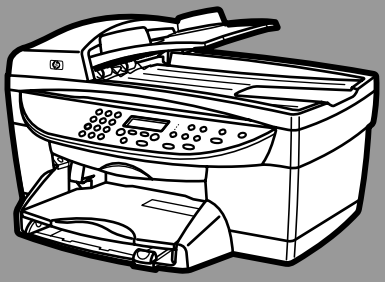
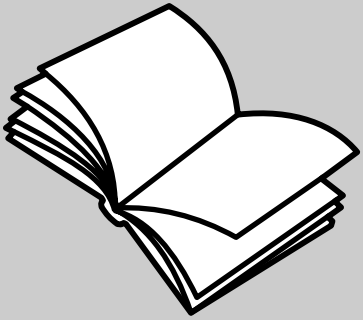


hp digital copier printer 410



reference guide

invent

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Note: Regulatory information can be found in the "Technical information" section at the end of this guide.

It is not lawful in many places to make copies of the following items. When in doubt, check with a legal representative first.

- Governmental paper or documents:
  - Passports
  - Immigration papers
  - Selective service papers
  - Identification badges, cards, or insignias
- Governmental stamps:
  - Postage stamps
  - Food stamps
- Checks or drafts drawn on Governmental agencies
- Paper currency, traveler's checks, or money orders
- Certificates of deposit
- Copyrighted works

safety information

Warning! To prevent fire or shock hazard, do not expose this product to rain or any type of moisture.

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

WARNING: potential shock hazard

1. Read and understand all instructions in the setup poster.
2. Use only a grounded electrical outlet when connecting the unit to a power source. If you do not know whether the outlet is grounded, check with a qualified electrician.
3. Observe all warnings and instructions marked on the product.
4. Unplug this product from wall outlets before cleaning.
5. Do not install or use this product near water or when you are wet.
6. Install the product securely on a stable surface.
7. Install the product in a protected location where no one can step on or trip over the line cord, and where the line cord will not be damaged.
8. If the product does not operate normally, see the online Troubleshooting help.
9. No operator-serviceable parts inside. Refer servicing to qualified service personnel.
10. Use in a well-ventilated area.

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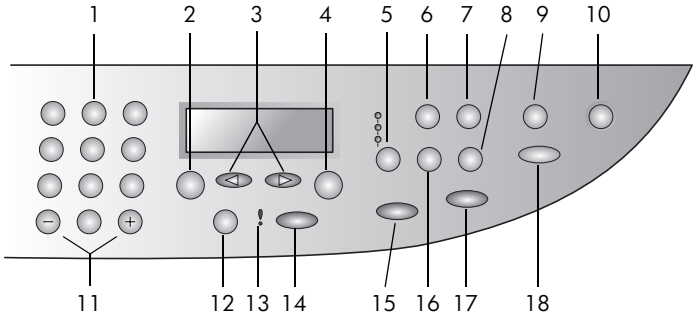
1 get started

The front-panel of your new HP Digital Copier Printer has several buttons and indicators that allow you to change settings and perform a wide range of copy functions.

front-panel features

The following illustration shows a close-up of the front-panel and identifies the location of the buttons.

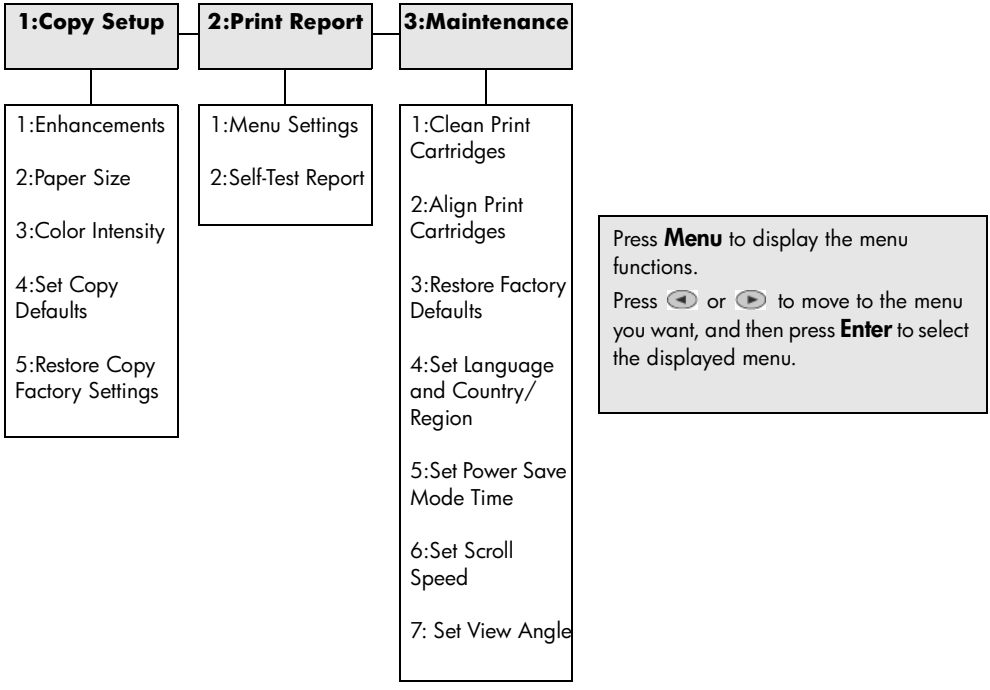


feature	purpose
1	**Keypad**: use to enter numbers such as the quantity of copies or percentages when reducing or enlarging. You can also use the keypad to specify menu items.
2	**Menu**: use to access the menu system. Menu options include Copy Setup, Print Report, and Maintenance.
3	**Arrows**: use to scroll through menu settings and options within settings.
4	**Enter**: use to select or save the displayed setting.
5	**Quality**: use to select the quality of the copy from Best, Normal, or Fast.
6	**Paper Type**: use to select the paper type. The paper tray supports plain paper and specialty papers.
7	**Reduce/Enlarge**: use to reduce or enlarge an original to a specified image size on paper loaded in the tray. The original may be fed from the automatic document feeder (ADF) or placed on the glass.
8	**Special Features**: use to access options that let you reduce or enlarge to a specified copy image size on paper loaded in the tray. The options are Normal, Fit to Page, Image Size, Poster, 2 on 1, and MarginShift.
9	**Fit to Page**: use to automatically enlarge or reduce your original to fit the paper size you have loaded.

feature	purpose
10	**On**: use to turn the HP Digital Copier Printer on and off.
11	**+ / – Keypad Buttons**: use + to scroll forward and – to scroll backward through numeric values and menu options.
12	**Lighter/Darker**: use to adjust the lightness and darkness of your copies.
13	**Needs Attention**: the amber LED in the shape of an exclamation point indicates that the device needs attention.
14	**Cancel**: use to stop a job, exit a menu, or exit button settings.
15	**Start Copy, Black**: use to start a black and white copy.
16	**Number of Copies**: use to change the number of copies for this copy job. This button can be used in conjunction with the arrow keys or the keypad to make additional copies.
17	**Start Copy, Color**: use to start a color copy.
18	**Photo Mode**: use to enhance light colors that might otherwise appear white when copying photographs or pictures.

hp digital printer copier menu functions

Access **Menu** functions by pressing the corresponding numbers for each menu option. For example: to set the language and country/region, press **Menu**, press **3**, and then press **4**. This automatically selects the **Maintenance** menu and then selects the **Set Language and Country/Region** option.



2 get help

help	description
Setup Poster	The Setup Poster provides instructions for setting up and configuring your HP Digital Copier Printer.
Reference Guide	The Reference Guide contains information on using your HP Digital Copier Printer and provides additional troubleshooting assistance for the installation process. The Reference Guide also contains information on how to order supplies and accessories, technical specifications, support, and warranty information.
Printing Guide	The Printing Guide contains information on connecting your HP Digital Copier Printer to a computer running Windows 98/Me/Se/2000/XP and using the HP Digital Copier Printer for printing. The printing guide also contains troubleshooting assistance and technical specifications.
Internet help and technical support	If you have Internet access, you can get more information from the HP website at: **http://www.hp.com/support** The website also provides answers to frequently-asked questions.

3 load originals and load paper

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

load originals

Your HP Digital Copier Printer provides two ways to load originals:

- **load originals on the glass**
- **load originals in the automatic document feeder**

load originals on the glass

You can copy up to letter or A4-sized originals by placing them on the glass.

