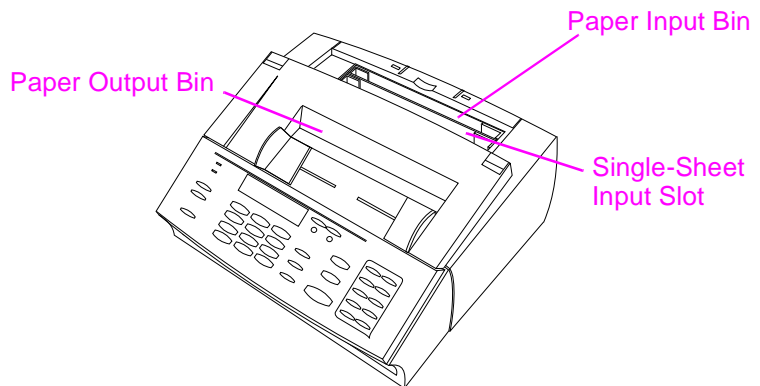
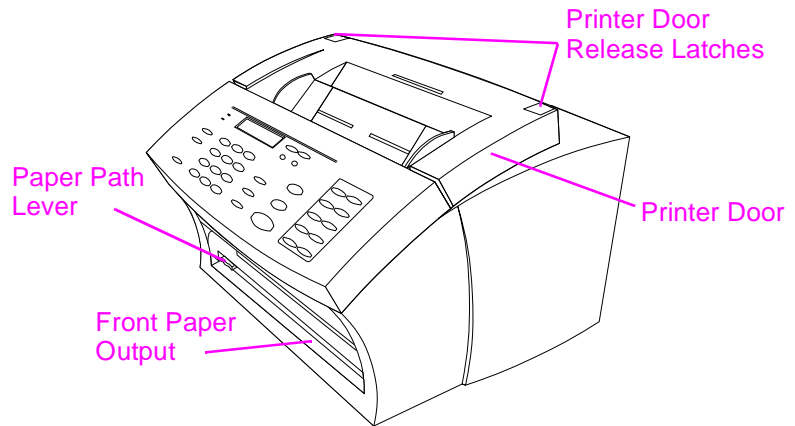
## Identifying scanner path parts

Items to be faxed, copied, or scanned use the scanner path, which consists of the following parts:

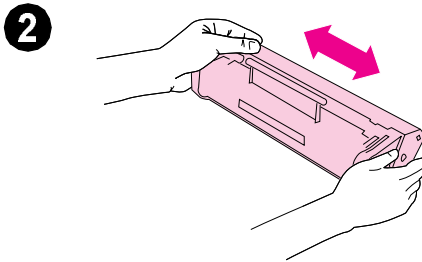
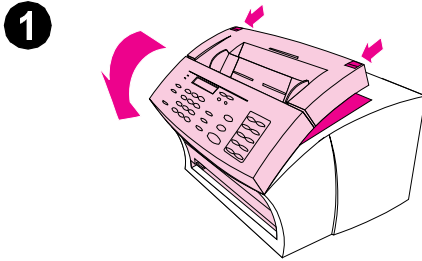


## Identifying printer path parts

Paper for printing, received faxes, and copy output follows the printer path. This path consists of the following parts:



# Installing the toner cartridge



HP recommends using HP LaserJet toner cartridges. HP has designed its HP LaserJet 3100 product and toner cartridges to work together to give you optimal image quality and reliability.

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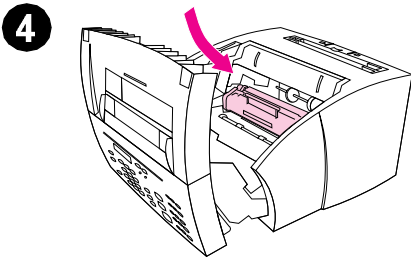
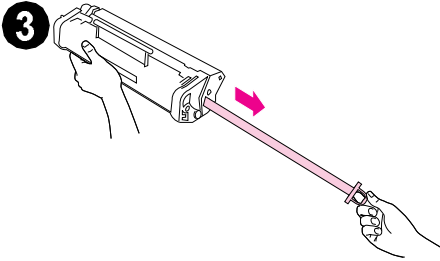
## CAUTION

To prevent damage, do not expose the toner cartridge to light for more than a few minutes.

---

## To install the toner cartridge

- 1 Use the two printer door release latches to pull open the print door.
- 2 Shake the toner cartridge several times from side to side (about two times per second) to distribute the toner evenly.



- 3 Grasp the end of the clear sealing tape on the side of the cartridge and pull firmly to remove the entire length of the tape (about twice as long as the cartridge).
- 4 Hold the cartridge by the handle (so that the arrows are facing the HP LaserJet 3100 product) and slide the cartridge into the black grooves in the HP LaserJet 3100 product. Rotate the cartridge firmly into place and close the printer door.

Save the packaging for possible cartridge storage. See the instructions included with the cartridge for recycling information.

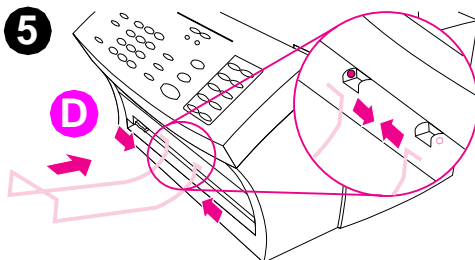
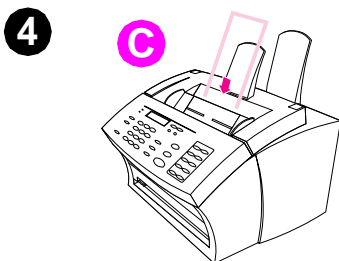
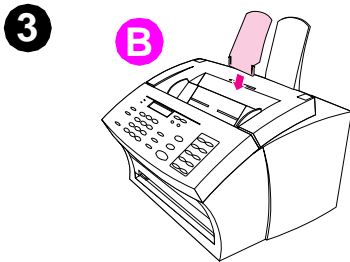
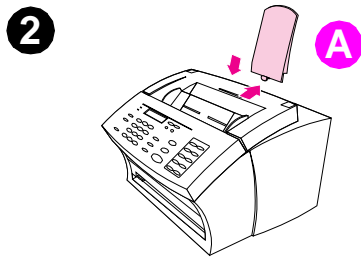
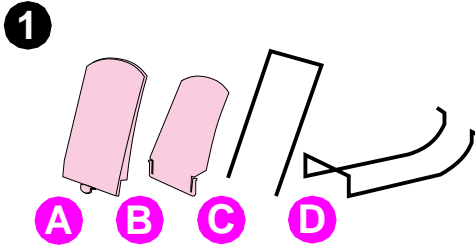
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**Note**

If toner gets on your clothing, wipe it off with a dry cloth and wash clothing in cold water. Hot water and heat from the dryer set toner into fabric.

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# Attaching supports



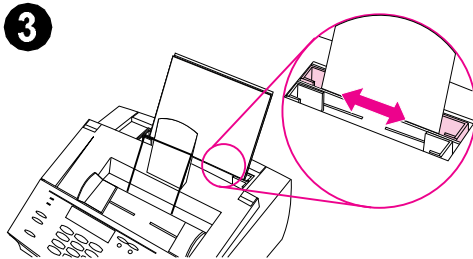
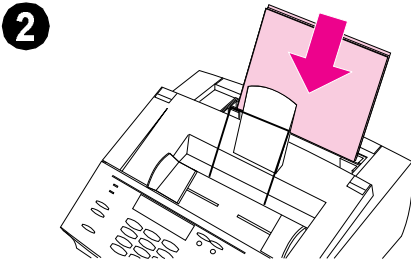
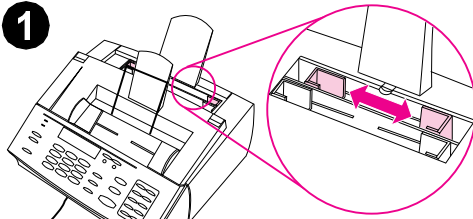
There are four supports you need to install to support media or items feeding into or coming out of the HP LaserJet 3100 product.

## To attach supports

- 1 Locate the paper input support (A), paper output support (B), document feeder support (C), and document output support (D).
- 2 Align the paper input support (A) with the groove on the paper input bin and push the guide straight back into the groove.
- 3 Insert the paper output support (B) into the groove on the paper output bin.
- 4 Insert the document feeder support (C) into the grooves on the back of the document feeder tray.
- 5 Squeeze the ends of the document output support (D), insert it into the holes on document output slot, and release the support.



# Loading paper



You can load up to 100 sheets of 20 lb (75 g/m<sup>2</sup>) paper into the paper input bin. The HP LaserJet 3100 product prints, copies, and prints received faxes using media from the paper input bin (or the single-sheet input slot).

## To load the paper input bin

- 1 Adjust the guides on the paper input bin to the size of media you are loading.
- 2 Insert up to 100 sheets of paper into the paper input bin. Be careful not to overfill the bin.

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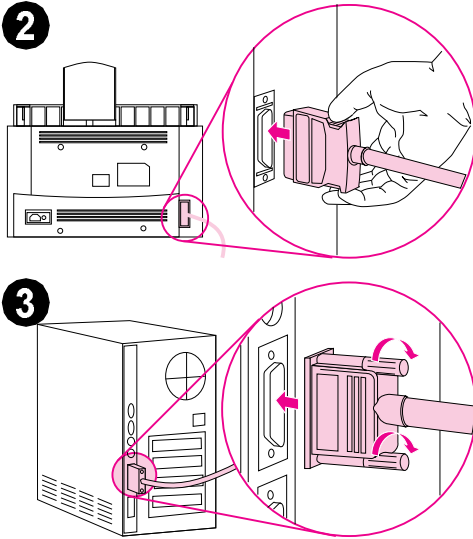
### Note

When adding paper to an existing stack in the paper input bin, always remove the existing paper and realign it with the new paper before loading to reduce multiple feeds or jams.

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- 3 Readjust the guides to fit snugly against the edges of the stack.

## Connecting the parallel cable



If you do not have a computer or have chosen not to install the software, you do not need to connect the parallel cable.

---

### Note

If you are connecting the HP LaserJet 3100 product to a computer, the HP LaserJet 3100 product must be connected directly to a dedicated parallel port on the computer. If you have a device such as an external disk drive or switch box connected to the computer's parallel port, you must unhook the device to connect and use the HP LaserJet 3100 product, or you must use two parallel ports on the computer.

---

### To connect the parallel cable

- 1 Turn off the computer.
- 2 Squeeze the clips on the sides of the parallel cable and attach it to the connector on the back of the HP LaserJet 3100 product. Gently tug on the cable to ensure it is securely connected, and then push it back in.
- 3 Connect the other end of the cable to a parallel port on the computer. Secure the cable by tightening the screws.

---

### CAUTION

Do not connect the cable to a serial port on the computer. Doing so can damage the HP LaserJet 3100 product. If you need help locating the parallel port, see the documentation for the computer.

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# Connecting telephone cords

This section provides various installation options for connecting the HP LaserJet 3100 product to the telephone line.

## Before you begin

The HP LaserJet 3100 product is not supported with telephone system features provided by your local telephone company such as the automatic answering systems often used in large companies, voice mail, call waiting, and some other advanced features. If you are connecting the HP LaserJet 3100 product to a line receiving both fax and voice calls (a shared line) and have these types of features, HP recommends getting a second telephone line dedicated to fax calls.

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### CAUTION

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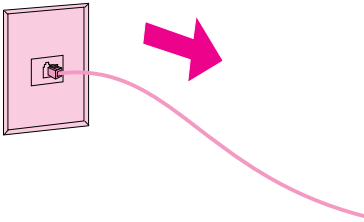
If you live in an area that is subject to frequent electrical storms or for other reasons experiences numerous blackouts, it is strongly recommended that you purchase and use a telephone line surge protector. Electrical surges and power interruptions can damage the HP LaserJet 3100 product.

## If you have a modem

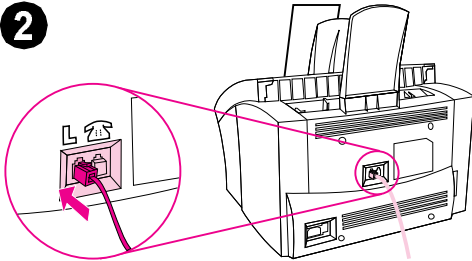
If you have an internal computer modem or an external modem please note these important points:

- The HP LaserJet 3100 product **cannot** be used as a data modem to communicate with other computers, to send and receive e-mail, or to connect to the Internet. You must continue to use the computer's modem for these purposes.
- It is important that the HP LaserJet 3100 product be directly connected to the wall jack to prevent the computer's modem from interfering with the HP LaserJet 3100 product's fax communications.

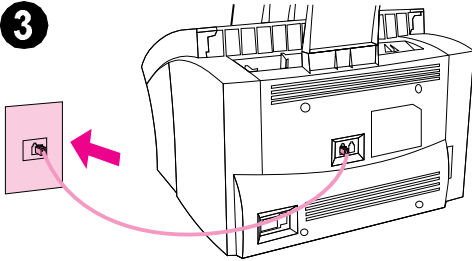
1



2



3



## Connecting the HP LaserJet 3100 product

Use this procedure to connect the HP LaserJet 3100 product to the wall jack.

### To connect the HP LaserJet 3100 product

- 1 If any telephone cord is plugged into the wall jack, unplug it and set it aside.
- 2 On the back of the HP LaserJet 3100 product, plug the included telephone cord into the jack with an "L."
- 3 Plug the other end of the cord into the wall jack.
  - Or -
  - If you have two separate phone lines in that jack, plug a splitter into the jack. Then plug the cord into the side of the splitter for the fax number.
- 4 If you are connecting other devices such as a telephone, go to "Connecting other devices."
  - Or -
  - If you are not connecting other devices, go to "Installing the software."
  - Or -
  - If you are not connecting other devices or installing software now, you still must set certain fax settings before using the HP LaserJet 3100 product. Go to "Setting required features for standalone fax."

## Deciding what else to connect

In the last step, you connected the HP LaserJet 3100 product to the wall jack. Generally, there are only three other devices you might want or need to connect to this same jack: a telephone, an answering machine, and an external modem or a computer with an internal modem. (Having and using both an internal computer modem and an external modem is a very rare situation.) Which, if any, of these you connect to this jack depends on your situation, which should be one of the following:

### **Situation 1: You connected the HP LaserJet 3100 product to a jack for a phone line that receives only fax calls (a dedicated fax line).**

You do not need to connect any other devices. However, if you want to use the fax line to access the Internet or e-mail, you may want to connect your external modem or computer with internal modem to the same jack as the HP LaserJet 3100 product. You may also want to connect an extra telephone to this jack if you would like to make **outgoing** voice calls on this phone line. See “Connecting other devices” below.

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#### Note

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If you have another wall jack for this phone line, you can connect the extra phone and/or external modem or computer with internal modem to the other jack.

Since this is a dedicated fax line, you should never have an answering machine or computer voicemail on it. If you are using computer voicemail, you **must** connect the computer with internal modem or the external modem to your dedicated **voice** line. You will access the Internet or e-mail using the dedicated voice line.

## **Situation 2: You connected the HP LaserJet 3100 product to a jack for a phone line that receives both fax and voice calls (a shared line).**

Connect all other devices you have to the same jack as the HP LaserJet 3100 product. See “Connecting other devices” later in this chapter.

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### **Note**

If you have another jack for this phone line, you can connect some of the devices to it. However, if you have an answering machine or computer with voicemail, connect it to the same jack as the HP LaserJet 3100 product.

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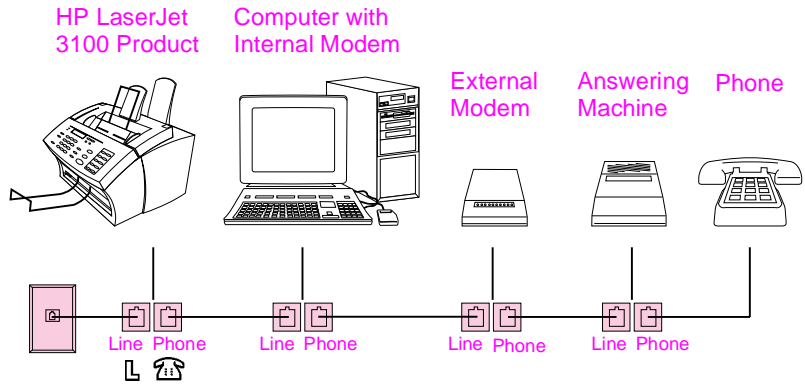
## **Special situations**

There are two situations that may occur:

**If you have two phone lines coming into one jack**, you should have connected a splitter to the wall and then connected the HP LaserJet 3100 product to the side of the splitter for the fax line in the last step (“Connecting the HP LaserJet 3100 product”). Proceed as if that side of the splitter is a line receiving only fax calls (a dedicated line). See **Situation 1** above.

**If you have a phone line with distinctive ring service (US ONLY)**, use the same guidelines in **Situation 2** above for connecting other devices. You will change settings for distinctive ring later in the setup.

## Connecting other devices



If you are not connecting one (or more) of the devices shown, just cross it out. Then, in the order indicated, connect the devices you have to the HP LaserJet 3100 product. **See the next page for step-by-step instructions.**

Keep in mind these important points:

- The HP LaserJet 3100 product **must** be the device connected into the wall jack. If it isn't, it cannot answer incoming fax calls.
- As the drawing indicates, always plug between the "Line" jack on one device and the "Phone" jack on another device.
- Some computers have a second "Line" jack which is used to connect the computer to a dedicated **voice** line. If you have a second "Line" jack, check your computer's documentation to ensure you are connecting to the correct "Line" jack.

When you are finished connecting other devices, go to "Installing the software" in this chapter. If you are not installing software now, you must still set certain settings before using the HP LaserJet 3100 product. Go to "Setting required features for standalone fax" in this chapter.

## **To connect other devices**

**Step 1 Unplug all devices from their power source.**

**Step 2 Preparing the HP LaserJet 3100 product**

Remove the plastic insert from the “Phone” jack on the back of the HP LaserJet 3100 product.

**Step 3 Connecting a computer with an internal modem**

If you are not connecting a computer with an internal modem, go to the next step.

- Or -

Plug the computer’s cord into the “Phone” jack on the HP LaserJet 3100 product.

**Step 4 Connecting an external modem**

If you are not connecting an external modem, go to the next step.

- Or -

Plug the external modem’s cord to the “Phone” jack on the HP LaserJet 3100 product (or on the computer with internal modem).

**Step 5 Connecting an answering machine**

If you are not connecting an answering machine, go to the next step.

- Or -

Plug the answering machine’s cord into the “Phone” jack on the HP LaserJet 3100 product or the last device you connected.

**Step 6 Connecting a telephone**

If you are not connecting a telephone, go to the next step.

- Or -

Plug the telephone’s cord into the “Phone” jack on the HP LaserJet 3100 product or the last device you connected.

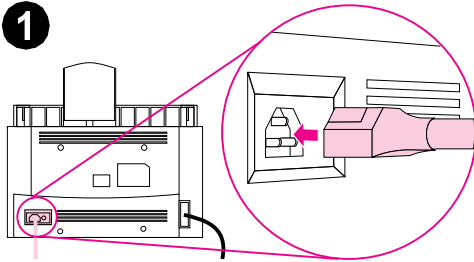
**Step 7 Plug all devices back into their power source.**

**Step 8 Go to “Installing the software” in this chapter.**

- Or -

**If you are not installing the software now, you must still set certain settings before using the HP LaserJet 3100 product. Go to “Setting required features for standalone fax” in this chapter.**

# Connecting the power cord



The HP LaserJet 3100 product does not have a power switch. It turns on when the power cord is connected.

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## CAUTION

HP does not recommend use of battery backup or uninterruptible power supplies with this product. Using them could damage the product.

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- 1 Connect the power cord to the connector on the back of the HP LaserJet 3100 product.
- 2 Plug the other end into a grounded power strip or wall outlet. Once the power is connected, the HP LaserJet 3100 product turns on and runs an internal self-test.

---

## Note

If you have plugged the HP LaserJet 3100 product into a power strip, keep the power strip turned on at all times. Otherwise, the HP LaserJet 3100 product cannot receive faxes.

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# Installing the software

This section contains instructions for installing the HP LaserJet 3100 software in Windows 95 or Windows 3.1x and for setting required fax settings.

When you install software, you will be asked if you want an Express or a Custom installation. The Express installation installs all of the software and is recommended for first-time users. If you choose the Express installation, the following are installed:

- Installer software – installs all of the other software.
- Configuration software – helps you configure and set up the HP LaserJet 3100 product.
- Driver software – allows you to print from your computer to the HP LaserJet 3100 product and scan from the HP LaserJet 3100 product to the computer.
- PC Fax software – allows you to send faxes from and receive faxes to your computer.
- The HP JetSuite™ Pro software – allows you to print, fax, copy, and scan from your computer. Also lets you annotate, organize, and store scanned items.
- Optical character recognition (OCR) software – used to convert scanned images into text that can be edited in word-processing software.
- Online help – provides help for using the software.



## If you already have a PC fax program

The JetSuite software that came with the HP LaserJet 3100 product includes a PC fax program. HP recommends using the included JetSuite PC fax program because it is designed to work with the HP LaserJet 3100 product. However, you can continue using the PC fax program you already have.

If you want to use the JetSuite PC fax program, change the setup for the other PC fax program so that it doesn't answer incoming calls, or uninstall it. You cannot have both programs trying to answer fax calls on the same line. If you want to continue using your PC fax program, see the Readme file for a list of PC fax packages that have been tested for compatibility with the HP LaserJet 3100 product.

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### Note

The HP LaserJet 3100 product comes with scanning software. You can also use other TWAIN-compliant scanning software that is compatible. See the Readme file for a list of programs that have been tested for compatibility.

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## Using the CD-ROM or floppy disks

The software was shipped on CD-ROM. If you need floppy disks, you can make them (if you have access to another computer with a CD-ROM drive) or order them. To make floppy disks, see “Creating floppy disks from the CD-ROM” in this chapter. To order floppy disks, or a replacement CD-ROM if yours is damaged, see “Ordering software” in chapter 9.

## Installing software on Windows 95 or 3.1x

Follow the installation instructions for your operating system.

### To install the software on Windows 95

- 1 If the “New Hardware Found” screen has opened, click **Cancel**.
- 2 Quit all open programs.
- 3 **For the CD-ROM:** Insert the CD-ROM into the CD-ROM drive (usually D). When the welcome screen opens, follow the directions on screen. If the welcome screen does not open, click **Start**, and then **Run**. Type **x:SETUP**, replacing “x” with the letter of your drive, and click **OK**.

**For floppy disks:** Insert Disk 1 into the floppy disk drive (usually A or B). Click **Start**, and then **Run**. Type **x:SETUP**, replacing “x” with the letter of your drive, and click **OK**.

- 4 Follow the instructions on the screen. The setup takes a few minutes. When it is complete, remove the CD-ROM or last floppy disk.
- 5 Print a test page. See “Printing a test page” later in this chapter.

## To install the software on Windows 3.1x

- 1 To quit all open programs **except** Program Manager:
  - a Press **CTRL+ESC** to display the **Task List** window.
  - b Select a program to close.
  - c Click **End Task** and press **ENTER**. The program closes.
  - d Repeat steps a-c to close the other programs.
- 2 **For CD-ROM:** Insert the CD-ROM into the CD-ROM drive (usually D).  
  
**For floppy disks:** Insert Disk 1 into the floppy disk drive (usually A or B).
- 3 From the **File** menu in Program Manager, choose **Run**.
- 4 Type **x:SETUP**, replacing “**x**” with the letter of your drive, and click **OK**.
- 5 Follow the instructions on the screen. The setup takes a few minutes. When it is complete, remove the CD-ROM or last floppy disk.
- 6 Print a test page. See “Printing a test page” later in this chapter.

## Creating floppy disks from the CD-ROM

If you do not have a CD-ROM drive but have access to an IBM-compatible computer with one, you can make a set of software installation disks from the CD-ROM. You need at least 13 blank, formatted 1.44 MB floppy disks.

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### Note

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If you do not have access to a CD-ROM drive, you can order the software on floppy disks. See “Ordering software” in chapter 9.

### To make installation disks

- 1 Insert the CD-ROM into the CD-ROM drive (usually D). If the installation program opens, click **Cancel** and then **Exit Setup**.
- 2 **For Windows 95:** click **Start**, then **Run**.  
- Or -  
**For Windows 3.1x:** from the **File** menu in Program Manager, choose **Run**.
- 3 Type **x:\English\makedisk\makedisk**, replacing “x” with the letter of your drive, and click **OK**.
- 4 Follow the instructions on the screen.

## Uninstalling the software

The Uninstall option of the setup program allows you to remove the HP LaserJet 3100 product software from your computer. The uninstall option will **not** automatically remove your JetSuite PC Fax Phone Books or any documents created using the HP LaserJet 3100 product and the JetSuite Pro software.

### To uninstall the software for Windows 95

- 1 Click **Start**, select **Programs**, then select **JetSuite Pro for the HP LaserJet 3100**.
- 2 Select the **JetSuite Uninstall** option, and then follow the directions on the screen. The software is removed from the computer.

### To uninstall the software for Windows 3.1x

- 1 In Program Manager, double-click **JetSuite Uninstall** in the JetSuite Pro program group, and then follow the directions on the screen. The software is removed from the computer.

# Installation troubleshooting

Use the following table to solve problems that might occur when installing the software.

Problem	Cause	Solution
You receive this message: "Setup has determined that you do not have enough disk space on the selected drive. Please reduce the set of install components or change the install drive."	The JetSuite software requires at least 20 MB of available disk space to be installed.	After you select the JetSuite software and data directories, the installation program checks that your computer has enough available disk space. Try deleting unnecessary files or archiving older data to floppy disks or some other medium.
The software did not install (Windows 95).	All programs except Systray and Explorer should be closed.	To check, press <b>CTRL+ALT+DEL</b> . If there are other open programs, click one and click <b>End Task</b> . Repeat for each other open program. Then, re-install the software.
You receive this message: "JetSuite Fax has detected that the HP LaserJet 3100 is either switched off or is not connected to your computer."	The parallel cable is loose or not directly connected.	Make sure the parallel cable between the computer and the HP LaserJet 3100 product is securely connected.
	The power cord is loose.	Make sure the power cord is securely connected between the HP LaserJet 3100 product and the power source.
	The cable may be faulty.	If you have another size C parallel cable, try attaching it to the HP LaserJet 3100 product.
The computer cannot read the installation CD-ROM or floppy disks.	The correct drive may not have been specified.	Check for the proper disk drive letter. Often, it is <b>D</b> or <b>E</b> for the CD-ROM drive or <b>A</b> or <b>B</b> for the floppy disk drive.
	The CD-ROM or floppy disks may be damaged.	Check the CD-ROM or disks for damage. Copy the CD-ROM or disk directories to the hard drive. Then install from the hard drive.
You receive this message "There are not enough free COM ports on this system. You must have at least two available COM ports to install this software."	The software needs at least two COM ports. At least two COM ports are not available.	See the documentation for your computer for information on making more COM ports available.

## Setting required features for standalone fax

Certain settings must be determined before using the HP LaserJet 3100 product as a fax machine. If you have installed the software, you already set these features, and you can go to the next section.

If you do not intend to install the software, you need to do the following:

- Set the correct time and date. **In the United States, setting the time and date is a legal requirement.**
- Enter the fax header information. **Filling it in is a legal requirement.** Most HP LaserJet 3100 product functions are not available until it is filled in.
- Check the answer mode and number of rings-to-answer settings. Depending on your configuration, you may or may not have to alter these settings.
- If you have distinctive ring service from your local telephone company (US only), you need to enable distinctive ring detection.

See the following pages for instructions on altering or checking these settings. For information on other settings, such as adjusting the volume or changing from tone to pulse dialing, see chapter 8, “Managing Basic Features.”

## Setting the time and date

The time and date information is included in the header that prints at the top of faxes you send. **In the United States, setting the time and date is a legal requirement.** The time and date also show on the control panel display when the HP LaserJet 3100 product is idle.

### To change the time and date

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **Time/Date**, **Header**, and press **ENTER/MENU**.
- 3 Press **ENTER/MENU** to select **Time/Date**.
- 4 Use the **<** and **>** keys to select a 12-hour or 24-hour clock and press **ENTER/MENU**.
- 5 Enter the current time using the numeric keys.
- 6 If you chose the 24-hour clock, press **ENTER/MENU**.  
- Or -  
If you need to change the AM or PM designation, use the **<** and **>** keys to select the correct one, and then press **ENTER/MENU**.
- 7 Enter the current date using the numeric keys. Make sure to enter the month and day using both digits, such as "05" for May.

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#### Note

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If you enter a number incorrectly, press **BACK SPACE** until you reach the entry. Then re-enter the number.

- 8 Press **STOP/CLEAR** to exit the Menu settings.

## Setting the fax header

This information prints at the top of faxes you send. **Filling it in is a legal requirement.** Most HP LaserJet 3100 product functions are not available until it is filled in.

---

### Note

For special dialing symbols, see Chapter 8 “Managing Basic Features.”

### To set the fax header

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **Time/Date, Header** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **Fax Header** and press **ENTER/MENU**.
- 4 Enter your fax number and press **ENTER/MENU**. If you want to separate numbers, insert spaces using the **>** key.
- 5 Use the numeric keys to add the name of your company (40 characters maximum). To do so, repeatedly press the numeric key for the letter you need until the letter appears. For example, if the first letter you need is a “C,” press **2** repeatedly until a **C** appears. (Lower case letters appear after the upper case ones and the number of that key.) Press **>** to go to the next space.

---

### Note

To insert punctuation, press **\*** repeatedly until the character you want appears, and then press **>** to go to the next space. If you need to delete a letter, press **>** until you reach the space to the right of the letter, and then press **BACK SPACE**.

- 6 When you have finished, press **ENTER/MENU**.
- 7 Press **STOP/CLEAR** to exit the Menu settings.



## Setting the answer mode and rings to answer

The answer mode is set to Automatic or Manual depending on your situation. In Automatic mode, the HP LaserJet 3100 product answers incoming calls after the number of rings to answer specified. Or, it “listens” for fax tones when an answering machine connected to the line answers first and then answers if it’s a fax call. In Manual mode, the HP LaserJet 3100 product never answers calls. You must start the fax receiving process yourself, either by pressing **START** on the control panel or **\*\*\*** on a phone connected to that line.

If the HP LaserJet 3100 product is set to Automatic mode, you may need to adjust the rings-to-answer setting. This is especially important if the HP LaserJet 3100 product is connected to a line receiving both fax and voice calls (a shared line) with an answering machine. The rings to answer on the HP LaserJet 3100 product must be higher 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’s a voice call. This also allows the HP LaserJet 3100 product to listen to the call, and if it detects fax tones, to take the call.

For the HP LaserJet 3100 product, the factory default answer mode is Automatic, and the default number of rings to answer is 5. Use the table below to determine what settings to use given your situation.

If you have:	Do this with the answer mode:	And do this with the number of rings to answer on the HP LaserJet 3100 product:
A line only receiving fax calls (a dedicated line).	Leave set to Automatic	Change to 1 or 2 rings. (US) Change to 2 or 3 rings. (CAN)
A line receiving both fax and voice calls (a shared line) and only a telephone.	Leave set to Automatic*	Leave set to 5.
A line receiving both fax and voice calls (a shared line) and an answering machine or computer voicemail.	Leave set to Automatic	Set to 2 higher than number on answering machine or computer voicemail. For example, set to 6 if answering machine answers at 4.
One line with distinctive ring service (two separate phone numbers) (US ONLY).	Leave set to Automatic	Change to 1 or 2 rings, unless you have an answering machine or voicemail. Then, see “Enabling distinctive ring detection” in this chapter.

\*In Automatic, the HP LaserJet 3100 product automatically answers fax calls. However, people calling to speak to you hear fax tones if you do not answer or they do not hang up by the fifth ring. Use Manual if you do not want voice callers ever to hear fax tones, but remember that fax calls are not received automatically.

## To set the answer mode

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **Fax Settings** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **Incoming Faxes** and press **ENTER/MENU**.
- 4 Press **ENTER/MENU** to select **Answer Mode**.
- 5 Use the **<** and **>** keys to select **Automatic** or **Manual** and press **ENTER/MENU**.
- 6 Press **STOP/CLEAR** to exit the Menu settings.

## To set the number of rings to answer

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **Fax Settings** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **Incoming Faxes** and press **ENTER/MENU**.
- 4 Press **ENTER/MENU** to select **Rings to Answer**.
- 5 Enter the number of rings to answer and press **ENTER/MENU**.
- 6 Press **STOP/CLEAR** to exit the Menu settings.

## Enabling distinctive ring detection

If you subscribe to distinctive ring service with your telephone company, use this procedure to enable the HP LaserJet 3100 product to detect distinctive ring patterns. **If you do not have distinctive ring service, do not change this setting, or the HP LaserJet 3100 product will not be able to receive faxes.**

Distinctive ring service is available from some local telephone companies in the United States. It allows you to have two or three phone numbers on one line. This costs less than paying for two or three separate lines. Each of the phone numbers will have a different ring pattern. For example, your voice number could have a single ring and your fax number could have a double ring.

While distinctive ring service allows you to have up to three phone numbers on the same line, the HP LaserJet 3100 product only supports two numbers. The HP LaserJet 3100 product cannot detect the difference between the double-ring and triple-ring pattern and would answer calls coming to both the second and third numbers.

If you would like to have distinctive ring service, call your local telephone company to check availability and to subscribe. (Your telephone company may use a different name for this service. For example, it's called "Identa-ring" in parts of New Jersey and "RingMaster" in parts of Florida.) As of this printing, the service is only available in some areas.

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### Note

If you subscribe to distinctive ring service, make sure the telephone company assigns the double-ring pattern to the fax number. The HP LaserJet 3100 product ignores the single-ring pattern.

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## To enable distinctive ring detection

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### Note

Only change this setting to Yes if you have distinctive ring service from your telephone company. **If you do not have distinctive ring service, do not change this setting or the HP LaserJet 3100 product will not be able to receive faxes.**

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- 1 Call your local telephone company and subscribe to distinctive ring service. Make sure the telephone company assigns the double-ring pattern to the fax number. You **cannot** have a third phone number on this line.
- 2 Press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **Fax Settings** and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select **Incoming Faxes** and press **ENTER/MENU**.
- 5 Use the **<** and **>** keys to select **Distinctive Ring** and press **ENTER/MENU**.
- 6 Use the **<** and **>** keys to select **Yes** or **No** and press **ENTER/MENU**.
- 7 Press **STOP/CLEAR** to exit the Menu settings.

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### Note

If you have an answering machine or computer voicemail connected to this line for the other phone number (on the single ring pattern), make sure the HP LaserJet 3100 product's rings to answer is set to a **lower** number than the rings to answer on the answering machine or voicemail. If it isn't, the HP LaserJet 3100 product will be unable to receive fax calls.

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# Printing a test page

Use the “To print a self-test report” procedure to ensure that the HP LaserJet 3100 product is working properly. If you installed the software, see “To print a test page from the software” to ensure that the HP LaserJet 3100 product and software are working properly.

## To print a self-test report

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **Reports** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **Self Test** and press **ENTER/MENU**. The HP LaserJet 3100 product exits the Menu settings and prints the report, which confirms the HP LaserJet 3100 product is working.

## To print a test page from the software

- 1 Open a document created in a program such as Write.
- 2 From the **File** menu, select the **Print** command. Make sure the HP LaserJet 3100 product is selected and click **OK**. The HP LaserJet 3100 product should print a test page, which confirms both the software and HP LaserJet 3100 product are working.

## Verifying fax capability

Verify the fax function of the HP LaserJet 3100 product is working properly by calling a special HP phone number. When you call, HP faxes you a document about your new HP LaserJet 3100 product and using the HP First Fax system. HP First is a convenient way to receive the latest information about HP products.

### To verify fax capability

- 1 Place a blank sheet of paper into the document feeder tray.
- 2 On the control panel, press **MANUAL DIAL**.
- 3 Dial **1 800 677 1304** (spaces or dashes do not have to be dialed).
- 4 When you connect, follow the voice prompts to enter your fax number and confirm it.
- 5 The blank sheet of paper will not feed through the document feeder tray. Press **STOP/CLEAR** to remove it.

Within 2 to 3 minutes, HP faxes a one- or two-page document to confirm the fax function is working. Refer to the document to learn how to receive more information about your new HP LaserJet 3100 product.

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#### Hint

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You can also request the fax from any telephone. Just dial the toll-free number and follow the voice prompts after you connect.

## Taking the next step

The HP LaserJet 3100 product is now ready to use. HP strongly recommends that you now go to chapter 2, “Quick Tutorial.” There, you can explore some of the HP LaserJet 3100 product’s features and do so some of the most commonly used tasks.



# 2

# Quick Tutorial

## Introduction

Read this chapter for a quick start in learning the basics about the HP LaserJet 3100 product. This chapter contains the most general information about how to do everyday tasks. You'll also find many pointers to more information and how to get help.

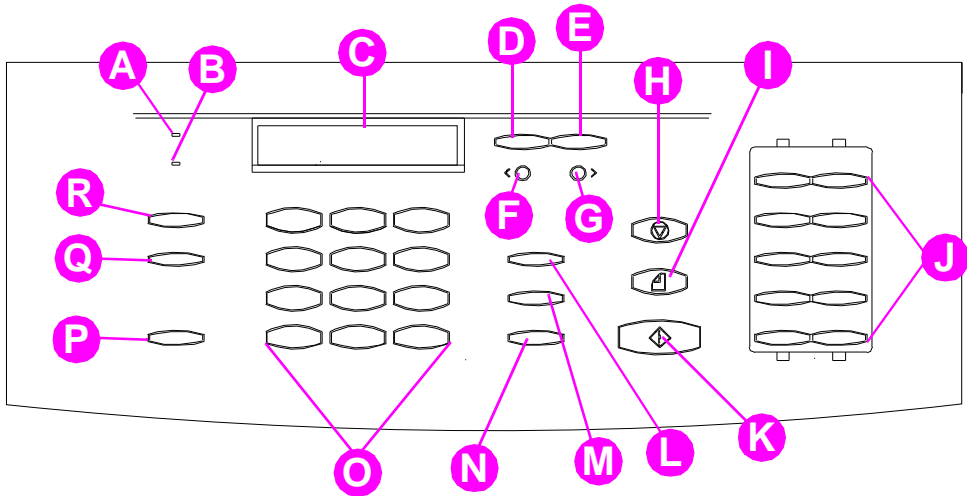
In this chapter, you will learn how to:

- Identify control panel keys and features
- Use the control panel menu
- Identify features of the Document Assistant dialog
- Identify the key features of the JetSuite Desktop
- Identify the key features of the JetSuite Viewer
- Send a fax
- Make a copy
- Scan an item to the computer

Remember that unless you have a computer and have installed the software, you will only be able to send a fax or make a copy using the control panel.



# Identifying control panel keys and features



Look for the following buttons and features on the control panel. These buttons and features are used to fax paper-based documents, make copies, and adjust settings for the HP LaserJet 3100 product.