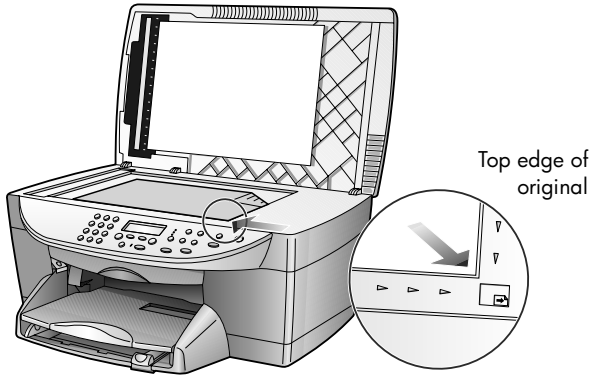
Tip: If you want to copy a legal-sized document you must load it in the automatic document feeder (ADF). For more information, see **load originals in the automatic document feeder** on page 6.

Note: Many of the **Special Features** options, such as **Image Size** or **Poster**, will not work correctly if the glass and lid backing are not clean. For more information, see **clean the glass** and **clean the document backing** on page 21.

copy from the glass:

1 Lift the lid and place the original face down on the glass in the front-right corner with the sides of the originals touching the right and bottom edges.

Tip: If you are copying from a transparency (that is, your original is printed on transparency film), place a blank piece of paper on top of the transparency.



2 Close the lid.

load originals in the automatic document feeder

Your HP Digital Copier Printer has an automatic document feeder (ADF), which you can use to load up to 35 originals of the following paper types:

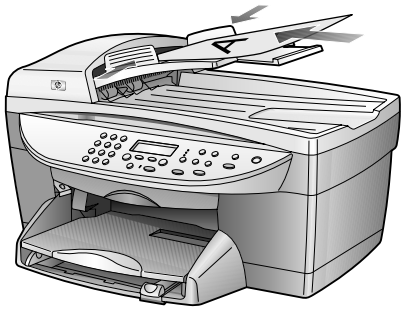
- Plain Paper

  16 lb (60 gsm) to 24 lb (90 gsm) long-grain paper only
- Specialty Paper
  - HP Premium Inkjet Paper
  - HP Bright White Inkjet Paper

copy from the ADF:

1. Place all originals in the ADF print side up.
2. Adjust the paper-width guide to fit the size of your original.

   A message appears on the display indicating that the originals are loaded.



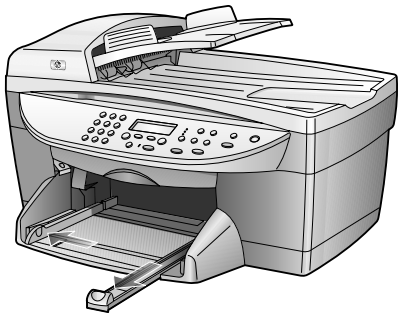
load paper

Following is the basic procedure for loading blank paper. There are specific considerations for loading certain types of paper and transparency film. After you review this procedure, see **tips for loading other types of paper** on page 9.

For best results, adjust the paper settings each time you change paper types or paper sizes. For more information, see **set the paper type** on page 9.

load the paper tray:

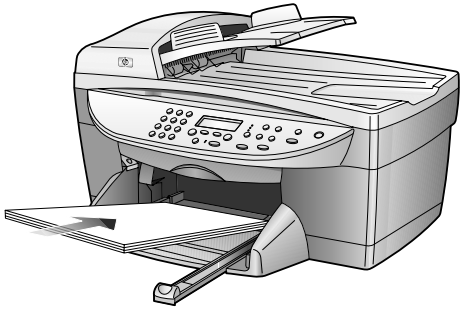
1. Remove (pull out) the output tray and slide the paper-width and paper-length guides to their outermost positions.



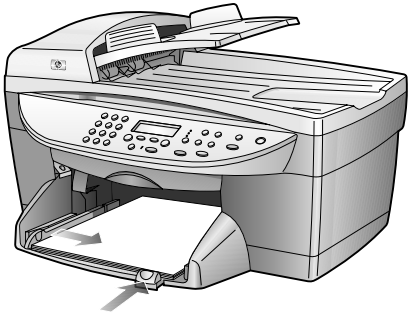
2 Tap the stack on a flat surface to align the edges of the paper, and then check the paper for the following:
   – Make sure it is free of rips, dust, wrinkles, and curled or bent edges.
   – Make sure all the paper in the stack is the same size and type.

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

   Check that the stack of paper contains several sheets but is no higher than the top of the paper-length guide.



4 Slide the paper-width and paper-length guides in until they stop at the edges of the paper. Make sure that the paper stack lies flat in the input tray and fits under the tab of the paper-length guide.



5 Put the output tray back into position.

6 To prevent printed paper from falling off the tray, fully extend the output-tray extender.

recommended papers

If you want the best print quality, we recommend HP Premium Inkjet papers. Using paper that is too thin, paper that has a slick texture, or paper that stretches easily can cause paper jams. Using paper that has a heavy texture or does not accept ink can cause printed images to smear, bleed, or not be filled in completely. For more information about HP Premium Inkjet papers, check our website at:

http://www.hp.com

Following is a list of HP papers you can use for copying:

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

papers to avoid when copying

We do not recommend the following papers for copying:

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

tips for loading other types of paper

The following table provides guidelines for loading certain types of paper and transparency film. For best results, adjust the paper settings each time you change paper types and paper sizes. For more information, see **set the paper type** on page 9.

paper	tips
HP papers	• HP Premium Inkjet Paper: Locate the gray arrow on the nonprinting side of the paper, and then insert paper with the arrow side facing up. • HP Premium or Premium Plus Photo Paper: Load the glossy (print) side down. Always load at least five sheets of regular paper in the paper tray first, and then place the photo paper on top of the regular paper. • HP Premium or Premium Plus Inkjet Transparency Film: Insert the film so that the white transparency strip (with arrows and the HP logo) is on top and is going into the tray first. • HP Inkjet T-Shirt Transfer Iron-On: Flatten the transfer sheet completely before using it; do not load curled sheets. (To prevent curling, keep transfer sheets sealed in the original package until you are ready to use them.) Manually feed one sheet at a time, with the unprinted side facing down (the blue stripe faces up). • HP Greeting Cards, HP Linen Greeting Cards, or HP Felt-Textured Greeting Cards: Insert a small stack of HP greeting-card paper, print side down, into the paper tray until it stops.
Legal-sized paper	• Fully extend the paper-length guide and make sure that the paper in the paper tray is pushed in all the way. **Note:** You can only copy a legal-sized document by placing the original in the automatic document feeder (ADF). You cannot copy a legal-sized page by placing it on the glass.

set the paper type

If you want to use a different type of paper, such as photo paper or transparency film, simply load that paper in the main tray.

The default paper type is Automatic, which means the HP Digital Copier Printer will automatically detect and determine the paper type. You can also change the paper type setting manually, to ensure the best print quality.

When you change settings using the front-panel, the copy settings are reset two minutes after the unit completes the copy.

1 Press **Paper Type**.

2 Press ▶ until the appropriate paper type appears.

3 Press **Enter** to choose the displayed paper type.

recommended paper type settings for copying

You can choose these settings using the **Paper Type** button on the front-panel:

paper type	front-panel setting
Copier paper or letterhead	Plain Paper
HP Bright White Inkjet Paper	Plain Paper
HP Premium Plus Photo Paper, Glossy	Premium Photo
HP Premium Plus Photo Paper, Matte	Premium Photo
HP Everyday Photo Paper, Semi-Gloss	Everyday Photo
HP Everyday Photo Paper, Matte	Premium Inkjet
HP Premium Photo Paper	Premium Photo
HP Photo Paper	Photo Paper
HP Inkjet T-Shirt Transfer Iron-On	Iron-On
HP Premium Inkjet Paper	Premium Inkjet
Other Inkjet Paper	Premium Inkjet
HP Professional Brochure & Flyer Paper, Glossy	Brochure Glossy
HP Professional Brochure & Flyer Paper, Matte	Brochure Matte
HP Premium or Premium Plus Inkjet Transparency Film	Transparency

set the paper size

When making a copy, you must have letter, A4, or legal-sized paper loaded.

1 Press **Menu**.

2 Press **1**, and then press **2**.
This selects **Copy Setup** and then selects **Paper Size**.

3 Press ▶ until the desired size appears, and then press **Enter** to select it.

4 use copying features

The digital copy features let you do the following:

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

  Note: When copying a photo, you must select options for the correct paper type and photo enhancement. You may also want to use the photo print cartridge for superior print quality. With the color and photo print cartridges installed, you have a six-ink system. See **maintain the print cartridges** on page 22 for more information.

make copies

All copy settings that you select on the front-panel are reset **two minutes** after the HP Digital Copier Printer completes the copy, unless you save the settings as the default settings. For more information, see **change settings for all copy tasks** on page 14.

make a copy

Before you begin, make sure blank paper is loaded in the main tray. For more information, see **load paper** on page 6.

1. Load your original on the glass or in the automatic document feeder (ADF).

   Note: You can only copy letter and A4-sized original on the glass. If you want to copy a legal-sized document, you must use the ADF. For more information, see **load originals** on page 5.

2. Press **Start Copy, Black** or **Start Copy, Color**.

increase copy speed or quality

The HP Digital Copier Printer provides three options that affect copy speed and quality.

- **Best** produces the highest quality for all paper and eliminates the banding (striping) effect that sometimes occurs in solid areas. **Best** copies more slowly than the other quality settings.
- **Normal** delivers high-quality output and is the recommended setting for most of your copying. **Normal** copies faster than **Best**.
- **Fast** copies faster than the **Normal** setting. The text is of comparable quality to the **Normal** setting, but the graphics may be of lower quality. Using **Fast** also cuts down on the frequency of replacing your print cartridges, because it uses less ink.

1. Load your original on the glass or in the ADF.
2. Press **Quality** until the green light in front of the desired quality is lit.
3. Press **Start Copy, Black** or **Start Copy, Color**.

set the number of copies

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

1. Press **Number of Copies** to enter the number of copies mode. There are four ways to set the desired number of copies:
   - Press **Number of Copies** again (or repeatedly) to increment the displayed number.
   - Press ▶ to increment, or ◀ to decrement, the displayed number.
   - Use the keypad to enter the desired number of copies.
   - Press + on the keypad to increment, or – to decrement, the displayed number.
2. Press **Start Copy, Black** or **Start Copy, Color**.

reduce or enlarge a copy

You can reduce or enlarge a copy of an original using either the **Reduce/Enlarge** button or the **Special Features** button. This section explains the **Reduce/Enlarge** button only. For information on using the Special Features button, see **perform special copy jobs** on page 14.

1. Press **Reduce/Enlarge** to choose one of the following:
   - **Custom 100%** — lets you enter the percentage to reduce or enlarge your copy
   - **Full Page 91%** — reduces an original to 91% of its original size, which prevents cropping that may occur if you make a full-sized (100%) copy
   - **Legal –> Letter 72%** — reduces an original to 72% of its original size, which lets you copy a legal-sized original to letter-sized paper.

     Note: You can only copy a legal-sized document by placing the original in the automatic document feeder (ADF). You cannot copy a legal-sized page by placing it on the glass.
2. If you are using the **Custom** option, press ◀ or ▶ to reduce or enlarge the copy.

Tip: You can also use the keypad to reduce or enlarge by entering a number or pressing the + / – keys.

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

make copies lighter or darker

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

1 Press **Lighter/Darker**.

2 Press ◄ to lighten the copy or ► to darken it.

The range of lightness and darkness appears as a circle on a scale on the front-panel display.

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

change color intensity

You can adjust color intensity to make colors on your copy more vivid or more subtle.

1 Press **Menu**.

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

This selects **Copy Setup** and then selects **Color Intensity**.

3 Press ◄ to make the image more pale or ► to make the image more vivid.

The range of color intensity values appears as a circle on a scale on the front-panel display.

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

enhance text sharpness and photo colors

The Enhancements feature automatically adjusts the quality of text documents by sharpening edges of black text or photographs by enhancing light colors that might otherwise appear white.

enhance text sharpness

Text enhancement is the default option. Use **Text** enhancements to sharpen edges of black text.

Tip: If any of the following occur, turn off **Text** enhancement by selecting **Photo** or **None**:

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

1 Press **Menu**.

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

This selects **Copy Setup** and then selects **Enhancements**.

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

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

enhance photo colors

Use **Photo** enhancements to enhance light colors that might otherwise appear white. You can also copy with photo enhancements to eliminate or reduce any of the following that might occur when copying with text enhancements:

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

1. Press **Photo**.
2. Press ▶ until the front-panel display reads **On**, and then press **Enter**.
   You can also turn on photo enhancements on by pressing **Photo** repeatedly until **On** appears in the front-panel display and then pressing **Enter**.
3. Press **Start Copy, Black** or **Start Copy, Color**.

change settings for all copy tasks

Save the copy settings you use most often by setting them as the default. This includes changes to **Copy Setup** options in the menu system, as well as other front-panel settings.

1. Make any desired changes to the **Copy Setup** menu options.
2. Make any desired changes to the button settings on the front-panel.
3. Press **Menu**.
4. Press **1**, and then press **4**.
   This selects **Copy Setup** and then selects **Set Copy Defaults**.
   Your settings are saved. You can change the front-panel and menu settings back to their original settings at any time. See **restore factory defaults** on page 27 for more information.

perform special copy jobs

In addition to supporting standard copying, your HP Digital Copier Printer can also do the following:

- **copy a photo**
- **fit a copy to the page**
- **copy multiple copies of an original on one page**
- **copy two originals on one page**
- **shift image to increase the margin**
- **make a poster**
- **prepare a color T-shirt transfer**

copy a photo

1. Load the photo on the glass.
2. Load photo paper in the paper tray.
3. Press **Paper Type**.

4 Press ▶ until the desired photo paper option appears, and then press **Enter** to select it.

The default paper type is Automatic, which means the HP Digital Copier Printer will automatically detect and determine the paper type.

For more information, see **recommended paper type settings for copying** on page 10.

5 Press **Photo**.

6 Press ▶ until the front-panel display reads **On**, and then press **Enter**.

You can also turn on photo enhancements on by pressing **Photo** until **On** appears in the front-panel display and then pressing **Enter**.

7 If you want to enlarge the photo automatically to a full page, press **Fit to Page**, press ▶ until the front-panel display reads **On**, and then press **Enter** to select it.

For more information, see **fit a copy to the page** in the next section.

8 Press **Start Copy, Black** or **Start Copy, Color**.

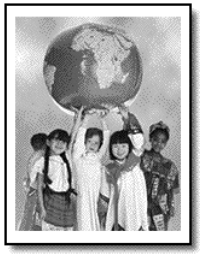
fit a copy to the page

Use **Fit to Page** when you want to automatically enlarge or reduce your original to fit the paper size you have loaded. You can enlarge a small photo to fit a full-size page, as shown below, or you can reduce an original to prevent unwanted cropping of text or images around the margins.

Make sure that the glass is clean and the original has been placed in the bottom-right corner of the glass. You cannot use the automatic document feeder (ADF) for this feature.

Original

Fit to Page



1 Load the original on the glass.

2 Load the appropriate paper.

3 Press **Fit to Page**, and then press ▶ until **On** appears.

Tip: You can also access this feature by pressing the **Special Features** button until **Fit to Page** appears.

4 Press **Enter**.

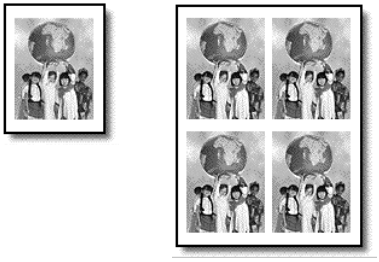
5 Press **Start Copy, Black** or **Start Copy, Color**.

copy multiple copies of an original on one page

You can place multiple copies of an original on one page by selecting a photo size and then selecting the number of copies you want.

There are several common photo sizes available from the **Image Size** option, which you access from the **Special Features** button.

Original Copy



1. Load the original on the glass.
2. Load the appropriate paper.
3. Press **Special Features** until **Image Size** appears.
4. Press ▶ until the desired photo size appears, and then press **Enter**.

   Tip: The photo sizes that are available vary depending on the country/region you selected when you set up your copier.
5. When **How Many?** appears, press ▶ to select the number of images that will fit on a page, and then press **Enter**.