- |   |  |
|---|--|
| <p><b>A</b> <b>Ready Light</b> – When solid, indicates the HP LaserJet 3100 product is ready and has no error conditions.</p> <p><b>B</b> <b>Error light</b> – When solid, indicates an error condition.</p> <p><b>C</b> <b>Control Panel Display</b> – Displays messages or Menu settings.</p> <p><b>D</b> <b>Enter/Menu key</b> – Used to access the Menu, save a selection, or go down one level in the Menu settings.</p> <p><b>E</b> <b>Back Space key</b> – Used to go up one level in the Menu settings or to backspace when typing text.</p> <p><b>F</b> <b>Back Arrow key</b> (&lt;) – Used to scroll back through items at the same Menu level.</p> <p><b>G</b> <b>Forward Arrow key</b> (&gt;) – Used to scroll forward through items at the same Menu level. Also used to insert a space when typing text.</p> <p><b>H</b> <b>Stop/Clear key</b> – Stops or clears any action in progress or exits the Menu settings.</p> <p><b>I</b> <b>Copy key</b> – Starts the copy function.</p> | <p><b>J</b> <b>One-touch keys</b> – Store frequently dialed fax numbers.</p> <p><b>K</b> <b>Start key</b> – Starts sending paper faxes.</p> <p><b>L</b> <b>Manual Dial key</b> – Used to dial each digit as it is pressed. Often used for dialing with calling cards or international dialing.</p> <p><b>M</b> <b>Speed-Dial key</b> – Push this key plus a two- or three-digit code to send faxes to previously stored fax numbers.</p> <p><b>N</b> <b>Redial/Pause key</b> – Push to redial the last fax number or use to insert a pause into a fax number.</p> <p><b>O</b> <b>Numeric keys</b> – Use to enter fax numbers. Also used to add letters when typing a name in the fax header or for speed-dials.</p> <p><b>P</b> <b>Volume key</b> – Used to adjust the speaker volume for incoming and outgoing faxes.</p> <p><b>Q</b> <b>Resolution key</b> – Used to adjust the resolution for the current fax or copy job.</p> <p><b>R</b> <b>Contrast key</b> – Used to adjust the contrast for the current fax or copy job.</p> |
|---|--|

# Using the control panel menu

Using the control panel menu, you can access all copy and fax features and settings. Follow these general steps to familiarize yourself with the control panel menu. See “Sending a fax” or “Making a copy” later in this chapter for instructions for those specific tasks.

**For a list of menu items, see “The Menu tree” in chapter 8.**

## To use the control panel Menu

- 1 Press **ENTER/MENU**. This gives you access to the Menu choices.
- 2 Use the **<** (left arrow) and **>** (right arrow) keys to scroll through the menu items that appear on the control panel display.
- 3 When you find the item you want, press **ENTER/MENU** to save the selection. A new series of options relating to the item you chose appears.

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### Note

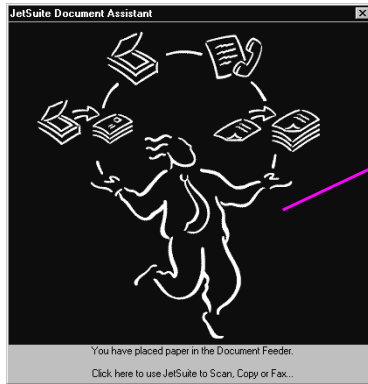
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If you accidentally chose an incorrect item, press **BACK SPACE**. This takes you back to the set of options you had before you pressed **ENTER/MENU**.

- 4 Use the **<** and **>** keys to scroll through the new Menu items. When you find the item you want, press **ENTER/MENU** to save the selection.
- 5 When you have saved the final selection, press **STOP/CLEAR** to exit the menu and return the HP LaserJet 3100 product to the Ready state.

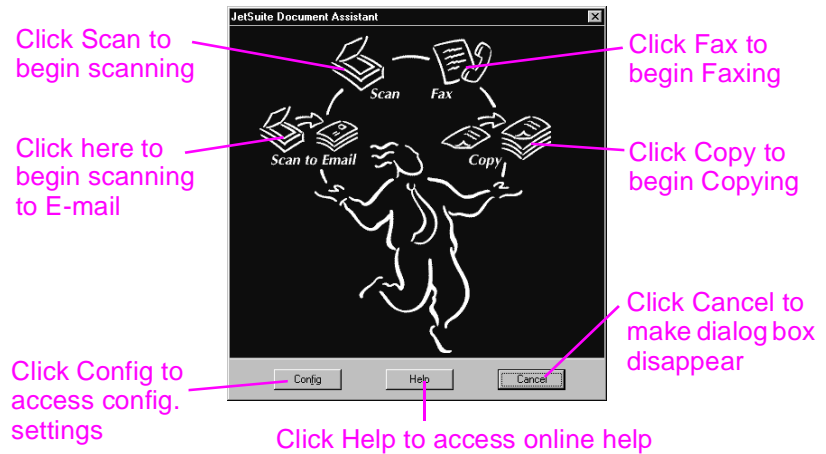
# Identifying Document Assistant features (software)

The Document Assistant is a dialog that appears on the computer screen when you load a document into the document feeder tray. (This assumes that you have installed the software and your computer is on.) Click anywhere on the Document Assistant to activate it and display the names of the functions:



Click anywhere on this screen to activate it

As indicated, you can choose to fax, copy, or scan the document loaded in the document feeder tray. If you have a compatible e-mail program, the **Scan to E-mail** button also appears.



If you are scanning (or scanning to e-mail), you must begin the task using the Document Assistant, the JetSuite Pro software, or another type of software; you cannot use the control panel. If you are faxing or copying, you can use the software or control panel. If you choose the control panel, the Document Assistant closes.

At the bottom of the Document Assistant are the **Config.**, **Help**, and **Cancel** buttons. Click **Config.** to access software and HP LaserJet 3100 product configuration settings. **Help** takes you to the online help for the JetSuite software and the HP LaserJet 3100 product. Clicking **Cancel** closes the Document Assistant.

## Accessing the JetSuite Pro software

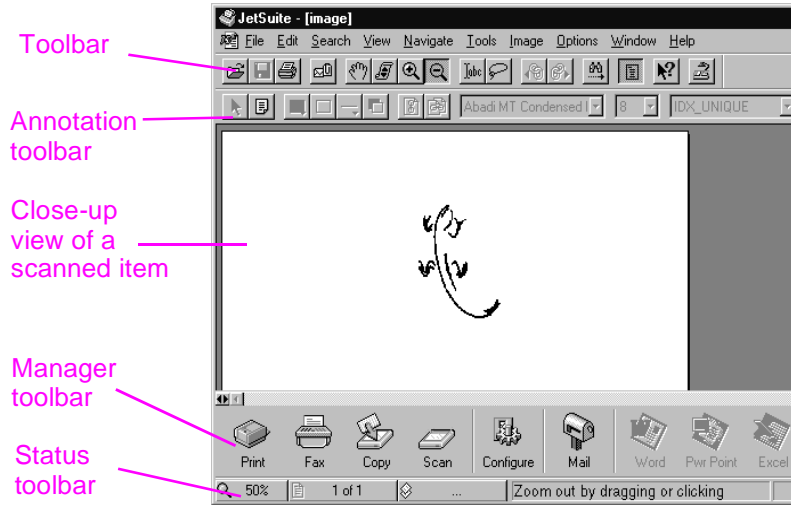
You can access the JetSuite Pro software by:

- using the Document Assistant, as described above
- using the Program Manager in Windows 3.1x or the **Start** menu in Windows 95
- double-clicking the HP LaserJet 3100 product icon on the Windows 95 taskbar (at the bottom, right of your computer screen)

There are two main components to the JetSuite software: the desktop and the viewer. These two components are described in the following sections.

# Introducing the viewer (software)

When you initiate a scan from the Document Assistant, the scanned item appears as an unnamed file in the viewer of the JetSuite Pro software. Identify the different parts of the viewer window:

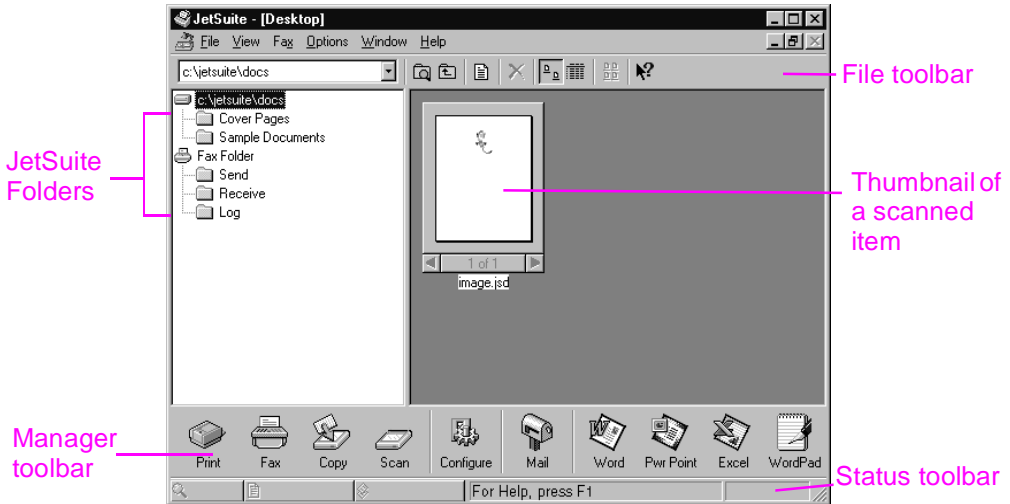


The viewer allows you to work with the content of the scanned item. Use the viewer to:

- highlight text or images or add electronic sticky notes using the annotation tools.
- clean up or adjust the scanned item.
- send the item to print, copy, fax or attach it to an e-mail message.

# Introducing the desktop (software)

When you close a document in the viewer, it appears as a thumbnail (a small image) or file name in the desktop of the JetSuite Pro software. Identify the following features on the desktop:



The desktop helps you manage scanned documents. Use the desktop to:

- organize and file a saved, scanned item in a folder.
- send the scanned item to another program, such as a word processing program.
- manage faxes being sent from and received to the computer and view fax logs for all faxes.

If you want to return to viewing the document in the viewer, double-click the thumbnail or file name of the document.

For more information about scanning and the JetSuite software, see chapter 6, "Scanning," and the online help.

## Using online help

You installed the online help when you installed the software. Online help contains detailed procedures that guide you through any task you want to perform from the software. It provides information that is specific to the current task. Online help is also a troubleshooting tool. When questions arise or a problem occurs, the quickest way to find a solution is to access your online help.

Online help contains the following general topics:

**Installation Help** — provides help on installing the software and determining required settings.

**General Information Help** — gives overview information for the print, fax, copy, and scan functions. Also gives overview information for the JetSuite software.

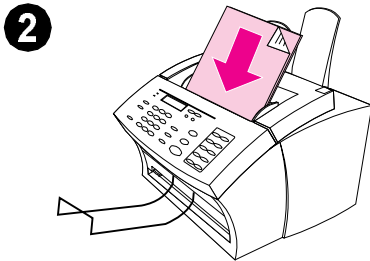
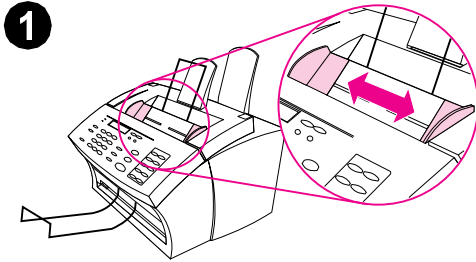
**Troubleshooting** — gives solutions for common problems.

**How Do I** — provides step-by-step instructions on printing, faxing, copying, scanning, configuration, and other JetSuite software tasks.

You can access online help by:

- clicking **Help** on the Document Assistant or any screen where the **Help** button appears.
- selecting **Contents** from the **Help** menu on the desktop or viewer.

# Loading items to be faxed, copied, or scanned



Whether you are faxing a paper item, copying, or scanning, the procedure for loading the item is the same.

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## CAUTION

Make sure to use a carrier sheet when faxing, copying, or scanning fragile items and photographs. Sent unprotected, fragile items can be damaged, and photographs will be scratched and can lose their finish.

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## Note

Before loading an item, remove anything that may damage the HP LaserJet 3100 product, such as staples or self-stick notes.

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## To load an item

- 1 Adjust the guides in the document feeder tray to the size of the item you are loading.
- 2 Place up to 30 pages top first, face down, into the document feeder tray.

Wait for the HP LaserJet 3100 product to load the first page.



# Sending a fax

You can send a fax using the control panel or by clicking **Fax** on the Document Assistant. If you choose the control panel, the Document Assistant disappears.

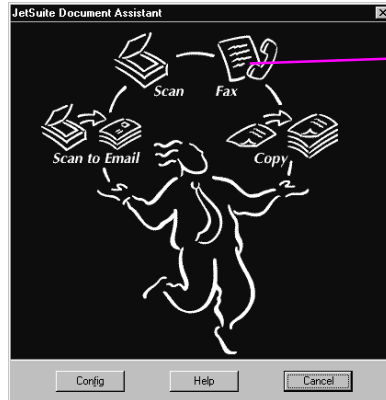
## To send a fax using the control panel

- 1 Dial the fax number using the numeric keys.
- 2 Load the document into the document feeder tray.
- 3 Press **START** to begin faxing.

For more information about sending faxes from the control panel, see chapter 3, “Faxing.”

## To send a fax using the Document Assistant

- 1 Load the document into the document feeder tray.
- 2 When the Document Assistant appears, click anywhere on it to activate it.
- 3 Click **Fax**.



- 4 When the **JetSuite PC Send Fax** dialog box appears, type the recipients name and fax number and add a cover page (optional).
- 5 Click **Send Fax** to begin sending the fax.

See chapter 3, “Faxing,” for more detail on when to fax from the control panel, the Document Assistant, or a program, such as the JetSuite Pro Desktop or a word-processing program. For more information on using the Document Assistant and JetSuite Pro software, see the online help.

# Making a copy

You can initiate a copy using the control panel or by clicking **Copy** on the Document Assistant. If you choose the control panel, the Document Assistant disappears.

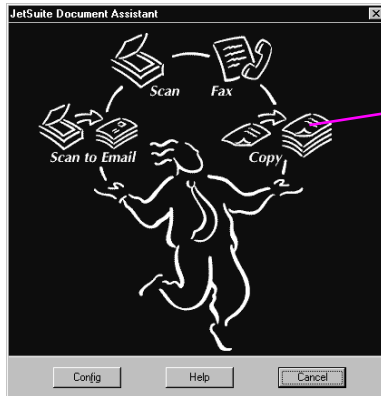
## To make a copy using the control panel

- 1 Load the document into the document feeder tray.
- 2 If you are just making one copy, press **COPY**.  
- Or -  
If you are making multiple copies, use the numeric keys to enter the number of copies and then press **COPY**.

For more information about making copies from the control panel, see chapter 5, “Copying.”

## To make a copy using the Document Assistant

- 1 Load the document into the document feeder tray.
- 2 When the Document Assistant appears, click anywhere on it to activate it.
- 3 Click **Copy**.



- 4 In the dialog box that appears, adjust options, such as contrast and brightness.
- 5 Click **Start Copy** to begin copying.

See chapter 5, “Copying,” for more detail on when to choose to copy from the control panel or the Document Assistant. For more information on using the Document Assistant, see the online help.

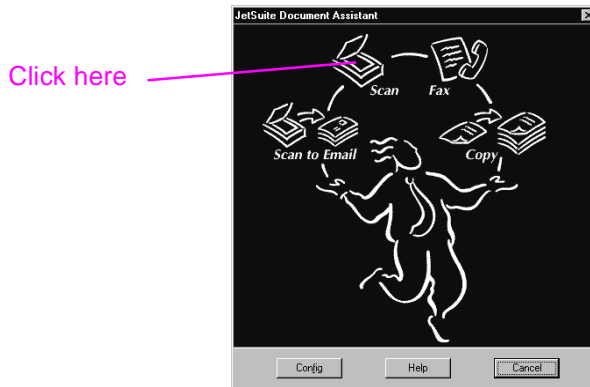
# Scanning an item

You must have installed the software to scan an item. Start a scan from the Document Assistant by clicking **Scan**.

When the next dialog box opens, click **Start Scan** or **Scan to Text**. Clicking **Start Scan** places the item in the viewer of the JetSuite Pro software. Using this program, you can annotate, organize, and store important documents. If you click **Scan to Text**, the document is converted to editable text and opens in an unnamed file in your word-processing program.

## To scan to the JetSuite Desktop

- 1 Load the document into the document feeder tray.
- 2 When the Document Assistant appears, click anywhere on it to activate it.
- 3 Click **Scan**.



- 4 In the dialog box that appears, adjust any options, such as contrast, and click **Start Scan**.
- 5 After it has been scanned, the item will appear in the viewer. Explore the options: Add annotations and hyperlinks, and then send the item to fax, print, or another task.


For more information on scanning, see chapter 6, “Scanning,” and the online help. For more information on scanning to e-mail, see chapter 7, “E-mailing Portable Documents,” and the online help.

# 3

# Faxing

## Introduction

This chapter provides an overview of the different faxing capabilities provided by the HP LaserJet 3100 product and the software.

In this chapter, you will also learn how to work with paper faxes using the HP LaserJet 3100 product's control panel. If you can use the software to adjust the setting or perform the same procedure **with a paper fax**, it will have this icon next to it: 

If you need to adjust fax default settings, change set up information, or program one-touch keys and speed-dial codes from the control panel, see chapter 8, "Managing Basic Features."

All procedures and settings for PC faxing are controlled from the software. For more information about PC faxing and using the software, see "Faxing overview" in this chapter, and then see the online help.

# Faxing overview

You can work with faxes in the following ways:

- Use the HP LaserJet 3100 product to send and receive faxes.
- Use the Document Assistant to send a paper fax and gain access to software features such as the PC Fax Phone Book. (You must have installed the software to use the Document Assistant.)
- Send electronic documents as faxes and receive incoming faxes to the computer.

## Faxing using the HP LaserJet 3100 product

The HP LaserJet 3100 product operates just like a regular fax machine; you don't have to install the software or have the computer on for it to work. From the HP LaserJet 3100 product, you can send and receive paper faxes and adjust all settings needed for faxing from the control panel.

Normally, received faxes are printed at the HP LaserJet 3100 product. However, you can choose to have incoming faxes stored in the HP LaserJet 3100 product's memory until you print them.

This chapter details how to work with faxes sent from and received to the HP LaserJet 3100 product. Chapter 8 explains how to adjust the HP LaserJet 3100 product's default settings, change setup information, and program one-touch keys and speed-dial codes.

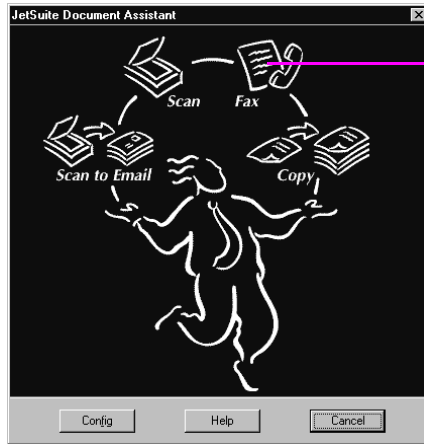
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### Hint

If you want to improve the quality of a paper document before faxing it, scan the document to the viewer of the JetSuite Pro Desktop program first and straighten or clean the image. Then, send it as a fax from the software. See chapter 6, "Scanning," for more information.

## Sending faxes using the Document Assistant (software)

If you have installed the software and the computer is on, you can use the Document Assistant to send a paper fax. The Document Assistant appears on the computer screen when you load a document into the document feeder tray.



Click here to begin faxing

After clicking **Fax**, you can fill out the recipient's information and send the fax. You also have access to settings for the HP LaserJet 3100 product.

The advantages to using the Document Assistant are that you can add an electronic cover sheet (stored on the desktop) and access fax numbers stored in the JetSuite PC Fax Phone Books. When using the control panel, you only have access to the one-touch keys and speed-dial codes.

Before using the Document Assistant to send a paper fax, see "Selecting items for faxing, copying, and scanning" and "Loading items to be faxed" in this chapter. The other procedures in this chapter only describe how to do faxing tasks using the control panel, but any that can also be done from the software have this icon next to them:



For more information on using the Document Assistant, click **Help** on the Document Assistant dialog box.



## Faxing using a program (software)

With the JetSuite software, you can fax electronic documents from and receive incoming faxes to your computer. You can also adjust the settings for PC faxing and the HP LaserJet 3100 product.

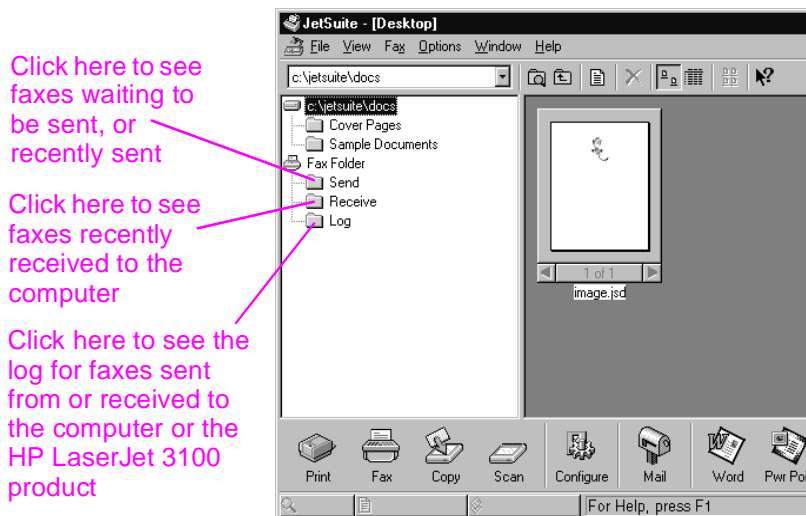
You can easily send many electronic documents directly from the program in which they were created, if the program is compatible. To find out if your program is compatible, simply open a document in the program, choose the **Print** command, and see if **JetSuite Fax** is a printer option. If so, select it. The JetSuite Pro software opens its **JetSuite PC Send Fax** dialog, where you can fill in the recipient's name and fax number, add a cover sheet (optional), and send the fax.

If the document you want to fax is a JetSuite document, select it on the desktop, or double-click it to open it in the viewer. Then, click the **Fax** icon in the Manager toolbar. The **JetSuite PC Send Fax** dialog opens, and you can proceed as described above.

You can also use the software to receive incoming faxes to the computer, but there are some limitations. Your computer must be on when faxes arrive. Also, if you have a phone line receiving both fax and voice calls (a shared line) and an answering machine or computer voicemail on the line, you must turn off the answering machine or voicemail to receive faxes to the computer. If you don't, either the answering machine or voicemail answers all calls or the PC fax program does.

Many users choose to send faxes from the computer because it is convenient, but because of the limitations on receiving to the computer, most users choose to receive faxes to the HP LaserJet 3100 product.

If you choose to send faxes from any program or receive faxes to the computer, you can view and manage them from the desktop. And all faxes, whether they were sent from or received to the computer or the HP LaserJet 3100 product, will have an entry in the Log folder on the desktop. The Log entry is not the fax itself but a record of the basic information about the fax, such as when and to whom it was sent or when and from whom it was received.



Using the software, you can also do the following:

- Control all the settings for the software and most of the settings for the HP LaserJet 3100 product.
- Change setup and header information.
- Add numbers to the PC Fax Phone Books. These numbers can be accessed when sending electronic faxes from a program or paper faxes from the Document Assistant.
- Enter numbers for the one-touch keys and speed-dial codes. These numbers are accessed from the HP LaserJet 3100 product.

All information for PC faxing topics is in the online help, which you can access by selecting **Contents** from the **Help** menu in the JetSuite Pro Desktop program.

# Sending faxes

Follow the instructions below for selecting, orienting, and sending paper faxes.

## Selecting items for faxing, copying, and scanning

The HP LaserJet 3100 product can fax, copy, and scan various types of items, from 2 by 3.5 inches (51 by 89 mm) (the size of a business card) to 8.5 by 30 inches (215 by 762 mm) pages. It also accepts bond papers, onionskin papers, newspaper pages, magazine pages, recycled papers, transparencies, items in carrier sheets and photographs in carrier sheets.

Also, coarser papers scan more easily. While slick papers go through the HP LaserJet 3100 product, it may be more difficult. For best results, feed slick sheets one at a time.

You should not put anything in the HP LaserJet 3100 product that could get stuck in or damage the feed mechanism. Observe the following to minimize the possibility of jams.

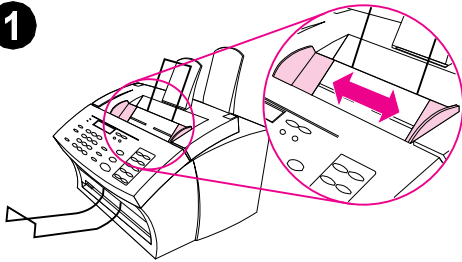
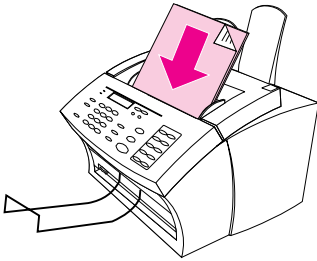
- Remove self-stick notes.
- Remove staples and paper clips.
- Straighten any curls or wrinkles from documents before putting them into the document feeder tray.
- Do not send any document with glue, correction fluid, or wet ink on it.
- Do not send gum-backed paper or labels.
- Place documents with tears, perforations, or punch holes in a carrier sheet.
- Avoid multiple copy forms.

When scanning, you need to protect small, fragile, lightweight (less than 12 lb, or 46 g/m<sup>2</sup>), or irregularly sized items such as receipts, newspaper clippings, photographs or old or worn documents. To do so, HP recommends that you do one of the following:

- Place the item in a carrier sheet. You can buy a carrier sheet, or you can make one by taping a transparency and piece of paper together along one of the short sides. Insert the item to be faxed, copied, or scanned into the carrier, and insert the carrier into the document feeder tray, taped edge first.
- Using clear tape, tape the leading and trailing edges of the item to a sheet of letter- or A4-size paper. If the item is not square or rectangular, tape all edges of the item to the paper.
- If you have access to a full-size copier, copy the item first and then send the copy through the scanner.

When sending items in a carrier sheet, you need to move the special media lever to the right and feed only one carrier sheet at a time. See “To load thick items” in this chapter.

If you have a problem with the HP LaserJet 3100 product, see chapter 9, “Troubleshooting and Maintenance.”

**1****2**

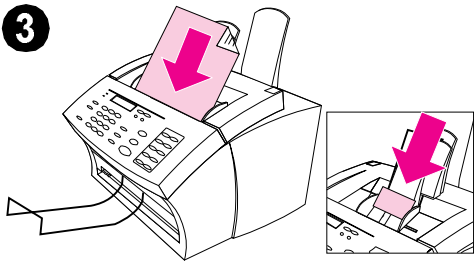
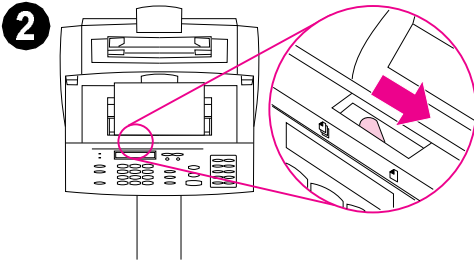
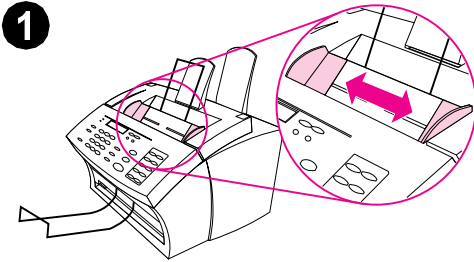
## Loading items to be faxed

Whether you want to fax, copy, or scan, the procedure for loading the document is the same. If your document is on a regular weight paper (from 12 to 28 lb or 46 to 105 g/m<sup>2</sup>), use “To load normal items.” If your document is a transparency, in a carrier sheet, or is not on regular weight paper, use “To load special items.”

### To load normal items

- 1 Adjust the guides in the document feeder tray to the size of the item you are loading.
- 2 Place up to 30 pages top first, face down, into the document feeder tray.

Wait for the HP LaserJet 3100 product to load the first page.



## To load special items

---

### CAUTION

Make sure to use a carrier sheet when faxing fragile items and photographs. Sent unprotected, fragile items can be damaged, and photographs will be scratched and can lose their finish.

---

- 1 Adjust the guides in the document feeder tray to the size of the item you are loading.
  - 2 Locate the special media lever on the top edge of the control panel and move it to the right.
- 

### CAUTION

Do not move the lever after the HP LaserJet 3100 product has begun sending the page.

---

- 3 Load only one sheet at a time, top first, face down, into the document feeder tray.
- 

### Note

If you are loading a business card, place it with a **long** edge first.

---

Wait for the HP LaserJet 3100 product to load the page.

---

### Note

Move the special media lever back to the left after sending special items. A stack of regular pages sent with the lever at the right can go through in multiples and may cause jams.

---



## Adjusting the contrast

The contrast setting affects the lightness or darkness of an outgoing fax as it is being sent. Using the following procedure changes the contrast for the current job only. After the fax has been sent, the contrast setting returns to the default.

---

### Note

---

To change the default contrast, see “Changing the default contrast” in chapter 8.

### To adjust the contrast

- 1 Press **CONTRAST** to display the current contrast setting.
- 2 Use the **<** and **>** keys to scroll through the choices. You can choose **Darken**, **Lighten**, or **Normal** (the default).
- 3 Press **ENTER/MENU** to save the selection.



## Adjusting the resolution

Resolution affects the quality in dots per inch (dpi) of documents to be faxed. It also affects the transmission speed. For a discussion of which resolution to choose, see “Resolution options” in this chapter.

Use this procedure to change the resolution for the current job only. After the fax has been sent, the resolution setting returns to the default.

---

### Note

---

To change the default resolution setting, see “Changing default resolution” in chapter 8.

### To adjust the resolution

- 1 Press **RESOLUTION** to display the current resolution setting.
- 2 Use the **<** and **>** keys to scroll through the choices. You can choose **Standard**, **Fine** (the default), **Superfine**, or **Photo**.
- 3 Press **ENTER/MENU** to save the selection.

## Resolution options

Use this table to determine which resolution setting to choose for your fax. Note that each increase in quality lengthens transmission time.

<b>Choose this resolution:</b>	<b>For this result:</b>
<b>Standard</b> (203 by 98 dpi)	<b>Standard quality for words.</b> <ul style="list-style-type: none"> <li>● Use this setting when speed is more important than quality. This is the fastest of the resolution settings.</li> <li>● All fax machines can receive at this quality.</li> <li>● Words have better quality than graphics or photos.</li> </ul>
<b>Fine</b> (203 by 196 dpi)	<b>Higher quality for words.</b> <ul style="list-style-type: none"> <li>● Use this setting for good all-around quality.</li> <li>● Most fax machines can receive at this setting. If they cannot, they will receive at Standard.</li> <li>● Words have better quality than graphics or photos.</li> </ul>
<b>Superfine</b> (300 by 300 dpi)	<b>Best quality for words.</b> <ul style="list-style-type: none"> <li>● Words have better quality than graphics or photos.</li> <li>● Only a few fax machines receive at this mode. If they cannot, they will receive at the highest supported resolution.</li> <li>● Documents with this resolution are not scanned before the fax number connects.</li> <li>● Faxes to a group, faxes to be polled, or delayed faxes cannot use this setting.</li> </ul>
<b>Photo</b> (halftone images scan up to 300 by 300 dpi)	<b>Best quality for graphics and photos.</b> <ul style="list-style-type: none"> <li>● Use this setting when the quality of graphics and photos in the document is more important than the quality of words.</li> <li>● Only a few fax machines receive at this mode. If they cannot, they will receive at the highest supported resolution.</li> <li>● The document will be scanned as a halftone image (which simulates shades of gray) at up to 300 by 300 dpi.</li> <li>● This is the longest of the transmission times.</li> <li>● Documents with this resolution are not scanned before the fax number connects.</li> <li>● Faxes to a group, faxes to be polled, or delayed faxes cannot use this setting.</li> </ul>





## Inserting a pause while dialing

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

Press **REDIAL/PAUSE** to enter a two-second pause in your dialing sequence. A comma appears on the control panel display, indicating that the pause will occur at that point in the dialing sequence.

If you enter the pause at the end of a number you are programming into a one-touch key, speed-dial code, or group-dial code, the HP LaserJet 3100 product waits to dial this number until you enter another number. (This is also known as concatenated dialing.)

## Using special dialing symbols

After enabling special dialing symbols, you can use them when dialing a fax number or entering a fax number for a one-touch key, speed-dial code, or group-dial code.

---

### Note

---

Before using special dialing symbols such as hook flash, you must enable them. See “Enabling special dialing symbols” in chapter 8.

### To use special dial symbols

- 1 When you reach the position in the fax number where you need the symbol, press **\***.
- 2 Use the **<** and **>** keys to scroll through the symbols until you reach the one you need and press **ENTER/MENU**.
- 3 The special symbol is entered into the fax number. It will be represented by a letter or punctuation mark.  
- Or -  
Depending on the symbol you chose, you may be asked to make additional choices before the symbol is entered into the fax number.

## Special dialing symbols options

The following table shows which dialing symbols can be entered into a fax number using the procedure on the previous page.

Dial Symbol menu choice	Symbol in fax number:	Does this:
Dial *	*	Dials a *.
Detect dial tone	D	Detects a dial tone in the dialing sequence.
Tone dial	T	Selects tone dialing.
Error correction	E	Disables error correction mode.
Fax speed	Ä, Î, or 'I	Chooses the maximum transmission speed.
Charge code	C	Stores a charge code or pauses the dialing sequence to allow you to enter a charge code.
Hook flash	!	Performs an automatic hook switch.



## Sending faxes to one recipient

This procedure details how to send a fax to one recipient.

---

### Hint

---

If there are fax numbers you use regularly, you can assign a one-touch key or speed-dial code for them. See “Programming one-touch keys and speed-dial codes” in chapter 8 for instructions.

### To send a fax

- 1 Dial the fax number using one of the following methods:
  - Use the numeric keys.
  - If the fax number you are calling has a one-touch key, press that key.
  - If the fax number you are calling has a speed-dial code, press **SPEED DIAL**, enter the speed-dial code, and press **ENTER/MENU**.

---

### Note

---

When dialing using the numeric keys, 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.

- 2 Load the document into the document feeder tray.
- 3 Adjust any options, such as contrast or resolution.
- 4 Press **START**.

After the last page of the fax has exited the HP LaserJet 3100 product, you can start sending another fax, copying, or scanning.

If you faxed a thick document, make sure to move the special media lever back to the left. A stack of regular pages sent while the lever is at the right may cause multiple feeds, jams, or both.

---

### Hint

---

You can send a fax by loading the document first. Then, adjust any options, dial the number, and press **START**.

---

### Hint

---

You can send a fax to a fax number that is programmed into the PC Fax Phone Book. After you have loaded the document into the document feeder tray, click **Fax** on the Document Assistant. Then, choose a fax number from the PC Fax Phone Book and send the fax.



## Sending faxes to multiple recipients

You can send a paper fax to several fax numbers at once. If you want to send a fax to a group of fax numbers you have assigned to a group-dial code, use “To send a fax using a group-dial code.” If you want to send to up to 100 numbers that do not have a group-dial code, use “To send a fax to an ad-hoc group.”

In the rare instance that your document does not fit into memory, you will need to send the document to each fax number one at a time, or use the Document Assistant.

### To send a fax using a group-dial code

- 1 Load the document into the document feeder tray.
- 2 Adjust any options, such as contrast or resolution. Only Standard or Fine resolution is available when sending to a group. If you choose Superfine or Photo, the resolution defaults to Fine.
- 3 Press the one-touch key for the group.  
- Or -  
Press **SPEED DIAL** and the group-dial code for the group.
- 4 Press **ENTER/MENU**.
- 5 Press **START**.

The HP LaserJet 3100 product scans the document into memory and sends the fax to each fax number specified. If a number in the group is busy, the HP LaserJet 3100 product dials the remaining numbers before attempting any redials.

---

#### Note

You can send a fax by dialing the number and then loading the document. Then, adjust any options and press **START**.

---

#### Hint

You can send a fax to a group programmed into the PC Fax Phone Book. After you have loaded the document into the document feeder tray, click **Fax** on the Document Assistant. Then, choose the group from the PC Fax Phone Book and send the fax.

---

---

**Hint**

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If you regularly send faxes to the same group of people, you can assign a group-dial code to their fax numbers. See “Programming a group-dial code” in chapter 8 for instructions.

## To send a fax to an ad-hoc group

- 1 Dial the first fax number using one of the following methods:
  - Use the numeric keys.
  - If the fax number you are calling has a one-touch key, press that key.
  - If the fax number you are calling has a speed dial code, press **SPEED DIAL**, enter the speed-dial code, and press **ENTER**.

---

**Note**

---

When dialing using the numeric keys, 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 a long distance prefix.

- 2 Press **ENTER/MENU**.
- 3 Repeat steps 1-2 to continue entering numbers.  
- Or -  
Go to the next step.
- 4 Load the document into the document feeder tray.
- 5 Adjust any options, such as contrast or resolution. Only Standard or Fine resolution is available when sending to a group. If you choose Superfine or Photo, the resolution defaults to Fine.
- 6 Press **START**.

The HP LaserJet 3100 product scans the document into memory and sends the fax to each fax number. If a number in the group is busy, the HP LaserJet 3100 product dials the remaining numbers before attempting any redials.

---

**Note**

---

You can send a fax to a group by loading the document first. Then, adjust any options, dial the numbers, and press **START**.

---

**Hint**

---

You can send a fax to fax numbers programmed into the PC Fax Phone Book. After you have loaded the document into the document feeder tray, click **Fax** on the Document Assistant. Then, choose the fax numbers from the PC Fax Phone Book and send the fax.

## Using Manual Dial

Normally, the HP LaserJet 3100 product dials after you press **START**. There may be times, however, when you want the HP LaserJet 3100 product to dial each number as you press it. For example, if you're charging your fax call to a calling card, you'll 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 may need to dial part of the number and then listen for dial tones before continuing to dial.

---

### Note

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To receive faxes if your HP LaserJet 3100 product is in Manual mode, see "Receiving faxes when you hear fax tones" in this chapter.

### To use Manual Dial

- 1 Place the document in the document feeder tray.
- 2 Press **MANUAL DIAL**. The HP LaserJet 3100 product goes off hook, and you can hear the dial tone.
- 3 Begin dialing. The fax number dials as you enter each digit. This allows you to wait for pauses, dial tones, international access tones, or calling card acceptance tones before continuing to dial.

## Sending a fax by dialing from a telephone

There may be times when you want to dial a fax number from a telephone connected to the same line as the HP LaserJet 3100 product. For example, if you are sending a fax to a person whose HP LaserJet 3100 product is in Manual mode, you can call them first to let them know the fax is coming.

### To send a fax by dialing from a telephone

- 1 Place the document in the document feeder tray.
- 2 Pick up the handset of a phone connected to the HP LaserJet 3100 product and dial the fax number using the phone's or the HP LaserJet 3100 product's numeric keys.
- 3 When the recipient answers, instruct them to start their fax machine.
- 4 When you hear the fax tones, press **START** to begin transmitting the fax, and then hang up the phone.

## Redialing manually

By factory default, the HP LaserJet 3100 product automatically redials busy numbers up to five times at specified intervals. It does not redial if there is no answer.

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

---

### Note

To stop the current redial attempt for a fax, see “Canceling the current fax job” in this chapter. To cancel all pending, automatic redial attempts for a fax, see “Canceling a fax job using Job Status” in this chapter.

---

### Note

To change the number of redials or time between redials, see “Adjusting autoredial” and “Adjusting the time between redials” in chapter 8.

## To redial manually

- 1 Load the document into the document feeder tray.
- 2 Press **REDIAL/PAUSE**.
- 3 Press **START**. The HP LaserJet 3100 product redials the last number and attempts to send the fax.

## Sending a fax with confirmation

Use this procedure if you need to make sure the current fax transmission was successful and your HP LaserJet 3100 product is not set to print a transmission report normally. The report includes a thumbnail of the first page of the fax, if it is still available in memory.

---

### Note

---

To change when transmission reports normally print, see “Setting when transmission reports print” in chapter 8.

### To send a fax with confirmation

- 1 Load the document into the document feeder tray.
- 2 Press **ENTER/MENU**.
- 3 Press **>** once to display **Fax Functions** and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select **Send Confirmation** and press **ENTER/MENU**.
- 5 Use the **<** and **>** keys to select **Yes** and press **ENTER/MENU**.
- 6 Dial the fax number.
- 7 Press **START** to begin faxing.