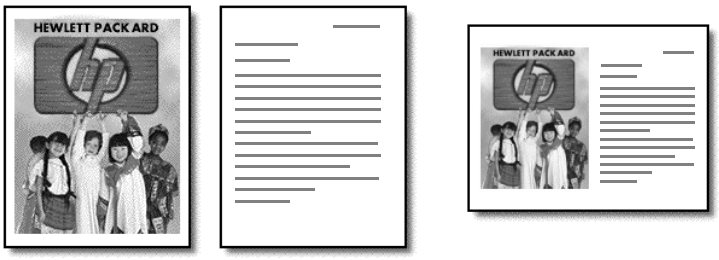
   You will have a choice of 1 on a page, or the maximum number that will fit. Some larger-sized originals do not prompt you for a number of images.
6. Press **Start Copy, Black** or **Start Copy, Color**.

   Tip: If the number of copies of the photo on a single page does not come out as expected, try turning the original on the glass 90 degrees and start the copy again.

copy two originals on one page

You can copy two different letter or A4-sized originals on one page using the **2 on 1** feature. The copied images will appear side by side on the page in a landscape format.

Two Originals Two originals on one page



You can use the automatic document feeder (ADF) to load the originals or place them directly on the glass.

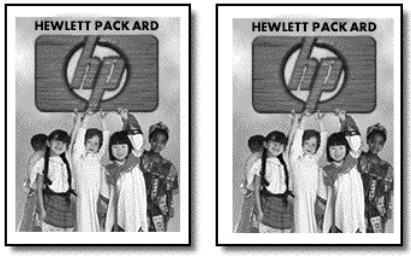
1. Place the first original in the front-right corner on the glass. If you are using the ADF, load both originals there.
2. Press **Special Features** until **2 on 1 59%** appears, and then press **Enter**.
3. If you want to produce multiple copies of the page, use the keypad to enter the number of copies you want to make, and then press **Enter**.
4. Press **Start Copy, Black** or **Start Copy, Color**.
5. After the first original has been scanned, you will be prompted to **Place 2nd original on glass**, and then press **Enter.**

   If you selected to make multiple copies in step 3, the HP Digital Copier Printer scans the originals once, then stores the information in its memory to make your **2 on 1** copies.

shift image to increase the margin

The **MarginShift** feature lets you shift the image to the left or right to increase the margin for binding. You can also adjust the image size, if necessary, by entering a number on the numeric keypad.

Original MarginShift



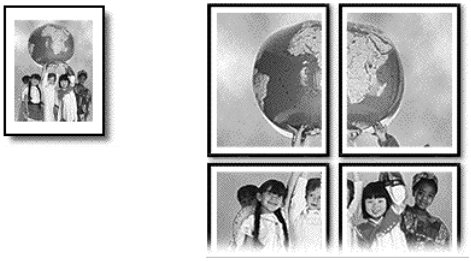
1. Load the original on the glass or in the ADF.
2. Press **Special Features** until **MarginShift 100%** appears.
3. Press ◄ or ► to shift the margin to the left or to the right. Each step is a ¼-inch (6.35 mm) shift.
4. If you wish to change the reduction/enlargement percentage as well, use the keypad to enter a number, or press the + and – keys to increment the percentage value, and then press **Enter.**

   Tip: If you do not wish to change the reduction/enlargement percentage, press **Enter** after you have selected the amount of MarginShift you want.
5. Press **Start Copy, Black** or **Start Copy, Color**.

make a poster

When you use the **Poster** feature you divide your original into sections and then enlarge the sections so you can assemble them into a poster.

Original Poster



Tip: You can print a poster from a file on your computer.

For more information, see **print a poster** in the *HP Digital Printer Copier 410 Printing Guide*.

1. Load the original on the glass.

   Tip: You cannot use the automatic document feeder (ADF) when making a poster.

2. Load the appropriate paper in the main tray.
3. Press **Special Features** until **Poster** appears.

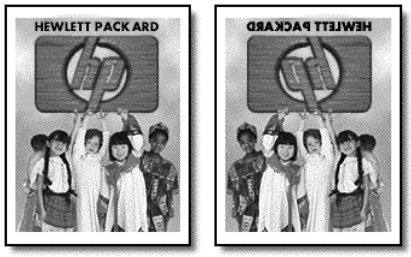
   The option **Poster 2 pages Wide** appears by default.
4. Press ▶ to select how wide you want the poster to be, and then press **Enter**.
5. Press **Start Copy, Black** or **Start Copy, Color**.

   Tip: After you select the poster width, the HP Digital Copier Printer adjusts the length automatically to maintain the proportions of the original. If the original cannot be enlarged to the selected poster size, an error message appears that tells you the number of pages wide that are possible. Select a smaller poster size and make the copy again.

prepare a color T-shirt transfer

You can copy an image or text onto a T-shirt transfer, then iron it onto a T-shirt.

Original Iron-On



Tip: We recommend that you practice applying a T-shirt transfer on an old garment first.

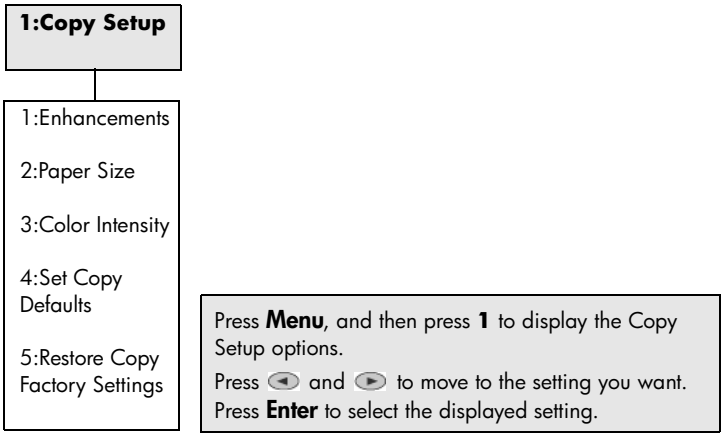
1. Load the original on the glass or in the ADF.
2. Load the T-shirt transfer paper in the main tray.
3. Press **Paper Type**.
4. Press ▶ until **Iron-On** appears, and then press **Enter** to select it.
   Selecting this option automatically copies a mirror-image of your original so that it appears properly on the T-shirt.
5. Press **Start Copy, Black** or **Start Copy, Color**.

stop copying

- To stop copying, press **Cancel** on the front-panel.

copy setup menu options

The following options are available in the **Copy Setup** menu.



5 maintain your hp digital copier printer

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

clean the glass

Dirty glass from fingerprints, smudges, hair, and so on, slows down performance, decreases copy quality, and affects the accuracy of special features such as **Poster** or **Fit to Page**.

1. Turn off the unit, unplug the power cord, and raise the lid.
2. Clean the glass with a soft cloth or sponge slightly moistened with a nonabrasive glass cleaner.

   Caution! Do not use abrasives, acetone, benzene, or carbon tetrachloride on the glass; these can damage it. Do not place liquids directly on the glass. They may seep under it and damage the unit.
3. Dry the glass with a chamois or cellulose sponge to prevent spotting.

clean the adf glass

The small glass strip to the left of the main glass surface is for processing jobs fed from the ADF. Streaks can occur if the glass strip is dirty. Follow the same procedures for cleaning the glass strip as you would for cleaning the other glass.

clean the document backing

Minor debris can accumulate on the white document backing located underneath the unit's lid.

1. Turn off the unit, unplug the power cord, and raise the lid.
2. Clean the white document backing with a soft cloth or sponge slightly moistened with a mild soap and warm water.

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

4 Dry the backing with a chamois or soft cloth.

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

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

clean the exterior

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

Note: To avoid damage to painted parts of the unit, do not use alcohol or alcohol-based cleaning products on the front-panel or the lid of the unit.

maintain the print cartridges

To ensure the best print quality from your HP Digital Copier Printer, you will need to perform some simple maintenance procedures and, when prompted by a front-panel message or off-color results, replace the print cartridges.

print a self-test report

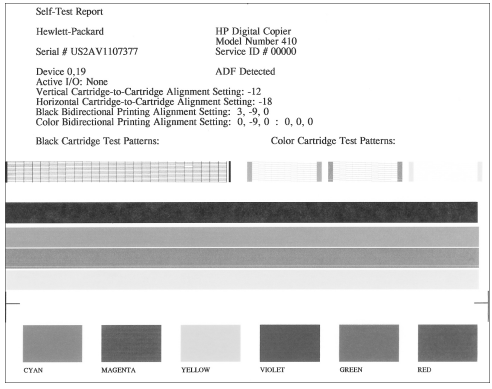
If you are experiencing problems with printing, before cleaning or replacing the print cartridges, you should print a self-test report. This report provides useful information about your print cartridges, including status information.