After sending the fax, this setting automatically reverts to No.



## Sending long pages

Normally, the HP LaserJet 3100 product stops feeding a page through the document feeder tray after 39 inches (991 mm) because it senses the page may have jammed. If you want to fax an item longer than 39 inches (991 mm), such as a banner, you can feed it through the HP LaserJet 3100 product in one piece using one of the following procedures. These procedures affect the current job only.

---

### Note

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The document prints at the receiving fax machine on as many pages as needed.

### To send long pages using Send Long Pages

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **Fax Settings** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **Outgoing Faxes** and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select **Send Long Pages** and press **ENTER/MENU**.
- 5 Use the **<** and **>** keys to select **Yes** and press **ENTER/MENU**.
- 6 Load the document into the document feeder tray.
- 7 Dial the fax number.
- 8 Press **START** to begin faxing.

After sending the fax, this setting automatically reverts to No.

### To send long pages using Start

- 1 Load the long page into the document feeder tray.
- 2 When the page reaches the 39 inch (991 mm) mark, the HP LaserJet 3100 product beeps and displays **Long Page? START to Continue** only for a few seconds. Quickly press **START**.
- 3 If you were not able to press **START** before the message disappeared, clear the document from the document feeder tray and repeat steps 1-2.



## Sending a fax at a future time

You can schedule a fax to be sent automatically at a future time to one or more people. Once you finish this procedure, the HP LaserJet 3100 product scans the document into memory and returns to the Ready state so you can do other tasks.

If the HP LaserJet 3100 product cannot transmit the fax at the scheduled time, it prints the fax out of memory. This may happen in the case of a no answer or busy signal with redial attempts failing.

---

### Note

If you choose Superfine or Photo when sending a delayed fax to a group, the resolution defaults to Fine.

---

### Hint

If you already set a fax to send at a future time but need to add something to it, you can send the additional information as another job. All faxes scheduled to go to the same fax number on the same date and time are automatically delivered using just one phone call.

## To send a fax at a future time

- 1 Load the document into the document feeder tray.
- 2 Press **ENTER/MENU**.
- 3 Press **>** once to display **Fax Functions** and press **ENTER/MENU**.
- 4 Press **ENTER/MENU** to select **Delayed Fax**.
- 5 Use the numeric keys to enter the start time. If you are set to a 12-hour clock and need to change the AM or PM designation, press **>**. Then, press **>** to select **AM** or **PM**.
- 6 Press **ENTER/MENU**.
- 7 Press **ENTER/MENU** to accept the default date.  
- Or -  
Use the numeric keys to enter the date and press **ENTER/MENU**.
- 8 Dial the fax number and press **ENTER/MENU**.
- 9 If you are only sending to one person, go to the next step.  
- Or -  
Dial the next number and press **ENTER/MENU**. Continue adding numbers this way until you have entered all numbers.
- 10 Press **START**. The HP LaserJet 3100 product scans the document into memory and sends it at the designated time.

## Canceling a fax being sent at a future time

To cancel a fax scheduled to be sent at a future time, see “Canceling a fax job using Job Status” in this chapter.

## Setting up a fax for request (being polled)

Use the following procedure to scan a document into memory and have your HP LaserJet 3100 product send the document when another fax machine requests it. (This is also known as being polled.) After scanning the document into memory, your HP LaserJet 3100 product returns to the Ready state and then is available for other tasks.

After one fax machine polls the document, the document is cleared from memory. If you want the same document to be available for polling by another fax machine, you must repeat this procedure after the first document has been polled.

---

### Hint

---

If you already set up a fax to be polled but need to add something to it, you can send the additional information as another job. All jobs set to be polled will be delivered to the first person to call and request them.

## To set up a fax to wait for request (to be polled)

- 1 Load the document into the document feeder tray.
- 2 Press **ENTER/MENU**.
- 3 Press **>** once to display **Fax Functions** and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select **Polling** and press **ENTER/MENU**.
- 5 Use the **<** and **>** keys to select **Send** and press **ENTER/MENU**.

Your HP LaserJet 3100 product scans the document into memory and sends it when the receiving HP LaserJet 3100 product requests it. If the recipient needs help requesting the fax, tell them to see their fax machine’s documentation.

## Canceling the polling setup

If you need to cancel a fax set up to be polled, see “Canceling a fax job using Job Status” in this chapter.

## Canceling the current fax job

Stop a single fax currently dialing or being transmitted or received using this procedure.

### To cancel the current fax job

Press **STOP** on the control panel. Any pages that have not already been transmitted are canceled.

---

#### CAUTION

Pressing **STOP** for five seconds also cancels current print or copy jobs.

## Canceling a fax job using Job Status

Use this procedure to cancel a fax that:

- is waiting to redial after a busy signal or no answer.
- is going to a group of numbers.
- is scheduled to be sent at a future time.
- is set up to wait for a request (being polled).

### To cancel a fax job using Job Status

- 1 Press **ENTER/MENU**.
- 2 Press **ENTER/MENU** to select `Job Status`.
- 3 Press **>** to scroll through the pending jobs until you reach the job you want to clear.

---

#### Note

If you passed the job you wanted, press **BACK SPACE** and repeat steps 1-3.

- 4 Press **STOP/CLEAR** to cancel the job shown on the control panel display.
- 5 Press **ENTER/MENU** to confirm that you want the job to be canceled.
- 6 Press **BACK SPACE** to exit the Menu Settings.

# Receiving faxes

Follow the procedures below for managing faxes routed to the HP LaserJet 3100 product.

## Loading paper for receiving faxes

The instructions for loading media in the paper input bin or single-sheet input slot are the same whether you are printing, faxing, or copying, except that faxes can only be printed on Letter-, A4-, or Legal-sized paper. See “Loading media” in chapter 4 for instructions.

## Setting the paper size

Set the paper size to the size of paper you normally load in the paper input bin. The HP LaserJet 3100 product uses this setting when printing reports and determining autoreduction for incoming faxes.

---

### Note

The printing function does not use this setting. If you are loading special-sized media only for your current print job, do not change this setting. After you have finished printing, reload the original paper.

### To set the paper size

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **User Defaults** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **Paper Size** and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys until the size of paper loaded appears. You can choose **Letter**, **A4**, or **Legal**.
- 5 Press **ENTER/MENU** to save your selection.
- 6 Press **STOP/CLEAR** to exit the Menu settings.

---

### Hint

If you are worried that faxes may come while you have a special type or size of media loaded for a print job, you can temporarily receive faxes to memory. When the print job finishes, reload the normal paper and print out the faxes. See “Receiving faxes to memory” in chapter 8 and “Printing faxes received to memory” in this chapter.



## Receiving faxes when you hear fax tones

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

- If you are close to the HP LaserJet 3100 product, press **START** on the control panel.
- When you answer any phone connected to the line (an extension phone) and hear fax tones, press **\*\*\*** on the keypad and hang up.

---

### Note

For the second method to work, the extension phone setting must be set to Yes. See “Enabling an extension phone” in chapter 8 to check or change the setting.

## Printing faxes received to memory

Incoming faxes are stored in memory if you enabled confidential receive or remote retrieval. The top, right corner of the control panel display reads **Print Faxes** when faxes have been received to memory. Once you print the faxes using the following procedure, the faxes are cleared from memory.

---

### Note

If you normally want faxes to be received into memory until you print them (instead of printing automatically), see “Receiving faxes to memory” in chapter 8.

### To print faxes received to memory

- 1 Press **ENTER/MENU**.
- 2 Press **>** once to display **Fax Functions** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **Print Faxes** and press **ENTER/MENU**. The HP LaserJet 3100 product prints all faxes stored in memory.

## Reprinting faxes

If a fax didn't print because the toner ran out or printed on the wrong type of media, you can try to reprint it. The HP LaserJet 3100 product reprints up to 10 of the most recently printed faxes; the actual number of faxes stored for possible reprinting is determined by how much memory is available. The order of printing is that the oldest fax available prints first, the most current fax prints last.

These faxes are continuously stored, and reprinting them does not clear them from memory. To clear these faxes from memory, see "Clearing faxes from memory" in this chapter.

---

### Note

You do not need to use this procedure if faxes didn't print because of a paper jam or the paper ran out. During those situations, faxes are received to memory. As soon as you clear the jam or refill the paper, faxes automatically resume printing.

---

### To reprint faxes

- 1 Print a fax log to check which faxes may have been lost. See "Printing the fax log" in chapter 8 for instructions.
- 2 Press **ENTER/MENU**.
- 3 Press **>** once to display **Fax Functions** and press **ENTER/MENU**.
- 4 Press **>** once to display **Reprint Last Faxes** and press **ENTER/MENU**. The HP LaserJet 3100 product begins reprinting the most recently printed faxes.

---

### Note

To stop the printing at any time, press **STOP**.

---

## Clearing faxes from memory

Only use this procedure if you are concerned someone else has access to your HP LaserJet 3100 product and may try to reprint faxes in the reprint memory.

---

### CAUTION

---

In addition to clearing the reprint memory, this procedure clears incoming faxes received to memory, faxes scheduled to be sent at a future time, and faxes set up to wait for a request (being polled). **Faxes cleared using this procedure are not retrievable.**

### To clear faxes from memory

- 1 Press **ENTER/MENU**.
- 2 Press **>** once to display `Fax Functions` and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select `Clear Memory` and press **START**.

## Requesting a fax from another fax machine (polling)

If someone else has set up a fax to be polled, you can request that the fax be sent to your HP LaserJet 3100 product. (This is also known as polling another machine.)

### To request a fax from another fax machine

- 1 Press **ENTER/MENU**.
- 2 Press **>** once to display `Fax Functions` and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select `Polling` and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select `Receive` and press **ENTER/MENU**.
- 5 Enter the number of the HP LaserJet 3100 product from which you want to request the fax and press **ENTER/MENU**.

Your HP LaserJet 3100 product dials the other fax machine and requests the fax.



## Using fax forwarding

You can set your HP LaserJet 3100 product to forward incoming faxes to another fax number. When the fax arrives at your HP LaserJet 3100 product, it is stored in memory. Then, your HP LaserJet 3100 product dials the fax number you have specified and sends the fax.

If it cannot forward a fax because of an error, such as the number was busy and redials failed, your HP LaserJet 3100 product prints the fax. If it runs out of memory while receiving a fax set to be forwarded, it terminates the incoming fax and only forwards the pages and partial pages already stored in memory.

To use this feature, your HP LaserJet 3100 product must be the one receiving faxes (not the computer) and must be set to Automatic mode.

### To use fax forwarding

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **Fax Settings** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **Incoming Faxes** and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select **Fax Forwarding** and press **ENTER/MENU**.
- 5 Press **>** to select **Yes** and press **ENTER/MENU**.
- 6 Enter the fax number where you would like the fax to go and press **ENTER/MENU**.
- 7 Press **STOP/CLEAR** to exit the Menu settings.

### Turning off fax forwarding

When you are ready to resume receiving faxes at the HP LaserJet 3100 product, turn off the feature by repeating steps 1-4 of the above procedure. Then, press **>** to select **No** and press **ENTER/MENU**. Press **STOP/CLEAR** to exit the Menu settings.

## Using remote retrieval

If you are away from your HP LaserJet 3100 product but would like to retrieve your faxes, you can have them sent to a fax machine at your present location. To use this feature, your HP LaserJet 3100 product must be the one receiving faxes (not the computer) and must be set to Automatic mode.

There are two parts to this procedure: setting up before you leave and then retrieving the faxes once you arrive at the remote location. If faxes are normally received to memory (not printed), then you do not need to do the setup procedure.

---

### Note

If this is the first time you have used remote retrieval, you must enable the feature and set a password. See “Enabling remote retrieval and setting a password” in chapter 8.

---

### To set up before leaving

- 1 If faxes normally are received to memory, you do not need this procedure.  
- Or -  
If faxes normally print, go to the next step.
- 2 Press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **Fax Settings** and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select **Incoming Faxes** and press **ENTER/MENU**.
- 5 Use the **<** and **>** keys to select **Memory Receive** and press **ENTER/MENU**.
- 6 Use the **<** and **>** keys to select **Yes** and press **ENTER/MENU**.
- 7 Press **STOP/CLEAR** to exit the Menu settings.

---

### Hint

You can have the HP LaserJet 3100 product notify your pager when faxes arrive and then retrieve them while at a remote location. If you want to do this, see “Using pager notification” in this chapter to enable that feature before you leave.

---

## To retrieve faxes while at a remote location

- 1 When you arrive at the remote location, pick up the handset of the fax machine, a telephone connected to it, or any telephone and dial your fax number.
- 2 Wait for the fax tones. When you hear a pause between them, press **\***.
- 3 After you hear three beeps, press **#**, enter your four-digit password, and press **\*\***.
- 4 If your HP LaserJet 3100 product has not received any faxes, it generates a series of short, rapid tones and disconnects from the line.

If you are calling from the handset of the fax machine or a telephone connected to the fax machine where you want the faxes sent, go to the next step.

- Or -

If you are at a telephone not connected to the fax machine or want the faxes sent to a different fax machine, enter that fax number and press **##**.

---

### Note

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If **your** HP LaserJet 3100 product is on a PBX system, enter the access code (usually a 9 or 0) with the fax number.

- 5 Select one of the following options:
  - Press **0#** to print the faxes at your current location and then delete them from your HP LaserJet 3100 product's memory.
  - Press **1#** to print the faxes at your current location and save them in your HP LaserJet 3100 product's memory.
  - Press **2#** to print the faxes only at your HP LaserJet 3100 product and delete them from memory.
- 6 If you are calling from the fax machine where you want the faxes sent, press **START** and hang up.
  - Or -
  - If you entered a fax number in step 5, just hang up.
  - Your HP LaserJet 3100 product implements the option you chose.

## **Disabling Memory Receive and printing faxes**

The remote retrieval feature can remain on at all times. However, faxes continue to be received to memory unless you disable memory receive. To disable it and have the HP LaserJet 3100 product print faxes, repeat “To set up before leaving,” except choose **No** in step 6.

If you chose to have the HP LaserJet 3100 product keep in memory a copy of the faxes you printed at the remote location, or if more faxes have come since you last retrieved, **Print Faxes** appears on the control panel display. To print these faxes, see “Printing faxes received to memory” in this chapter.

## Using pager notification

When you are away from the HP LaserJet 3100 product, you can have it notify your pager when a fax has arrived. To use this feature, your HP LaserJet 3100 product must be the one receiving faxes (not the computer) and must be set to Automatic mode. Faxes can be set to print or set to be received to memory.

### To use pager notification

- 1 Make sure fax forwarding is off or this feature will not work properly. To turn it off, see “Turning off fax forwarding” in this chapter.
- 2 Press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **Fax Settings** and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select **Incoming Faxes** and press **ENTER/MENU**.
- 5 Use the **<** and **>** keys to select **Pager Notification** and press **ENTER/MENU**.
- 6 Use the **<** and **>** keys to select **On** and press **ENTER/MENU**.
- 7 Enter your pager number of up to 40 characters and press **ENTER/MENU**. If you need help entering the number, see the documentation that came with your pager.

---

#### Note

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If you need to wait for tones between digits in your pager number, insert pauses by pressing **REDIAL/PAUSE**.

- 8 Press **STOP/CLEAR** to exit the Menu settings.

### Turning off pager notification

When you no longer want the HP LaserJet 3100 product to notify your pager when faxes arrive, turn off the feature by repeating steps 1-3 of the above procedure. Then, press **>** to select **Off** and press **ENTER/MENU**. Press **STOP/CLEAR** to exit the Menu settings.

## Features available only through the software

All PC fax functions, settings, and tasks are controlled or performed through the software. See the online help for more information.

## Hints and help

In this section, find answers to commonly asked questions and suggestions for getting the most out of your HP LaserJet 3100 product. See chapter 9, “Troubleshooting and Maintenance,” for a more complete list of common fax quality and usage problems and solutions.

### What If...

**I want to use more than one of the HP LaserJet 3100 product functions at the same time?** This product is specifically designed to allow you to do many tasks simultaneously, such as print while sending a fax.

Jobs also queue and wait until another job finishes. For example, if a fax is being received while you are printing, the fax is stored in memory and then prints automatically after the print job finishes. Or, if an incoming fax is being printed, you can start sending an outgoing fax. The outgoing fax is stored in memory and starts transmitting when the phone line is available. Only in rare instances will the HP LaserJet 3100 product run out of memory and cancel one job so it can complete another.

See “Simultaneous tasking features” in appendix A for a complete list of which features can be used at the same time.

**A fax comes while I’m printing and the HP LaserJet 3100 product is set to print faxes?** When a fax is received during a print job, the fax is stored in memory and printed after the print job finishes. In the rare instance that the HP LaserJet 3100 product runs out of memory while receiving the fax, it terminates the print job and prints the incoming fax.

**The HP LaserJet 3100 product runs out of toner while it's printing a fax and I'm not there?** The HP LaserJet 3100 product continues to print blank pages. However, the HP LaserJet 3100 product stores up to 10 of the most recently printed faxes. As soon as possible, use the "Reprinting faxes" procedure earlier in this chapter to try to reprint them.

**The memory is full due to an error, such as out of paper, and someone sends me a fax?** The HP LaserJet 3100 product receives faxes to memory until the memory is full. Once the memory is full, the HP LaserJet 3100 product no longer answers calls, and the control panel display shows any error conditions that need to be corrected. After the error is corrected, the faxes in memory print automatically, and the HP LaserJet 3100 product resumes answering calls.

**If I pick up an extension phone and hear an incoming fax?** Press \*\*\* on the phone's key pad and hang up. The HP LaserJet 3100 product begins receiving the incoming fax.

**A paper jam occurs while a fax is coming in?** The fax is received to memory. As soon as you remove the jam, the HP LaserJet 3100 product reprints the jammed page and continues printing the rest of the fax.

**I need to dial an international number?** You may want to dial using manual dialing so you can listen for different tones. See "Using manual dial" in this chapter.

**I'm trying to dial a long fax number and it won't let me dial all the numbers?** The maximum number of digits or characters that can be entered into a fax number is 40.

# 4

# Printing

## Introduction

This chapter introduces you to the basics of loading media into the HP LaserJet 3100 product and choosing a paper output path, as well as tips for performing printing tasks with special media. Typically, all print-related commands are executed through the program used to create the document.

Before attempting to print, make sure you have installed the printer drivers for this product. If you installed the software with an Express installation, the printer drivers have been installed.



# Selecting print media

The type of media you select affects HP LaserJet 3100 product performance and print quality.

## Selecting media types

If available in your area, HP recommends that you use HP LaserJet or HP Multipurpose paper (since it has been designed specifically for use with your HP LaserJet 3100 product) or paper meeting HP's specifications. When it meets HP's requirements, you can also use paper with up to 100% recycled fiber content. To order HP paper or the *HP LaserJet Printer Family Paper Specification Guide*, see "Ordering parts" in chapter 9.

Some papers do not work as well as others. Make sure whatever paper stock you choose meets the specifications detailed in the paper specification guide.

Highly textured stock such as linen might not print evenly. Very slick papers might jam or repel toner. Multipart forms could wrinkle or get jammed in the HP LaserJet 3100 product. And paper in poor condition, such as if it contained tears, wrinkles, or bent edges, could jam.

Avoid envelopes with a very slick finish, ones that have self-stick adhesives, or those with clasps or windows. Also, avoid envelopes with thick, irregular, or curled edges or areas that are wrinkled, torn, or otherwise damaged.

For envelopes, do use a sturdy envelope of approximately 16 to 27 lb (7.25 to 12.25 kg) weight. Use tightly constructed envelopes and make sure the folds are sharply creased.

## Selecting media sizes

The paper input bin can hold up to 100 sheets of 20 lb (75 g/m<sup>2</sup>) print media. The single-sheet input slot is designed to hold one sheet. Both can be adjusted to hold media measuring from 3 by 5 inches (76.2 by 127 mm) to 8.5 by 14 inches (216 by 356 mm). This includes, but is not limited to, the following paper and envelope sizes:

- Letter  
(8.5 by 11 in;  
216 by 279 mm)
- A4  
(8.25 by 11.75 in;  
210 by 297 mm)
- Legal  
(8.5 by 14 in;  
216 by 356 mm)
- Executive  
(7.25 by 10.5 in;  
184 by 267 mm)
- COM10 Envelopes  
(4.125 by 9.5 in;  
105 by 241 mm)
- DL Envelopes  
(4.33 by 8.67 in;  
110 by 220 mm)
- C5 Envelopes  
(6.4 by 9 in;  
162 by 229 mm)
- B5 Envelopes  
(6.9 by 9.85 in;  
176 by 250 mm)
- Monarch Envelopes  
(3.875 by 7.5 in;  
98.5 by 190.5 mm)
- Other Custom Size  
Media

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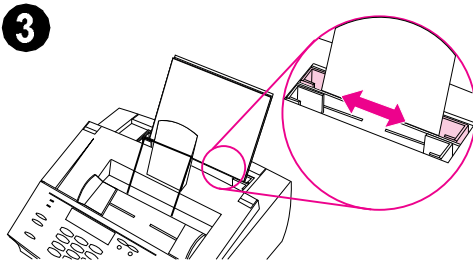
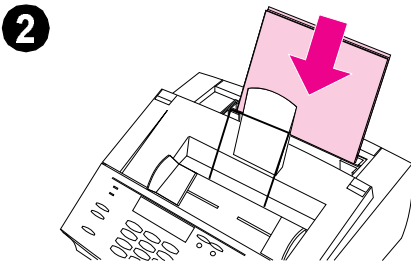
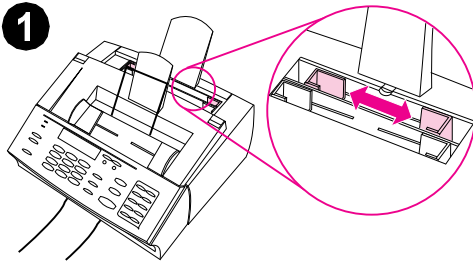
### Note

Insert all media vertically (portrait orientation) into the paper input bin or single-sheet input slot. If you want to print horizontally (landscape orientation), make this selection through your software. Do not print on paper smaller than 3 by 5 inches (76.2 by 127 mm).

---

# Loading media

You can load up to 100 sheets of media into the paper input bin or feed one sheet at a time into the single-sheet input slot.



## Loading the paper input bin

You can load up to 100 sheets of 20 lb (75 g/m<sup>2</sup>) paper into the paper input bin. The HP LaserJet 3100 product prints, copies, and prints received faxes using media from the paper input bin (or the single-sheet input slot).

### To load the paper input bin

- 1 Adjust the guides on the paper input bin to the size of media you are loading.
- 2 Insert up to 100 sheets of paper into the paper input bin. Be careful not to overfill the bin.

---

#### Note

When adding paper to an existing stack in the paper input bin, always remove the existing paper and realign it with the new paper before loading to reduce multiple feeds or jams.

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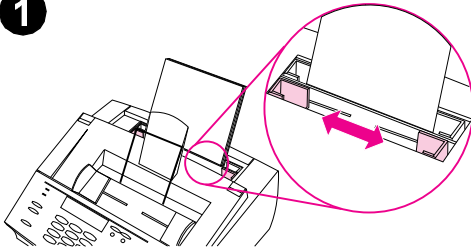
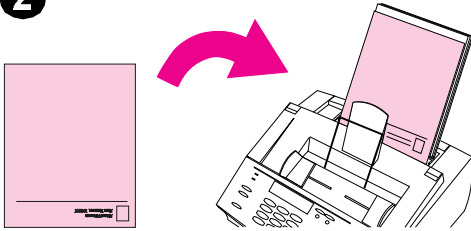
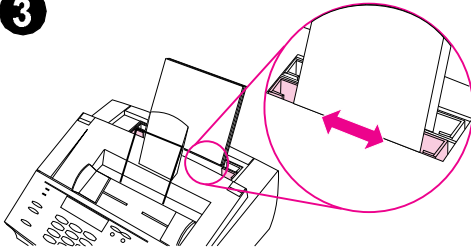
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#### Note

If you have loaded special media, make sure to choose the lower paper output path. See “To select the output path” in this chapter.

---

- 3 Readjust the guides to center the stack.

**1****2****3**

## Using the single-sheet input slot

Using the single-sheet input slot, you can print one sheet of media at a time without using the paper input bin. The HP LaserJet 3100 product takes media loaded in the single-sheet input slot before it takes from the paper input bin.

---

### Note

The single-sheet input slot is helpful when the first page of your job is different from the rest. For example, you may want the first page of your print job on letterhead, or you may want to print an envelope first.

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## To use the single-sheet input slot

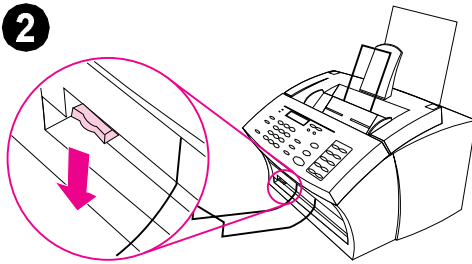
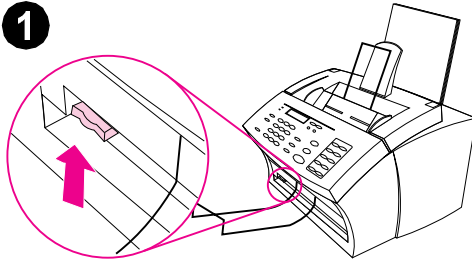
- 1 Adjust the guides to the approximate size of the sheet you are using.
- 2 Insert one sheet of print media into the single-sheet input slot. If loading special media or letterhead, insert media top first, facing forward.
- 3 Readjust the guides to center the sheet.

---

### Note

If you have loaded special media, make sure to choose the lower paper output path. See "To select the output path" in this chapter.

---



## Selecting the output path

Use this procedure to determine if printed pages come out of the paper output bin or the front paper output slot. Choose the front paper output slot if you are printing on special media, such as 28 lb (100 g/m<sup>2</sup>) weight paper or heavier, envelopes, transparencies, or labels. This prevents wrinkling and paper curl.

---

### CAUTION

To avoid paper jams, do not switch the paper path lever once printing begins.

---

### To select the output path

- 1 Set the paper path lever to the **upper position** to use the paper output bin. Sheets stack in the correct order.
- 2 Set the paper path lever to the **lower position** to use the front paper output slot. Sheets stack in reverse order.

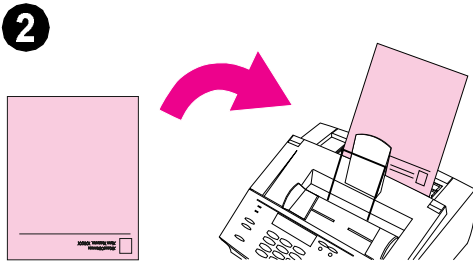
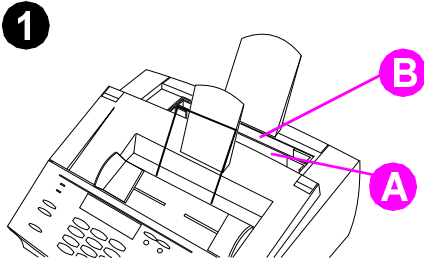
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### Note

Keep the area in front of the front paper output slot clear so that media can easily exit the slot.

---

# Printing on letterhead and envelopes



This section provides tips for orienting letterhead and envelopes.

## To print on letterhead

- 1 If you are printing a sheet of letterhead followed by regular sheets of paper, place a sheet of letterhead into the single-sheet input slot (A) and regular sheets of paper into the paper input bin (B).  
- Or -  
If you are printing several sheets of letterhead in succession, fill the paper input bin (B) with the letterhead.
- 2 Insert the letterhead top first, print side up.

---

### Note

When adding paper to an existing stack in the paper input bin, always remove and realign all paper before reloading to avoid multiple paper feeds.

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### Note

If printing on embossed or preprinted paper, make sure the paper meets HP's paper specifications. To order the *HP LaserJet Printer Family Paper Specification Guide*, see "Ordering parts" in chapter 9.

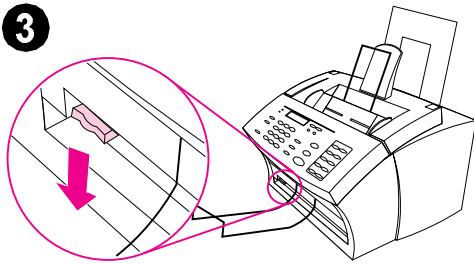
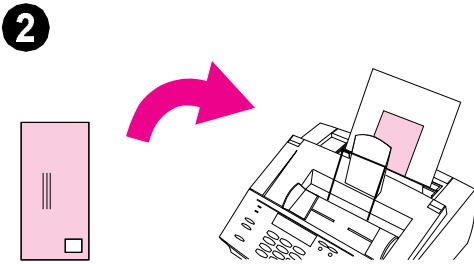
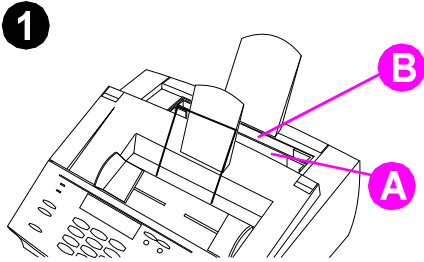
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### Note

If you are worried a fax will come while a special type of media is loaded, you can temporarily receive faxes to memory. See "Receiving faxes to memory" in chapter 8 and "Printing faxes received to memory" in chapter 3.

---



## To print on envelopes

1 If you are printing one envelope followed by regular sheets of paper, place the envelope into the (A) single-sheet input slot and regular sheets of paper into the (B) paper input bin.

- Or -

If you are printing several envelopes in succession, fill the paper input bin (B) with up to seven to 10 envelopes, depending on envelope construction and operating environment.

- Or -

If you are printing only one envelope, use the single-sheet input slot.

2 Insert the envelopes print side up, with the edge that will be stamped first.

3 Set the paper path lever to the **lower position** to use the front paper output slot. This reduces wrinkling and curling.

# Printing tasks

With the HP LaserJet 3100 product you can manually duplex print and stop a print job.

## Stopping a print job

There are two ways you can stop a print job:

- If your print job has not started to print, you can cancel it from the Print Manager in Windows 3.1x or from the print spooler in Windows 95.
- If your print job is currently printing, press **STOP** on the control panel and hold it for five seconds.

---

### CAUTION

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If a fax job currently is being transmitted or received, this procedure will also clear it.

## Printing on both sides (duplexing)

When you print on both sides of a sheet, there will be a difference in the way the HP LaserJet 3100 product performs. When printing on the second side, you may experience some difficulties such as sheets feeding into the HP LaserJet 3100 product incorrectly or multiple feeds. In addition, the print quality will probably be reduced on the second side of the sheet.

Because duplexing involves sending already printed pages through the HP LaserJet 3100 product, frequent duplexing may cause reduced output quality for all printed pages. If this occurs, clean the print path. See "Using a cleaning page" in chapter 9.

---

### Hint

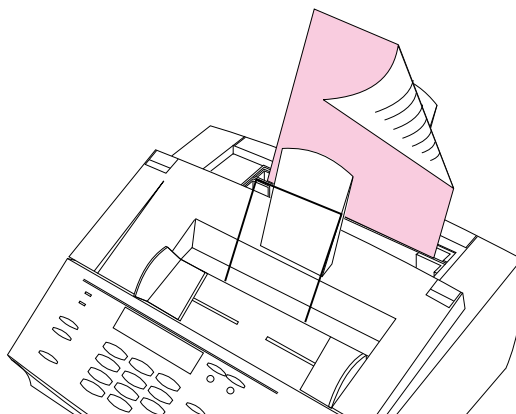
---

Another solution to saving paper without duplexing is to use the N-up feature in the program in which you created the document, if the program has that feature. Using N up, you can print multiple pages of a document (at reduced size) on a single-sheet of paper. ("N" represents the number of pages to print on each sheet.) See your program's documentation for help using this feature.



## To print on both sides manually (duplex)

- 1 Print the first side of the sheet as you normally would. Some programs include options that are useful when duplex printing, such as printing just the “odd pages” or the “even pages.” Consult your program’s user’s manual.
- 2 To get the best possible print quality, allow the sheet to cool and flatten before printing on the second side.
- 3 Print the second side by placing the sheet back into the paper input bin or the single-sheet input slot. Make sure the side that has already been printed is facing the back of the HP LaserJet 3100 product and the top edge of the paper is entering first, as illustrated below:



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### Note

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If you are duplexing multiple sheets, place the first one to be duplexed on top of the stack (closest to the control panel).

## Tips for duplex printing

- To minimize paper curl, set the paper path lever to the lower position and use the front paper output slot for a straight-through paper path.
- Make certain that the sheet’s leading edge is not bent or curled.

# Printing on special media

The HP LaserJet 3100 product is designed to print on a variety of media, including transparencies, envelopes, and custom-made paper. It is recommended that you use HP media or media meeting HP's specifications. See "Ordering parts" in chapter 9 to order HP's special media or the *HP LaserJet Printer Family Paper Specification Guide*.

## To print on special media

- 1 Set the paper path lever to the lower position to use the front paper output slot for a straight-through paper path. This is important when printing media such as postcards, transparencies, labels, envelopes, and heavy paper (28- to 42-lb [100- to 157-g/m<sup>2</sup>] bond weight).
- 2 Adjust the guides to the approximate size of media you are using.
- 3 Insert the media print side forward and top side down into the single-sheet input slot or the paper input bin.
- 4 Readjust the guides to center the media.
- 5 Set the correct margins, paper size, and orientation in your software.
- 6 Choose **Print** in your software.

## Additional tips for custom sizes

- Do not print on media smaller than 3 inches (76.2 mm) wide or 5 inches (127 mm) tall.
- Set margins of at least 0.25 inch (6.4 mm) in your software.
- Always insert media vertically (portrait orientation) into the HP LaserJet 3100 product. If you want to print in landscape mode, make this selection through your software.

## **Additional tips for envelopes**

- Low operating humidity (less than 50 percent, relative humidity) often results in a background gray cast. (This is often most noticeable during the winter months.) For best results, print envelopes with a humidity of 50 percent or more. Also, try to store envelopes in that same condition for at least 24 hours before printing. (Note that background gray cast is sometimes also evident just after installing a new toner cartridge.)
- If possible, verify that envelope adhesive can withstand 392° F (200° C). This is the temperature of the fusing assembly during printing.
- If envelopes are coming out wrinkled, try flattening the edges of the envelope with a ruler or other flat object. Or, try using a different brand of envelope.
- Keep the printer clean. Contaminants such as loose toner and paper dust can interfere with the printing process.

## **Additional tips for transparencies**

To avoid transparency curl, remove the transparency as it comes out of the HP LaserJet 3100 product and set it on a flat surface to cool.

## **Additional tips for printing labels**

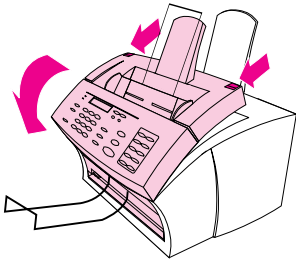
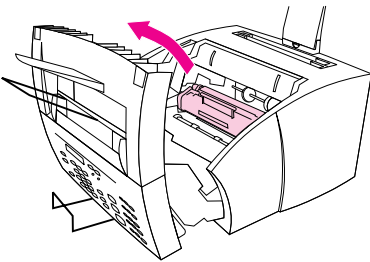
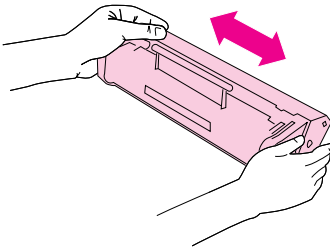
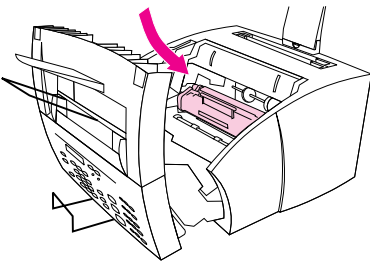
- Do not use labels that are separating from the backing sheet or that are wrinkled or damaged in any way.
- Do not use any sheet of labels that has spaces in it where some of the labels have been removed.
- Do not feed a sheet of labels through your HP LaserJet 3100 product more than once.
- If possible, verify that label adhesive can withstand 392° F (200° C). This is the temperature of the fusing assembly during printing.

## Managing HP LaserJet toner cartridges

It is recommended that you use HP LaserJet toner cartridges. HP has designed the HP LaserJet 3100 product, toner cartridge, and toner formula to work together to give you optimal image quality and reliability from your HP LaserJet 3100 product. To order an HP LaserJet toner cartridge, see “Ordering parts” in chapter 9.

You can expect a toner cartridge to print approximately 2,500 pages when you are printing typical business letters with text covering about 5 percent of the page. A page containing graphics uses more toner and shortens the life of the cartridge.

It is very important to replace the toner cartridge when it is near the end of its life, which is often indicated by areas of faded print. If the toner runs out while faxes are being received, the faxes print as blank pages and you may lose the faxes. You can attempt to reprint these faxes. See “Printing faxes received to memory” in chapter 3 for instructions on attempting to reprint.

**1****2****3****4**

## Extending toner life by redistributing toner

Areas of faded print are often an indicator that the toner cartridge is near the end of its toner life. You can temporarily re-establish print quality by redistributing the remaining toner in the cartridge. (This is typically successful only one time.)

### To redistribute toner

- 1 Use the two latches on the printer door to pull it open.
- 2 Using the handle on the toner cartridge, remove the toner cartridge from the HP LaserJet 3100 product.
- 3 Shake the toner cartridge from side to side about two times per second to distribute the toner evenly.
- 4 Reinsert the toner cartridge and close the door.

## Recycling toner cartridges

To reduce landfill waste, HP has adopted a recycling program for empty toner cartridges. A postage-paid shipping label can be found inside your HP LaserJet toner cartridge box. Up to 95 percent of each returned toner cartridge is recycled for use as raw materials in the manufacture of new cartridges and in other industries. To join this recycling effort, follow the instructions provided in the new toner cartridge box.

## Hints and help

In this section, find answers to commonly asked questions and suggestions for getting the most out of your HP LaserJet 3100 product. See chapter 9, “Troubleshooting and Maintenance,” for a more complete list of common print quality and usage problems and solutions.

### What If...

**I want to use more than one of the HP LaserJet 3100 product functions at the same time?** This product is specifically designed to allow you to do many tasks simultaneously, such as print while sending a fax.

Jobs also queue and wait until another job finishes. For example, if a fax is being received while you are printing, the fax is stored in memory and then prints automatically after the print job finishes. Or, if an incoming fax is being printed, you can start sending an outgoing fax. The outgoing fax is stored in memory and starts transmitting when the phone line is available. Only in rare instances will the HP LaserJet 3100 product run out of memory and cancel one job so it can complete another.

See “Simultaneous tasking features” in appendix A for a complete list of which features can be used at the same time.

**A paper jam occurs while printing?** Once you have removed the jam, the HP LaserJet 3100 product, in most cases, reprints the jammed page and finishes the rest of the job. Once your print job has finished printing, check to make sure all pages printed.

**The document prints on the wrong side of the paper or upside down?** Check to make sure the paper is loaded correctly. See “Loading media” or “Printing on letterhead and envelopes” in this chapter.

**Both sides of the duplex job printed on the same side?** After printing the first side, you probably placed the sheet into the top paper input bin or the single-sheet input slot with the printed side facing you. When duplexing, make sure to place printed side facing back.

**Envelopes are not printing the correct way?** Check that the envelope is loaded correctly. See “Printing on letterhead and envelopes” in this chapter. Also, there may be a special adjustment required by your program. See its documentation for instructions. You may also want to try to print the envelope on a blank sheet of Letter or A4 size paper so you can see where the words are printing.

**A fax comes in while envelopes are loaded?** Before you begin printing envelopes, you can receive faxes to memory and then print them after you have reloaded the normal paper. See “Receiving faxes to memory” in chapter 8 and “Printing faxes received to memory” in chapter 3.

If you couldn't remove the envelopes before the fax began printing, you can try to reprint the fax. See “Reprinting faxes” in chapter 3 for instructions.

## **Cleaning up spilled toner**

If toner spills on clothing, carpets, or upholstery, remove it using a clean cloth dipped in **cold** water. Wash clothing in cold water. Hot water and the heat of the dryer set toner into fabric.

# 5

# Copying

## Introduction

You can make copies by using the control panel on the HP LaserJet 3100 product or the Document Assistant on the computer screen.

This chapter explains how to do copy tasks from the control panel. (This is the quickest method.) Any that can also be done using the Document Assistant have this icon next to them:





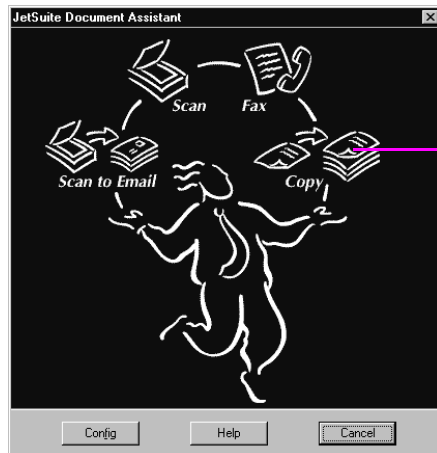
## Using the control panel

The HP LaserJet 3100 product functions as a standalone copier – you do not have to have software installed or have the computer on to make copies.

Generally, making copies using the HP LaserJet 3100 product's control panel is the easiest and fastest method. You can adjust copy settings and do most copy tasks from the control panel. However, there are a few special tasks, discussed in the next section, that are available only when using the Document Assistant.

## Using the Document Assistant

If you have installed the software and the computer is on, the Document Assistant appears when you load a document into the document feeder tray. Clicking anywhere on the Document Assistant activates it and displays the names of the functions.



Click here  
to begin  
making a  
copy

When you click **Copy**, you gain access to the copy options, such as adjusting brightness and contrast. You also have access to some special copy features that aren't available from the control panel, such as copying two or four pages per printed page (2 up or 4 up), and collating very large jobs that do not fit into the HP LaserJet 3100 product's memory.

Using the Document Assistant instead of the control panel to copy takes longer because the document is first scanned to the computer before it is copied. Because the Document Assistant slows down the copying process, only use it to access special copying features. For more information on using the Document Assistant, click **Help** on the Document Assistant.

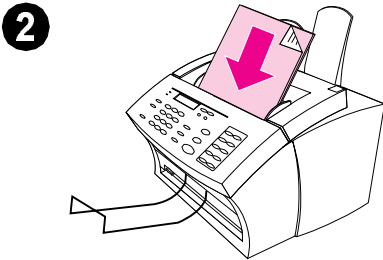
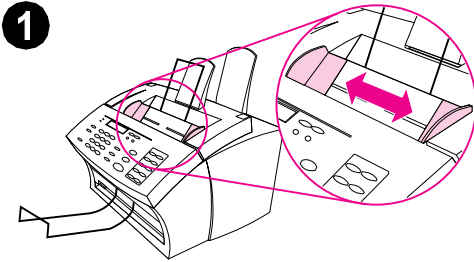
## Loading paper for copy output

You can copy to a size of media as small as an index card (3 by 5 inch or 76.2 by 127 mm) or as large as a sheet of legal-sized (8.5 by 14 in or 216 by 356 mm) paper. The instructions for loading this media are the same whether you are printing, faxing, or copying. See “Loading media” in chapter 4 for loading instructions.

## Selecting items to be copied

The guidelines for selecting items are the same whether you are faxing, copying, or scanning. See “Selecting items for faxing, copying, and scanning” in chapter 3.

# Loading items to be copied

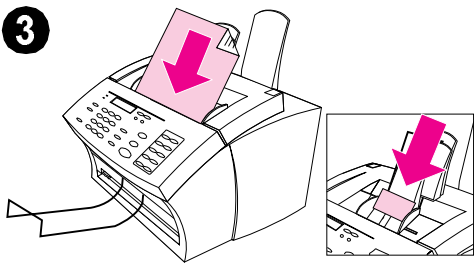
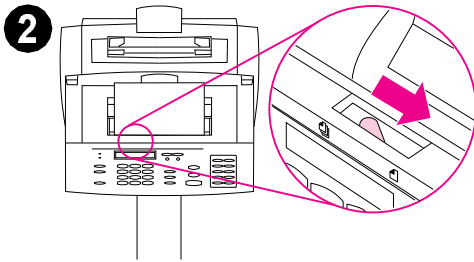
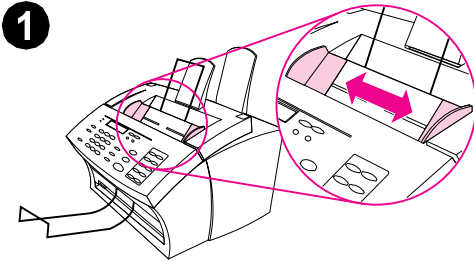


Whether you want to fax, copy, or scan, the procedure for loading the document is the same. If your document is on a regular weight paper (from 12 to 28 lb or 46 to 105 g/m<sup>2</sup>), use “To load normal items.” If your document is a transparency, in a carrier sheet, or is not on regular weight paper, use “To load special items.”

## To load normal items

- 1 Adjust the guides in the document feeder tray to the size of the item you are loading.
- 2 Place up to 30 pages top first, face down, into the document feeder tray.

Wait for the HP LaserJet 3100 product to load the first page.



## To load special items

---

### CAUTION

Make sure to use a carrier sheet when copying fragile items and photographs. Sent unprotected, fragile items can be damaged, and photographs will be scratched and can lose their finish.

---

- 1 Adjust the guides in the document feeder tray to the size of the item you are loading.
  - 2 Locate the special media lever on the top edge of the control panel and move it to the right.
- 

### CAUTION

Do not move the lever after the scanner has begun sending the page.

---

- 3 Load only one sheet at a time, top first, face down, into the document feeder tray.
- 

### Note

If you are loading a business card, place it with a **long** edge first.

---

Wait for the HP LaserJet 3100 product to load the page.

---

### Note

Move the special media lever back to the left after sending special items. A stack of regular pages sent with the lever at the right can go through in multiples and may cause jams.

---

# Making copies



Use this procedure to make copies. You can make up to 99 copies of a document that is up to 30 pages long (depending on the thickness of the pages). If pages of the document are longer than 14 inches (356 mm), the copies of them print on multiple sheets of paper.

---

## Note

The factory default for collation is Yes. With the collation on, multiple copies print in sets. For example, if you are making two copies of a three-page document, the copies print in this order: 1,2,3,1,2,3. See “Setting the default collation” in chapter 8 for more information and instructions on changing this setting.

---

## To make copies

- 1 Load the document into the document feeder tray.
- 2 Adjust any options, such as contrast or copy size. (See the related procedures later in this chapter.)
- 3 If you are making only one copy, press **COPY**.  
- Or -  
If you are making multiple copies, enter the number of copies you want and press **COPY**.

The HP LaserJet 3100 product begins making copies. If you copied a thick item, make sure to push the special media lever back to the left when you are finished.

---

## Note

In the rare instance that the document does not fit into memory when making multiple copies and the collation is On, only one copy will print and the control panel will notify you of the problem. To resolve the problem, try making just one copy at a time, turning off the collation, or using the Document Assistant to make the copies.

---

# Adjusting the contrast



The contrast setting affects the lightness or darkness of the resulting copy. Using the following procedure changes the contrast for the current job only.

---

## Note

To change the default contrast, see “Changing the default contrast” in chapter 8.

---

### To adjust the contrast

- 1 Press **CONTRAST** to display the current contrast setting.
- 2 Use the **<** and **>** keys to scroll through the choices. You can choose **Darken**, **Lighten**, or **Normal** (the factory default).
- 3 Press **ENTER/MENU** to save the selection.

# Adjusting the resolution



Normally the HP LaserJet 3100 product makes copies using Superfine resolution. This setting is the best for items containing mostly text. When making a copy of a photo or graphic, you can select Photo to increase the quality. Using the following procedure changes the resolution to Photo for the current job only.

### To adjust the resolution

- 1 Press **RESOLUTION** to display the current resolution setting.
- 2 Use the **<** and **>** keys to scroll through the choices until you reach **Photo**.
- 3 Press **ENTER/MENU** to save the selection.

---

## Note

You may only want to change the default resolution to Photo if you very frequently copy items containing mostly photos or graphics. However, changing the default resolution affects faxes, too. See “Changing the default resolution” in chapter 8 and read the discussion of default resolution before changing it.

---

# Reducing or enlarging copies



The HP LaserJet 3100 product can reduce copies to as little as 50 percent of the original or enlarge copies to as much as 200 percent of the original. Using the procedure below changes the reduction or enlargement for the current job only.

## Note

To change the copy size normally used (the default), see “Changing the default copy size” in chapter 8.

See the table below for some of the most common reduction and enlargement settings.

If you want to make this size document:	Fit on this size paper:	Choose this percent:
Letter	Legal	100
Letter	A4	95
A4	Letter	94
A4	Legal	100
Legal	A4	83
Legal	Letter	78
Legal	Executive	75

## To reduce or enlarge copies

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **COPY Settings** and press **ENTER/MENU**.
- 3 Press **>** once to display **Next Copy Size** and press **ENTER/MENU**.
- 4 Enter the percent by which you would like to reduce or enlarge the copies in this job and press **ENTER/MENU**.

# Copying long pages

Normally, the HP LaserJet 3100 product stops feeding a page through the document feeder tray after 39 inches (991 mm) because it senses the page may have jammed. If you want to copy an item longer than 39 inches (991 mm), such as a banner, you can feed it through the HP LaserJet 3100 product in one piece using one of the following procedures. This procedure affects the current job only. Copies of long pages print on multiple sheets of paper.

---

## CAUTION

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Do not try to feed paper longer than 14 inches (356 mm) through the paper input bin or single-sheet input slot. Doing so causes jams.

### To copy long pages using Send Long Pages

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **Fax Settings** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **Outgoing Faxes** and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select **Send Long Pages** and press **ENTER/MENU**.
- 5 Use the **<** and **>** keys to select **Yes** and press **ENTER/MENU**.
- 6 Load the document into the document feeder tray.
- 7 Enter the number of copies.
- 8 Press **COPY** to begin copying.

After feeding the long page, this setting automatically reverts to No.

### To copy long pages

- 1 Load the document into the document feeder tray.
- 2 When the page reaches the 39 inch (991 mm) mark, the HP LaserJet 3100 product beeps and displays **Long Page? START to Continue** only for a few seconds. Quickly press **START**.
- 3 If you were not able to press **START** before the message disappeared, clear the document from the document feeder tray and repeat steps 1-2.



## Features available only through the software

The following copying features are only available when copying using the Document Assistant.

- Copying two or four pages on a single sheet (2 up or 4 up).
- Collating large jobs that don't fit into the HP LaserJet 3100 product's memory.

If you have an item you want to copy but it is difficult to read, scan it into the JetSuite ProDesktop first. Clean up the image and then print.

## Hints and help

In this section, find suggestions and answers to commonly asked questions. See chapter 9, "Troubleshooting and Maintenance," for a more complete list of common copy quality and usage solutions.

### What if...

**I want to use more than one of the HP LaserJet 3100 product functions at the same time?** This product is specifically designed to allow you to do many tasks simultaneously, such as print while sending a fax.

Jobs also queue and wait until another job finishes. For example, if a fax is being received while you are printing, the fax is stored in memory and then prints automatically after the print job finishes. Or, if an incoming fax is being printed, you can start sending an outgoing fax. The outgoing fax is stored in memory and starts transmitting when the phone line is available. Only in rare instances will the HP LaserJet 3100 product run out of memory and cancel one job so it can complete another.

See "Simultaneous tasking features" in appendix A for a complete list of which features can be used at the same time.

**Copies are too light or too dark?** Adjust the contrast before copying.

**A paper jam occurs while copies are printing?** Once you have removed the jam, the HP LaserJet 3100 product, in most cases, reprints the jammed page and finishes the rest of the job. Once your copy job has finished printing, check to make sure all pages printed.

# 6

# Scanning

## Introduction

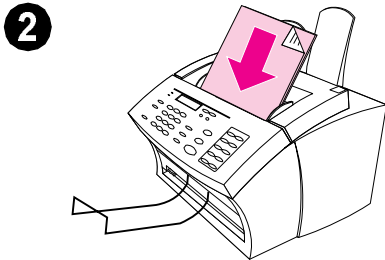
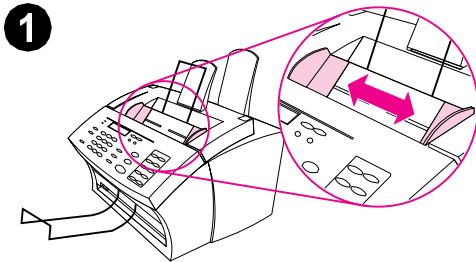
Scanning is a function initiated from and performed by the software. The only task done from the HP LaserJet 3100 product is loading the item to be scanned. This chapter will show you how to load items and then briefly cover scanning-related topics, such as how to use the JetSuite Pro software and how the optical character recognition (OCR) software works.

For more information and instructions on scanning, click **Help** on the **Document Assistant** or **HP LaserJet 3100 Scan Settings** dialog.

## Selecting items for scanning

The guidelines for selecting items are the same whether you are faxing, copying, or scanning an item. See “Selecting items for faxing, copying, and scanning” in chapter 3.

## Loading items to be scanned

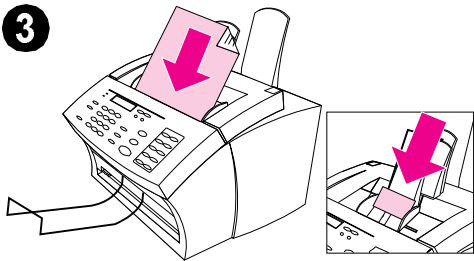
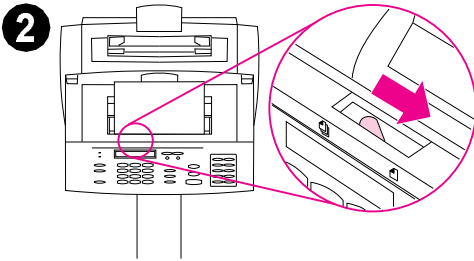
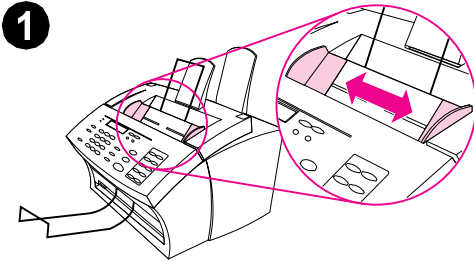


Whether you want to fax, copy, or scan, the procedure for loading the document is the same. If your document is on a regular weight paper (from 12 to 28 lb or 46 to 105 g/m<sup>2</sup>), use “To load normal items.” If your document is a transparency, in a carrier sheet, or is not on regular weight paper, use “To load special items.”

### To load normal items

- 1 Adjust the guides in the document feeder tray to the size of the item you are loading.
- 2 Place up to 30 pages top first, face down, into the document feeder tray.

Wait for the HP LaserJet 3100 product to load the first page.



## To load special items

---

### CAUTION

Make sure to use a carrier sheet when scanning fragile items and photographs. Sent unprotected, fragile items can be damaged, and photographs will be scratched and can lose their finish.

---

- 1 Adjust the guides in the document feeder tray to the size of the item you are loading.
  - 2 Locate the special media lever on the top edge of the control panel and move it to the right.
- 

### CAUTION

Do not move the lever after the HP LaserJet 3100 product has begun sending the page.

---

- 3 Load only one sheet at a time, top first, face down, into the document feeder tray.
- 

### Note

If you are loading a business card, place a **long** edge first.

---

Wait for the HP LaserJet 3100 product to load the page.

---

### Note

Move the special media lever back to the left after sending special items. A stack of regular pages sent with the lever at the right can go through in multiples and may cause jams.

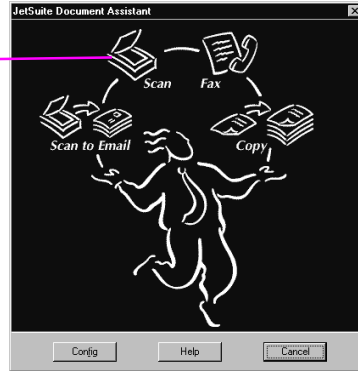
---

# Starting a scan



After you have loaded a document into the document feeder tray, the Document Assistant appears on the computer screen. Clicking anywhere on the Document Assistant activates it and displays the names of the functions.

Click here to initiate a scan



From here, click **Scan**. Then, you can click **Start Scan** or select **Scan to Text**.

- Click **Start Scan** if you want the item to be scanned to the JetSuite Pro software. From there, you can add annotations, save and store a document, and clean up the document and send it to print, fax, and more.
- Select **Scan to Text** for documents containing text you want to edit in a word processing program. If the item contains graphics you want to use, click **Start Scan** instead.

## Common scan modes

When you choose **Scan** on the Document Assistant, the **HP LaserJet 3100 Scan Settings** dialog box appears. In this dialog box, you can choose a scan mode for your document. The following are the common scanning modes. Choose the one that best suits your needs:

- Text mode – The item will be scanned at 300 dpi and result in a relatively small file size. Use for documents that contain only text or line art.
- Photo mode – The item will be scanned at 300 dpi dithered and result in a file size smaller than using photo mode (high quality). Use for items containing a combination of text and images or only images that do not require the highest image quality.
- Photo mode (high quality) – The item will be scanned at 300 dpi with 256 shades of gray and results in a relatively large file size. Using this mode requires much longer scanning times. Use for images that require the highest image quality.



## Working with scanned items in the viewer

When you choose **Start Scan**, the HP LaserJet 3100 product initiates the scan. When the scan is complete, the scanned item appears in the viewer:

Add annotations using tools from this tool bar

Send an item to fax, print and more using these icons



In this view, you can highlight text or objects, add hypertext links, or add electronic sticky notes to items. The following are a few possibilities for working with documents in the viewer:

- Highlight important information on a scanned newspaper or magazine article about your business or a current business trend. Save the article as part of your own electronic press kit, or send the article through PC fax or e-mail to a customer, media contact, or colleague at another location.
- Add notes to a proposal and file it for future reference.
- Straighten a skewed image.

To view this document on the desktop, close the document by selecting **Close** from the **File** menu. If this is a new, unsaved file, make sure to name it.



## Saving scanned items

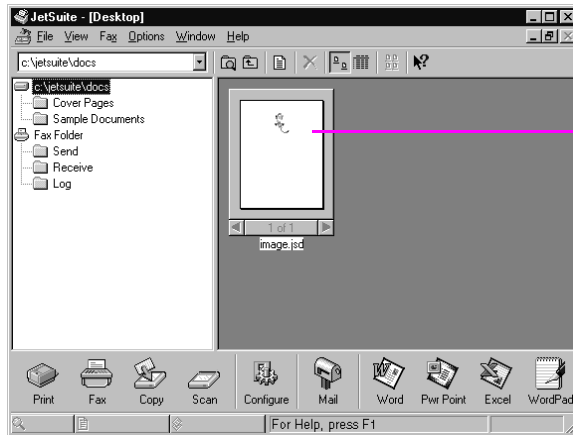
All items scanned to the JetSuite Pro software, whether they contain text, graphics, or both, are saved as graphics files with a .jsd extension. You can, however, save them in other common graphics file formats, such as .tif, .pcx, and .bmp. From the desktop or viewer, you can also send scanned items to other programs. For more information, see “Using link icons” in this chapter.

For more information about using the JetSuite Pro software and the scanning function, see the online help.



## Working with the desktop

When no document is open in the viewer, the desktop shows the JetSuite documents and file folders. JetSuite documents appear as thumbnails (a small image) or as file names:



Thumbnail of  
a scanned  
item

On the desktop, you can view and organize scanned items, as well as faxes being sent from and received to the computer. The following are a few of the tasks you could accomplish using the desktop:

- After scanning business cards from contacts, use the desktop to organize them in an electronic file.
- Scan receipts and keep them as an electronic record of your business expenses.
- Organize received faxes as an electronic file of contact with customers.

If you want to view a JetSuite document (.jsd file extension) and add notes or highlight information, double-click the thumbnail or file name of the item. The document appears in the viewer.





## Using link icons

You can send scanned items and faxes to other functions and programs. Icons for these functions and programs are in the Manager toolbar, which is at the bottom of the desktop or viewer window. The Manager toolbar shows the links for the print, fax, copy, and scan functions. The links that appear for programs depend on which **compatible** programs were installed on your computer when you installed the JetSuite Pro software. The following are a few of the links displayed automatically:



- **Print** – With an item selected, click this icon to print it.



- **Fax** – With an item selected, click this icon to fax the item. The PC fax program launches, and you can fill out the recipient's name and fax number, add a cover sheet (optional), and start the fax.



- **Copy** – Clicking this icon initiates a copy of an item in the document feeder tray.



- **Scan** – When you click this icon, you initiate a scan of an item loaded in the document feeder tray.



- **Configure** – Clicking this icon allows you to access configuration settings for the software and the HP LaserJet 3100 product.



- **E-Mail** – If you have a compatible e-mail program, this icon is available, and you can click it to e-mail a selected item. You will be asked to specify whether or not to send the item with a portable document viewer, and then the item appears as an attached file in a new e-mail message.
- **Word processor** – If you have one of the supported word processing programs (a list is in the Readme), an icon for that program appears. When you select an item and click this link, the OCR software first converts the image text into editable text. Then, the converted text opens as an unnamed file in the word-processing program associated with the link. See “About OCR software” in this chapter for more information.
- **OCR** – If you click this icon with an item selected, you can use the OCR software to convert the item to editable text and then save the converted text as the file type for the word-processing program you are using. Then, open the program and open the file in it. See “About OCR software” in this chapter for more information.

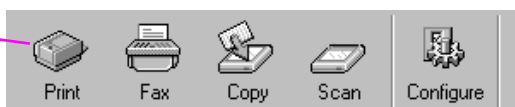
- **Other Programs** – If you have other types of compatible programs, such as image-editing or spreadsheet programs, links are created for them. Then, you can use the icons to send scanned (or faxed) items to those programs.

The links for functions always appear on the Manager toolbar. However, the Manager toolbar only shows as many program links as will fit. If you have more program links than what will fit, you can decide which links appear. See the online help for information on options for customizing the toolbar.

## To use a link icon

All icons are easy to use. From the viewer, just click the icon on the Manager toolbar for the function or program you want. From the desktop, first select the item and then click the icon you want.

Click one of the icons to begin a task



The task for that icon begins, or the program for that icon opens and the selected item appears in an unnamed file.

### Note

From the desktop, link icons can also be activated by “dragging and dropping” an item to the icon.



## Scanning to text using OCR

When you are scanning an item and choose **Scan** on the Document Assistant and then select the **Scan to Text**, the JetSuite Pro software initiates the scan using the best settings for text. Then, the OCR software discards any graphics on the scanned item and converts the text to editable text. When the OCR software has finished, the converted text appears as an untitled file in your word-processing program. Because OCR conversions are never perfect, proof the converted text carefully.

## About OCR software

A scanned item becomes an image on your computer. Text on the scanned item cannot be edited by a word-processor program unless it is first run through OCR software. The HP LaserJet 3100 product came with OCR software, which was installed with your other software.

After you have accessed the OCR software, it discards graphics and then compares each character of the text to a programmed library of characters. When it is finished, it will place the converted text in the specified word-processing or spreadsheet program.

You can access the OCR software in one of the following ways:

- From the Document Assistant, click **Scan** and then click **Scan to Text**.
- From the viewer or desktop, click the link icon on the Manager toolbar for your word-processing or spreadsheet program.
- From the viewer or desktop, click the **OCR** icon on the Manager toolbar.

Keep in mind that this technology isn't perfect. Proofread the converted document carefully to ensure the characters have been correctly interpreted by the OCR software.

## Choosing documents to OCR

Generally, documents containing text in standard fonts convert well. Spreadsheets, forms, and items containing handwriting, graphics, or tables degrade OCR results. To obtain the best possible results when using the OCR software, do the following:

- Process only pages that have crisp, clear text. Letters that have gaps, that "bleed" along their edges, or that touch other letters will not work well with the OCR software. Note that underlined text and text that is close to non-text items, such as graphics, will also degrade OCR results.
- Process only pages that contain 9-point text or larger.

For more information on using the OCR software, see the online help. If you have problems with your OCR software, see chapter 9, "Troubleshooting and Maintenance," or the online help.

# Scanning from a TWAIN-enabled program



The HP LaserJet 3100 product is a TWAIN-compliant device that works with Windows-based programs that support TWAIN-compliant scanning devices. While in a TWAIN-enabled program, you can access the scanning feature and scan an image directly into the open document in the TWAIN-enabled program. To do so, follow the program's instructions for acquiring an image using TWAIN. When asked what source to acquire the image from, select **HP LaserJet 3100**. In some programs, you will not be asked to identify the source.

Use the following guidelines to bring scanned text into a word-processing program.

## To scan text from a word-processing program

- 1 In your word-processing program, open the document into which you want to bring the text.
- 2 Load the document into the document feeder tray.
- 3 Click **Cancel** on the Document Assistant to close it.
- 4 From the **File** menu, choose **Acquire Text**, or a similar command.
- 5 When the next dialog box opens, choose which pages you want to scan.
- 6 If you need to specify a scanned type, choose **Feeder**.
- 7 Click **Scan** or a similar command. The OCR software will convert the scanned text to editable text and will place it into your word-processing document.

## Scanning long pages

The longest page you can scan is 14 inches (356 mm). (The length is determined by the Paper Size setting in the HP LaserJet 3100 Scan Settings dialog.) Although the document feeder tray continues scanning items longer than 14 inches (356 mm), the JetSuite Pro Desktop program only keeps the first 14 inches (356 mm) of data on the page and discards the rest.

If you want to scan an item that is longer than 14 inches (356 mm), first copy the item onto multiple pages and then scan the copies. See “Copying long pages” in chapter 5, “Copying.”

## Hints and help

In this section, find answers to commonly asked questions and suggestions for getting the most out of your HP LaserJet 3100 product. See chapter 9, “Troubleshooting and Maintenance,” for a more complete list of common scan quality and usage problems and solutions.

### What if...

**I want to use more than one of the HP LaserJet 3100 product functions at the same time?** This product is specifically designed to allow you to do many tasks simultaneously, such as print while sending a fax.

Jobs will also queue to wait until another job has finished. For example, if a fax is being received while you are printing, the fax will be stored into memory and then print automatically after the print job finishes. Or, if an incoming fax is being printed, you can start sending an outgoing fax. The outgoing fax will be stored in memory and will start transmitting when the phone line is free. Only in rare instances will the HP LaserJet 3100 product run out of memory and cancel one job so it can complete another.

See “Simultaneous tasking features” in appendix A for a complete list of which features can be used at the same time.

**Scanning is slow even when using Text mode?** You may need to change the parallel port mode. See chapter 9, “Troubleshooting and Maintenance.”

# 7

# E-Mailing Portable Documents

## Introduction

The HP LaserJet 3100 product and the JetSuite Pro software work with your e-mail program so you can send two types of documents you normally couldn't: paper documents and electronic documents created in a program the recipient doesn't have. The recipient can read and print these documents as long as they have a Windows 3.1x or higher operating system.

This chapter describes the basics of using the HP LaserJet 3100 product and the JetSuite Pro software with your e-mail program. You must already have an e-mail program and an active e-mail service provider to use the information in this chapter. (The JetSuite Pro software does **not** contain an e-mail program.) In addition to this chapter, see the online help for more information.

# Introducing the portable document viewer

The JetSuite Pro software has a feature that enables you to create truly portable documents. This feature is a portable document viewer, which is a small, self-contained program. The portable document viewer can be “wrapped” around almost any electronic document. It then allows recipients to view and print the document you send them, whether the original was paper or electronic. If the original was electronic, you could have created it in any program. As long as the recipients are using a Windows 3.1x or higher, they can view it by double-clicking on it.

With the portable document viewer, you could:

- e-mail a contract created in Word to a client who does not have Word so he or she can review it.
- scan an invoice and e-mail the electronic copy to a customer for printing and review.

The portable document viewer also has applications in areas besides e-mail. If you have a web site, you could use the viewer to create documents about your business containing words and graphics that anyone with a Windows operating system could download and read.

Sending e-mail attachments with the portable document viewer adds approximately 300 K of file size to the e-mail message.

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## Note

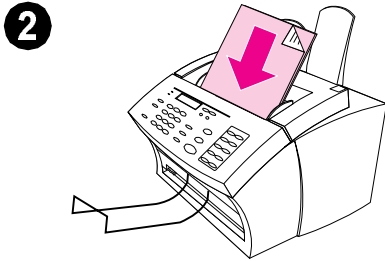
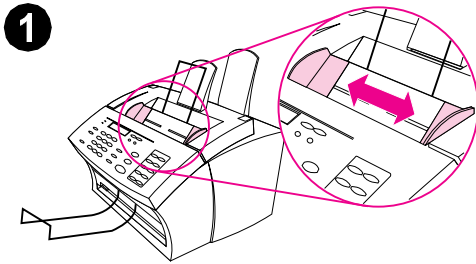
If you want to send a document to someone who has the JetSuite Pro software, you do not need to send the portable document viewer with the document. Just save the file with a .jsd extension and attach it to an e-mail message as you normally would.

---

## Selecting items for scanning to e-mail

The guidelines for selecting items are the same whether you are faxing, copying, scanning, or e-mailing. See “Selecting items for faxing, copying, and scanning” in chapter 3.

## Loading items to be scanned to e-mail



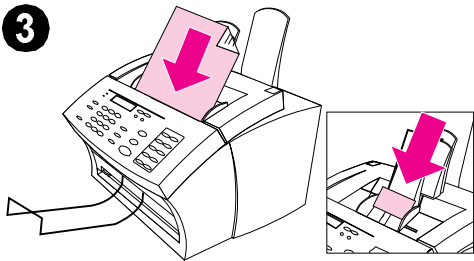
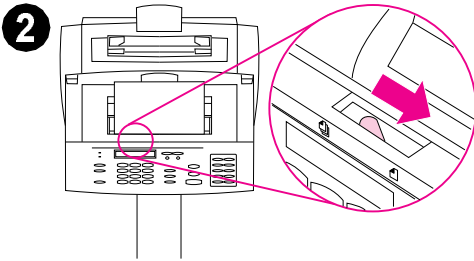
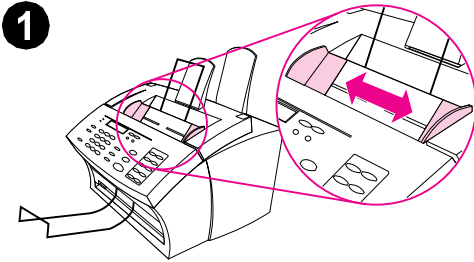
Use these procedures to load a paper document you want to scan to e-mail. If your document is on a regular weight paper (from 12 to 28 lb or 46 to 105 g/m<sup>2</sup>), use “To load normal items.” If your document is a transparency, in a carrier sheet, or is not on regular weight paper, use “To load special items.”

### To load normal items

- 1 Adjust the guides in the document feeder tray to the size of the item you are loading.
- 2 Place up to 30 pages top first, face down, into the document feeder tray.

Wait for the HP LaserJet 3100 product to load the first page.





## To load special items

---

### CAUTION

Make sure to use a carrier sheet when scanning fragile items and photographs. Sent unprotected, fragile items can be damaged, and photographs will be scratched and can lose their finish.

---

- 1 Adjust the guides in the document feeder tray to the size of the item you are loading.
  - 2 Locate the special media lever on the top edge of the control panel and move it to the right.
- 

### CAUTION

Do not move the lever after the HP LaserJet 3100 product has begun sending the page.

---

- 3 Load only one sheet at a time, top first, face down, into the document feeder tray.
- 

### Note

If you are loading a business card, place a **long** edge first.

---

Wait for the HP LaserJet 3100 product to load the page.

---

### Note

Move the special media lever back to the left after sending special items. A stack of regular pages sent with the lever at the right can go through in multiples and may cause jams.

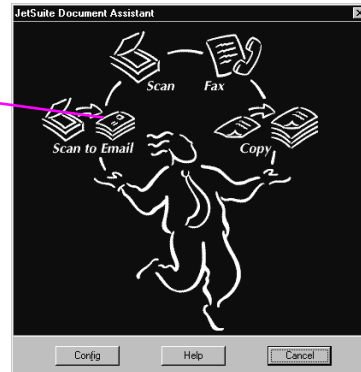
---

# E-mailing paper documents from the Document Assistant



If you have an e-mail program that is compatible with the JetSuite software, the **Scan to Email** button appears on the Document Assistant. Click on the Document Assistant to activate it.

Click here to scan an item directly to your e-mail program



When you click **Scan to Email** you have access to options affecting the item to be e-mailed. In the **Mail** dialog, select **Self-Viewing Portable Document** and then click **Start Mail**. You will be asked for the profile name, and your e-mail program opens automatically. The file appears as an attachment in a new message. You can type a message and send the e-mail as you normally would. See the online help for more information.

## E-mailing paper documents by scanning first



If you do not have a compatible e-mail program (the **Scan to Email** button does not appear on the Document Assistant) or would like to add highlight annotations on hypertext links to the paper document, load the item and then use the Document Assistant to **scan** the document to the JetSuite Pro software and save the file as a Self-Viewing Portable Document. (See chapter 6 “Scanning,” and the online help.) Then, open your e-mail program and attach the file as you normally would.

## E-mailing portable documents from the JetSuite Pro software



You can create and e-mail self-viewing copies of JetSuite documents. If you have an e-mail program that is compatible with the JetSuite Pro software, the **Mail** icon is available in the Manager toolbar at the bottom of the desktop or viewer window:



If this icon is available, you can create and e-mail a self-viewing file of a JetSuite document in one step. With the document selected on the desktop or open in the viewer, click the icon. In the **Mail** dialog, select **Self-Viewing Portable Document** and then click **Start Mail**. You will be asked for the profile name, and the e-mail program opens automatically. The file appears as an attachment in a new message. You can type a message and send the e-mail as you normally would.

If the **Mail** icon is unavailable, you can still send the JetSuite document as a self-viewing file. With the document open in the viewer, select **Create Self-Viewer...** from the **File** menu. In the **Self-Viewer Save As** dialog, name the file and select the directory where you want it saved. Then, you can open your e-mail program and attach the file to a message as you normally would.

For more information on using the JetSuite Pro software, see chapter 6, “Scanning,” and the online help.

## E-mailing portable documents from another program




If the document is not a JetSuite document, you can still create a self-viewing file of it for e-mailing. Simply open the document in its program, choose the **Print** command, select the **JetSuite Document Capture**, and click **OK** (the command may vary). In the **JetSuite Document Capture** dialog, select **Self-View** under **Options**, name the file, and select the directory where you want it saved. Then, you can open your e-mail program and attach the file to a message as you normally would.

# 8

# Managing Basic Features

## Introduction

This chapter contains the procedures for printing reports and altering default settings for the HP LaserJet 3100 product. However, most settings can be changed using the software. (In fact, some, like programming one-touch keys and speed-dial and group-dial codes are easier from the software.) Any settings you can also change using the software will have this icon next to them: 

The fastest way to change settings from the software is to click **Config** on the Document Assistant or the **Configure** icon on the Manager toolbar when you are in the JetSuite Pro Desktop program. For instructions on adjusting HP LaserJet 3100 product settings from the software or adjusting settings that only pertain to PC faxing, see the online help.

# Using the control panel menu

Using the control panel menu, you can access all copy and fax features and settings. Follow these general steps to familiarize yourself with the control panel menu. See the related instructions later in this chapter for specific tasks. See “The Menu tree” below for a list of menu items.

## To use the control panel menu

- 1 Press **ENTER/MENU**. This gives you access to the Menu choices.
- 2 Use the **<** (left arrow) and **>** (right arrow) keys to scroll through the menu items that appear on the control panel display.
- 3 When you find the item you want, press **ENTER/MENU** to save the selection. A new series of options relating to the item you chose appears.

---

### Note

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If you accidentally chose an incorrect item, press **BACK SPACE**. This takes you back to the set of options you had before you pressed **ENTER/MENU**.

- 4 Use the **<** and **>** keys to scroll through the new Menu items. When you find the item you want, press **ENTER/MENU** to save the selection.
- 5 When you have saved the final selection, press **STOP/CLEAR** to exit the menu and return the HP LaserJet 3100 product to the Ready state.

## The Menu tree

Below is the layout of the Menu settings in a hierarchical diagram. You may want to refer to this menu tree before making changes to settings and features. To print a copy of this Menu tree, see “Printing a Menu tree” in this chapter.

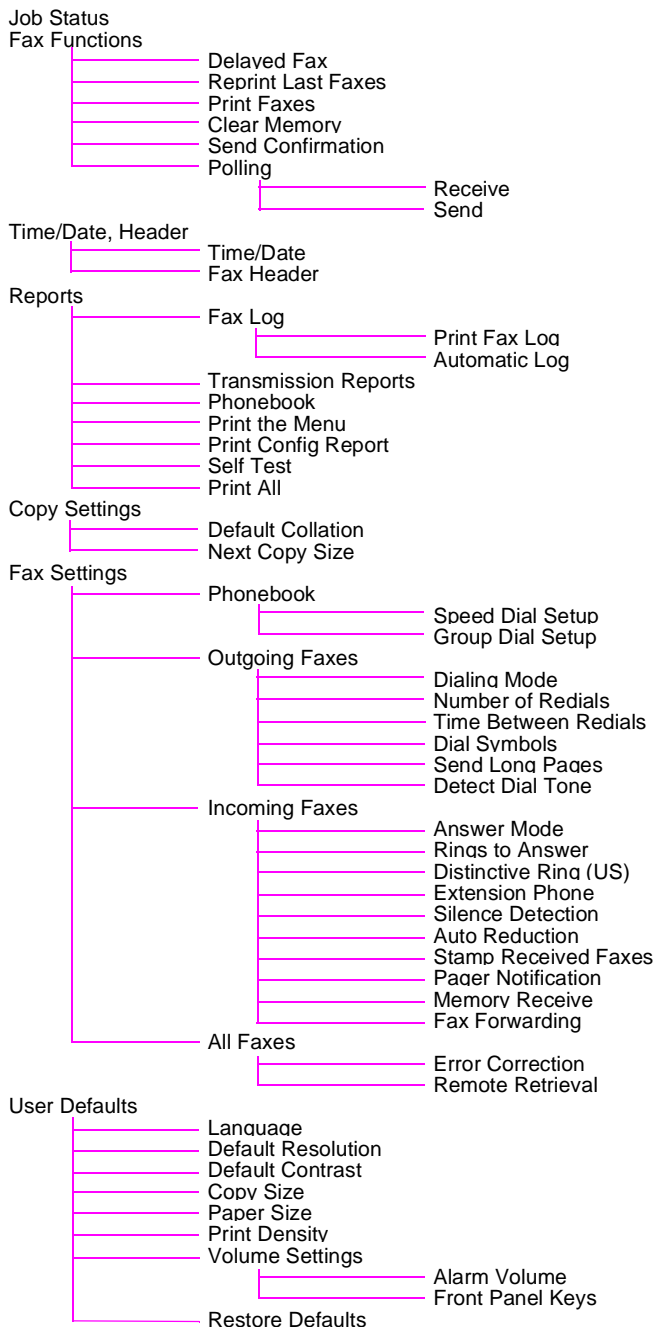
To see which settings are currently selected, print a configuration report. All currently selected settings are marked with an asterisk (\*). See “Printing a configuration report” in this chapter for instructions.