1 Press **Menu**.

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

This selects **Print Report** and then selects **Self-Test Report**.

A self-test report is printed for your HP Digital Copier Printer.

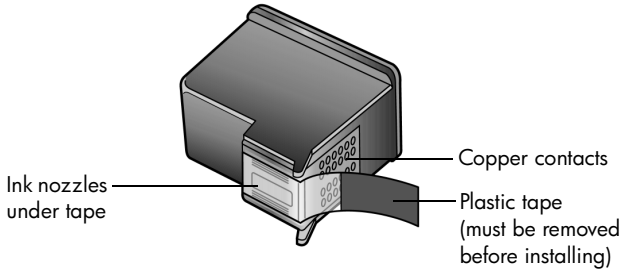


Check the color bars for streaks or missing colors. Make sure cyan, magenta, yellow, violet, green, and red print. If colors are missing or streaked, you need to clean or replace the print cartridges.

handle print cartridges

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

- HP black (#56)
- HP color (#57)
- HP photo color (#58)



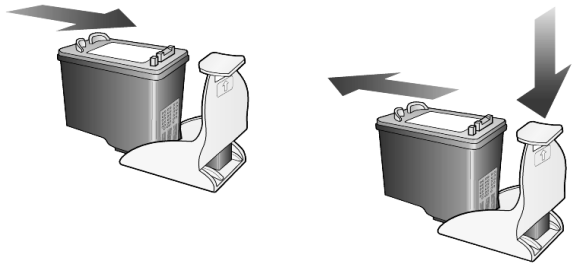
Do not touch the copper contacts or the ink nozzles

use the print cartridge protector

When you purchase a photo print cartridge, you also receive a print cartridge protector. The print cartridge protector is designed to keep your print cartridge secure when it is not being used. Whenever you remove a print cartridge from the printer, store it in the print cartridge protector.

Note: You may want to use an HP photo print cartridge (#58) for superior print quality when printing photos. With the color and photo print cartridges installed, you have a six-ink system. See **order print cartridges** on page 59. Also see the *HP Digital Printer Copier 410 Printing Guide* for more information on printing quality photos.

- To insert a print cartridge into the print cartridge protector, slide the print cartridge into the print cartridge protector at a slight angle and snap it securely into place.
- To remove the print cartridge from the print cartridge protector, press down and back on the top of the print cartridge protector to release the print cartridge, then slide the print cartridge out of the print cartridge protector.



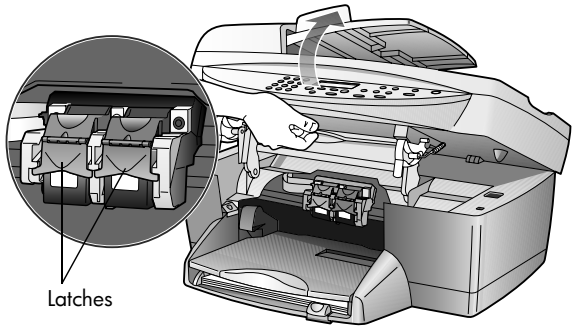
replace the print cartridges

A message appears on the front-panel when it is time to replace your print cartridges. You may also need to replace the print cartridges if the HP Digital Copier Printer produces off-color results.

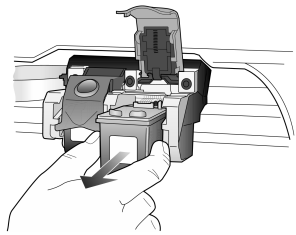
If you want to print high-quality photos, you can replace the black print cartridge with a photo print cartridge.

1 Turn on the unit, and then open the print-carriage access door by lifting the handle under the front-panel until the door locks into place.

The print-carriage moves to the center of the unit.

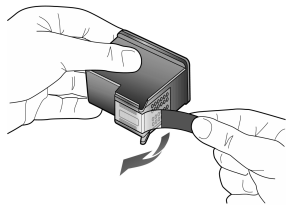


2 After the carriage stops moving, lift the latch to release the print cartridge, and then pull it toward you out of its slot.



3 If you are removing the black print cartridge in order to install the photo print cartridge (#58), store it in the print cartridge protector.

4 Remove the new print cartridge from its packaging and, being careful to touch only the black plastic, gently remove the plastic tape (using the pink pull tab) to uncover the ink nozzles.

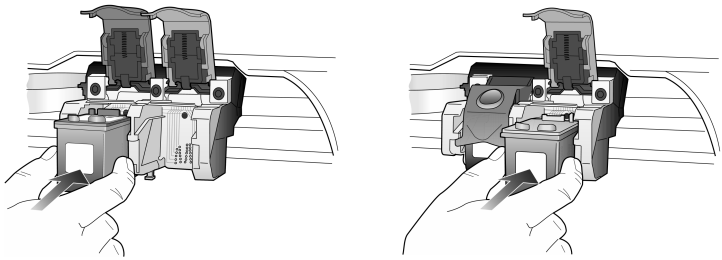


Caution! Do not touch the copper contacts or ink nozzles.

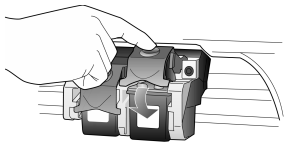
Be sure not to re-tape print cartridges, as damage to the print head may occur.

5 Push the new print cartridge into the appropriate slot.

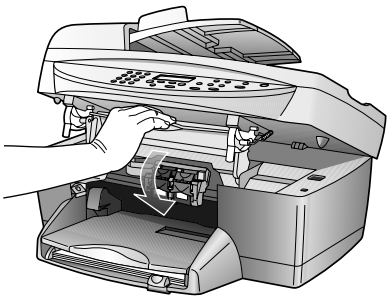
The tri-color print cartridge (#57) goes on the left and the black (#56) or photo print cartridge (#58) goes on the right.



6 Pull the end of the latch toward you, press down until it stops, and then release. Make sure the latch catches below the bottom tabs.



7 Close the print-carriage access door by pulling down (and releasing) the supporting latch below the front-panel.



align cartridges

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

To align the print cartridges when prompted:

- Press **Enter** on the front-panel.

  A page of patterns is printed. The cartridges are aligned automatically.

To align the cartridges at any other time:

1 Press **Menu.**

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

This selects **Maintenance** and then selects **Align Print Cartridges**.

A page of patterns is printed. The cartridges are aligned correctly.

clean the print cartridges

Use this feature when the Self-Test Report shows streaking or white lines through any of the colored bars. Do not clean print cartridges unnecessarily. The cleaning function uses ink and shortens the life of the print cartridge.

1. Press **Menu.**
2. Press **3**, and then press **1**.
   This selects the **Maintenance** menu and then selects the **Clean Print Cartridges** option.
   If the copy or print quality still seems poor after you clean the print cartridges, replace the print cartridge that is affected.

set the language and country/region

Usually, the language and country/region are set when you install the HP Digital Copier Printer. If you set the country/region or language incorrectly during installation, use the following procedure to change the setting.

1. Press **Menu**.
2. Press **3**, and then press **4**.
   This selects **Maintenance** and then selects **Set Language & Country/Region**.
   You are prompted with a list of languages. You can also scroll through the languages using ◄ or ►.
3. Using the keypad, enter the two-digit number for the desired language.
4. When prompted, press **1** for Yes or **2** for No to confirm the language.
   You are prompted with all the countries/regions for the selected language. You can also scroll through the countries/regions using ◄ or ►.
5. Using the keypad, enter the two-digit number for the desired country/region.
6. When prompted, press **1** for Yes or **2** for No to confirm the country/region.
7. You can confirm the language and country/region by printing a Self-Test Report, as follows:
   a. Press **Menu**.
   b. Press **2**, and then press **2**.
      This selects **Print Report** and then selects **Self-Test Report**.

set the power save time

The bulb in your HP Digital Copier Printer remains on for a specified period so that the unit is ready to respond to your request immediately. When the HP Digital Copier Printer has not been used within that specified period, it turns the bulb off to preserve power and displays **Power Save On** in the front-panel display. (You can exit this mode by pressing any button on the front-panel.)