Press **ENTER/**  
**MENU** to  
access the  
Menu.

Use the **<** and **>** keys  
to select one of the  
choices below and  
press **ENTER/MENU**.

Use the **<** and **>** keys to  
select one of the  
choices below and  
press **ENTER/MENU**.

Use the **<** and **>** keys to  
select one of the choices  
below and press **ENTER/**  
**MENU**, or see the display.



# Setting send fax options

The section describes how to change options that only relate to sending faxes. The topics include:

- Inserting a pause or wait into a fax number
- Enabling and using special dial symbols
- Programming one-touch and speed-dial keys
- Programming group dial keys
- Changing fax header information
- Setting current date and time
- Adjusting how many times the HP LaserJet 3100 product autoretries fax calls
- Adjusting the time between redials
- Choosing tone or pulse dialing



## Inserting a pause or wait

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

Press **REDIAL/PAUSE** to enter a two-second pause in your dialing sequence. A comma appears on the control panel display, indicating that the pause will occur at that point in the dialing sequence.

If you enter the pause at the end of a number you are programming into a one-touch key, speed-dial code, or group-dial code, the HP LaserJet 3100 product waits to dial this number until you enter another number. (This is also known as concatenated dialing.)



## Enabling special dialing symbols

If you need access to special dialing symbols such as hook flash, use this procedure to enable them. You generally do not need these symbols. The default is Off.

### To enable special dialing symbols

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **Fax Settings** and press **ENTER/MENU**.
- 3 Press the **>** key once to select **Outgoing Faxes** and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select **Dial Symbols** and press **ENTER/MENU**.
- 5 Use the **<** and **>** keys to select **Enabled** or **Disabled** and press **ENTER/MENU**.
- 6 Press **STOP/CLEAR** to exit the Menu settings.

## Using special dialing symbols

After enabling special dialing symbols, you can use them when dialing a fax number or entering a fax number or calling card number for a one-touch key, speed-dial code, or group-dial code.

### To use special dial symbols

- 1 When you reach the position in the fax number where you need the symbol, press **\***.
- 2 Use the **<** and **>** keys to scroll through the symbols until you reach the one you need and press **ENTER/MENU**.
- 3 The special symbol is entered into the fax number. It will be represented by a letter or punctuation mark.  
- Or -  
Depending on the symbol you chose, you may be asked to make additional choices before the symbol is entered into the fax number.





## Special dialing symbols options

The following table shows which dialing symbols can be entered into a fax number using the procedure on the previous page.

Dial Symbol menu choice	Symbol in fax number:	Does this:
Dial *	*	Dials a *.
Detect dial tone	D	Detects a dial tone in the dialing sequence.
Tone dial	T	Selects tone dialing.
Error correction	E	Disables error correction mode.
Fax speed	Ä, Î, or !	Chooses the maximum transmission speed.
Charge code	C	Stores a charge code or pauses the dialing sequence to allow you to enter a charge code.
Hook flash	!	Performs an automatic hook switch.



## Programming one-touch keys and speed-dial codes

To quicken the dialing process for a fax number you dial frequently, store it into a speed-dial code. You can program up to 175 speed-dial codes. Between speed-dial codes and group-dial codes, there are 200 numbers that can be assigned in any order. Speed-dial codes or group-dial codes using numbers 1-10 are also associated with the corresponding one-touch key on the control panel.

The fax numbers associated with one-touch keys and speed-dial codes are in addition to, and totally separate from, the 500 fax numbers that can be stored in the JetSuite software's PC Fax Phone Books.

---

**Hint**

---

One-touch keys and speed-dial codes can be more easily programmed from the software. Programming the one-touch keys and speed-dial codes from the software will **not** add numbers to or alter numbers in the PC Fax Phone Books. See the online help for more information.

## To program one-touch keys and speed-dial codes

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **Fax Settings** and press **ENTER/MENU**.
- 3 Press **ENTER/MENU** to select **Phonebook**.
- 4 Press **ENTER/MENU** to select **Speed Dial Setup**.
- 5 Enter the number of the speed-dial code you want to associate with this fax number and press **ENTER/MENU**. Choosing 1-10 also associates the fax number with the corresponding one-touch key on the control panel.
- 6 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.
- 7 Press **ENTER/MENU**.
- 8 Enter a name for the fax number. To do so, repeatedly press the numeric key for the letter you need until the letter appears. For example, if the first letter you need is a "C," press **2** repeatedly until a **C** appears. (Lower case letters appear after the upper case ones and the number of that key.) Press **>** to go to the next space.

---

**Note**

---

To insert punctuation, press **\*** repeatedly until the character you want appears, and then press **>** to go to the next space. If you need to delete a letter, press **>** until you reach the space to the right of the letter and then press **BACK SPACE**.

- 9 Press **ENTER/MENU** to save the information.
- 10 If you have more speed-dial numbers to enter, repeat steps 4-9.  
- Or -  
Press **STOP/CLEAR** to exit the Menu settings.



## Programming a group-dial code

If you regularly send faxes to the same group of people, you can program a group-dial code for their numbers. When you use a group-dial code, the HP LaserJet 3100 product sends the fax to every fax number in the group.

Each group member must have an assigned speed-dial code or one-touch key. You use those speed-dial codes or one-touch keys to program the group-dial code. To print a list of which one-touch keys and speed-dial codes you have already programmed, see “Printing a one-touch, speed-dial, and group-dial report” in this chapter.

You can program up to 25 group-dial codes. Between speed-dial codes and group-dial codes, there are 200 numbers that can be assigned in any order. Speed-dial or group-dial codes using numbers 1-10 are also associated with the corresponding one-touch key on the control panel.

The fax numbers associated with group-dial codes are in addition to, and totally separate from, the 500 fax numbers that can be stored in the JetSuite software’s PC Fax Phone Books.

---

**Hint**

---

Group-dial codes can be more easily programmed from the software. Programming the group-dial codes from the software will **not** add numbers to or alter numbers in the PC Fax Phone Books. See the online help for more information.

## To program group-dial codes

- 1 Assign a speed-dial code to each fax number you want in this group. See “Programming one-touch keys and speed-dial codes” in this chapter.
- 2 Press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **Fax Settings** and press **ENTER/MENU**.
- 4 Press **ENTER/MENU** to select **Phonebook**.
- 5 Press **>** once to display **Group Dial Setup** and press **ENTER/MENU**.
- 6 Enter the number you want to associate with this group and press **ENTER/MENU**. Choosing 1-10 also associates this group of fax numbers with the corresponding one-touch key on the control panel.
- 7 For the first fax number you want to add to the group: press the fax number’s one-touch key **or** press **SPEED DIAL**, enter the fax number’s speed-dial code, and press **ENTER/MENU**.
- 8 Repeat step 7 for each number you want to add.
- 9 When finished, press **ENTER/MENU**.
- 10 Enter a name for the group. To do so, repeatedly press the numeric key for the letter you need until the letter appears. For example, if the first letter you need is a “C,” press **2** repeatedly until a **C** appears. (Lower case letters appear after the upper case ones and the number of that key.) Press **>** to go to the next space.

---

**Note**

---

If you need to delete a letter, press **>** until you reach the space to the right of the letter and then press **BACK SPACE**.

- 11 Press **ENTER/MENU** to save the information.
- 12 If you have more group-dial numbers to enter, press **ENTER/MENU** and repeat steps 5-11.  
- Or -  
Press **STOP/CLEAR** to exit the Menu settings.



## Programming a one-touch key for alternate long distance service

If you use an alternate long distance service, you can program a one-touch key to dial the service's access number before a fax number. When you need to use this one-touch key, press it, enter the fax number, and then press **START**. Both the access number and the fax number are then dialed together.

---

### Hint

Programming a one-touch key for this purpose can be more easily accomplished from the software, unless you want to conceal a PIN number. See the online help for more information on programming a one-touch key from the software.

---

## To program a one touch for alternate long distance

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### Note

If you have a PIN number you want to conceal, enable the special dialing symbols before proceeding. See “Enabling special dialing symbols” in this chapter.

---

- 1 Follow steps 1-6 of “To program one-touch keys and speed-dial codes” in this chapter. When entering the fax number in step 6, you may also have to do one or more of the following:
  - If you have to wait for an access tone at some point in the number, enter one or more two-second pauses by pressing **REDIAL/PAUSE**.
  - If you use pulse, rather than tone, dialing, press \* after the access number. (If you enabled special dialing symbols, press \* and then **ENTER/MENU**.)
  - Enter a PIN number, if applicable. If you want to conceal the PIN number, use “To conceal a PIN number” below at the point at which you need to enter that number.
- 2 When you are finished entering the access number, press **REDIAL/PAUSE**. A pause at the end of the string tells the HP LaserJet 3100 product not to dial this number until you dial the fax number.
- 3 Continue with steps 7-10 of “To program one-touch keys or speed-dial codes.”
- 4 If you enabled special dialing symbols just for this procedure, disable them again. See “Enabling special dialing symbols” in this chapter.

## To conceal a PIN number

- 1 Press \*.
- 2 Use the < and > keys to select Charge Code and press ENTER/MENU.
- 3 Press ENTER/MENU to select Enter Now.
- 4 Enter your PIN number. Each digit of the PIN number appears as a \$.
- 5 Press \*.



## Changing the time and date

You or your computer already entered this information when you first set up the HP LaserJet 3100 product. You only need this procedure to change the date or time.

The date and time information is included in the header that prints at the top of faxes you send. **In the United States, setting the time and date is a legal requirement.** The time and date also show on the control panel display when the HP LaserJet 3100 product is idle.

### To change the time and date

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select `Time/Date`, `Header`, and press **ENTER/MENU**.
- 3 Press **ENTER/MENU** to select `Time/Date`.
- 4 Use the **<** and **>** keys to select a 12-hour or 24-hour clock and press **ENTER/MENU**.
- 5 Enter the current time using the numeric keys.
- 6 If you chose the 24-hour clock, press **ENTER/MENU**.  
- Or -  
If you need to change the AM or PM designation, use the **<** and **>** keys to select the correct one, and then press **ENTER/MENU**.
- 7 Enter the current date using the numeric keys. Make sure to enter the month and day using both digits, such as "05" for May.

---

#### Note

---

If you enter a number incorrectly, press **BACK SPACE** until you reach the entry. Then re-enter the number.

- 8 Press **STOP/CLEAR** to exit the Menu settings.



## Changing the fax header

You already entered this information when installing the software or when you first set up the HP LaserJet 3100 product. You only need this procedure if you want to change the information from the control panel.

The header contains information about your name or your company's name and your fax number. When a fax you sent arrives at its destination, this header is printed at the top of the page. **Filling in this information is a legal requirement.**

---

### Hint

The fax header can be more easily changed from the software. See the online help for more information.

### To change the fax header information

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **Time/Date, Header** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **Fax Header** and press **ENTER/MENU**.
- 4 Enter your fax number and press **ENTER/MENU**. If you want to separate numbers, insert spaces using the **>** key.
- 5 Use the numeric keys to add the name of your company. To do so, repeatedly press the numeric key for the letter you need until the letter appears. For example, if the first letter you need is a "C," press **2** repeatedly until a C appears. (Lower case letters appear after the upper case ones and the number of that key.) Use the **>** key to go to the next space.

---

### Note

To insert punctuation, press **\*** repeatedly until the character you want appears, and then press **>** to go to the next space. If you need to delete a letter, press **>** until you reach the space to the right of the letter, and then press **BACK SPACE**.

- 6 When you have finished, press **ENTER/MENU**.
- 7 Press **STOP/CLEAR** to exit the Menu settings.





## Adjusting autore dial

The HP LaserJet 3100 product is set to redial busy or no answer numbers 5 times automatically. You can set this to a different number, or, if you do not want it to redial, set the number to 0.

### To adjust autore dial

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **Fax Settings** and press **ENTER/MENU**.
- 3 Press **>** once to select **Outgoing Faxes** and press **ENTER/MENU**.
- 4 Press **>** once to select **Number of Redials** and press **ENTER/MENU**.
- 5 Enter the number of times you would like the product to redial. You can choose from 0 (this turns the feature off) to 9.
- 6 Press **ENTER/MENU** to save the selection.
- 7 Press **STOP/CLEAR** to exit the Menu settings.



## Adjusting the time between redials

If the HP LaserJet 3100 product is set to redial automatically, you can adjust the amount of time it waits between redial attempts. The default is 3 minutes.

### To adjust the time between redials

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **Fax Settings** and press **ENTER/MENU**.
- 3 Press **>** once to select **Outgoing Faxes** and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select **Time Between Redials** and press **ENTER/MENU**.
- 5 Enter the number of minutes between redials. In the United States, you can choose from 1 to 255. In Canada, you can choose from 2 to 255.
- 6 Press **ENTER/MENU** to save the selection.
- 7 Press **STOP/CLEAR** to exit the Menu settings.



## Selecting tone or pulse dialing mode

Use this procedure to set the HP LaserJet 3100 product to tone or pulse dialing mode. The default is set to Tone. Leave this set to tone unless you know your telephone is not capable of tone dialing.

### To select tone or pulse dialing

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **Fax Settings** and press **ENTER/MENU**.
- 3 Press **>** once to select **Outgoing Faxes** and press **ENTER/MENU**.
- 4 Press **ENTER/MENU** to select **Dialing Mode**.
- 5 Use the **<** and **>** keys to select **Tone** or **Pulse** and press **ENTER/MENU**.
- 6 Press **STOP/CLEAR** to exit the Menu settings.

## Changing detect dial tone

Normally, the HP LaserJet 3100 product waits for a dial tone before attempting to dial a fax number. If you are using the HP LaserJet 3100 product with a PBX system and the HP LaserJet 3100 product is not dialing out, the PBX system may be generating an unusual dial tone that the HP LaserJet 3100 product cannot detect. If this is happening, change this setting to Disabled so the HP LaserJet 3100 product will not wait for the dial tone before dialing.

### To change detect dial tone

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **Fax Settings** and press **ENTER/MENU**.
- 3 Press **>** once to select **Outgoing Faxes** and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select **Detect Dial Tone** and press **ENTER/MENU**.
- 5 Use the **<** and **>** keys to select **Enabled** or **Disabled** and press **ENTER/MENU**.
- 6 Press **STOP/CLEAR** to exit the Menu settings.

## Setting receive fax options

The section describes how to change options that only relate to receiving faxes. The topics include:

- Selecting answer mode and setting the number of rings to answer
- Enabling distinctive ring detection
- Turning on or off error correction
- Changing the page stamp option
- Setting faxes to be received to memory
- Enabling remote retrieval and setting a password
- Setting autoreduction for incoming faxes
- Changing the silent detect mode
- Enabling an extension phone

## Changing answer mode and rings to answer

### Note

You already set the answer mode and rings to answer when you set up the product. You may only need to change these settings if you change what devices are connected to this phone line.

The answer mode is set to Automatic or Manual depending on your situation. In Automatic mode, the HP LaserJet 3100 product answers incoming calls after the number of rings to answer specified. Or, it “listens” for fax tones when you or an answering machine connected to the line answers first and takes the call if it’s a fax call. In Manual mode, the HP LaserJet 3100 product never answers calls. You must start the fax receiving process yourself, either by pressing **START** on the control panel or **\*\*\*** on a phone connected to that line.

If the HP LaserJet 3100 product is set to Automatic mode, you may need to adjust the rings-to-answer setting. This is especially important if the HP LaserJet 3100 product is connected to a line receiving both fax and voice calls (a shared line) with an answering machine. The rings to answer on the HP LaserJet 3100 product must be higher 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’s a voice call. This also allows the HP LaserJet 3100 product to listen to the call, and if it detects fax tones, to take the call.

For the HP LaserJet 3100 product, the factory default answer mode is Automatic, and the default number of rings to answer is 5. Use the table below to determine what settings to use given your situation.

If you have:	Do this with the answer mode:	And do this with the number of rings to answer on the HP LaserJet 3100 product:
A line only receiving fax calls (a dedicated line).	Leave set to Automatic	Change to 1 or 2 rings. (US) Change to 2 or 3 rings. (CAN)
A line receiving both fax and voice calls (a shared line) and only a telephone.	Leave set to Automatic*	Leave set to 5.
A line receiving both fax and voice calls (a shared line) and an answering machine or computer voicemail.	Leave set to Automatic	Set to 2 higher than number on answering machine or computer voicemail. For example, set to 6 if answering machine answers at 4.
One line with distinctive ring service (two separate phone numbers) (US ONLY).	Leave set to Automatic	Change to 1 or 2 rings, unless you have an answering machine or voicemail. Then, see “Enabling distinctive ring detection” in this chapter.

\*In Automatic, the product automatically answers fax calls. However, people calling to speak to you hear fax tones if you do not answer or they do not hang up by the fifth ring. Use Manual if you do not want voice callers ever to hear fax tones, but remember that fax calls are not received automatically.

## To change the answer mode

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **Fax Settings** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **Incoming Faxes** and press **ENTER/MENU**.
- 4 Press **ENTER/MENU** to select **Answer Mode**.
- 5 Use the **<** and **>** keys to select **Automatic** or **Manual** and press **ENTER/MENU**.
- 6 Press **STOP/CLEAR** to exit the Menu settings.

## To change the number of rings to answer

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **Fax Settings** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **Incoming Faxes** and press **ENTER/MENU**.
- 4 Press the **>** key once to select **Rings to Answer** and press **ENTER/MENU**.
- 5 Enter the number of rings to answer and press **ENTER/MENU**.
- 6 Press **STOP/CLEAR** to exit the Menu settings.

## Enabling distinctive ring detection

If you subscribe to distinctive ring service with your telephone company, use this procedure to enable the HP LaserJet 3100 product to detect distinctive ring patterns. **If you do not have distinctive ring service, do not change this setting, or the HP LaserJet 3100 product will not be able to receive faxes.**

Distinctive ring service is available from some local telephone companies in the United States. It allows you to have two or three phone numbers on one line. This costs less than paying for two or three separate lines. Each of the phone numbers will have a different ring pattern. For example, your voice number could have a single ring and your fax number could have a double ring.

While distinctive ring service allows you to have up to three phone numbers on the same line, the HP LaserJet 3100 product only supports two numbers. The HP LaserJet 3100 product cannot detect the difference between the double-ring and triple-ring pattern and would answer calls coming to both the second and third numbers.

If you would like to have distinctive ring service, call your local telephone company to check availability and to subscribe. (Your telephone company may use a different name for this service. For example, it's called "Identa-ring" in parts of New Jersey and "RingMaster" in parts of Florida.) As of this printing, the service is only available in some areas.

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### Note

If you subscribe to distinctive ring service, make sure the telephone company assigns the double-ring pattern to the fax number. The HP LaserJet 3100 product ignores the single-ring pattern.

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## To enable distinctive ring detection

---

### Note

Only change this setting to Yes if you have distinctive ring service from your telephone company. **If you do not have distinctive ring service, do not change this setting or the HP LaserJet 3100 product will not be able to receive faxes.**

---

- 1 Call your local telephone company and subscribe to distinctive ring service. Make sure the telephone company assigns the double-ring pattern to the fax number. You **cannot** have a third phone number on this line.
- 2 Press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **Fax Settings** and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select **Incoming Faxes** and press **ENTER/MENU**.
- 5 Use the **<** and **>** keys to select **Distinctive Ring** and press **ENTER/MENU**.
- 6 Use the **<** and **>** keys to select **Yes** or **No** and press **ENTER/MENU**.
- 7 Press **STOP/CLEAR** to exit the Menu settings.

---

### Note

If you have an answering machine or computer voicemail connected to this line for the other phone number (on the single ring pattern), make sure the HP LaserJet 3100 product's rings to answer is set to a **lower** number than the rings to answer on the answering machine or voicemail. If it isn't, the HP LaserJet 3100 product will be unable to receive fax calls.

---





## Turning on or off error correction

Normally, the HP LaserJet 3100 product monitors the signals on the telephone line while it is sending a fax, which it sends in pieces. If the HP LaserJet 3100 product detects an error signal while it is sending a piece of the fax, it can resend that piece.

The factory default for this setting is On. Only change it to Off if you are having trouble sending or receiving a fax and want to accept the errors in the transmission. Then, return the setting to On when you have finished.

### To turn on or off error correction

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **Fax Settings** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **All Faxes** and press **ENTER/MENU**.
- 4 Press **ENTER/MENU** to select **Error Correction**.
- 5 Use the **<** and **>** keys to select **On** or **Off** and press **ENTER/MENU**.
- 6 Press **STOP/CLEAR** to exit the Menu settings.



## Changing the page stamp option

Incoming faxes print with the sender's identification and the date and time at the top. If you change the page stamp option to Yes, incoming faxes are stamped with a second line repeating the sender's identification and date and time, but also show how many pages were transmitted. This helps confirm that you received all pages and the order of the pages. The default for page stamping is No.

---

### Note

If you turn on the page stamp option, make sure the autoreduction is set to Auto or 97%. If autoreduction is turned off, a couple of lines of each received fax page might print on a second page. See "Setting autoreduction for incoming faxes" in this chapter.

---

### To change the page stamp option

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **Fax Settings** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **Incoming Faxes** and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select **Stamp Received Faxes** and press **ENTER/MENU**.
- 5 Use the **<** and **>** keys to select **Yes** or **No** and press **ENTER/MENU**.
- 6 Press **STOP/CLEAR** to exit the Menu settings.



## Receiving faxes to memory

If you have faxes routed to the HP LaserJet 3100 product and enable memory receive, faxes are stored in memory until you retrieve them. If memory receive is turned off, faxes print. The factory default is No.

---

### Note

When faxes are in memory, `Print Faxes` appears on the control panel display. For instructions on retrieving faxes from memory, see “Printing faxes received to memory” in chapter 3.

---

### To receive faxes to memory

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select `Fax Settings` and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select `Incoming Faxes` and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select `Memory Receive` and press **ENTER/MENU**.
- 5 Use the **<** and **>** keys to select `Yes` or `No` and press **ENTER/MENU**.
- 6 Press **STOP/CLEAR** to exit the Menu settings.

## Enabling remote retrieval and setting a password

This feature must be enabled if you want to be able to retrieve your faxes to a fax machine at another location. This setting can remain on at all times. The only time you might not want it enabled is if you are afraid someone else has your password and may try use it to retrieve your faxes at another location. The default is Off.

A password is required when you use remote retrieval. Use this procedure to set your password also.

---

### Note

---

This procedure just enables the feature. For instructions on using the feature, see “Retrieving faxes at a remote location” in chapter 3.

### To enable remote retrieval and set a password

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **Fax Settings** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **All Faxes** and press **ENTER/MENU**.
- 4 Press the **>** key once to select **Remote Retrieval** and press **ENTER/MENU**.
- 5 Use the **<** and **>** keys to select **On** or **Off** and press **ENTER/MENU**.
- 6 To enter a password, enter four digits and press **ENTER/MENU**.  
- Or -  
To accept the current password, press **ENTER/MENU**.
- 7 Press **STOP/CLEAR** to exit the Menu settings.

## Setting autoreduction for incoming faxes

If this feature is set to Auto (the default), the HP LaserJet 3100 product automatically reduces long faxes to fit on the paper. If the feature is turned off, long faxes print at full size on multiple pages.

If you have the page stamp option on, you may want to choose 97%. This reduces incoming faxes just slightly to prevent the page stamp from forcing a received fax page onto two pages.

---

### Note

Make sure the paper size setting matches the size of paper loaded in the paper input bin. See “Setting the paper size” in this chapter for instructions.

---

### To set autoreduction

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **Fax Settings** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **Incoming Faxes** and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select **Auto Reduction** and press **ENTER/MENU**.
- 5 Use the **<** and **>** keys to select **Auto** (the default), **97%**, or **Off** and press **ENTER/MENU**.
- 6 Press **STOP/CLEAR** to exit the Menu settings.

## Changing the silent detect mode

This setting controls whether or not you can receive faxes from older-model fax machines that don't 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 is No. It should be changed only if you regularly receive faxes from someone with an older-model fax machine.

### To change the silent detect mode

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **Fax Settings** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **Incoming Faxes** and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select **Silence Detection** and press **ENTER/MENU**.
- 5 Use the **<** and **>** keys to select **Yes** or **No** and press **ENTER/MENU**.
- 6 Press **STOP/CLEAR** to exit the Menu settings.



## Enabling an extension phone

With this setting enabled, you can start receiving fax calls from any extension phone by pressing **\*\*\***. The default is Yes. Do not disable this setting unless you have a service from your telephone company that also uses the **\*\*\*** sequence and the service is not working because of the conflict.

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **Fax Settings** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **Incoming Faxes** and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select **Extension Phone** and press **ENTER/MENU**.
- 5 Use the **<** and **>** keys to select **Yes** or **No** and press **ENTER/MENU**.
- 6 Press **STOP/CLEAR** to exit the Menu settings.

# Managing logs and reports

From the control panel, you can do the following:

- Print a log of the last 40 faxes sent (the fax log)
- Choose when the fax log prints automatically
- Choose when transmission reports for each sent fax print
- Print report of what numbers are assigned to one-touch keys and speed-dial and group-dial numbers
- Print a configuration report
- Print a report for the results of a self-test
- Print a Menu tree
- Print all of the reports

## Printing the fax log

On demand, you can print a log of the last 40 faxes. This log includes entries for:

- all faxes received to the HP LaserJet 3100 product
- all faxes sent from the control panel
- most faxes sent from the Document Assistant
- most faxes sent from the JetSuite PC fax program

The log does not show entries for faxes sent from the Document Assistant or the JetSuite PC fax program if the faxes were very large. (Entries for those very large faxes appear in the JetSuite Pro Desktop program's fax log.) This log never shows entries for faxes sent from another PC fax program, such as WinFax.

## To print the fax log

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **Reports** and press **ENTER/MENU**.
- 3 Press **ENTER/MENU** to select **Fax Log**.
- 4 Press **ENTER/MENU** to select **Print Fax Log**. The HP LaserJet 3100 product exits the Menu settings and prints the log.

## Setting when the fax log prints

You can decide whether or not you want the fax log to print automatically after every 40 faxes sent or received. The factory default is Yes. See “Printing the fax log” on the previous page for a description of which faxes have entries in the fax log.

### To set when the fax log prints

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select `Reports` and press **ENTER/MENU**.
- 3 Press **ENTER/MENU** to select `Fax Log`.
- 4 Press **>** once to select `Automatic Log` and press **ENTER/MENU**.
- 5 Use the **<** and **>** keys to select `Yes` or `No` and press **ENTER/MENU**.
- 6 Press **STOP/CLEAR** to exit the Menu settings.

## Setting when transmission reports print

A transmission report contains information about a specific outgoing fax. (This includes all faxes sent from the control panel and most faxes sent from the Document Assistant or the JetSuite PC fax program.) You can choose to have these reports print each time a fax is sent, only if the fax failed, or never. The default is If Fax Fails. If you choose Never, you have no indication a fax failed to transmit unless you print a fax log.

If you want a transmission report for a certain fax, whether it was sent successfully or not, you can print a report for that fax. See “Sending a fax with confirmation” in chapter 3.

### To set when transmission reports print

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select `Reports` and press **ENTER/MENU**.
- 3 Press the **>** key once to select `Transmission Reports` and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select the option for when you want the transmission reports to print. You can choose `Always`, `Never`, or `If Fax Fails`.
- 5 Press **ENTER/MENU** to save the selection.
- 6 Press **STOP/CLEAR** to exit the Menu settings.



## Printing a one-touch, speed-dial, and group-dial report

This report is a list of what fax numbers are assigned to the one-touch keys and speed-dial and group-dial codes.

### To print a one-touch, speed-dial and group-dial report

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select `Reports` and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select `Phonebook` and press **ENTER/MENU**. The HP LaserJet 3100 product exits the Menu settings and prints the report.

## Printing a configuration report

Use this procedure to print a configuration report, which shows what settings are currently selected. These settings are marked with an asterisk (\*).

### To print a configuration report

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select `Reports` and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select `Print Config Report` and press **ENTER/MENU**. The HP LaserJet 3100 product exits the Menu settings and prints the report.

## Printing a self-test report

When you request this report, the HP LaserJet 3100 product runs a self-test and then prints the results. This report includes information such as the speed of the modem, how many pages have been printed, and a list of the most recent error messages.

### To print a self-test report

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select `Reports` and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select `Self Test` and press **ENTER/MENU**. The HP LaserJet 3100 product exits the Menu settings and prints the report.

## Printing a Menu tree

Use this procedure if you'd like to print a copy of the Menu tree shown earlier in this chapter. This Menu tree may be a useful reference as you alter settings in the Menu.

### To print a Menu tree

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select `Reports` and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select `Print the Menu` and press **ENTER/MENU**. The HP LaserJet 3100 product exits the Menu settings and prints the Menu tree.

## Printing all reports at once

You can print all of the reports in this section at once by following the procedure below.

### To print all reports at once

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **Reports** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **Print All** and press **ENTER/MENU**. The HP LaserJet 3100 product exits the Menu settings and prints the report.

# Adjusting general defaults

This section contains instructions for:

- Controlling sound volume
- Setting default resolution
- Setting default contrast
- Setting the copy collation feature
- Programming the size of media loaded in the paper input bin
- Setting the default copy size
- Changing the language on the display panel
- Resetting factory defaults

## Controlling sound volume

You can control the volume of the following:

- The speaker for sounds associated with incoming and outgoing faxes.
- The volume of sounds the HP LaserJet 3100 product emits when it requires attention, such as when the printer door is open.
- The beeps emitted when you press control panel keys.

### To adjust the fax sounds speaker volume

---

**Note**

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The default set at the factory for the ringer is 3.

- 1 Press **VOLUME**.
- 2 Use the **<** and **>** keys to select **Off**, **1**, **2**, **3**, **4**, **5**, or **6**, or **High** and press **ENTER/MENU**.

## To turn on or off attention sounds

---

### Note

The default set at the factory for the attention sounds is Low.

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select `User Defaults` and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select `Volume Settings` and press **ENTER/MENU**.
- 4 Press **ENTER/MENU** to select `Alarm Volume`.
- 5 Use the **<** and **>** keys to select `High, Low, or Off` and press **ENTER/MENU**.
- 6 Press **STOP/CLEAR** to exit the Menu settings.

## To turn on or off control panel key beeps

---

### Note

The default set at the factory for the beeps is Low.

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select `User Defaults` and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select `Volume Settings` and press **ENTER/MENU**.
- 4 Press the **>** key once to select `Front Panel Keys` and press **ENTER/MENU**.
- 5 Use the **<** and **>** keys to select `Low, High, or Off` and press **ENTER/MENU**.
- 6 Press **STOP/CLEAR** to exit the Menu settings.

## Changing the default resolution

Resolution affects the quality, in dots per inch (dpi), of your fax or copy documents. It also affects the transmission speed of faxes. Use this procedure to change the default resolution, which is the resolution normally used. The choices for this setting are Standard (the factory default), Fine, Superfine, or Photo. **If you choose Superfine or Photo, faxes are not scanned before the fax number dials and connects.** This means the document feeder tray will be unavailable until the fax number connects.

Outgoing faxes are transmitted using whichever of the four choices you select. Copies are made always using Superfine and won't be affected by this setting unless you choose Photo. For more information about resolution choices, see "Resolution options" in chapter 3.

---

### Note

If you only want to change the resolution for the fax or copy job you are currently sending, see "Adjusting the resolution" in chapter 3, "Faxing," or chapter 5, "Copying."

---

### To change the default resolution

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select `User Defaults` and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select `Default Resolution` and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select the default resolution you want. You can choose `Standard` (the default), `Fine`, `Superfine`, or `Photo`.
- 5 Press **ENTER/MENU** to save your selection.
- 6 Press **STOP/CLEAR** to exit the Menu settings.

## Changing the default contrast

The default contrast is the contrast normally applied to items being faxed and copied. The default set at the factory is Normal.

---

### Note

---

If you only want to change the contrast for the current job, see “Adjusting the contrast” in chapter 3, “Faxing,” or chapter 5, “Copying.”

### To change the default contrast

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select `User Defaults` and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select `Default Contrast` and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select the default contrast. You can choose `Normal` (the default), `Lighten`, or `Darken`.

---

### Note

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Lighten makes all faxes or copies lighter than the originals. Darken makes all faxes or copies darker than the originals.

- 5 Press **ENTER/MENU** to save your selection.
- 6 Press **STOP/CLEAR** to exit the Menu settings.

## Setting the default collation

You can set the HP LaserJet 3100 product to collate multiple copies into sets. For example, if you are making two copies of three pages and the collation is on, the pages would print in this order: 1,2,3,1,2,3. If the collation is off, the pages would print in this order: 1,1,2,2,3,3.

The collation setting you choose is in effect for all copies until you change the setting. The default set at the factory is Yes.

To use collation, the original document must fit into memory. In the rare instance that it doesn't, the HP LaserJet 3100 product makes only one copy and displays a message notifying you of the change. If that happens, you have several alternatives for finishing the job:

- split the job into smaller jobs containing fewer pages
- make only one copy of the document at a time
- turn off the collation
- use the Document Assistant to copy and collate the job. You can collate larger jobs using the Document Assistant.

### To set the default collation

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select `Copy Settings` and press **ENTER/MENU**.
- 3 Press **ENTER/MENU** to select `Default Collation`.
- 4 Use the **<** and **>** keys to select `Yes` or `No` and press **ENTER/MENU**.
- 5 Press **STOP/CLEAR** to exit the Menu settings.



## Setting the paper size

The paper size should be set to the size of paper you normally load in the paper input bin. The HP LaserJet 3100 product uses this setting for printing reports and determining autoreduction for incoming faxes.

---

### Note

The printing function does not use this setting. If you are loading special size media just for your current print job, do not change this setting. After you have finished printing, reload the original paper.

---

### To set the paper size

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select `User Defaults` and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select `Paper Size` and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys until the size of paper you have loaded appears. You can choose `Letter`, `A4`, or `Legal`.
- 5 Press **ENTER/MENU** to save your selection.
- 6 Press **STOP/CLEAR** to exit the Menu settings.

---

### Hint

If you are worried that faxes may come while you have a special type or size of media loaded for a print job, you can temporarily receive faxes to memory. When the print job finishes, reload the normal paper and print out the faxes. See “Receiving faxes to memory” in this chapter and “Printing faxes received to memory” in chapter 3.

---

## Changing the default copy size

The default copy size is the size to which copies are normally reduced or enlarged. If you keep the factory default size set to 100 percent, all copies will be the same size as the original document. You probably will not need to change this setting and should leave it set to 100 percent.

---

### Note

---

If you only want to change the copy size for the job you are currently copying, see “Reducing or enlarging copies” in chapter 5.

### To change the default copy size

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select `User Defaults` and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select `Copy Size` and press **ENTER/MENU**.
- 4 Enter how much you want to reduce or enlarge copies normally. You can choose from 50 to 200 percent.
- 5 Press **ENTER/MENU** to save your selection.
- 6 Press **STOP/CLEAR** to exit the Menu settings.

## Changing the language on the display panel

Use this procedure to have the control panel display messages in a language other than the default.

### To change the language on the display panel

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select `User Defaults` and press **ENTER/MENU**.
- 3 Press **ENTER/MENU** to select `Language`.
- 4 Use the **<** and **>** keys to select the language you want. You can choose `English`, `Francais`, `Deutsch`, or `Nederlands`.
- 5 Press **ENTER/MENU** to save your selection.
- 6 Press **STOP/CLEAR** to exit the Menu settings.

## Restoring factory defaults

This procedure returns all settings to the factory defaults and clears the fax header name and phone number. This procedure does **not** clear fax numbers and names associated with one-touch keys and speed-dial codes.

### To restore factory defaults

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select `User Defaults` and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select `Restore Defaults` and press **ENTER/MENU**.
- 4 If you want to continue, press **START**. The factory defaults are restored.

## Hints and help

In this section, find suggestions and answers to commonly asked questions. See chapter 9, “Troubleshooting and Maintenance,” for a more complete list of common copy quality and usage solutions.

### What If...

**I need to dial an international number?** You may want to dial using manual dialing so you can listen for different tones. See “Using manual dial” in chapter 3.

**I’m trying to dial a long fax number and it won’t let me dial all the numbers?** The maximum number of digits or characters that can be entered into a fax number is 40. If you need to enter a calling card number plus a fax number or a long international number, you can split the number between two one-touch keys or speed-dial codes. Program the first one-touch key or speed-dial code with the calling card number or first part of the international number and press **REDIAL/PAUSE** at the end of the number. Then, program the second one-touch key or speed-dial code with the fax number or second part of the international number. To use them, press the first one-touch key and then the second, or enter the first speed-dial code and then the second, one after the other. The HP LaserJet 3100 product dials both strings of numbers as if they were a single number.

# 9

# Troubleshooting and Maintenance

## Basic troubleshooting steps

If the HP LaserJet 3100 product doesn't work properly, first check the following:

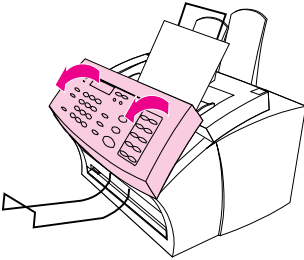
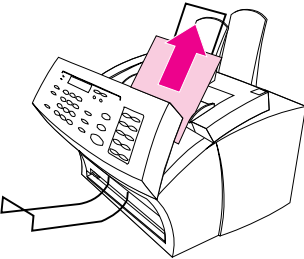
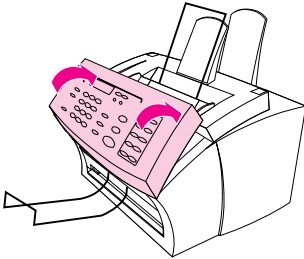
- The **Ready** (green) light is on and not blinking. If the **Error** (yellow) light is on, check the control panel display for a message.
- No error messages are displayed on the computer screen or the HP LaserJet 3100 product's control panel display.
- The power cord is securely connected to the HP LaserJet 3100 product and plugged into a live electrical outlet.
- The parallel cable between the HP LaserJet 3100 product and the computer is connected securely.
- The telephone cord between the HP LaserJet 3100 product and the wall is securely connected.
- Too many programs were open when trying to do a task. Try closing other programs not in use or restarting the computer before retrying the task.
- The parallel cable is functioning properly. To check, try connecting a different size C parallel cable.
- Paper is in the paper input bin.

Most answers for software-related issues are in the online help. See this chapter for basic printing, scanning, and PC faxing help topics, then see the online help.

## Clearing jams from the scanner area

The following is a list of possible causes for jams in the scanning mechanism:

- Too many pages were loaded into the document feeder tray.
- A special media item was loaded but the special media lever was to the left.
- Multiple sheets of a document were loaded but the special media lever was to the right.
- The item loaded contained tears, frayed edges, etc. or didn't meet the guidelines for documents (see "Selecting items for faxing, copying, or scanning" in chapter 3).
- The item was not loaded correctly.
- The item was smaller than 2 by 3.5 inches (51 by 89 mm) (the size of a business card).

**1****2****3**

## To clear jams from the scanner area

- 1 Using both hands, pull the document release door (control panel) toward you.
- 2 Remove any jammed media.

---

### CAUTION

Only use your hands to remove jammed paper. Using other objects can damage internal parts.

---

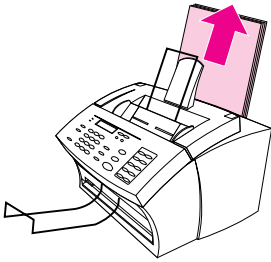
- 3 Make sure all pieces of media are removed and then close the door.
- 4 To prevent future jams, make sure the special media lever is in the correct position for the document you are loading. See the loading instructions at the beginning of the fax, copy, or scan chapters for more information.

## Clearing jams from paper path areas

Occasionally, paper can become jammed in the paper input bin, single-sheet input slot, paper output bin, or front paper output slot. The following list shows some possible causes:

- The paper was loaded improperly.
- The paper input bin was overfilled.
- The guides weren't adjusted to the correct position.
- More paper was added without unloading the bin and straightening all media first.
- The paper output bin was too full.
- The paper path lever was adjusted while a job was printing.
- The printer door was opened while a job was printing.
- The paper being used does not meet HP's specifications.
- The paper being used was smaller than 3 by 5 inches (76.2 by 127 mm).
- The power was interrupted while a job was printing.

1



## To clear feed jams in the input areas

- 1 If most of the jammed sheet of paper is visible from the paper input bin or single-sheet-input slot, carefully pull the jammed paper straight up and out using both hands. Realign the media, and reload it.

---

### Note

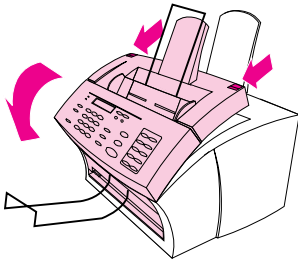
Be sure to center print media with the paper guides. Also, verify that the paper guides are adjusted snugly without crinkling or bending the media.

---

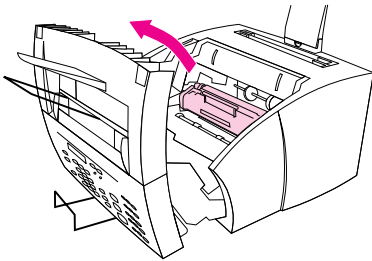
The HP LaserJet 3100 product, in most cases, reprints the jammed page and finishes the rest of the job. Once your job has finished printing, check it to make sure all pages printed.



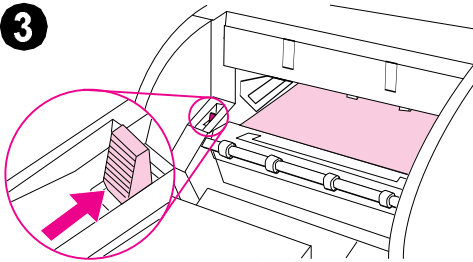
1



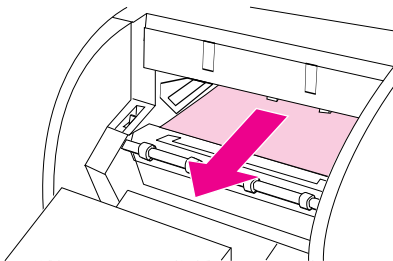
2



3



4



## To clear a jam from the interior area

- 1 If the jam is not visible in the input area, use the two printer door release latches to pull open the printer door.
- 2 Remove the toner cartridge. Be sure to protect it from light while it is outside the HP LaserJet 3100 product.

---

### CAUTION

Avoid touching the long, black, sponge roller inside the product. Touching it may reduce output quality.

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- 3 Push the green paper release lever toward the back.
- 4 If the paper jam is in the toner cartridge area but has **not** reached the fuser and roller area, reach inside and carefully pull the sheet straight forward and out.

---

### CAUTION

Do not pull the sheet straight up. This can damage the printer.

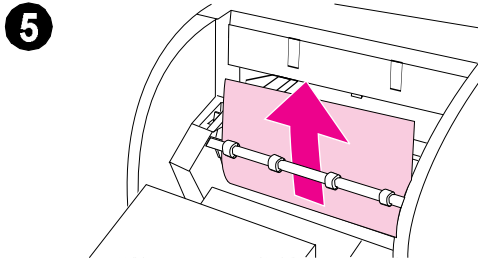
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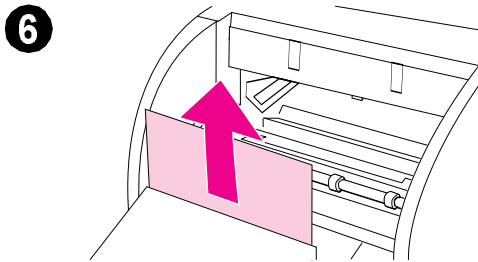
### CAUTION

Only use your hands to remove jammed paper. Using other objects can damage internal parts.

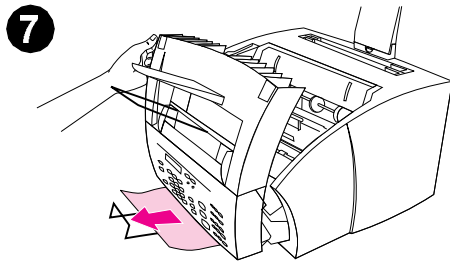
---



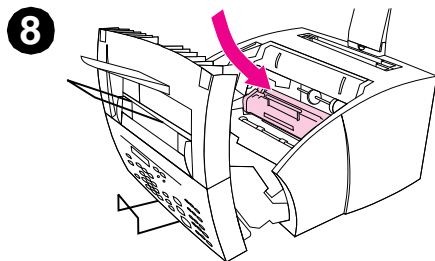
**5** If the paper jam is between the rollers, grasp the sheet with both hands, grasp the sheet with both hands and slowly pull it straight up and out.



**6** If the jam has entered the front output slot, grasp the sheet and carefully pull it straight up and out.



**7** If the jam is only visible from the front of the front output slot, raise the front cover part way with one hand. With the other hand, grasp the sheet and pull it toward you.



**8** After removing all sheets and fragments of paper, replace the toner cartridge and close the printer door.

The HP LaserJet 3100 product, in most cases, reprints the jammed page and finishes the rest of the job. Once your job has finished printing, check to make sure all pages printed.

## Resetting the HP LaserJet 3100 product

You may need to reset the HP LaserJet 3100 product if an error occurs. Resetting the HP LaserJet 3100 product accomplishes the following:

- Clears all unprinted data from the HP LaserJet 3100 product's memory.
- Clears current incoming and outgoing fax jobs.
- Clears current copy jobs.
- Removes some error conditions.

### To reset the HP LaserJet 3100 product

Press **STOP/CLEAR** and hold it down for 7 seconds. The HP LaserJet 3100 product resets. After resetting, the **Ready** light will be lit and not blinking if no errors are found.

If this does not work, unplug the HP LaserJet 3100 product's power cord from the power source for five seconds, and then replug it in.

# Resolving control panel error messages

These control panel error messages are listed alphabetically. Messages are accompanied by cause for the message and steps to take to resolve the problem.

Message	Cause	Solution
(number) is a Group Group not Allowed	The group-dial code you entered is assigned to a group, but a group cannot be dialed at this point.	Enter a different one-touch key or speed-dial code that is not assigned.
Already in Group	While programming a group-dial code, you have tried to add a fax number that is already in the group.	Continue by adding the next fax number you want to the group.
Busy	While sending a fax, receiving fax line was busy for all re-dial attempts.	Check the fax number and try resending the fax. If the message appears again, try sending to another fax machine or try again later.
Cancel Group Edit ENTER to Confirm	You pressed Back Space while in a group-dial code in the Group Dial Setup Menu level.	Press <b>START</b> to return to the group-dial code and continue editing. Press <b>ENTER/MENU</b> to go to the Group Dial Setup level of the Menu. (Press <b>ENTER/MENU</b> again to choose a different group-dial code.) Press <b>STOP/CLEAR</b> to exit the Menu settings.
Clear Document From Scanner	Your document jammed while being fed through the document feeder tray, the HP LaserJet 3100 product loaded multiple sheets of the document.  The special media lever was in the wrong position for the document you sent.	Pull the document release door open, remove the jammed item, and close the door.  Remove the jammed item as detailed above. Then, check the special media lever. It should be to the left for regular weight items or to the right for thick items, which must be fed one at a time.
Communication Error	An error occurred while trying to transmit a fax.	Try resending the fax. If the call fails again, check that the telephone cord is securely connected. Then, check for a dial tone on the phone line by pressing <b>MANUAL DIAL</b> . Wait and try resending the fax later.

Message	Cause	Solution
Configuration Err # (number 1-4)	An error was detected in the SRAM.	Unplug the power cord from the power source, wait 10 seconds, and replug in the power cord. If the error persists, service may be required. See the front of this manual for support information.
Config. Stuck Addr	In Service Mode only, SRAM stuck address test.	Unplug the power cord from the power source, wait 10 seconds, and replug in the power cord. If the error persists, service may be required. See the front of this manual for support information.
Config. Tied Addr.	In Service Mode only, SRAM tied address test.	Unplug the power cord from the power source, wait 10 seconds, and replug in the power cord. If the error persists, service may be required. See the front of this manual for support information.
Decoding Error #(number 1-3)	There was an error in decoding with the image processing chip.	Unplug the power cord from the power source, wait 10 seconds, and replug in the power cord. If the error persists, service may be required. See the front of this manual for support information.
Documents Were Lost START to Continue	Power to the HP LaserJet 3100 product was interrupted, and documents in memory were lost.	Press <b>START</b> . The HP LaserJet 3100 product prints a report. Check the Status column for the "Fax Document was Lost" message. The associated outgoing faxes need to be resent, and you need to ask the sender to resend the incoming ones.
Encoding Error	There was an error in encoding with the image processing chip.	Unplug the power cord from the power source, wait 10 seconds, and replug in the power cord. If the error persists, service may be required. See the front of this manual for support information.
Errors Likely in Pages: (page range)	The fax transmission was completed, but there are likely to be errors in the pages specified.	Try resending the fax or asking the sender to resend the fax to you.

Message	Cause	Solution
<b>Fax Document was Lost</b>	Faxes in memory were lost due to a power failure.	If you set up faxes to be sent at a future time or to be polled, print a fax log (chapter 8) to identify which faxes were lost. Then, re-enter the faxes. If the HP LaserJet 3100 product was set to receive faxes to memory (instead of printing), any documents received to memory also has been lost. If you were expecting a fax, check with the sender and request that the fax be resent.
<b>Fax Memory Error #(number 1-5)</b>	An error was detected in DRAM.	Unplug the power cord from the power source, wait 10 seconds, and replug in the power cord. If the error persists, service may be required. See the front of this manual for support information. If you set up faxes to be sent at a future time or to be polled, print a fax log (chapter 8) to identify which faxes may have been lost. Then, re-enter the faxes. If the HP LaserJet 3100 product was set to receive faxes to memory (instead of printing), any documents received to memory also may have been lost. If you were expecting a fax, check with the sender and request that the fax be resent.
<b>Group is Empty, Use ONE-TOUCH/ SPEED DIAL</b>	Appears when you are creating a group-dial code.	Begin adding fax numbers to the group-dial code by pressing each number's one-touch key or pressing <b>SPEED DIAL</b> , entering the fax number's speed-dial code, and pressing <b>ENTER/MENU</b> .
<b>Input Limit Reached</b>	Too many fax numbers were dialed when trying to send to an ad-hoc group.	The most fax numbers that can be added to an ad-hoc group is 100. Resend the fax, but only to 100 fax numbers or fewer.
<b>Invalid Date or Time</b>	An invalid time or date was entered, such as 25:99 PM or June 35	Re-enter the date and time.
<b>Keypad Test Failed</b>	In Service Mode only, the keypad test failed.	Try running the keypad test again.

Message	Cause	Solution
Long Page? START to Continue	The HP LaserJet 3100 product senses a document over 39 inches (991 mm), such as a banner, may be feeding through the document feeder tray or that a paper jam has occurred.	Quickly press <b>START</b> to continue scanning the page. If <b>START</b> is not pressed within a few moments, the HP LaserJet 3100 product assumes a page has jammed and cancels the job. You have to remove the jammed item and begin again. If you are sending a fax longer than 39 in (991 mm), you can also use the "Sending long pages" procedure (chapter 3). That procedure ensures that long pages go without having to monitor the task and press Start before the scanner shuts off.
Memory Full - Send Unscanned Pages	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.	Reload the unscanned pages and re-send them to finish the fax job.
Memory is Full	The HP LaserJet 3100 product's memory has been completely filled during a copy or a scan.	This message should clear automatically when the next task starts (for example when you start a copy or receive a fax).
Modem Error # (number 1-3)	An error was detected with the modem.	Check that the telephone cord is securely connected between the HP LaserJet 3100 product and the wall. If the problem persists, service may be required. See the front of this manual for support information.
No Answer	You tried to send a fax, but the receiving fax line did not answer on any redial attempts.	Check the fax number and try resending the fax. If the message appears again, try sending to another fax machine or try again later.
No Dial Tone	You tried to send a fax, but your phone line is not operational.	Check the connection of the telephone cord between the HP LaserJet 3100 product and the wall. Check for a dial tone.
No Fax in (number) Tries	The HP LaserJet 3100 product failed to connect to the receiving fax machine in the number of redials specified.	Check the fax number and try resending the fax. If the message appears again, try sending to another fax machine or try again later.

<b>Message</b>	<b>Cause</b>	<b>Solution</b>
<b>No Memory for Report Erase/Print Document</b>	Memory needed to print a report may be being used to store faxes that have been received to memory.	Print faxes that have been received to memory (see "Printing faxes received to memory" in chapter 3).
	Needed memory may be being used to store faxes set up to be sent at a future time or to be polled.	If you have several faxes set up to be sent at a future time or to be polled, try clearing these faxes using Job Status (see "Canceling a fax job using Job Status" in chapter 3).
<b>No Modem Installed</b>	There is a problem with the LIU.	Unplug the power cord from the power source, wait 10 seconds, and replug in the power cord. If the error persists, service may be required. See the front of this manual for support information.
<b>No Room in Fax Log</b>	The fax log was unable to print due to an error, such as out of paper.	Load paper in the paper input bin so the HP LaserJet 3100 product can print the log.
<b>Not Enough Memory</b>	There is not enough memory to complete the job indicated.	Try resending the job. If the error persists, try reducing the amount of activity on the HP LaserJet 3100 product and cancel jobs in memory before resending the job.
<b>Not Enough Memory to Duplicate for COPY</b>	The HP LaserJet 3100 product does not have enough memory to complete the copy job.	Divide the copy job into smaller sections and then try copying again. If you are collating the job, turn off the collation feature (chapter 8), only make one copy of the document at a time, or use the Document Assistant to make the copies.
<b>No Fax Pages in Memory to Reprint</b>	The HP LaserJet 3100 product attempted to execute "Reprint Last Fax" when nothing was in memory.	Wait for a fax, then as soon as a fax is in the memory, the HP LaserJet 3100 product will reprint the fax.
<b>Nov-22-93 06:30 PM (An incorrect date appears.)</b>	The battery inside the HP LaserJet 3100 product has failed, causing all Menu features to revert to the factory settings. Settings that contained alphabetic and numeric characters you entered, such as header information and speed-dial names and numbers, have been erased.	You can continue to use the HP LaserJet 3100 product without the battery, but if you re-enter the Menu settings and then turn off the power, the settings are erased again. To obtain service, you must contact HP's customer support center. See the front of this manual for support information.



Message	Cause	Solution
Paper Bin is Empty Please Add Paper	The paper input bin is empty.	Load paper. If paper is already loaded, remove it. Check for and remove any jammed sheets and discard them. Then, reload the paper.
Password must be 4 Digits	Attempt was made to enter a password that was not 4 digits.	Re-enter 4-digit password.
Paused (Memory Full)	The HP LaserJet 3100 product's memory is full, and the current job in the document feeder tray is paused to wait for memory to become available.	Reduce activity on the HP LaserJet 3100 product, or wait for other jobs to finish so memory will be freed. If there are faxes set up to be polled or sent at a future time, you may want to cancel these jobs to free memory.
PC Print Timed Out	The print job took too long to print, and the HP LaserJet 3100 product timed out.	Let the "print jobs retry" continue for five minutes. If the HP LaserJet 3100 product still does not print, resend the print job.
Phone Number Error	Too many characters were entered when dialing a phone number.	The maximum number of characters that can be entered is 40. If you have a number longer than 40 characters, break the number into smaller chunks. Enter the first part of the number, and press <b>REDIAL/PAUSE</b> as the last character in the first number. Then, enter the second part of the number as if it were a second number going to a group. When the product dials, it will treat both numbers as if they are one. See "Sending faxes to multiple recipients" in chapter 3.
Polling-In Error	The HP LaserJet 3100 product tried to poll another fax machine. The poll failed because either there was no answer, the line was busy, or the other fax machine was not ready to be polled.	Check with the sender to make sure their fax machine is ready to be polled and check the fax number. Then, set up to poll again. See "Requesting a fax from another fax machine (polling)" in chapter 3.
Printer Fixing Error Replace Fixing Unit	There is an error with the print engine.	Service is required. See the front of this manual for support information.

Message	Cause	Solution
Printer Comm Error	There was an error in communicating with the HP LaserJet 3100 product.	Check that the parallel cable is securely connected between the HP LaserJet 3100 product and the computer. If the problem persists, unplug the HP LaserJet 3100 product's power cord from the power source for 10 seconds, and then replug it in. If neither of these solutions works, service may be required. Contact the Customer Service Center. See the front of this manual for support information.
Printer Comm Error ^1	In Service Mode only. There was an error in communicating with the HP LaserJet 3100 product.	Check that the parallel cable is securely connected between the HP LaserJet 3100 product and the computer. If the problem persists, unplug the HP LaserJet 3100 product's power cord from the power source for 10 seconds, and then replug it in. If neither of these solutions works, service may be required. Contact the Customer Service Center. See the front of this manual for support information.
Printer Cover Open or No Cartridge	The printer door is open or the toner cartridge is not installed properly.	Make sure the printer door is closed. Check the toner cartridge for proper installation. See "Installing the toner cartridge" in chapter 1 for instructions.
Printer is Busy	The HP LaserJet 3100 product is temporarily unavailable for other types of printing (such as printing faxes or copies).	No action is needed. If you already started another job, such as you sent a copy job through the document feeder tray and it was scanned in or you requested a report to print, the job will be completed when the HP LaserJet 3100 product becomes available.
Printer Laser Error Call for Service	A problem has occurred with the print engine.	Unplug the power cord from the power source, wait 10 seconds, and replug in the power cord. If the error persists, service may be required. See the front of this manual for support information.

<b>Message</b>	<b>Cause</b>	<b>Solution</b>
<b>Printer Motor Error Call for Service</b>	A problem has occurred with the print engine.	Unplug the power cord from the power source, wait 10 seconds, and replug in the power cord. If the error persists, service may be required. See the front of this manual for support information.
<b>Printer Paper Jam Check Paper Path</b>	A paper jam has occurred.	Check the input areas, the output areas, and the interior for the jam and then clear the jam (see “Clearing jams from paper path areas” in this chapter). The job should continue to print. If it doesn’t, try reprinting the job.
<b>Printer Signal Error</b>	There was an error in the HP LaserJet 3100 product print unit.	Unplug the power cord from the power source, wait 10 seconds, and replug in the power cord. If the error persists, service may be required. See the front of this manual for support information.
<b>Receive Error</b>	An error occurred while the HP LaserJet 3100 product was receiving a fax.	Call the sender and ask him or her to resend the fax.
<b>Redial Failed</b>	Attempts to redial a fax number failed.	Try resending the fax. If the fax still fails to transmit, call the recipient to check that his or her fax machine is on and working and to verify the fax number.
<b>Remote Fax was Busy</b>	The fax number dialed was busy.	Try resending the fax. If the fax still fails to transmit, call the recipient to check that his or her fax machine is on and working and to verify the fax number.
<b>Scan Reference Error</b>	There was an error detected in the HP LaserJet 3100 product.	Recalibrate the scanner. See “Recalibrating the scanner” in this chapter.

Message	Cause	Solution
Scanner Error #1	An error has occurred in the SRAM.	Press and hold down the <b>STOP/CLEAR</b> key for 7 seconds. This resets the HP LaserJet 3100 product. If the error persists, unplug the power cord from its power source for 10 seconds, and then replug it in. If neither of these methods clears the error, there may be a problem with the HP LaserJet 3100 product. Contact the Customer Service Center. See the front of this manual for support numbers.
Scanner isn't Available	The scanner mechanism is in use.	Wait until the scanner has finished the current job before sending the next job.
Scanner Jam - Reload	A document has jammed in the scanner area.	Pull open the document release door and then remove the jammed document. See "Selecting items for faxing, copying, and scanning" in chapter 3 for more information about preparing documents.
Speed Dial (number) is not Assigned	You tried to dial a speed-dial code that doesn't have a fax number stored in it or assigned a non-defined one-touch key to a group.	Choose a speed-dial code to which you have already assigned a fax number. To check which speed-dial codes are assigned, see "Printing a one-touch, speed-dial, and group-dial report" in chapter 8.
System Error	An error has occurred that may require servicing. In some cases, the error can be cleared by turning off the power, then turning it on again.	Unplug the HP LaserJet 3100 product's power cord from the power strip or outlet and wait for 10 seconds. Then, reinsert the cord. If the message is no longer displayed, the problem has been solved and you can continue to use the HP LaserJet 3100 product normally. If the message is still displayed, there's an internal problem that requires servicing. Record the 3-digit error number in the message, then contact HP's Customer Support Center. See the front of this manual for contact information.
There are No Documents in Memory	HP LaserJet 3100 product tried to print faxes from memory when no faxes had been received to memory.	No action is required. There are no faxes to retrieve.

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<b>Message</b>	<b>Cause</b>	<b>Solution</b>
<b>Unrecognized Format</b>	When printing, the incorrect printer driver was selected or an error occurred on the parallel interface.	After selecting the <b>Print</b> command in the program from which you are printing, select the <b>HP LaserJet 3100</b> as the printer. Reprint the job.
<b>Unsuccessful Call</b>	The fax number entered could not be reached.	Check the fax number and try resending the fax. If the message appears again, try sending to another fax machine or try again later.

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# Solving fax problems

Use the following table to solve fax problems. See also “Solving image quality problems” and “Solving paper feed problems” in this chapter.

Problem	Cause	Solution
The message on the computer screen says JetSuite Fax failed to open the fax port and a COM port is in use.	If you are copying from the JetSuite Pro software, you may have the wrong type of parallel port, or it may not be properly connected to the computer.	Be sure that you have connected the parallel cable that came in your package to the correct parallel port on the back of your computer. If you have another parallel port, try attaching the parallel cable to the other port. Make sure you have an SPP- (bi-directional) or ECP-compliant parallel port on your computer. An SPP parallel port is the minimum; an ECP parallel port is strongly recommended. For more information on your parallel port, please see appendix C and your computer’s documentation.
	If you are faxing from the JetSuite Pro software, another device is conflicting with the parallel port.	The HP LaserJet 3100 product cannot share a parallel port. If you have a sound card, external hard drive, or network switchbox connected to the same parallel port as the HP LaserJet 3100 product, the other device may be interfering. You must unhook the other device to connect and use the HP LaserJet 3100 product, or you must use two parallel ports on the computer. You may need to add another parallel interface card. An ECP parallel interface card is strongly recommended. Please see appendix C or your computer’s documentation for information on installing an additional parallel interface card or resolving conflicts.
No parallel port is available or the parallel port is being shared by another device.	The HP LaserJet 3100 product must be directly connected to the computer’s parallel port. It cannot share the parallel port with another device.	If you have a device such as an external disk drive or switch box connected to the parallel port and want to continue using it, you must get two parallel ports on your computer.

<b>Problem</b>	<b>Cause</b>	<b>Solution</b>
The HP LaserJet 3100 product isn't working.	The HP LaserJet 3100 product may not be receiving power.	Check that all cords are plugged in at the HP LaserJet 3100 product and the computer and that they are plugged into a live power outlet or power strip. Also, try removing the power cord from the back of the HP LaserJet 3100 product and then reinserting it. If the <b>Ready</b> message is displayed on the control panel, the HP LaserJet 3100 product is receiving power.
	The computer's processor is too busy.	Try running fewer programs at the same time on the computer. Do not perform I/O or processor-intensive tasks (such as sending a fax or playing a video game) on the computer while printing.
	The hard drive on the computer may be very full or is fragmented.	Free disk space or defragment the hard drive. See the computer's documentation for help.
Unable to start receiving faxes from an extension phone.	The Extension Phone setting may be disabled.	See "Enabling an extension phone" in chapter 8 for instructions on changing this setting.
	The telephone's cord may not be securely connected.	Check that the telephone cord is securely connected between the phone and the HP LaserJet 3100 product (or other device connected to the HP LaserJet 3100 product).
Voice calls aren't being received by the phone or answering machine connected to the line.	The telephone cords may not be connected properly.	See "Connecting telephone cords" in chapter 1 to check the installation.
	The answer mode or rings to answer on settings may not be set properly.	See "Changing answer mode and rings to answer" in chapter 8 to determine which settings you need.
Items loaded in the document feeder tray fall forward out of the tray.	The item is on a very lightweight media.	Do not try to pull the page out because you may damage the scanner. To remove the page, see "Clearing jams from the scanner area" in this chapter. Then, curl or roll the item in the direction of the printed side, unroll it, and reload the item.

Problem	Cause	Solution
Incoming fax calls are not being answered or are going to the phone instead of the HP LaserJet 3100 product.	The answer mode may be set to Manual or the rings to answer setting may not be set correctly.	If the answer mode is set to Manual, the HP LaserJet 3100 product never answers calls. You have to answer the phone and start receiving the fax yourself. Also, check the rings to answer setting for your configuration. See "Changing answer mode and rings to answer" in chapter 8 to determine which settings you need.
	The distinctive ring feature may be turned on and you do not have the service, or you do have the service and have not enabled the feature (US only).	Check the distinctive ring feature and request the sender resend the fax. See "Enabling distinctive ring detection" in chapter 8.
	The telephone cords may not be connected properly.	See "Connecting telephone cords" in chapter 1 to check the installation.
	The Receive to PC option may be selected and faxes are being received by the computer.	To see if the computer is receiving faxes, start the JetSuite Pro software. When the desktop appears, choose <b>Options</b> from the <b>File</b> menu. If the <b>Receive to PC</b> check box is selected, faxes are being routed to the computer. On the left side of the desktop, select the <b>Fax Queue</b> folder, then the <b>Received</b> folder to see any faxes that have been received to the computer.
	If the paper ran out and memory filled, the HP LaserJet 3100 product stops answering fax calls.	Refill the paper input bin. The HP LaserJet 3100 product prints faxes received to memory and resumes answering fax calls.
	There may be too many devices connected to the phone line.	Try removing the last device connected and see if the HP LaserJet 3100 product works. If not, keep removing devices and retrying.
Faxes quit during sending.	If memory receive is enabled and the memory is full, outgoing faxes may not be able to be sent.	Check the control panel display. If it displays "Print Faxes," there are faxes in memory that need to be printed. See "Printing faxes received to memory" in chapter 3.
The HP LaserJet 3100 product is receiving faxes but is not sending them.	If your HP LaserJet 3100 product is on a PBX system, the PBX system may be generating a dial tone the HP LaserJet 3100 product cannot detect.	Disable the detect dial tone setting. See "Changing detect dial tone" in chapter 8.



Problem	Cause	Solution
Outgoing fax calls keep dialing.	If the call was busy or there was no answer, the HP LaserJet 3100 product redials for the number of times specified.	To stop the redials while the HP LaserJet 3100 product is dialing, press <b>STOP/CLEAR</b> . If it is waiting to redial, stop the job using Job Status. See "Canceling a fax job using Job Status" in chapter 3. To see how many times the HP LaserJet 3100 product is set to redial, print a configuration report (see "Printing a configuration report" in chapter 8) and check the "Number of redials" entry. See "Adjusting autore dial" in chapter 8 if you need to change the setting.
One-touch keys, speed-dial code, or group-dial codes aren't working.	The one-touch key, speed-dial code, or group-dial code may not be assigned or assigned properly.	Print a one-touch, speed-dial, and group-dial report (see "Printing a one-touch, speed-dial, and group-dial report" in chapter 8) to see which numbers are assigned. Also check that the fax number was entered correctly. See "Programming one-touch keys and speed-dial codes" or "Programming a group-dial code" in chapter 8 to assign or correct numbers.
Faxes sent at Superfine or Photo mode aren't scanning into memory.	Faxes sent with Superfine or Photo resolution won't scan into memory before sending. They wait until the call is placed and has connected before beginning to transmit.	To have the fax scan into memory, set the resolution to Standard or Fine. See "Adjusting the resolution" in chapter 3. Also, check that the default resolution is set to Standard or Fine. See "Adjusting the resolution" in chapter 3.
Faxes routed to the computer are being received by the HP LaserJet 3100 product instead.	If the rings to answer setting for the HP LaserJet 3100 product is lower than the rings to answer for the PC fax software, the HP LaserJet 3100 product answers fax calls before the PC fax software can.	To check, start the JetSuite Pro software. When the desktop appears, choose <b>Options</b> from the <b>File</b> menu. Check <b>Ring Number</b> . Then, print a configuration report (chapter 8) to check the HP LaserJet 3100 product's rings to answer number. The PC fax software's rings to answer should be lower.
	If the computer is busy when the fax comes, the fax is printed or received to memory.	Try to reduce the activity on the computer while faxes are being received.
	The HP LaserJet 3100 product may have lost its connection to the computer.	Check the parallel cable connections. Also, try closing and restarting the JetSuite Pro software.

<b>Problem</b>	<b>Cause</b>	<b>Solution</b>
Faxes are transmitting or being received very slowly.	You may be sending or receiving a very complex fax, such as one with many graphics.	Complex faxes take longer to be sent or received.
	The receiving fax machine may have a slow modem speed.	The HP LaserJet 3100 product only sends the fax at the fastest modem speed the receiving fax machine can accept.
	The resolution at which the fax was sent or is being received is very high. A higher resolution results in better quality, but also requires a longer transmission time.	If you are receiving the fax, call the sender and ask them to lower the resolution and resend the fax. If you are sending, lower the resolution and resend the fax. See “Adjusting the resolution” in chapter 3 to change the current resolution setting or “Changing the default resolution” in chapter 8 to check the default setting. The current resolution setting overrides the default.
	If there is a poor phone line connection, the HP LaserJet 3100 product and the receiving fax machine slows down the transmission to adjust for errors.	Hang up and resend the fax.
	If you are sending an electronic fax, there may be too many programs open besides the PC fax program.	Other applications may be using needed memory. Try closing all other open applications and resending the document.
	If you are using the PC fax program, the parallel cable may be loose, you may have the parallel cable plugged into the wrong type of port, or the parallel port setting is incorrect.	Check that you have the parallel cable plugged in securely on the back of the HP LaserJet 3100 product. Check that the cable is plugged into the parallel port, not the serial port. PC faxing may also be slow if you have an SPP-compliant parallel port. An ECP-compliant parallel port is strongly recommended. Check the parallel port setting. For more information on your parallel port, please see appendix C and your computer’s documentation.

Problem	Cause	Solution
Faxes aren't printing at the HP LaserJet 3100 product.	There is no paper in the paper input bin.	Load paper. Any faxes received during the paper out were stored in memory and print once the paper has been refilled.
	If you have noticed areas of faded print or other indications of the end of the toner cartridge life, the toner may have run out and blank pages continue to print.	Replace the toner cartridge. To try recovering faxes that printed as blank pages, see "Printing faxes received to memory" in chapter 3. If this doesn't work, see "Solving image quality problems" in this chapter.
	The memory receive option may be selected and faxes are being stored in the HP LaserJet 3100 product until you print them.	Print a configuration report (see "Printing a configuration report" in chapter 8) and check the "Confidential Receive" entry. If it is set to Yes, faxes are being stored in memory. See "Printing faxes received to memory" in chapter 3 to print any faxes. See "Receiving faxes to memory" in chapter 8 to change the setting.
Faxes you send aren't arriving at the receiving fax machine.	The Receive to PC option may be selected and faxes are being received by the computer. If the Receive to PC has been selected to act as a backup for the HP LaserJet 3100 product, the rings to answer setting may be set incorrectly.	Start the JetSuite Pro software. On the left side of the desktop, select the <b>Fax Queue</b> folder, then the <b>Received</b> folder to see any faxes that have been received to the computer. If there are faxes in that folder, choose <b>Options</b> from the <b>Fax</b> menu. If you do not want to have faxes routed to the computer ever, clear the <b>Receive to PC</b> box. If you want the computer to act as a backup to the HP LaserJet 3100 product, leave the <b>Receive to PC</b> box checked. Check <b>Ring Number</b> . Then, print a configuration report (chapter 8) to check the HP LaserJet 3100 product's rings to answer number. The HP LaserJet 3100 product's rings to answer number should be lower.
	The receiving fax machine may be off or have an error condition such as out of paper or toner.	Call the recipient to make sure his or her fax machine is on and ready to receive faxes.
	A fax may be in memory because it is waiting to redial a busy number, there are other jobs ahead of it waiting to be sent, or the fax is set up for a delayed send.	If a fax job is in memory for any of the mentioned reasons, an entry for the job appears in the fax log. Print the fax log (chapter 3) and check the Status column for jobs with a Pending designation.

Problem	Cause	Solution
Faxes are printing on two pages instead of one.	The autoreduction setting may not be set correctly.	If you want faxes to be reduced to fit on one page, the autoreduction setting should be set to automatic or 97%. If the setting is off, faxes may print on multiple pages. Print a configuration report (see “Printing a configuration report” in chapter 8) to check the setting, and then see “Setting autoreduction for incoming faxes” in chapter 8 to adjust the setting.
Document stops feeding in the middle of faxing.	The maximum scannable page length is 39 inches (991 mm). If the page is longer, scanning stops at 39 inches (991 mm).	Do not try to pull the page out because you may damage the scanner. To remove the page, see “Clearing jams from the scanner area” in this chapter. Then, rescan the page. When the scanner reaches the 39 in (991 mm) mark, the control panel displays <code>Long Page? START to Continue</code> for a few moments only. Quickly press <b>START</b> to continue scanning. If you do not, the message disappears and the scanner stops scanning because it thinks the page has jammed. If you are sending a fax longer than 39 in (991 mm), you can also use the “Sending long pages” procedure (chapter 3). That procedure ensures that long pages go without having to monitor the task and press Start before the scanner shuts off.
	The minimum scannable page length is 2 by 3.5 inches (51 by 89 mm). If the item is too small, it may jam inside the scanner area.	To remove the page, see “Clearing jams from the scanner area” in this chapter.
Fax logs or transmission reports are printing at unwanted times.	The fax log or transmission reports settings are not set correctly.	Print a configuration report (see “Printing a configuration report” in chapter 8) and check when the reports print. See “Setting when the fax log prints” and “Setting when transmission reports print” in chapter 8 to change the settings.

Problem	Cause	Solution
There are dark streaks or lines on sent faxes or the image quality is poor.	The scanner glass may be dirty.	<p>Make a copy of the item you are faxing. If the same problem appears, the scanner glass may be dirty. See “Cleaning the scanner path” in this chapter for cleaning instructions.</p> <p>If the copy is ok, try adjusting the resolution and contrast on the fax and resending. If the quality is still not good, there may be a problem with the receiving fax machine, such as it cannot receive faxes at a high resolution.</p>
The volume for sounds coming from the HP LaserJet 3100 product is too high or too low.	The volume setting needs to be adjusted.	See “Controlling sound volume” in chapter 8 for instructions on changing volume settings.
Long pages aren't feeding.	The page may be longer than 39 inches (991 mm).	<p>Do not try to pull the page out because you may damage the scanner. To remove the page, see “Clearing jams from the scanner area” in this chapter.</p> <p>Then, rescan the page. When the scanner reaches the 39 in (991 mm) mark, the control panel displays <code>Long Page? START to Continue</code> for a few moments only. Quickly press <b>START</b> to continue scanning. If you do not, the message disappears and the scanner stops scanning because it thinks the page has jammed.</p> <p>If you are sending a fax longer than 39 in (991 mm), you can also use the “Sending long pages” procedure (chapter 3). That procedure ensures that long pages go without having to monitor the task and press Start before the scanner shuts off.</p>
You receive this software message: “JetSuite Fax has detected that the HP LaserJet 3100 is switched off or is not connected to the computer.”	Either the power cord for the HP LaserJet 3100 product or the parallel cable between it and the computer is not securely connected.	Check that the power cord is securely connected between the HP LaserJet 3100 product and the power source. Then, check that the parallel cable is securely connected. After you have checked both, click <b>Retry</b> . If you click <b>Cancel</b> , you will not be able to receive faxes to or send faxes from the computer until you start (or restart) the JetSuite software or restart the computer.

# Solving printing problems

Use this section to solve common printing problems. See also “Solving image quality problems” and “Solving paper feed problems” in this chapter.

Problem	Cause	Solution
No parallel port is available or the parallel port is being shared by another device.	The HP LaserJet 3100 product must be directly connected to the computer's parallel port. It cannot share the parallel port with another device.	If you have a device such as an external disk drive or switch box connected to the parallel port and want to continue using it, you must get two parallel ports on your computer.
Garbled text or unwanted characters are printing.	The parallel cable may not be securely connected or may be faulty.	Make sure the parallel cable is securely connected between the HP LaserJet 3100 product and the computer. Try plugging in another size C parallel cable if you have one. If you have another parallel port on the computer, try connecting the cable to it.
The Document Assistant blinks on and off on the computer screen even when no document is loaded in the document feeder tray.	The HP LaserJet 3100 product is connected to a parallel port being shared with another device.	The HP LaserJet 3100 product cannot be connected to the same parallel port on the computer as another device. You must buy an additional parallel port or disconnect one of the two.
Printed pages are coming out in the incorrect order.	The incorrect output source may be selected, or the incorrect output setting has been chosen in the program from which you are printing.	Pages sent to the paper output bin print in correct order. Pages sent to the front paper output slot print in reverse order. Use the front paper output slot by pushing the paper path lever to the lower position. See “Selecting the output path” in chapter 4. If you need to print pages to the front paper output slot in correct order, select the reverse order output option in the program from which you are printing. See the program's documentation for more information.

<b>Problem</b>	<b>Cause</b>	<b>Solution</b>
<p>The HP LaserJet 3100 product isn't responding after "Print" is selected in the software.</p>	The printer may be printing a complex image.	Allow extra time for the computer to send the image.
	The printer may be paused.	Resume printing from the status window or Print Manager.
	The parallel cable between the HP LaserJet 3100 product and the computer may not be connected properly.	Disconnect and reconnect the parallel cable between the HP LaserJet 3100 product and the computer.
	The parallel cable is defective.	If possible, attach your cable to another system and print a job that you know works. You may also try using a different parallel cable (IEEE-1284, type "C" connector).
	The wrong printer was selected in your software.	Check your software's printer selection menu to see if you selected the HP LaserJet 3100.
	The software for your HP LaserJet 3100 product is not configured for the correct port.	Check your software's printer selection menu to make sure it is accessing the correct port. If your computer has more than one parallel port, make sure the parallel cable is connected to the correct one.
	The power cord is not connected to the HP LaserJet 3100 product or the power source is not active.	Check the power cord connection and the power source. Try a different outlet.
	The HP LaserJet 3100 product is connected to a switchbox or external hard disk.	You cannot have a switchbox or external hard disk connected between the computer and the HP LaserJet 3100 product. You must have two parallel ports to use both.
The HP LaserJet 3100 product is malfunctioning.	Try printing a self-test report (see "Printing a self-test report" in chapter 8) or try printing from the MS-DOS prompt (see the online help) to make sure the HP LaserJet 3100 product is printing. Also, try printing from another program, such as Notepad or WordPad (see the online help). If you can't print, check the cables and parallel port. If all of these fail, see the customer service information at the front of this manual for help.	