Your unit is automatically set to enter power-save mode after 12 hours. Follow these steps if you want the HP Digital Copier Printer to enter this mode earlier.

1 Press **Menu**.

2 Press **3**, and then press **5**.
This selects **Maintenance** and then selects **Power Save Mode Time**.

3 Press ▶ until the desired time appears, and then press **Enter**.

set scroll speed

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

1 Press **Menu**.

2 Press **3**, and then press **6**.
This selects **Maintenance** and then selects **Set Scroll Speed**.

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

set the front-panel view angle

If you have difficulty seeing the text in the front-panel display, you may need to change the view angle. The **View Angle** option lets you control the viewing angle of the text in the front-panel display. You can change the angle so that it displays text best when you view it from a standing position or from a seated position.

1 Press **Menu**.

2 Press **3**, and then press **7**.
This selects **Maintenance** and then selects **View Angle**.

3 Press **Enter**, press ◀ or ▶ until the text in the front-panel display appears as desired, and then press **Enter**.

restore factory defaults

You can restore the original factory settings to what they were when you purchased your HP Digital Copier Printer. Choosing to restore your factory defaults restores all settings.

1 Press **Menu**.

2 Press **3**, and then press **3**.
This selects **Maintenance** and then selects **Restore Factory Defaults**.
The factory default settings are restored.

print a menu settings report

The menu settings report provides a list of the menu options for your HP Digital Copier Printer. The current defaults are printed in bold.

1 Make sure you have paper loaded.

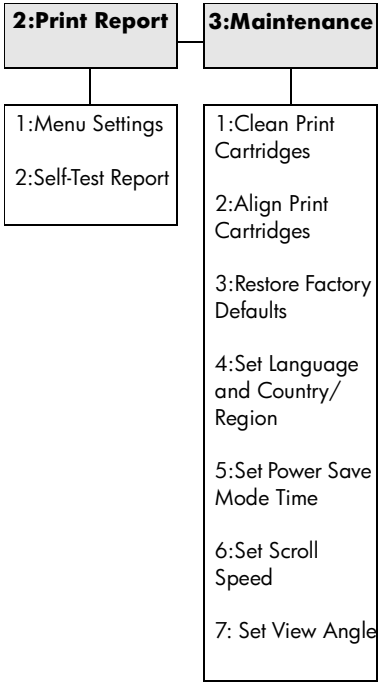
2 Press the **Menu** button.

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

4 Press **Enter**.

print report and maintenance menu options

The following options are available in the **Print Report** and **Maintenance** menus.



Press **Menu** to display the menu functions.
Press ◄ or ► to move to the setting you want.
Press **Enter** to select the displayed setting.

6 troubleshooting help

This chapter provides tips for solving problems and improving the quality of your copying. If you cannot find your problem here, see the Troubleshooting chapter in the *HP Digital Copier Printer 410 Printing Guide*.

hp digital copier troubleshooting tips

print a self-test report for diagnostic troubleshooting

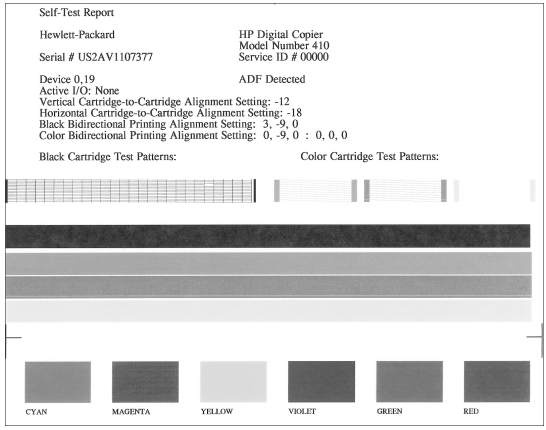
The self-test report provides detailed information concerning the status of the print cartridges.

Print a self-test report when you:

- Encounter print quality problems
- Want to view information about print cartridges
- Want to see the printer serial number
- Plan to call HP Services and Support (if possible)

to print a self-test report from your front-panel:

1. Make sure you have paper loaded.
2. Press the **Menu** button.
3. Press **2**, and then press **2**.
   The page that prints out provides information on the print cartridges.



Check the color bars for streaks or missing colors. Make sure cyan, magenta, yellow, violet, green, and red print. If colors are missing or streaked, you need to clean or replace the print cartridges.

print cartridge problems

For best results, use HP print cartridges. Refilled print cartridges may damage your unit. The following tips help maintain HP print cartridges and ensure consistent print quality:

- Keep all print cartridges in the original sealed packages until they are needed.
- Print cartridges should be stored at room temperature (60–78 degrees F or 15.6–26.6 degrees C).
- If the protective tape has been removed from the print cartridge, do not reattach it. Reattaching the tape may damage the print cartridge. Place the cartridge in an airtight, plastic container.
- Once print cartridges are installed in the print-carriage, do not remove them until replacements are available.
- Do not open the inside of the unit unless necessary. Air reduces the life of the print cartridges.

The print cartridges have microscopic nozzles that can clog when exposed to the air for more than a few minutes. The HP Digital Copier Printer is designed to prevent nozzles from drying out under normal use.

- Be sure to turn the HP Digital Copier Printer off from the front-panel, and not from a power strip. If the HP Digital Copier Printer is turned off from a power-strip switch, the print-carriage does not return to the correct position, which dries out the print cartridges.
- A print cartridge that is not used for a long time can also clog. This causes a noticeable decrease in print quality. To unclog the nozzles, clean the print cartridges.

  Caution! Do not clean the ink cartridges unnecessarily. This wastes ink and shortens the life of the cartridges.

paper problems

Your HP Digital Copier Printer is designed to work well on most paper types. Test a variety of paper types before buying large quantities. Find a paper type that works well and is easy to purchase. HP Premium Papers are designed for the best quality results.

- Paper that is too thin, slick, or “stretches” easily can feed incorrectly through the paper path.
- Paper that is heavily textured can cause graphics or text to not fill properly.
- To ensure that paper feeds properly, always use only one type of paper at a time in the input tray.
- Try printing the same document on a type of paper that has previously worked well.

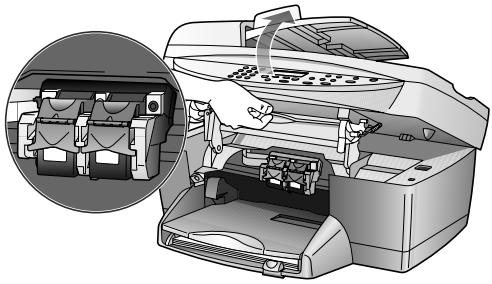
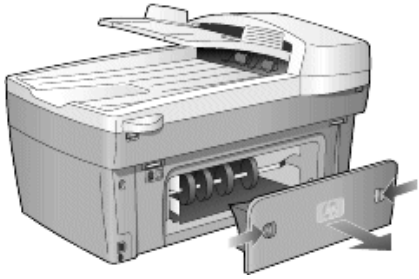
In addition to paper type, the condition of your print cartridges has a strong effect on the quality of printouts.

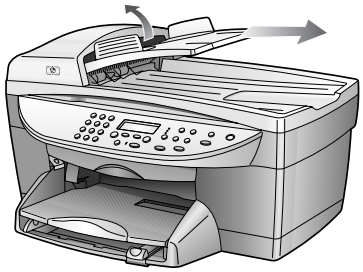
paper jams

Check all the paths. Paper can jam in the paper tray, back of the unit, or automatic document feeder (ADF).

tips to avoid paper jams

- Make sure the input tray is not overfilled. The input tray capacity varies depending on the type of paper you are using.
- Check that the input tray is in place.
- Do not add paper to the input tray while the HP Digital Copier Printer is printing.
- Use recommended paper types.
- Do not let paper stack up in the output tray. The paper type and the amount of ink used affects the output tray capacity.

cause	solution
The paper has jammed where it enters the HP Digital Copier Printer.	**1** Open the print-carriage access door by lifting the handle until the door locks into place. The print-carriage moves to the center of the unit.  **2** Grasp the edge of the paper and gently pull the paper out of the unit.
The paper has crumpled and jammed in the back of the copier.	**1** Unlock and remove the back door.  **2** Gently pull the paper out of the rollers. **3** Replace and lock the back door. If the paper has jammed where it exits the HP Digital Copier Printer: ▸ Grasp the leading edge of the paper and gently pull the paper out through the output tray.