Problem	Cause	Solution
<p>You received a message on the computer screen that there was an error printing to one of the COM ports.</p>	<p>You may have the wrong type of parallel port, or it may not be properly connected to the computer.</p>	<p>Be sure that you have connected the parallel cable that came in your package to the correct parallel port on the back of your computer. If you have another parallel port, try attaching the parallel cable to the other port. Make sure you have an SPP- (bi-directional) or ECP-compliant parallel port on your computer. An SPP parallel port is the minimum; an ECP parallel port is strongly recommended. For more information on your parallel port, please see appendix C and your computer's documentation.</p>
	<p>Another device is conflicting with the parallel port.</p>	<p>The HP LaserJet 3100 product cannot share a parallel port. If you have a sound card, external hard drive, or network switchbox connected to the same parallel port as the HP LaserJet 3100 product, the other device may be interfering. You must unhook the other device to connect and use the HP LaserJet 3100 product, or you must use two parallel ports on the computer. You may need to add another parallel interface card. An ECP parallel interface card is strongly recommended. Please see appendix C or your computer's documentation for information on installing an additional parallel interface card or resolving conflicts.</p>
<p>The image or words on printed pages is the wrong size.</p>	<p>The N Up feature is selected in the program you are using (if it has this feature), or the reduction/enlargement setting is incorrect in the program or printer driver.</p>	<p>Check the settings in the program you are using or in the printer driver. See the online help for printer driver issues.</p>



Problem	Cause	Solution
The HP LaserJet 3100 product isn't working.	The HP LaserJet 3100 product may not be receiving power.	Check that all cords are plugged in at the HP LaserJet 3100 product and the computer and that they are plugged into a live power outlet or power strip. Also, try removing the power cord from the back of the HP LaserJet 3100 product and then reinserting it. If the <b>Ready</b> message is displayed on the control panel, the HP LaserJet 3100 product is receiving power.
	The computer's processor is too busy.	Try running fewer programs at the same time on the computer. Do not perform I/O or processor-intensive tasks (such as sending a fax or playing a video game) on the computer while printing.
	The hard drive on the computer may be very full or is fragmented.	Free disk space or defragment the hard drive. See the computer's documentation for help.
When printing from a DOS program, the print job won't print until the program is closed.	When printing from a DOS program such as WordPerfect 5.1, the print job cannot spool until the program closes.	Run the DOS program from a DOS window in Windows instead of pure DOS. Or, edit the PIF file for the program. To do so, start the PIFedit.exe in the Windows directory. Open the PIF file for the DOS program. (It should be in the directory for the program.) Under <b>Execution</b> , clear the <b>Exclusive</b> check box.
When printing from a DOS program in Windows 95, this message appears: "There was an error writing to LPT1: for the printer (name of a printer, unknown, or it is blank): Cannot access a port..."	The <b>Spool MS-DOS Print Jobs</b> check box may be selected for other printer drivers on your computer.	On the Windows 95 desktop, click the My Computer icon, and then double-click the Printers icon. Double-click the icon for the first printer and then click the <b>Details</b> tab. If there is a <b>Port Settings</b> button, click it. In the dialog that opens, clear the <b>Spool MS-DOS Print Jobs</b> check box. If there is no <b>Port Settings</b> button or clicking it did not open a dialog box, then that printer is not interfering. Repeat the procedure for all other printers on the computer except for the HP LaserJet 3100 product.

# Solving copying problems

Use this section to troubleshoot common copy problems. See also “Solving image quality problems” and “Solving paper feed problems” in this chapter.

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<b>Problem</b>	<b>Cause</b>	<b>Solution</b>
No parallel port is available or the parallel port is being shared by another device.	If you are copying from the Document Assistant or the JetSuite Pro software, the HP LaserJet 3100 product must be directly connected to the computer's parallel port. It cannot share the parallel port with another device.	If you have a device such as an external disk drive or switch box connected to the parallel port and want to continue using it, you must get two parallel ports on your computer.
Items loaded in the document feeder tray fall forward out of the tray.	The item is on a very lightweight media.	Do not try to pull the page out because you may damage the scanner. To remove the page, see “Clearing jams from the scanner area” in this chapter. Then, curl or roll the item in the direction of the printed side, unroll it, and reload the item.

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Problem	Cause	Solution
<p>The message on the computer screen says there was a problem opening scanner. Unable to activate TWAIN source.</p>	<p>If you are copying from the software, you may have the wrong type of parallel port, or it may not be properly connected to the computer.</p>	<p>Be sure that you have connected the parallel cable that came in your package to the correct parallel port on the back of your computer. If you have another parallel port, try attaching the parallel cable to the other port. Make sure you have an SPP- (bi-directional) or ECP-compliant parallel port on your computer. An SPP parallel port is the minimum; an ECP parallel port is strongly recommended. For more information on your parallel port, please see appendix C and your computer's documentation.</p>
	<p>If you are copying from the software, another device may be conflicting with the parallel port.</p>	<p>The HP LaserJet 3100 product cannot share a parallel port. If you have a sound card, external hard drive, or network switchbox connected to the same parallel port as the HP LaserJet 3100 product, the other device may be interfering. You must unhook the other device to connect and use the HP LaserJet 3100 product, or you must use two parallel ports on the computer. You may need to add another parallel interface card. An ECP parallel interface card is strongly recommended. Please see appendix C or your computer's documentation for information on installing an additional parallel interface card or resolving conflicts.</p>

Problem	Cause	Solution
<p>The HP LaserJet 3100 product isn't working.</p>	<p>The HP LaserJet 3100 product may not be receiving power.</p>	<p>Check that all cords are plugged in at the HP LaserJet 3100 product and the computer and that they are plugged into a live power outlet or power strip. Also, try removing the power cord from the back of the HP LaserJet 3100 product and then reinserting it. If the <b>Ready</b> message is displayed on the control panel, the HP LaserJet 3100 product is receiving power.</p>
	<p>The computer's processor is too busy.</p>	<p>Try copying from the control panel. Try running fewer programs at the same time on the computer. Do not perform I/O or processor-intensive tasks (such as sending a fax or playing a video game) on the computer while printing.</p>
	<p>The hard drive on the computer may be very full or is fragmented.</p>	<p>Free disk space or defragment the hard drive. See the computer's documentation for help.</p>
<p>Documents stop feeding in the middle of copying.</p>	<p>The maximum scannable page length is 39 inches (991 mm). If the page is longer, scanning stops at 39 inches (991 mm).</p>	<p>Do not try to pull the page out because you may damage the scanner. To remove the page, see "Clearing jams from the scanner area" in this chapter. Then, rescan the page. When the scanner reaches the 39 in (991 mm) mark, the control panel displays <code>Long Page? START to Continue</code> for a few moments only. Quickly press <b>START</b> to continue scanning. If you do not, the message disappears and the scanner stops scanning because it thinks the page has jammed. If you are copying a document longer than 39 in (991 mm), you can also use the "Sending long pages" procedure (chapter 3). That procedure ensures that long pages copy without having to monitor the task and press Start before the scanner shuts off.</p>
	<p>The minimum scannable page length is 2 by 3.5 inches (51 by 89 mm). If the item is too small, it may jam inside the scanner area.</p>	<p>To remove the page, see "Clearing jams from the scanner area" in this chapter.</p>

<b>Problem</b>	<b>Cause</b>	<b>Solution</b>
The Document Assistant blinks on and off on the computer screen even when no document is loaded in the document feeder tray.	The HP LaserJet 3100 product is connected to a parallel port being shared with another device.	The HP LaserJet 3100 product cannot be connected to the same parallel port on the computer as another device. You must buy an additional parallel port to use both devices.
Copying is extremely slow.	If you are using the Document Assistant, there is a delay.	Using the Document Assistant causes a delay when copying. Wait for a few seconds for the job to be copied or use the control panel.
	If you are using the Document Assistant to copy, there are too many other programs open.	Other programs may be using needed memory. Try closing all other open programs and recopying the document.
	The parallel cable may be loose, you may have the parallel cable plugged into the wrong type of port, or the parallel port setting is incorrect.	Check that you have the parallel cable plugged in securely on the back of the HP LaserJet 3100 product. Check that the cable is plugged into the parallel port, not the serial port. PC faxing may also be slow if you have an SPP-compliant parallel port. An ECP-compliant parallel port is strongly recommended. Check the parallel port setting. For more information on your parallel port, please see appendix C and your computer's documentation.
Copies are too light or too dark.	The contrast may not be set correctly.	Adjust the contrast setting. See "Adjusting the contrast" in chapter 5.
Copy quality of an image is poor.	The resolution may not be set correctly.	Adjust the resolution setting to Photo. See "Adjusting the resolution" in chapter 5.
Copy quality of words is poor.	The resolution may not be set correctly.	Make sure Photo is not selected as the resolution setting. See "Adjusting the resolution" in chapter 5.
Only one copy of a job printed although I specified multiple copies.	When using the control panel to make multiple copies of jobs, the entire document to be copied must fit into memory, or only one copy prints.	Use the Document Assistant to make multiple copies of large documents. Break the job into smaller jobs containing fewer pages. Make only one copy at a time.

# Solving scanning problems

Use the following table to solve problems with quality of scans. See also “Solving image quality problems” and “Solving paper feed problems” in this chapter.

Problem	Cause	Solution
The message on the computer screen says there is a problem opening scanner. Unable to activate TWAIN source.	You may have the wrong type of parallel port, or it may not be properly connected to the computer.	Be sure that you have connected the parallel cable that came in your package to the correct parallel port on the back of your computer. If you have another parallel port, try attaching the parallel cable to the other port. Make sure you have an SPP- (bi-directional) or ECP-compliant parallel port on your computer. An SPP parallel port is the minimum; an ECP parallel port is strongly recommended. For more information on your parallel port, please see appendix C and your computer’s documentation.
	Another device is conflicting with the parallel port.	The HP LaserJet 3100 product cannot share a parallel port. If you have a sound card, external hard drive, or network switchbox connected to the same parallel port as the HP LaserJet 3100 product, the other device may be interfering. You must unhook the other device to connect and use the HP LaserJet 3100 product, or you must use two parallel ports on the computer. You may need to add another parallel interface card. An ECP parallel interface card is strongly recommended. Please see appendix C or your computer’s documentation for information on installing an additional parallel interface card or resolving conflicts.
No parallel port is available or the parallel port is being shared by another device.	The HP LaserJet 3100 product must be directly connected to the computer’s parallel port. It cannot share the parallel port with another device.	If you have a device such as an external disk drive or switch box connected to the parallel port and want to continue using it, you must get two parallel ports on your computer.

Problem	Cause	Solution
The HP LaserJet 3100 product isn't working.	The HP LaserJet 3100 product may not be receiving power.	Check that all cords are plugged in at the HP LaserJet 3100 product and the computer and that they are plugged into a live power outlet or power strip. Also, try removing the power cord from the back of the HP LaserJet 3100 product and then reinserting it. If the <b>Ready</b> message is displayed on the control panel, the HP LaserJet 3100 product is receiving power.
	The computer's processor is too busy.	Try copying from the control panel. Try running fewer programs at the same time on the computer. Do not perform I/O or processor-intensive tasks (such as sending a fax or playing a video game) on the computer while printing.
	The hard drive on the computer may be very full or is fragmented.	Free disk space or defragment the hard drive. See the computer's documentation for help.
Scanner stops in the middle of scanning.	The maximum scannable page length is 14 inches (356 mm). If the page is longer, the scanner continues to scan, but it only keeps the first 14 inches (356 mm) of data on the page and discards the rest.	Do not try to pull the page out because you may damage the scanner. To remove the page, see "Clearing jams from the scanner area" in this chapter. If you want to scan an item that is longer than 14 inches (356 mm), first copy the item onto multiple pages and then scan the copies. See "Copying long pages" in chapter 5, "Copying."
	The minimum scannable page length is 2 by 3.5 inches (51 by 89 mm). If the item is too small, it may jam inside the scanner area.	To remove the page, see "Clearing jams from the scanner area" in this chapter.



<b>Problem</b>	<b>Cause</b>	<b>Solution</b>
<b>Scanning is extremely slow.</b>	The HP LaserJet 3100 product is scanning a file with a high resolution.	If you chose Photo resolution, 8 bit grey scale or a custom resolution that is very high, you may have created a very large file that is slow to scan. To speed up the scanning process, try choosing a lower resolution.
	There are too many programs open while you are trying to scan.	Other programs may be using needed memory. Try closing all other open applications and rescanning the document.
	The parallel cable may be loose, you may have the parallel cable plugged into the wrong type of port, or the parallel port setting is incorrect.	Check that you have the parallel cable plugged in securely on the back of the HP LaserJet 3100 product. Check that the cable is plugged into the parallel port, not the serial port. PC faxing may also be slow if you have an SPP-compliant parallel port. An ECP-compliant parallel port is strongly recommended. Check the parallel port setting. For more information on your parallel port, please see appendix C and your computer's documentation.
	The parallel port mode may not be set correctly.	If the parallel port mode is not set correctly, you may need to change the settings to allow the computer and HP LaserJet 3100 product to communicate. See Appendix C.
<b>The Document Assistant blinks on and off on the computer screen even when no document is loaded in the document feeder tray.</b>	The HP LaserJet 3100 product is connected to a parallel port being shared with another device.	The HP LaserJet 3100 product cannot be connected to the same parallel port on the computer as another device. You must buy an additional parallel port or disconnect one of the two.
<b>Scanned items are not appearing on the computer.</b>	The item may not have been saved as a file.	Make sure to save scanned items. If you think you have saved the file, use Find File in Windows 95 or File Search in Windows 3.1x to try to locate the file.



<b>Problem</b>	<b>Cause</b>	<b>Solution</b>
Scanned text is not editable.	If the item is in the JetSuite Pro software, the text cannot be edited. The text must be converted using an OCR program (one is included with the HP LaserJet 3100 product) and then opened in a word-processing program.	From the desktop or viewer, click on the link for your word-processing program (at the bottom of the window). The text is converted to editable text and opens as an untitled file in your word-processing program.
Items lose their formatting or have strange formatting codes in them. -Or- The OCR link for your word processing program is missing on the Manager toolbar.	The correct word-processing program may not be associated with the link.	The link for your word-processing program should automatically appear. If it doesn't or isn't working correctly, you must configure the word processor link, specifying the correct output word processor. See the online help for instructions. If the problem persists, you may want to reinstall the JetSuite Pro software.
A high percentage of incorrect characters appear in an item that was converted with the OCR link.	The accuracy of the OCR link depends on the quality, size, and structure of the original document and on the quality of the scan itself.	To obtain the best possible results when using the OCR link, choose the scan setting for text and process only crisp, clear text. Tables, spreadsheets, and handwriting do not translate well. See "About OCR software" in chapter 6, "Scanning."
Not enough disk space.	The JetSuite Pro software requires at least 20 MB of available disk space to be installed. More disk space may be needed if you are processing a complex image.	After you select the JetSuite Pro software and data directories, the installation program checks that your computer has enough available disk space. Try deleting unnecessary files or archiving older data to floppy disks or some other medium.
Items loaded in the document feeder tray fall forward out of the tray.	The item is on a very lightweight media.	Do not try to pull the page out because you may damage the scanner. To remove the page, see "Clearing jams from the scanner area" in this chapter. Then, curl or roll the item in the direction of the printed side, unroll it, and reload the item.

# Solving image quality problems

Use the following table to help solve problems with printed pages. See also “Solving paper feed problems” in this chapter.

Problem	Cause	Solution
<p>Parts of the page around the edges aren't printing.</p> 	<p>The HP LaserJet 3100 product cannot print right up to the edge of the paper. The HP LaserJet 3100 product has minimum margins on each edge of 0.25 in (6.4 mm).</p> <p>If printing or copying, the reduction setting may be set incorrectly.</p>	<p>To get the image to fit into this printable area, you must slightly reduce the size of the image.</p> <p>For printing, check the reduction setting in the Print window from within the program you are using. For copying, check the reduction setting on the control panel (chapter 5) or from the Document Assistant.</p>
<p>Images will not print.</p>	<p>The HP LaserJet 3100 product may not be plugged in.</p> <p>The parallel cable may be loose.</p> <p>The toner cartridge tape may not have been removed.</p>	<p>Make sure that the HP LaserJet 3100 product is plugged into a live wall outlet or power strip.</p> <p>Check that the parallel cable is securely connected between the HP LaserJet 3100 product and the computer.</p> <p>Remove the toner cartridge and make sure the tape has been removed. See “Installing the toner cartridge” in chapter 1.</p>
<p>Faxes you send or copies are too light or too dark.</p> 	<p>The contrast may not be set correctly.</p>	<p>Adjust the contrast and resolution settings from the control panel or the Document Assistant.</p>

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**Problem****Cause****Solution**

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Faxes you send or copies are too light.

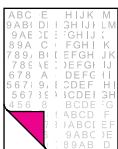


If you are faxing or copying a document printed on colored paper there may not be enough contrast between the ink and paper colors.

Adjust the contrast and resolution settings from the control panel or the Document Assistant. Also, if possible, use originals printed with black ink on white paper.

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Print is faded or you notice a block of vertically aligned white streaks.



The toner cartridge may be getting low on toner.

See "Managing HP LaserJet toner cartridges" in chapter 4.

The paper you are using may not meet HP's paper specifications (for example, it may be too moist or too rough).

Order HP's paper specification guide. See "Ordering parts" in this chapter.

Toner density setting may need to be adjusted.

Adjust the setting from the front panel.

A part of the HP LaserJet 3100 product may be damaged.

Contact the Customer Service Center for service. See the front of this manual for support information.

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Stains or smudges appear as small, round, black dots on the front or back of a page. Sometimes inconsistent stains appear.



The paper you are using may not meet HP's paper specifications (for example, it may be too moist or too rough).

Order HP's paper specification guide. See "Ordering parts" in this chapter.

You may be printing on the wrong side of the paper.

Remove the paper from the paper input bin and turn it over. (The wrapper on many reams of paper has an arrow indicating the print side.)

The HP LaserJet 3100 product may need cleaning.

See "Cleaning the scanner path" and "Using a cleaning page" in this chapter.

The toner cartridge may be damaged.

See "Managing HP LaserJet toner cartridges" in chapter 4. Replace the toner cartridge if maintenance procedures do not improve print quality.

---

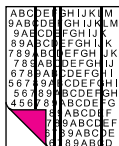
**Problem****Cause****Solution**

---

Vertically-aligned black streaks or smears appear on successive pages.

The toner cartridge may be damaged.

See "Managing HP LaserJet toner cartridges" in chapter 4. Replace the toner cartridge if maintenance procedures do not improve print quality.



The HP LaserJet 3100 product may need cleaning.

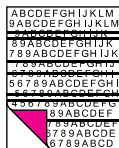
See "Cleaning the scanner path" in this chapter.

---

Horizontally aligned black streaks or smears appear.

The toner cartridge may not be properly installed.

Make sure you removed the entire length of the sealing tape from the toner cartridge before you installed it. See "Installing the toner cartridge" in chapter 1.



The toner cartridge may be defective and need replacing.

The toner cartridge may still be under warranty. See "Warranty information" in appendix B.

---

Light character shadows or repetitive marks appear on the page.

The HP LaserJet 3100 product may need cleaning.

See "Cleaning the scanner path" in this chapter.

If you are using transparencies, they may not meet HP's specifications.

Order HP's paper specification guide. See "Ordering parts" in this chapter.



The paper's texture may be too coarse.

Try changing to a paper with a smoother finish.

The toner cartridge may be damaged, causing a repetitive black flaw on every printout.

The toner cartridge may still be under warranty. See "Warranty information" in appendix B.

The toner cartridge's photosensitive drum may have been overexposed to bright light, causing repetitive defects (usually a fuzzy black area).

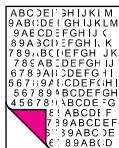
The toner cartridge may still be under warranty. See "Warranty information" in appendix B.

---

**Problem****Cause****Solution**

---

Vertical white stripes appear on the page.



The scanning device may need to be recalibrated.

If you noticed the lines on a copy output page or on a fax you sent to a recipient, scan an item and see if similar lines appear on the scanned image. (If the lines were on the scanned image, make a copy and check for the lines.) If similar lines appear, see “Recalibrating the scanner” in this chapter.

The HP LaserJet 3100 product’s internal mirror may be contaminated.

Contact the Customer Service Center for service. See the front of this manual for support information.

---

Character voids appear (white areas within the parts of characters that should be solid black).



The paper or transparencies may not meet HP’s specifications.

Order HP’s paper specification guide. See “Ordering Parts” in this chapter.

You may be printing on the wrong surface of the paper.

Remove the paper and turn it around. (The wrapper on many reams of paper has an arrow indicating the print side.)

---

Background scatter appears on a printed page.



Background scatter results from bits of toner distributed on the front or back of a printed page. Background scatter often is isolated to a specific area of the page.

Change the paper type, weight, or surface finish. To order HP’s paper specification guide, see “Ordering parts” in this chapter. If background scatter occurs on an envelope, try moving the text to an area with no seams. Printing on seams can cause this problem. This problem may be caused by spilled toner inside the HP LaserJet 3100 product or the pick rollers being dirty. See “Cleaning the print path” in this chapter.

---

The page is completely black.



The toner cartridge may not be installed properly.

Remove the cartridge and reinstall it. See “Installing the toner cartridge” in chapter 1.

The toner cartridge may be defective and need replacing.

The toner cartridge may still be under warranty. See “Warranty information” in appendix B.

The HP LaserJet 3100 product may need to be repaired if the problem continues after replacing the toner cartridge.

See the support pages at the front of this manual for support options.

---

---

**Problem****Cause****Solution**

---

Characters are only partially printed (also referred to as dropouts).



A single sheet of paper may be defective.

Try reprinting the job.

The print density may need adjusting.

Adjust the print density from the front panel.

The moisture content of the paper may be inconsistent or the paper may have moist or wet spots on the surface.

Use paper from a fresh ream or a different source. To order HP's paper specification guide, see "Ordering parts" in this chapter.

The paper may have been damaged by inconsistent manufacturing processes.

Try using paper from a different supplier. To order HP's paper specification guide, see "Ordering parts" in this chapter.

---

The bottom of the printed page is blank or part of a graphic's image is cut off.

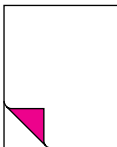


The page may be too complex. (There is not enough memory to process the page.)

Set the resolution to 300 dpi through your software or printer driver. See the online help for printer driver issues.

---

Blank pages print occasionally.



Page length and margins are not set correctly for the paper size.

If you are printing on small paper and your page is blank, try printing on larger paper to see where the image is printing. Adjust the margins accordingly.

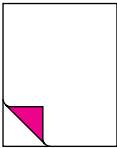
Your HP LaserJet 3100 product may be feeding two or more sheets of paper at a time because the paper is difficult to separate.

Remove the paper from the paper input bin and align the edges of the paper. "Break" the ream of paper by curving it into an upside-down u-shape; this may decrease multifeeds. Try turning the paper around to feed the other end first.

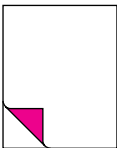
Your software application may be sending an extra page-eject command.

Check your software's printing configuration information. If you are using a word-processing program, check for a natural page break and a forced page break that are close to each other.

---

Problem	Cause	Solution
<p>Blank pages are always printing</p> 	The toner cartridge may be improperly installed.	Make sure you removed the entire length of the sealing tape from the toner cartridge before you installed it. See chapter 1, "Installing the Toner Cartridge."
	The toner cartridge may be completely out of toner.	Replace the toner cartridge. See "Ordering parts" in this chapter.
	The HP LaserJet 3100 product may need to be serviced.	Print a self-test page. See "Printing a self-test report" in chapter 8. If the page is still blank, see the support pages at the front of this manual for support options.

Faxing a document, copying or scanning results in blank pages



The item may have been loaded incorrectly.

Load the document face down. See the procedure for loading documents in chapter 3, "Faxing," chapter 5, "Copying", chapter 6, "Scanning", or chapter 7, "E-Mailing Portable Documents."

Print is misaligned on the page (skewed pages).



The paper input bin may be too full.

Try removing some of the paper.

The guides may not be adjusted properly.

Be sure to center the paper with the paper guides. Also, verify that the paper guides are not adjusted too tightly or too loosely against the paper.

The paper's weight or surface finish may not meet HP's specifications.

Print a self-test page from the control panel or the software to verify the HP LaserJet 3100 product is working. See "Printing a test page" in chapter 1. To order HP's paper specification guide, see "Ordering parts" in this chapter.

---

**Problem****Cause****Solution**

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Scanned images are too light or too dark.

The original image may be very light or dark.

Adjust the resolution and/or contrast setting(s) from the dialog box that appears after you click Scan on the Document Assistant.



If it is too dark, the original may be on colored paper.

If the original was on a colored paper, including a brown recycled paper, the text may not be clear. Try adjusting the resolution, contrast, and/or brightness settings from the dialog box that appears after you click **Scan** on the Document Assistant.

The HP LaserJet 3100 product may need recalibrating.

See "Recalibrating the scanner" in this chapter.

---

Scanned images have unwanted lines through them.

There may be ink, glue, white-out, or some other substance on the scanner's image sensor.

For more information about cleaning the HP LaserJet 3100 product, see "Cleaning the scanner path" in this chapter.



If you tried to scan a slick paper, the scanner may have had trouble scanning it.

Use a carrier sheet to send the item. See "Selecting items for faxing, copying, and scanning" in chapter 3.

The HP LaserJet 3100 product may need recalibrating.

See "Recalibrating the scanner" in this chapter.

---

Scanned images have black dots or streaks in top and bottom margins.

There may be ink, glue, white-out, or some other substance on the scanner's image sensor.

For more information about cleaning the HP LaserJet 3100 product, see "Cleaning the scanner path" in this chapter.





Problem	Cause	Solution
Scanned text is not clear.	The contrast, resolution, or brightness may need to be adjusted before scanning.	Adjust the resolution, contrast and/or brightness setting(s) from the dialog box that appears after you click <b>Scan</b> on the Document Assistant.
	The original may be on colored paper.	If the original was on a colored paper, including a brown recycled paper, the text may not be clear. Try adjusting the resolution, contrast, and/or brightness settings from the dialog box that appears after you click <b>Scan</b> on the Document Assistant.



Scanned images print at a reduced size.



If necessary, the JetSuite Pro software automatically reduces the size of the image to fit it on the page. For example, if you scan an 8.5- by 11-inch (215.9- by 279.4-mm) page, then the image in the JetSuite Pro software will be the exact same size edge to edge. However, most printers cannot print right up to the edge of the paper. To get the image to fit into this printable area, you must slightly reduce the size of the image.

## Solving paper feed problems

Use the following table to solve problems related to moving paper or documents through the HP LaserJet 3100 product.

Problem	Cause	Solution
Pages are coming out of the HP LaserJet 3100 product curled or wrinkled.	Paper is curled or wrinkled when using the paper output bin.	Use the front paper output slot by pushing the paper path lever to the lower position. See "Selecting the output path" in chapter 4.
	Paper may not be stored properly.	Whenever possible, store paper in its sealed ream at room temperature.

Problem	Cause	Solution
Printed pages are coming out in the incorrect order.	The incorrect output source may be selected, or the incorrect output setting has been chosen in the program from which you are printing.	<p>Pages sent to the paper output bin print in correct order. Pages sent to the front paper output slot print in reverse order. Use the front paper output slot by pushing the paper path lever to the lower position. See “Selecting the output path” in chapter 4.</p> <p>If you need to print pages to the front paper output slot in correct order, select the reverse order output option in the program from which you are printing. See the program’s documentation for more information.</p>
Long pages aren’t feeding.	The maximum scannable page length is 39 inches (991 mm). If the page is longer, scanning stops at 39 inches (991 mm).	<p>Do not try to pull the page out because you may damage the scanner. To remove the page, see “Clearing jams from the scanner area” in this chapter.</p> <p>Then, rescan the page. When the scanner reaches the 39 in (991 mm) mark, the control panel displays <b>Long Page? START to Continue</b> for a few moments only. Quickly press <b>START</b> to continue scanning. If you do not, the message disappears and the scanner stops scanning because it thinks the page has jammed.</p> <p>If you are sending a fax or copying a document longer than 39 in (991 mm), you can also use the “Sending long pages” procedure (chapter 3). That procedure ensures that long pages go without having to monitor the task and press Start before the scanner shuts off.</p>
Print is misaligned on the page (skewed pages).	<p>The paper input bin may be too full.</p> <p>The paper guides may not be adjusted properly.</p> <p>The paper’s weight or surface finish may not meet HP’s specifications.</p>	<p>Try removing some of the paper.</p> <p>Be sure to center the paper with the guides. Also, verify that the guides are not adjusted too tightly or too loosely against the paper.</p> <p>Print a self-test page from the control panel or the software to verify the HP LaserJet 3100 product is working. See “Printing a test page” in chapter 1. To order HP’s paper specification guide, see “Ordering parts” in this chapter.</p>

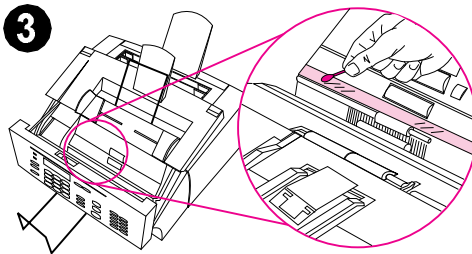
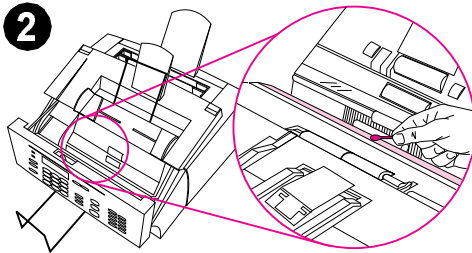
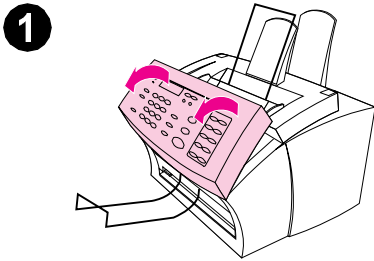
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<b>Problem</b>	<b>Cause</b>	<b>Solution</b>
Scanned items are crooked.	The document feeder tray guides may not be adjusted properly.	Be sure to center the paper with the guides. Also, verify that the guides are not adjusted too tightly or too loosely against the paper.

<b>Problem</b>	<b>Cause</b>	<b>Solution</b>
The HP LaserJet 3100 product is feeding multiple sheets or jams frequently from the paper input bin or single-sheet input slot.	Guides are not adjusted properly.	Remove the paper from the paper input bin or the single-sheet input slot. Tap the sides of the paper stack together, then reinsert the stack. Or reinsert the single sheet into the slot. Slide the guides against the sides of the stack in the paper input bin or against the single sheet in the single-sheet input slot to center the paper. Make sure the guides are not adjusted too tightly.
	The paper input bin is too full.	Remove some of the sheets. The paper input bin can hold up to 100 sheets of 20-lb (75g/m <sup>2</sup> ) bond weight paper (less for heavier paper) or up to 7 to 10 envelopes, depending on envelope construction and operating environment
	More than one sheet was placed in the single-sheet input slot.	Place only one sheet at a time in the single-sheet input slot. If printing more than one sheet of the same type of media, use the paper input bin.
	The paper was poorly cut by the manufacturer and is sticking together.	“Break” the ream of paper by curving it into an upside-down u-shape; this may effectively decrease multifeeds. You may also try turning the paper around to feed the opposite end first, or use a different type of paper.
	The paper does not meet HP’s specifications for print media.	Order HP’s paper specification guide. To order, see “Ordering parts” in this chapter.
	The output capacity was exceeded in the paper output bin or front paper output slot.	Do not allow more than 100 sheets of 20-lb (75g/m <sup>2</sup> ) bond weight paper (less for heavier paper) to fill the paper output bin. Do not allow media to stack up in front of the front paper output slot.
	The pick rollers are dirty and aren’t grabbing the paper.	See “Cleaning the print path” in this chapter.
	There may be a sensor that isn’t operating properly.	Contact the Customer Service Center for service. See the front of this manual for support information.

<b>Problem</b>	<b>Cause</b>	<b>Solution</b>
<p>The HP LaserJet 3100 product is feeding multiple sheets or jams frequently from the document feeder tray.</p>	The special media lever may be in the incorrect position.	The special media lever should be to the left if you are sending regular weight documents. The lever should be to the right if you are sending thick documents, which can only be loaded one page at a time.
	Guides are not adjusted properly.	Remove the document from the document feeder tray. Straighten the item, then reinsert it. Slide the guides against the sides of the item to center it. Make sure the guides are not adjusted too tightly.
	The document feeder tray is too full.	Remove some of the sheets. The document feeder tray can hold up to 30 pages, depending on the thickness of the pages.
	The item was too thick, too slick, or otherwise did not meet specifications.	See “Selecting items for faxing, copying, and scanning” in chapter 3.
	The output capacity was exceeded in the document output tray.	Do not allow more than 30 pages to stack up in the document output tray.
	The pick rollers and pads may be dirty and aren’t grabbing the paper.	See “Cleaning the print path” in this chapter.
	There may be a sensor that isn’t operating properly.	Contact the Customer Service Center for service. See the front of this manual for support information.
<p>Items loaded in the document feeder tray fall forward out of the tray.</p>	The item is on a very lightweight media.	Do not try to pull the page out because you may damage the scanner. To remove the page, see “Clearing jams from the scanner area” in this chapter. Then, curl or roll the item in the direction of the printed side, unroll it, and reload the item.

# Cleaning the scanner path



You may need to clean parts of the scanner if the ink on items you are scanning can be smudged with your hand or they have excessive amounts of dust or dirt on them. You may also need to clean these parts if there are smudges or other marks on documents or scans of documents.

---

## WARNING!

Before cleaning the HP LaserJet 3100 product, disconnect it from the power source.

---

- 1 Open the document release door.
- 2 If the long, white strip on the inside of the document release door is dirty, clean it with a dry cotton swab. If there is still something on the strip, dab a swab in a small amount of isopropyl alcohol and gently clean the strip.

---

## WARNING!

Alcohol is flammable. Keep it away from open flame. Allow alcohol to dry completely before closing the printer and plugging in the power cord.

---

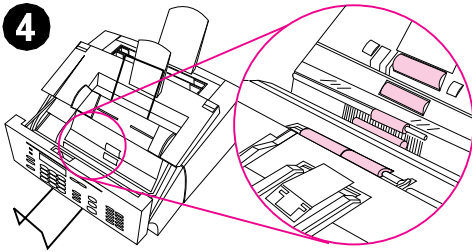
---

## CAUTION

If you must use alcohol, only use a very small amount. Exposing internal parts to dripping alcohol can damage them.

---

- 3 If the long strip of glass opposite the long, white strip is dirty, clean it with a dry cotton swab. If there is still something on the glass strip, dab a swab in a small amount of isopropyl alcohol and gently clean the glass.



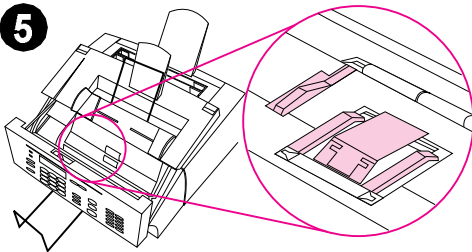
- 4 Inspect each of the six rollers in the scanner area for dirt or debris. Clean any dirty rollers with a lint-free cloth (such as lens tissues) dampened with a small amount of isopropyl alcohol.

---

**CAUTION**

Do not spray alcohol or any other liquid directly into the HP LaserJet 3100 product. Doing so can damage the product.

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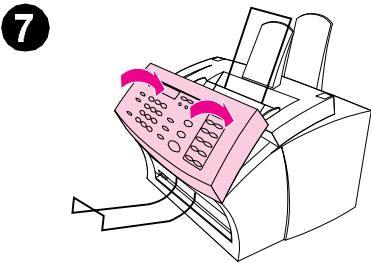


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**CAUTION**

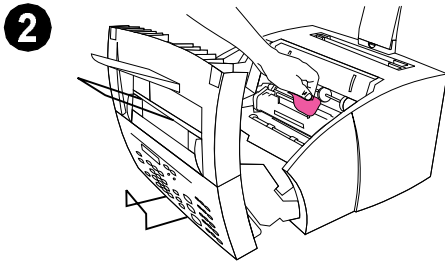
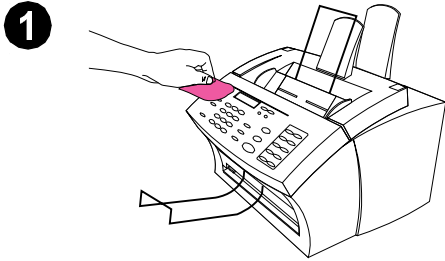
As much as possible, avoid touching the white strip and glass strip with alcohol.

---



- 5 Near the top, inside edge of the document release door, inspect the three pressure feet and pad for dirt or debris. If they are dirty, clean them with a lint-free cloth sprayed with a small amount of alcohol.
- 6 Using a dry, lint-free cloth, wipe rollers, pads, and feet in a side-to-side motion to remove loosened dirt.
- 7 After alcohol inside the scanner area has dried completely, close the document release door.

# Cleaning the print path



You may need to clean the print path to re-establish print quality if you frequently duplex or notice other marks on printed pages.

---

## WARNING!

Before cleaning the HP LaserJet 3100 product, disconnect it from the power source.

---

## To clean the HP LaserJet 3100 product

- 1 Clean the outside of the device with a slightly damp cloth (use only water).

---

## CAUTION

Using ammonia-based cleaners on or around the HP LaserJet 3100 product can cause damage to it. Also, do not touch the long black sponge roller in the bottom. Touching it can reduce the print quality of output.

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- 2 Use the two latches on the printer door to open it. Clean the inside of the HP LaserJet 3100 product with a dry, lint-free cloth. Remove all dust, spilled toner, and particles of paper.

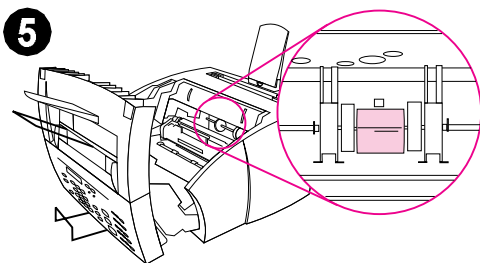
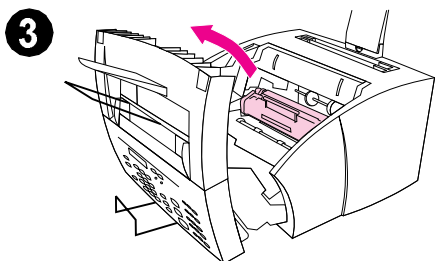
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## Note

Only use a dry, lint-free cloth to remove dust and toner. Using a vacuum or other device to clean inside the product can damage it.

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**Note**

If toner gets on your clothing, wipe it off with a dry cloth and wash clothing in cold water. Hot water and the heat of the dryer sets toner into the fabric.

---

- 3 Remove the toner cartridge.
- 

**Note**

If you notice excessive amounts of toner inside the HP LaserJet 3100 product, the toner cartridge may be defective. Use HP LaserJet toner cartridges to ensure high quality printing and to reduce incidents of excessive toner.

---

- 4 Dab a lint-free cloth in isopropyl alcohol.
- 

**WARNING!**

Alcohol is flammable. Keep it away from open flame. Allow alcohol to dry completely before closing the printer and plugging in the power cord.

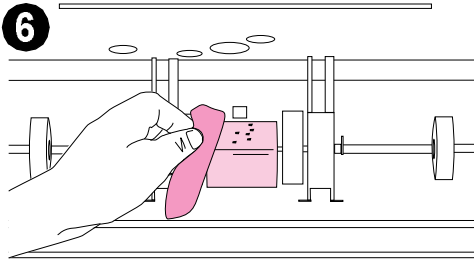
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- 5 Locate the light gray pickup roller near the center in the opening.
- 

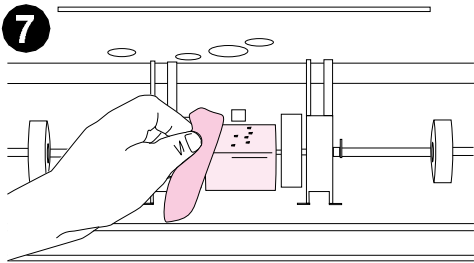
**CAUTION**

Do not touch the long black sponge roller inside the product. Touching it can reduce the print quality of output.