cause	solution
The paper has jammed in the ADF.	**1** Pull the ADF tray extension from the unit.  **2** Gently pull any paper from the feeder. **3** Snap the ADF tray back into place. It might also be necessary to lift the ADF cover to remove a paper jam. **Tip:** Avoid this type of paper jam by making sure that the glass is clear of originals before using the ADF.

paper does not feed from the paper tray

cause	solution
The paper tray does not have enough paper.	If the HP Digital Copier Printer has run out of paper, or if there are only a few sheets remaining, load more paper. (If you have paper loaded, remove it, tap the stack against an even surface, and then reload it.) To continue your job, press **Enter** on the HP Digital Copier Printer front-panel.

several pages advance at once

cause	solution
The paper tray has too much paper loaded.	Make sure the paper tray is not overfilled. The paper must fit comfortably within the guides.
The paper guides block the paper.	The paper guides should be close to the edges of the paper in the input tray, but must not bend the paper. Remove the paper, and then move the left paper guide all the way to the left. Insert the paper, and then move the front paper guide even with the paper. Move the left paper guide to the edge of the paper.

copying problems

hp digital copier does not turn on

cause	solution
The HP Digital Copier Printer is not properly connected to a power supply.	• Make sure the power cord is firmly connected to both the HP Digital Copier Printer and the power supply box. Plug the power cord into a grounded power outlet, surge protector, or power strip. • If you are using a power strip, make sure the power strip is on. Or, try plugging the HP Digital Copier Printer directly into the power outlet. • Test the power outlet to make sure it is working. • If you have plugged the HP Digital Copier Printer into a switched outlet, make sure the switch is on.
The HP Digital Copier Printer may not respond if you press the **On** button too quickly.	Press the **On** button once slowly. **Warning!** If the HP Digital Copier Printer still does not turn on, it may have a mechanical failure. Unplug the HP Digital Copier Printer from the power outlet and contact HP.

nothing happens when I try to copy

cause	solution
The unit is off.	Look on the HP Digital Copier Printer display. If the display is blank, the HP Digital Copier Printer is turned off. Make sure the unit is connected to a power outlet, and then press the **On** button.
The original is not placed on the glass or in the ADF correctly.	For more information on loading originals, see **load originals** on page 5.
The unit does not recognize the paper type.	Make sure you are not using a small paper type. Do not use the HP Digital Copier Printer to copy onto envelopes or other small papers. When making a copy, you must have letter, A4, or legal-sized paper loaded.
The unit has a paper jam.	For information on clearing a paper jam, see **paper jams** on page 31.

I cannot use the double-sided printing accessory to make two-sided copies

cause	solution
The Double-sided Printing accessory does not work with the copy features.	You can only use the Double-sided Printing accessory with the printing features, described in the *HP Digital Copier Printer 410 Printing Guide*. It is not compatible with the copy features described in this guide.

ink is not filling the text or graphics completely

cause	solution
The print cartridges need cleaning.	First, print a Self-Test Report to check the status of the print cartridges. Use the Self-Test Report to determine if the print cartridges need to be cleaned. If that does not work, try replacing the print cartridges.
The HP Digital Copier Printer is set to **Fast**.	On the front-panel, press the **Quality** button to set the HP Digital Copier Printer to **Best**.

copies are faded or colors are dull

cause	solution
The HP Digital Copier Printer is set to **Fast**.	On the front-panel, press the **Quality** button to set the HP Digital Copier Printer to **Best**.
The setting for the HP Digital Copier Printer is too light.	See **make copies lighter or darker** on page 13 for information on making a copy darker.
The print cartridges are out of ink.	Print a Self-Test Report to diagnose problems with the print cartridges. First clean the cartridges, and then replace them if necessary.
If the paper you are using is too fibrous, the ink may not cover the print surface.	Make sure you are using paper that is appropriate for your HP Digital Copier Printer. For information on choosing a paper type, see **recommended papers** on page 8 and **papers to avoid when copying** on page 9.
Copying a poor-quality picture causes moiré patterns, such as bands, checks, or stripes to appear.	To reduce moiré patterns, try placing one or more clear plastic sheet protectors directly on the glass, and then place the original face down on top of the plastic sheet.
Debris may be stuck on the glass or document backing.	Unplug the unit before cleaning. Use a soft cloth to wipe the glass and document backing.

copies are too dark or too light

cause	solution
The setting for the HP Digital Copier Printer is too light.	See **make copies lighter or darker** on page 13 for information on making a copy darker.
The setting for the HP Digital Copier Printer is too dark.	See **make copies lighter or darker** on page 13 for information on making a copy lighter.
The HP Digital Copier Printer is set to **Fast**.	On the front-panel, press the **Quality** button to set the HP Digital Copier Printer to **Best**.

copies have horizontal smears

cause	solution
The print cartridges may have a fiber build up.	Print a Self-Test report. If the report shows that the ink looks as if something has brushed up against it, clean the ink cartridges. If you are still having problems, replace the print cartridges.

colors are bleeding into each other

cause	solution
Color documents can use excessive amounts of ink.	Try using the **Normal** setting or use HP Premium Papers.
The paper type is not suitable for the unit.	For information on choosing a paper type, see **recommended papers** on page 8 and **papers to avoid when copying** on page 9.

parts of the original do not appear or are cut off

cause	solution
The original is not placed on the glass or in the ADF correctly.	For more information on loading originals, see **load originals** on page 5.
The original fills the margins.	If the image or text on your original fills the entire page without leaving a margin, use the **Fit to Page** feature.
The original is larger than the paper in the tray.	• Verify that you are copying to the same size paper as the original. This problem is most common when trying to copy a legal-sized paper onto letter-sized paper. • Verify that you have selected the proper paper size for your project. Make sure you have loaded the correct paper size in the tray and the tray is properly installed. • Use the **Reduce/Enlarge** feature to resize the original to fit on the paper in the paper tray.
The paper guides block the paper.	The paper guides should be close to the edges of the paper in the input tray, but must not bend the paper. Remove the paper, and then move the left paper guide all the way to the left. Insert the paper, and then move the front paper guide even with the paper. Move the left paper guide to the edge of the paper.

a blank page came out while copying

cause	solution
The print cartridges are out of ink.	Print a Self-Test Report to diagnose problems with the print cartridges. First clean the cartridges, and then replace them if necessary.

orientation of copy is incorrect

cause	solution
The original is not placed on the glass correctly.	For more information on loading originals, see **load originals** on page 5.

copy is slanted or skewed

cause	solution
The paper is not loaded properly.	Check the paper adjusters to make sure the paper is feeding correctly. The paper guides should be close to the edges of the paper in the input tray, but must not bend the paper. Remove the paper, and then move the left paper guide all the way to the left. Insert the paper, and then move the front paper guide even with the paper. Move the left paper guide to the edge of the paper.
More than one paper type is loaded.	Unless you are printing labels, load only one type of paper at a time.

hp digital copier printer error messages

cannot load paper from the tray

cause	solution
The paper tray does not have enough paper.	If the HP Digital Copier Printer has run out of paper, or if there are only a few sheets remaining, load more paper. (If you have paper loaded, remove it, tap the stack against an even surface, and then reload it.) To continue your job, press **Enter** on the HP Digital Copier Printer front-panel.

error message when you insert new print cartridges

cause	solution
Protective tape is covering the print cartridges.	Make sure you have removed all the tape over the nozzles. Reinsert the print cartridges and verify that they are fully inserted and locked in place.

ink cartridge missing

cause	solution
The print cartridge is not installed correctly.	One or both of the print cartridges are not installed or are installed incorrectly. Remove and reinsert the cartridges, making sure they are secure. For more information on installing print cartridges, see **replace the print cartridges** on page 24.
Protective tape is covering the print cartridge.	Make sure you have removed all the tape over the nozzles. Reinsert the print cartridges and verify that they are fully inserted and locked in place.

ink is drying

cause	solution
Transparencies or other media require a longer than normal drying time.	Leave the media in the output tray until the message disappears. If necessary, carefully remove the printed media. Hold them from the underside or the edges, and then place them on a flat surface to dry.

mechanism error

cause	solution
Protective tape is covering the print cartridge.	Make sure you have removed all the tape over the nozzles. Reinsert the print cartridges and verify that they are fully inserted and locked in place.
The unit has a paper jam.	For information on clearing a paper jam, see **paper jams** on page 31.
The print-carriage is blocked.	• Make sure you have removed all packing materials. • Remove any objects that are blocking the print-carriage, and then turn the HP Digital Copier Printer off and on.