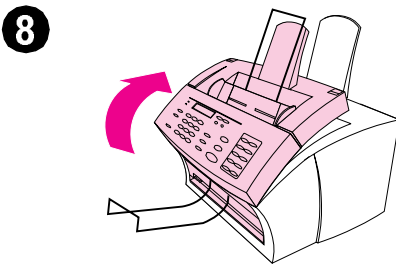
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**6** Scrub the exposed area (top and front) of the light gray roller using a side-to-side motion. Do not rotate the roller to clean the non-exposed sides.

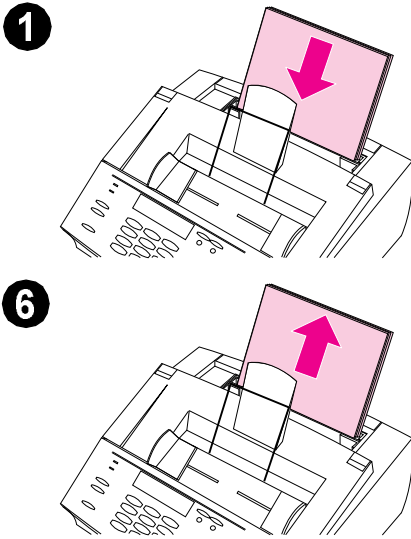


**7** Using a dry, lint-free cloth, wipe the exposed area of the light gray roller in a side-to-side motion to remove loosened dirt.



**8** After the alcohol inside the printer has dried completely, replace the toner cartridge and close the printer door.

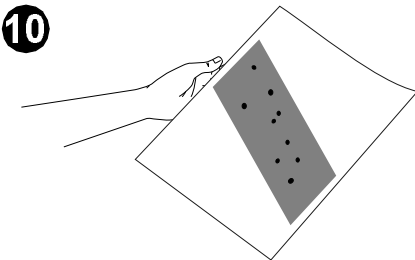
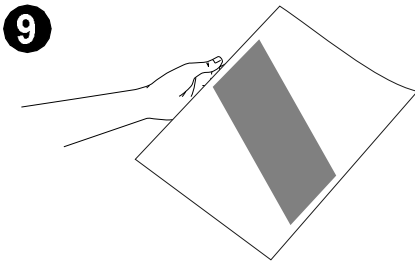
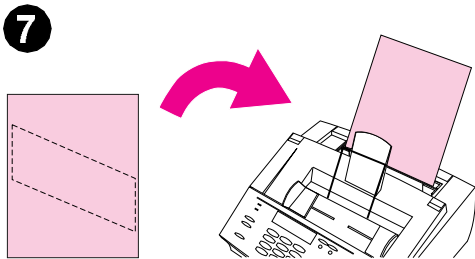
## Using a cleaning page



After you have cleaned the printer parts, use this procedure to print and use a cleaning page. This cleaning page may help remove toner specks on your printed pages.

### To use a cleaning page

- 1 Place a stack of regular paper into the paper input bin. (Do not use bond or rough paper.)
- 2 For Windows 95, open Windows Explorer.  
- Or -  
For Windows 3.1x, open File Manager.
- 3 Open the JetSuite folder. If you allowed the JetSuite Pro software to be installed to the default location, the path is "C:\JetSuite."
- 4 Double-click **CleanPg.jsd** to open it.
- 5 When the document opens in the JetSuite Pro software, click **Print** in the link icon bar at the bottom of the dialog.
- 6 After the cleaning page has printed, remove the stack of paper from the paper input bin.



- 7 Place the cleaning page into the paper input bin, top first, face down.
- 8 Print a different file.
- 9 Inspect the page. If there are no shiny, black spots on the page's black strip, the print path is clean. Discard the page, and the procedure has been completed.
- 10 If there are shiny, black spots on the page's black strip, toner has been cleaned from the print path. Discard the page. You may need to repeat steps 1-9 to clean the print path completely.

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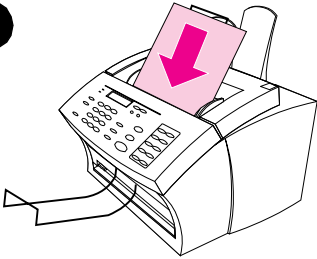
**Note**

If toner specks appear often and there is a frequent need to clean the print path, try using a different type of paper, and make sure the paper meets HP paper specifications. To order the HP paper specification guide, see "Ordering Parts" in this chapter.

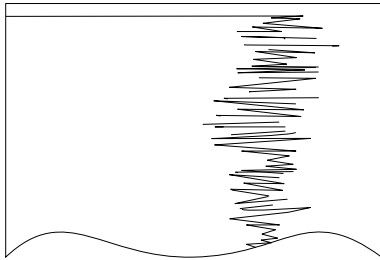
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## Recalibrating the scanner

5



6



The HP LaserJet 3100 product was calibrated at the factory. However, you may need to recalibrate the scanner if you notice that sent faxes, copies, or items scanned to the computer have black or white lines running through them.

### To recalibrate the scanner

- 1 Clean the HP LaserJet 3100 product before recalibrating it. (See “Cleaning the HP LaserJet 3100 product” earlier in this chapter.)
- 2 On the control panel, press **ENTER/MENU**.
- 3 Press **<** once to display **Service** and press **ENTER/MENU**.
- 4 Use the **<** and **>** keys to select **Scan Correction** and press **ENTER/MENU**.
- 5 Insert a blank, bright white piece of letter (8.5 by 11 inches or 216 by 279 mm) or A4 (8.3 by 11.7 inches or 210 by 297 mm) paper into the document feeder tray.
- 6 The HP LaserJet 3100 product pulls the piece of paper through and then prints a recalibration test page. Discard this page. The recalibration procedure is complete.

# Ordering parts

The following table lists items available from HP:

<b>Part:</b>	<b>Part Number:</b>
HP LaserJet Toner Cartridge	C3906A
Power Cord	8120-6812
Telephone Cord	8120-6444
HP LaserJet size C Printer Parallel Cable (IEEE-1284)	C2950A - 2 meters
Paper Input Support	RB2-3362-000CN
Paper Output Support	RB2-3410-000CN
Document Feeder Support	RB2-3455-000CN
Document Output Support	RB2-3470-000CN
Scanner Separation Pad	HB1-3035-0000N
Scanner Separation Pad Holder	HB1-2895-0000N
HP LaserJet Printer Family Paper Specification Guide	502-8956
HP MultiPurpose Paper	HPM 1120 - High bright, 20 lb, 8.5 by 11 in
HP LaserJet Paper	HPJ 1124 - Extra bright, 24 lb, 8.5 by 11 in
Transparencies	
Letter	92296T
A4	92296U
Labels	92296A - H/J/K Various Sizes

You can order parts in one of the following ways:

- In the U.S., call HP Direct Ordering at (800) 538-8787 for most items. To order HP LaserJet paper, call (800) 471-4701.  
- Or -  
To find a dealer near you, or if your dealer is temporarily out of stock, call the HP Customer Information Center (800) 752-0900.
- Outside the U.S., see “HP sales and service offices” in appendix B for ordering locations and phone numbers.

## Ordering software

To order the software on floppy disks or a replacement CD-ROM if yours is damaged, contact Hewlett-Packard:

Request by Phone: 303-739-4009 (Mon. - Sat., 24 hours a day)

Request by Fax: 303-739-4143

Request by Mail: U.S. Driver Fulfillment for Hewlett-Packard  
P.O. Box 2001  
Denver, CO 80040-2001 USA

# A

# Specifications

## HP LaserJet 3100 Product Specifications

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### Input for paper input bin and single-sheet input slot

Maximum media size	8.5 by 14 inches (216 by 356 mm)
Minimum media size	3 by 5 inches (76.2 by 127 mm)
Paper input bin capacity	Up to 100 sheets of media, 20 lb (75 g/m <sup>2</sup> ) weight or lighter, or up to 10 envelopes

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### Input for document feeder tray

Maximum item size	8.5 by 39 inches (216 by 991 mm); 8.5 by 118 inches (216 by 2997 mm) with long pages enabled
Minimum item size	2 by 3.5 inches (51 by 89 mm)
Document feeder tray capacity	Up to 30 pages of 12 to 20 lb (46 to 75 g/m <sup>2</sup> ) weight Fewer pages of up to 28 lb (105 g/m <sup>2</sup> ) weight One page at a time of 12 to 67 lb (44 to 252 g/m <sup>2</sup> ) weight using special media lever

---

### Output

Paper output bin capacity	Up to 100 sheets
Front paper output slot capacity	Up to 20 pages of an item at 20 lb (75 g/m <sup>2</sup> ) weight or lighter
Document output tray capacity	Up to 30 pages of an item at 28 lb (105 g/m <sup>2</sup> ) weight or lighter

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## Resolution

Print resolution	600 dpi
Scan resolution	600 dpi enhanced; 300 dpi optical with 256 levels of gray
Fax resolution	Standard: 203 by 98 dpi; Fine: 203 by 196 dpi; Superfine: 300 by 300 dpi (no halftone); Photo: 300 by 300 dpi (halftone enabled)

---

## Environment

Operating (working or standby)	Temperature: 15 to 32.5° C Humidity: 10% to 80% relative humidity (no condensation)
Storage (unplugged)	Temperature: -20° C to 40° C (toner cartridge) -20° C to 60° C (device) Humidity: 10% to 90% relative humidity (no condensation)

---

## Electrical specifications

Power requirements	100 to 127 volts +/-10% 50 to 60 hertz 220 to 240 volts +/-10% 50 hertz
Power consumption (in continuous copy mode)	135 watts
Minimum recommended circuit capacity	4.2 amps (110 volts) 2 amps (220 volts)
Idle power	9 watts

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## Acoustical emissions (Per ISO 9296)

While copying	5.7 Bel sound power level
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## Physical

Height	10.8 in (272 mm)
Depth	16.4 in (390 mm)
Width	15.1 in (384 mm)
Weight (cartridge installed)	22.0 lb (10.6 kg)

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## Features and other specifications

Print speed	6 pages per minute (ppm)
Copy speed	6 ppm
Fax transmission speed	6 seconds/page (ITU-T Test Image #1)
Margins for scanned items	.12 in (3.05 mm) right and left .16 in (4.06 mm) top and bottom
Margins for printed pages	.25 in (6.3 mm) right and left .2 in (5.08 mm) top and bottom
Fax compatibility	ITU Group 3
Fax coding schemes	MMR, MH, MR, and JBIG
Modem speed	14,400 bits per second
Speed dialing	Yes
Distinctive ring detect	Yes
Multiple copies	Up to 99 per job
Copy Reduction or Enlargements	50 to 200%
Memory	2 megabytes (MB)
Printer Duty Cycle	6,000 single-sided pages per month
Scanner Duty Cycle	2,000 single-sided items per month

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# Simultaneous tasking features

This table shows what functions will work when another function is already in use.

If the HP LaserJet 3100 product is:	Can I?						
	Send a print job	Receive a paper fax	Send a paper fax	Receive a PC fax	Send a PC fax	Scan to the PC	Copy
Printing a file	Yes. Prints when first print job ends.	Yes. Prints when file print job ends.	Yes.	Yes.	Yes.	Yes.	Yes. Copies when print job ends.
Printing a paper fax	Yes. Prints when fax printing ends.	Yes. Prints when first job ends.	Yes.	Yes.	Yes.	Yes.	Yes. Copies when fax prints.
Receiving a paper fax	Yes. Prints when fax printing ends.	No. Phone line is in use.	No. Phone line is in use.	No. Phone line is in use.	Yes. Sent when first fax job ends.	Yes.	Yes. Copies when fax prints.
Sending a paper fax	Yes.	No. Phone line is in use.	No. Phone line is in use.	No. Phone line is in use.	Yes. Sent when first fax job ends.	Yes, if the fax has scanned to memory.	Yes, if the fax has scanned to memory.
Copying	Yes. Prints when copying ends.	Yes. Prints when copying ends.	Yes, if the copy item has scanned to memory.	Yes.	Yes.	Yes, if the copy item has scanned to memory.	No.
Receiving a PC fax	Yes.	No. Phone line is in use.	No. Phone line is in use.	No. Phone line is in use.	Yes. Sent when first fax job ends.	Yes.	Yes.
Sending a PC fax	Yes.	No. Phone line is in use.	No. Phone line is in use.	No. Phone line is in use.	Yes. Sent when first fax job ends.	Yes.	Yes.
Scanning	Yes.	Yes.	No. Document feeder tray is in use.	Yes.	Yes.	No. Document feeder tray is in use.	No. Document feeder tray is in use.

# Product specifications

## Transportation:

Non-operating Magnetic Field Emissions, IATA Packaging Instructions 902

## 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. This 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 this printer is completely confined within protective housings and external covers, the laser beam cannot escape during any phase of normal user operation.

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### **WARNING!**

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Using controls, making adjustments, or performing procedures other than those specified in this manual may result in exposure to hazardous radiation.

# Laser statement for Finland

## Luokan 1 laserlaite

### Klass 1 Laser Apparat

HP LaserJet 3100 laserkirjoitin on käyttäjän kannalta turvallinen luokan 1 laserlaite. Normaalisissa käytössä kirjoittimen suojakotelointi estää lasersäteen pääsyn laitteen ulkopuolelle. Laitteen turvallisuusluokka on määritetty standardin EN 60825-1 (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 LaserJet 3100 -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, utsätts användaren för osynlig laserstrålning. Betrakta ej strålen.

Tiedot laitteessa käytettävän laserdiodin säteilyominaisuuksista:

Aallonpituus 775-795 nm

Teho 5 mW

Luokan 3B laser

## FCC regulations

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 is 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.

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### Note

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

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### Note

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

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## FCC part 68 requirements

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 isn't 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 HP LaserJet 3100 product. This includes the toner 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.

## Telephone consumer protection act (US)

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 may not be a 900 number or any other number for which charges exceed local or long-distance transmission charges.)

In order to program this information into your facsimile, please see "Setting the fax header" and "Setting the time and date" in chapter 1 of this manual.



## IC CS-03 requirements

**NOTICE:** The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational and safety requirements as prescribed in the appropriate Terminal Equipment Technical 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 to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

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

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

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

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 5.

The standard connecting arrangement code (telephone jack type) for equipment with direct connections to the telephone network is CA11A.

# 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 LaserJet 3100 product

**Model Number:** C3948A

**Product Options:** ALL

**conforms to the following Product Specifications:**

**Safety:** IEC 950:1991+A1+A2+A3 / EN 60950:1992+A1+A2+A3  
EN 41003:1993  
IEC 825-1:1993 / EN 60825-1:1994 Class 1 (Laser/LED)

**EMC:** CISPR 22:1993+A1 / EN 55022:1994 Class B<sup>1</sup>  
EN 50082-1:1992  
IEC 801-2:1991 / prEN 55024-2:1992-3kV CD, 8kV AD  
IEC 801-3:1984 / prEN 55024-3:1991-3 V/m  
IEC 801-4:1988 / prEN 55024-4:1992-0.5 kV Signal Lines  
1.0 kV Power Lines  
IEC 1000-3-2:1995 / EN61000-3-2:1995  
IEC 1000-3-3:1994 / EN61000-3-3:1995  
FCC Title 47 CFR, Part 15 Class B<sup>2</sup> / ICES-003, Issue 2  
AS / NZS 3548:1995 / CISPR 22:1993 Class B<sup>1</sup>

**Supplementary Information:**

The product herewith complies with the requirements of the following Directives and carries the CE-marking accordingly:

- the EMC directive 89/336/EEC
- the Low Voltage Directive 73/23/EEC

<sup>1</sup>This product was tested in a typical configuration with Hewlett-Packard Personal Computer Systems.

<sup>2</sup>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.

March 25, 1997

**For Compliance Information ONLY, contact:**

**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 130, D-71034 Böblingen (FAX: +49-7031-14-3143)

**USA Contact:** Product Regulations Manager, Hewlett-Packard Company, PO Box 15, Mail Stop 160, Boise, ID, 83707-0015 (Phone: 208-396-6000)

## Canadian DOC regulations

Complies with Canadian EMC Class B requirements.

Conforme à la classe B des normes canadiennes de compatibilité électromagnétique. << CEM>>.

## Environmental product stewardship program

### Protecting the environment

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

#### **This HP LaserJet printer design eliminates:**

##### **Ozone production**

The printer does not use high-voltage corona wires in the electrophotographic process and therefore generates no appreciable ozone gas (O<sub>3</sub>). Instead, this printer uses charging rollers in the toner cartridge and in the print engine.

#### **This HP LaserJet printer design reduces:**

##### **Energy consumption**

Energy usage drops to as little as 9 W while in idle mode. Not only does this save natural resources, but it also saves money without affecting the high performance of this product. This product qualifies for the ENERGY STAR Program (U.S. and Japan). ENERGY STAR is a voluntary program established to encourage the development of energy-efficient office products. ENERGY STAR is a U.S. registered service mark of the U.S. EPA.



As an ENERGY STAR partner, Hewlett-Packard Company has determined that this product meets ENERGY STAR Guidelines for energy efficiency.

## **Toner consumption**

Depending on the type of printer driver you have, you may be able to select a “draft” mode which uses about 50% less toner, thereby extending the life of the toner cartridge. This is only available using printer driver properties when printing or making copies from the software.

## **Paper use**

Depending on the type of program you use, you may be able to print 2 or 4 document pages on each printed page. This “N-up” printing practice and the printer’s manual duplex capability (two-sided printing) reduce paper usage and the resulting demands on natural resources.

## **The design of this HP LaserJet printer facilitates the recycling of:**

### **Plastics**

Plastic parts have marking according to international standards that enhance the ability to identify plastics for recycling purposes at the end of the product’s life. The plastics used in the product housing and chassis are technically recyclable.

### **HP toner cartridges/photoconductive drum**

In many countries, this product’s toner cartridge/drum can be returned to HP using the prepaid shipping label and instructions included inside each new HP toner cartridge box. If your country is not listed in the recycling guide, call your local HP Sales and Service Office (see appendix B) for further instructions.

### **HP cartridge recycling program**

Since 1990, the HP LaserJet Toner Cartridge Recycling Program has collected more than 12 million cartridges that otherwise would have been discarded into landfills or similar facilities. Once a cartridge is returned through the prepaid return program, it is disassembled, and reusable components and the plastic housing are cleaned and inspected for quality conformance. After passing strict inspection procedures, materials such as nuts, screws, and clips are reclaimed and used to produce new cartridges. Remaining materials are melted down and used as raw materials for a variety of other products. Over 95 percent (%) of the weight of returned materials is recycled. For more information in the U.S., call (1) (800) LASERJET [(1) (800) 527-3753] or contact the HP LaserJet Website at [http://www.hp.com.lj\\_supplies/recycle.html](http://www.hp.com.lj_supplies/recycle.html). International customers

can call the local HP Sales and Service Office (see appendix B) for further information regarding the HP Toner Cartridge Recycling Program.

### **Printer and parts**

Design for recycling has been incorporated into this printer and its accessories. The number of materials has been kept to a minimum while ensuring proper functionality and high product reliability. Dissimilar materials have been designed to separate easily. Fasteners and other connections are easy to locate, access, and remove with common tools. High priority parts have been designed to be accessed quickly for efficient disassembly and repair. Plastic parts have been primarily designed in two colors to enhance recycling options. A few small parts are colored specifically to highlight customer access points.

### **Paper**

This printer is suited for the use of recycled papers when the paper meets the guidelines outlined in the HP LaserJet Printer Family Paper Specification Guide, HP part number 502-8956. This printer is suited for the use of recycled paper according to DIN 19 309.

### **To ensure longevity of your HP LaserJet printer, HP provides the following:**

#### **Extended warranty**

HP SupportPack provides coverage for the HP hardware product and all HP supplied internal components. The hardware maintenance covers a three-year period from date of the HP product purchase. HP SupportPack must be purchased by the customer within 90 days of the HP product purchase. Information on HP SupportPack is available in a fax format by calling the U.S. HP FIRST (Fax Information Retrieval Support Technology) at (1) (800) 333-1917. After connecting, press 1, and then press 1 again. The document number is 9036. International customers can contact the nearest HP-authorized reseller about this service.

#### **Spare parts and consumables availability**

Spare parts and consumable supplies for this product will be made available for at least five years after production has stopped.

## Material safety data sheet

The Material Safety Data Sheet for the toner can be obtained by calling the U.S. HP FIRST (Fax Information Retrieval Support Technology) at 1 (800) 231-9300. After connecting, press 1. Then, request document number 10164. International customers should see the front of this manual for appropriate phone numbers and information.



# B

# Service and Support Information

## Warranty information

### Hewlett-Packard limited warranty statement

HP LaserJet 3100 product      ONE-YEAR LIMITED WARRANTY

- 1 HP warrants to you, the end-user customer, that HP hardware, accessories, and supplies, 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.
- 2 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 media which does not execute its programming instructions due to such defects.
- 3 HP does not warrant that the operation of HP products will be uninterrupted or error free. HP products may contain remanufactured parts equivalent to new in performance or may have been subject to incidental use. 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.



- 4 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 specifications for the product, or
  - (d) improper site preparation or maintenance.
- 5 ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTY SET FORTH ABOVE. Some states or provinces do not allow limitations on the duration of an implied warranty, so the above limitation or exclusion might not apply to you. This warranty gives you specific legal rights and you might also have other rights that vary from state to state, or province to province.
- 6 THE REMEDIES IN THIS WARRANTY STATEMENT ARE YOUR SOLE AND EXCLUSIVE REMEDIES. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HP BE LIABLE FOR LOSS OF DATA OR FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. Some 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.

## Obtaining hardware service

If your hardware should fail during the warranty period, HP offers the following support options:

- **HP repair services.** HP will arrange to pick up the unit, repair it, and return it to you within 7 days. You can also choose to return the unit to an HP repair office.00
- **Express Exchange.** HP provides a reconditioned permanent replacement printer to you on the next working day for calls received before 2 p.m. PST.
- **HP authorized service provider.** You can return the unit to a local authorized service dealer.

## Returning the unit

When shipping equipment, HP recommends insuring it. Also, include a copy of your proof of purchase. Please also fill out the Service information Form below to ensure the most accurate repairs.

---

**CAUTION**

---

Shipping damage as a result of inadequate packaging is the customer's responsibility. See "Repackaging Guidelines" below.

For technical support assistance regarding the unit within the one-year warranty period, see the support pages at the front of this manual.

### Repackaging guidelines

- Remove and retain the toner cartridge.
- If possible, print a self-test page (see "Printing a self-test report" in chapter 8) before you turn off the unit and send the self-test report with the unit.
- Include the completed copy of the Service information form below. Note on the form which items were returned.
- Use the original shipping container and packaging materials, if possible.
- Include samples that illustrate the problems you are having, if applicable.
- Include 5 sheets of the paper or other media you are having trouble printing, scanning, faxing, or copying.

## Service information form

Who is returning the equipment? Person to contact:			Date:
			Phone:
Alternate contact:			Phone:
Return shipping Address:			Special shipping instructions:
What is being sent?:	Model number:	Serial number:	
Please attach any relevant printouts when returning equipment. <b>Do not</b> ship accessories that are not required to complete the repair (manuals, cleaning supplies, etc.).			
<b>What needs to be done?</b> 1. Describe the conditions of the failure. (What was the failure? What were you doing when the failure occurred? What software were you running? Is the failure repeatable?)			
2. If the failure is intermittent, how much time elapses between failures?			
3. Is the unit connected to any of the following? (Give manufacturer and model number.)			
Personal computer:	Modem:	Network:	
Other:			
4. Additional comments:			

# Software license agreement

**ATTENTION: USE OF THE SOFTWARE IS SUBJECT TO THE HP SOFTWARE LICENSE TERMS SET FORTH BELOW. USING THE SOFTWARE INDICATES YOUR ACCEPTANCE OF THESE LICENSE TERMS. IF YOU DO NOT ACCEPT THESE LICENSE TERMS, YOU MAY RETURN THE SOFTWARE FOR A FULL REFUND. IF THE SOFTWARE IS BUNDLED WITH ANOTHER PRODUCT, YOU MAY RETURN THE ENTIRE UNUSED PRODUCT FOR A FULL REFUND.**

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Copies and Adaptations. You may only make copies or adaptations of the Software for archival purposes or when copying or adaptation is an essential step in the authorized Use of the Software. You must reproduce all copyright notices in the original Software on all copies or adaptations. You may not copy the Software onto any public network.

No Disassembly or Decryption. You may not disassemble or decompile the Software unless HP's prior written consent is obtained. In some jurisdictions, HP's consent may not be required for limited disassembly or decompilation. Upon request, you will provide HP with reasonably detailed information regarding any disassembly or decompilation. You may not decrypt the Software unless decryption is a necessary part of the operation of the Software.

Transfer. Your license will automatically terminate upon any transfer of the Software. Upon transfer, you must deliver the Software, including any copies and related documentation, to the transferee. The transferee must accept these License Terms as a condition to the transfer.

Termination. HP may terminate your license upon notice for failure to comply with any of these License Terms. Upon termination, you must immediately destroy the Software, together with all copies, adaptations, and merged portions in any form.

Export Requirements. You may not export or re-export the Software or any copy or adaptation in violation of any applicable laws or regulations.

U.S. Government Restricted Rights. The Software and any accompanying documentation have been developed entirely at private expense. They are delivered and licensed as “commercial computer software” as defined in DFARS 252.227-7013 (Oct 1988), DFARS 252.211-7015 (May 1991), or DFARS 252.227-7014 (Jun 1995), as a “commercial item” as defined in FAR 2.101 (a), or as “Restricted computer software” as defined in FAR 52.227-19 (Jun 1987) (or any equivalent agency regulation or contract clause), whichever is applicable. You have only those rights provided for such Software and any accompanying documentation by the applicable FAR or DFARS clause or the HP standard software agreement for the product involved.

# HP sales and service offices

Before calling an HP Sales and Service office, be sure to contact the appropriate Customer Support Center number listed in the “HP Support” section in the front of this manual. Products should not be returned to the offices listed below. Product return information is available through the appropriate Customer Support Center in “HP Support” in the front of this manual.

## Worldwide Hewlett-Packard Sales And Service offices

<p><b>Australia:</b> Hewlett-Packard Australia, Ltd. 31-41 Joseph Street Blackburn, VIC 3130 Phone: (61 3) 272-2895 Fax: (61 3) 898-7831 Hardware Repair Center and Extended Warranty Support: 131047 Customer Information Center: 131347</p>	<p><b>Canada:</b> Hewlett-Packard (Canada) Ltd. 17500 TransCanada Highway, South Service Road Kirkland, Québec H9J 2X8 Telephone: (514) 697-4232 Fax: (514) 697-6941</p> <p>Hewlett-Packard (Canada) Ltd. 5150 Spectrum Way Mississauga, Ontario L4W 5G1 Telephone: (905) 206-4725 Fax: (905) 206-4739</p>	<p><b>Denmark:</b> Kongevejen 25 DK-3460 Birkerød Denmark Telephone: (45) 99-1000 Fax: (45) 4281-5810</p>
<p><b>Finland:</b> Hewlett-Packard Oy Piispankalliontie 17 FIN-02200 Espoo Telephone: (358) (9) 887-21 Fax: (358) (9) 887-2477</p>	<p><b>France:</b> Hewlett-Packard France 42, Quai du Point du Jour F-92659 Boulogne Cedex Telephone: (33) 146/10 17 00 Fax: (33) 146/10 17 05</p>	<p><b>Germany:</b> Hewlett-Packard GmbH Schickardstrasse 2 D-71034 Böblingen Telephone: (49 7031) 14-0 Fax: (49 7031) 14-6429</p>
<p><b>Netherlands:</b> Hewlett-Packard Nederland BV Startbaan 16 NL-1187 XR Amstelveen Postbox 667 NL-1180 AR Amstelveen Telephone: (31 20) 547 69 11 Fax: (31 20) 547 77 55</p>	<p><b>Norway:</b> Hewlett-Packard Norge A/S Postboks 60 Skøyen Drammensveien 169 N-0212 Oslo Telephone: (47) 2273-5600 Fax: (47) 2273-5610</p>	<p><b>Sweden:</b> Hewlett-Packard Sverige AB Skalholtsgatan 9 S-164 97 Kista Telephone: (46) (8) 444-2000 Fax: (46) (8) 444-2666</p>
<p><b>United Kingdom:</b> Hewlett-Packard Ltd. Cain Road Bracknell Berkshire RG12 1HN Telephone: 01 344 369222 Fax: 01 344 363344</p>		



# C

# Changing Parallel Port Modes

This chapter provides the steps to follow to ensure that the computer's parallel port is configured to provide the best performance with HP LaserJet 3100 product.

The mode for the computer's parallel port determines how the parallel port performs with the HP LaserJet 3100 product. This mode can be defaulted to a number of different settings by your computer. Unfortunately, there is no automatic way to choose the best setting when you install the HP LaserJet 3100 software. Therefore, you need to check this setting yourself.

To check, and possibly change, the computer's parallel port setting, locate your brand of computer in the list below and follow the corresponding instructions. If your brand of computer is not included below, please see the instructions at the end of the list. The directions given for the specific manufacturers may not be exactly what you see for your computer. The web page addresses for the manufacturers have been included should you have questions regarding your specific computer model.



## ACER

[www.acer.com](http://www.acer.com)

1. While your computer is booting, to enter Setup, follow the directions on the screen: "To enter Setup, press CTRL-ALT-ESC."
2. Follow the legend on how to scroll through the options.
3. When you reach the **Parallel Port Mode** option, choose **ECP** if it is a choice. Otherwise, choose **Bi-directional**. (ECP mode will provide the best printing and scanning performance.)
4. Follow the legend directions for saving and exiting.

## AST

[www.ast.com](http://www.ast.com)

1. While your computer is booting, follow the directions on the screen: "To enter Setup, press CTRL-ALT-ESC." (If you have a 486, it may say to press CTRL-ALT-DEL).
2. Follow the legend on how to scroll through the options.
3. When you reach the **Parallel Port Mode** option, choose **ECP** if it is a choice. Otherwise choose **Enhanced**. (ECP mode will provide the best printing and scanning performance.)
4. Follow the legend directions for saving and exiting.

## Compaq

[www.compaq.com](http://www.compaq.com)

Pentium computers should already have the parallel port mode in ECP or bi-directional mode. Refer to your computer's documentation for instructions on checking the parallel port mode. If you have a 486, you may need an external ECP port card.

## Dell

[www.dell.com](http://www.dell.com)

1. While your PC is booting, follow the directions on the screen: “To enter Setup, press DEL.” (If you have a 486, it may say to press F2).
2. Press **ALT+P** and choose **Parallel Mode**.
3. There should be a list of modes available. If **ECP** is a choice, choose **ECP**. Otherwise, choose **Bi-directional**. (ECP mode will provide the best printing and scanning performance.)
4. Follow the legend directions for saving and exiting.

## Gateway 2000

[www.au.gw2k.com](http://www.au.gw2k.com)

1. While your PC is booting, follow the directions on the screen: “To enter Setup, press F1.”
2. Click on **Advanced** on the Menu Bar.
3. Choose **Integrated Peripherals**.
4. Follow the legend directions and choose **ECP** if it is a choice for the mode. Otherwise, choose **Bi-directional**. (ECP mode will provide the best printing and scanning performance.)
5. Follow the legend directions to save and exit.

## HP Pavilion

[www.hp.com](http://www.hp.com)

1. At the HP Blue Screen, press **F1** to enter Setup.
2. Choose **Advanced** on the Menu Bar.
3. Following the legend directions, choose **Peripheral Configuration** and arrow down to **Parallel Port Mode**.
4. Choose **ECP** if it is given as a choice for the mode. Otherwise choose **Bi-directional**. (ECP mode will provide the best printing and scanning performance.)
5. Follow the legend directions for saving and exiting.

## HP Vectra

[www.hp.com](http://www.hp.com)

1. While your PC is booting, follow the directions on the screen: “Press F2 to Enter Setup,” which will be displayed at the bottom of the **Hewlett Packard System Hardware Test** screen.
2. Use the arrow keys to select **Parallel Port Mode**.
3. Follow the legend directions on how to change the options.
4. Choose **ECP** if it is a choice for the mode. Otherwise set the port mode to **Bi-directional**. (ECP mode will provide the best printing and scanning performance.)
5. Follow the legend directions on how to save and exit.

## IBM Aptiva

[www.ibm.com](http://www.ibm.com)

1. While your computer is booting, follow the directions on the screen: “Press F1 to Enter Setup.”
2. Follow the legend on how to scroll through the setup options until you reach **Input/Output Ports**.
3. Choose **EPC** if it is a choice for the mode. Otherwise, choose **PS/2 Bi-directional**. (ECP mode will provide the best printing and scanning performance.)
4. Follow the legend directions to save and exit.

## Micron

[www.micron.com](http://www.micron.com)

1. While your computer is booting, follow the directions on the screen: “Press F2 to Enter Setup.”
2. Click on **Advanced** on the Menu Bar.
3. Follow the legend directions to choose **Integrated Peripherals**.
4. Arrow down to **LPT Mode**.
5. Choose **ECP** if it is a choice for the mode. Otherwise choose **PS/2**. (ECP mode will provide the best printing and scanning performance.)
6. Follow the legend directions to save and exit.

## Packard Bell

[www.packardbell.com](http://www.packardbell.com)

1. While your computer is booting, follow the directions on the screen: "Press F2 to Enter Setup." (It may be F1 on some models.)
2. Click **Advanced** on the Menu Bar.
3. Follow the legend directions to choose **Integrated Peripherals** (or **Peripheral Configuration** on some models).
4. Choose **ECP** if it is a choice for the mode. Otherwise choose **Bi-directional**. (ECP mode will provide the best printing and scanning performance.)
5. Follow the legend directions to save and exit.

## General information

Within computer manufacturers' range of products, there are usually different BIOS options. The directions given above for various manufacturers are general and may not be specific for your computer. Changing the parallel port mode is similar for all computers if they have that capability built in. However, you should refer to your computer documentation for specific instructions on changing the parallel mode for your computer. A circumstance to be aware of is that even though the label on the parallel port mode may say ECP, it may not follow the protocol. If the port mode option you choose does not work, then try another option in the Setup. If your computer does not have EPC capability built in, an external parallel port card can be added to give it this functionality.

## Other areas of potential conflict

In addition to the parallel port mode being set incorrectly, there may be other areas of potential parallel port conflict involving software and hardware from other manufacturers. The HP LaserJet 3100 product cannot share the parallel port with other peripherals. If none of the options in the Setup allow the HP LaserJet 3100 product to talk to the computer or you have other devices that need a parallel port, you can add an external ECP parallel port card to your computer. Then, connect the HP LaserJet 3100 product to one of the parallel ports and connect the other devices you have to the other parallel port. These parallel port cards are available at computer stores and will allow your HP LaserJet 3100 product to communicate with your computer without conflicting with other devices.

# Glossary

## **actual size**

The size of the page when it was scanned (not enlarged using zoom in or reduced using zoom out).

## **annotation**

A word, note, mark, or highlighting added to an item.

## **Automatic mode**

An HP LaserJet 3100 product feature that allows the fax machine either to answer incoming calls after the number of rings to answer specified or “listen” for fax tones when an answering machine connected to the line answers first. Automatic mode is the default setting, and the default number of rings to answer is 5.

## **bit depth**

The number of bits used to process scanned images. The greater the number of bits, the more levels of gray that can be used to display the image.

## **BMP file**

A Microsoft Windows bitmap file that has the extension .bmp. A bitmap file defines an image (such as the image of a scanned page) as a pattern of dots (pixels).

## **brightness**

A measure of the overall intensity of the image. The lower the brightness value, the darker the image; the higher the value, the lighter the image will be.

## **collapse**

The process of reducing a sticky note to an icon.

**collate**

The process of printing a multiple-copy job in sets. When collate is selected, the HP LaserJet 3100 product prints an entire set before printing additional copies. Otherwise, the device prints the desired number of copies of a page together before printing the following pages.

**comma (,)**

A comma in a dial sequence indicates that the fax machine 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 will resemble each other. The higher the number, the more the shades will stand out from each other.

**container program**

A program into which an OLE object is inserted. That program contains the object.

**crop**

To remove part of an image. The portion of the image that is selected remains, while the portion that is not selected is removed.

**dedicated line**

A single telephone line that is used exclusively for either voice calls or fax calls.

**desktop**

The view in the JetSuite Pro Desktop software where the JetSuite folders are visible and where JetSuite documents appear as thumbnails or file names. Faxes and JetSuite documents are managed from here. See also viewer and JetSuite Pro Desktop software.

**distinctive ring**

A feature offered by some telephone companies in the United States 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.

**Document Assistant dialog**

An HP LaserJet 3100 product software screen used when working with documents from a computer. When the document is loaded into the document feeder, the Document Assistant appears on the computer screen, allowing you to begin faxing, copying, or scanning the document.

**dots per inch (dpi)**

A measurement of resolution used for scanning and printing. Generally, more dots per inch mean a higher resolution, a greater amount of visible detail in the image, and a larger file size.

**e-mail (electronic mail)**

An abbreviation for electronic mail. Software that you can use to electronically transmit items over a communications network.

**expand**

A process to restore a collapsed sticky note from an icon to its original size.

**export**

A function that allows you to save a copy of a JetSuite item as a backup or in another graphics format, such as a .TIF, .GIF, or .JPEG.

**fax**

An abbreviation for facsimile. The electronic encoding of a printed page and the transmission of the electronic page over a telephone line. The JetSuite software can send items to electronic fax programs, which require a modem and fax software.

**file format**

The way the contents of a file are structured by a program or group of programs.

**GIF**

Graphics Interchange Format, an image used by CompuServe and other online formats.

**grayscale**

Shades of gray that represent light and dark portions of an image. Color images can also be converted to grayscale where 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.

**hypertext links**

A link from one part of a document to another. When a linked word or phrase or graphic is clicked, the user will jump to the linked word, phrase, or graphic.

**import**

A function that allows you to bring files saved in graphics formats such as .BMP and .TIF into the JetSuite software.

**the JetSuite Pro Desktop software**

Software that allows you to manage documents and make them accessible to others. The JetSuite Pro Desktop software can be used to annotate scanned documents, create hypertext links, and more.

**JPEG**

Joint Photographic Experts Group, an international standard for compressing digital photographic images.

**link**

A connection to a program or device that you can use to send information from JetSuite to other programs, such as e-mail, electronic fax, and OCR links.

**Link Bar**

The icons on the bottom of the desktop or viewer that represent programs installed on your computer, such as e-mail software.

**linked program**

A program installed on your computer that you can use with JetSuite. For example, you can use OCR software to translate a JetSuite item into text.

**Manual mode**

An HP LaserJet 3100 product feature that prevents the fax machine from answering calls. To receive a fax, the fax receiving process must be started either from the fax machine itself, the software, or from a telephone connected to the same line as the fax machine.

**optical character recognition (OCR) software**

OCR software converts an electronic image of text, such as a scanned document, into a form word processor, spreadsheet, and database programs can use.

**PC faxing**

Faxing electronic documents from and receiving incoming faxes to the computer. The computer must have a PC fax program installed to use PC faxing. A PC fax program came with the HP LaserJet 3100 product.

**portable document viewer**

A mini-program that can be attached to an electronic document and e-mailed. The recipient will be able to view, annotate, and print the document, no matter what program was used to create the document.

**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.

**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.

**sticky note**

An annotation that is a multiline, resizable note. Similar to a paper sticky note, it covers the item information beneath it. You can move a sticky note or collapse it to an icon. You can search for words in a sticky note by using the Find command.

**summary information**

Information about the item, such as creator or keywords, that you can add to an item in the Summary Information dialog box to help you find the item quickly.

**TWAIN**

An industry-standard for scanners and software. Using a TWAIN-compliant scanner with a TWAIN-compliant program, you can initiate a scan from within the program.

**viewer**

A program that allows someone who does not have the JetSuite software to view a JetSuite document. The Viewer does not allow someone to change the document.

**zoom in**

To make a page larger on the screen so you can see more detail.

**zoom out**

To make a page smaller on the screen so you can have a broader view of the page.

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