need print cartridge alignment

cause	solution
You installed new print cartridges.	• You must align the print cartridges to ensure excellent print quality. After you insert a new print cartridge, press **Enter** on the front-panel. • If you see this message repeatedly, the print cartridge may be bad.

out of paper

cause	solution
The paper tray does not have enough paper.	Make sure you have the paper tray loaded and on an even surface.
The back door is off the unit.	If you have removed the back door to clear a paper jam, replace it.

paper is too narrow

cause	solution
The paper you have loaded is not the correct size.	When making a copy, you must have letter, A4, or legal-sized paper loaded.

paper jam or misfeed in the scan path

cause	solution
The document that you want to copy is jammed in the HP Digital Copier Printer.	For information on clearing a paper jam, see **paper jams** on page 31.

paper size error

cause	solution
The paper size you are using is not compatible with the HP Digital Copier Printer.	Load a different-sized paper, and then adjust the paper type and paper size settings.

print cartridge is stalled

cause	solution
The HP Digital Copier Printer is new and there is packing material inside the unit.	Make sure you have removed all packing materials from the HP Digital Copier Printer.
The unit is not on.	• Look on the HP Digital Copier Printer display. If the display is blank, the HP Digital Copier Printer is off. • Check the connections.
Protective tape is covering the print cartridge.	Make sure you have removed all the tape over the nozzles. Reinsert the print cartridges and verify that they are fully inserted and locked in place.

wrong paper width

cause	solution
The paper you have loaded is not the correct size.	When making a copy, you must have letter, A4, or legal-sized paper loaded.
The print setting chosen for the job does not match the paper loaded in the HP Digital Copier Printer.	To correct this, either change the paper type and paper size settings, or load the appropriate paper size in the HP Digital Copier Printer.

7 support and warranty information

support services

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

If you are unable to find the answer you need in the printed or onscreen documentation, you can contact one of the HP support services listed in the following pages. If a support service number is not listed for your country/region, contact your nearest authorized HP dealer for help.

get support and other information from the internet

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

http://www.hp.com/support

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

hp customer support

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

1. Make sure that:
   a. Your unit is plugged in and turned on.
   b. The specified print cartridges are installed correctly.
   c. The recommended paper is properly loaded in the input tray.
2. Reset your unit:
   a. Turn off the unit using the **On** button located on the unit's front-panel.
   b. Unplug the power cord from the back of the unit.
   c. Plug the power cord back into the unit.
   d. Turn on the unit using the **On** button.
3. For more information, check the HP website at:
   http://www.hp.com/support
4. If you are still experiencing problems and need to speak with an HP Customer Support Representative:
   – Have your serial number and service ID ready.
     To display your serial number, on the front-panel, press **Enter** and **Start Copy**, **Black** at the same time. The serial number appears in the front-panel display. To display the service ID, press **Enter** and **Start Copy**, **Color** at the same time.
   – Print a Self-Test Report. See **print a self-test report** on page 22 for information on printing this report.
   – Make a color copy.
   – Be prepared to describe your problem in detail.
5. Call HP Customer Support. Be near your unit when you call.

call in the U.S. during warranty

Call (208) 323-2551. U.S. phone support is available in both English and Spanish languages 24 hours a day, 7 days a week. (Days and hours of support may change without notice.) This service is free during the warranty period; however, your standard long-distance phone charges still apply. A fee may apply outside the warranty period.

call elsewhere in the world

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

http://www.hp.com/support

For Korea, you can visit this address:

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

For Japan, you can visit this address:

http://www.hp.com/jp

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

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

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

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

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

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

country/region	hp technical support	country/region	hp technical support
Austria	+43 (0) 810 00 6080	Ireland	+353 (0) 1 662 5525
Belgium (Dutch)	+32 (0) 2 626 8806	Italy	+39 (0) 226410350
Belgium (French)	+32 (0) 2 626 8807	Netherlands	+31 (0) 20 606 8751
Canada during warranty	(905) 206 4663	Portugal	+351 21 3176333
Canada post-warranty (per-call charge)	1-877-621-4722	Spain	+34 902 321 123
Europe (English)	+44 (0) 207 512 5202	Switzerland *	+41 (0) 84 880 1111
France (0.34 Euro/min.)	0892 69 60 22	United Kingdom	+44 (0) 207 512 52 02
Germany (0.12 Euro/min.)	+49 (0) 180 52 58 143		

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

prepare your unit for shipment

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

1. Turn on the unit.

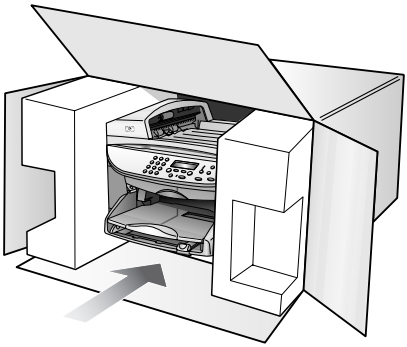
   If your unit will not turn on and the print-carriage is in the home position, you will not be able to remove the print cartridges. Proceed to step 7; disregard steps 1 through 6.

2. Open the ink-cartridge access door.
3. Remove the print cartridges from their holders, and lower the latches. See **replace the print cartridges** on page 24 for information on removing the print cartridges.

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

4. Place the print cartridges in an airtight bag so they will not dry out, and put them aside (do not send them with the unit, unless the HP customer support call agent instructs you to).
5. Turn off the unit.
6. Close the ink-cartridge access door.
7. Remove the front-panel cover as follows:
   a. Place hands on each side of the front-panel cover.
   b. Using thumbs, pry the cover off from the bottom.

8. Retain the front-panel cover. Do not return the front-panel cover with the unit.
9. If available, pack the unit for shipment using the original packing materials or the packaging materials that come with your exchange unit.



If you do not have the original packaging materials, please use other adequate packaging materials. Shipping damage caused by improper packaging and/or improper transportation is not covered under the warranty.

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

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

hp distribution center

To order HP Digital Copier Printer software, a copy of the *HP Digital Copier Printer 410 Printing Guide*, a setup poster, or other customer-replaceable parts, do one of the following:

- In the U.S. or Canada, call (208) 323–2551
- Visit this website:

  https://warp2.external.hp.com/Driver/dr_country_select.asp

warranty information

hp digital printer copier 410

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

Duration of Limited Warranty (CD media): 90 Days

Duration of Limited Warranty (print cartridges): 90 Days

express service

To obtain HP express repair service, the customer must contact an HP service office or an HP Customer Support Center for basic troubleshooting first. See **hp customer support** on page 39 for steps to take before calling Customer Support.

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

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

warranty upgrades

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

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

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

Outside the U.S., please call your local HP Customer Support office. See **call elsewhere in the world** on page 40 for a list of international Customer Support numbers.

returning your hp digital copier printer for service

Before returning your HP Digital Copier Printer for service, you must call HP Customer Support. See **hp customer support** on page 39 for steps to take before calling Customer Support.

hewlett-packard limited global warranty statement

extent of limited warranty

Hewlett-Packard ("HP") warrants to the end-user customer ("Customer") that each HP Digital Copier Printer 410 product ("Product"), including related software, accessories, media, and supplies, shall be free from defects in material and workmanship for the duration, which begins on the date of purchase by the Customer.

For each hardware Product, the duration of HP's limited warranty is one year for parts and one year for labor. For all other Products, the duration of HP's limited warranty for both parts and labor is ninety days.

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

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

For any hardware Product, the use of a non-HP print cartridge or a refilled print cartridge does not affect either the warranty to the Customer or any HP support contract with the Customer. However, if Product failure or damage is attributable to the use of a non-HP or refilled print cartridge, HP shall charge its standard labor and materials charges to service the Product for the failure or damage.

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

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

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

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

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

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

limitations of warranty

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

limitations of liability

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

TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS LIMITED WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD-PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

local law

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

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

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

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

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

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

8 technical information

copy specifications

- Digital image processing
- Up to 99 copies from original
- Digital zoom from 25% to 400%
- Fit to page, Poster, Many on page
- Up to 14 cpm black, 9 cpm color
- Copy speeds vary according to the complexity of the document

speed

mode		Speed (ppm)	print resolution (dpi)	scan resolution (dpi)*
Best	Black	0.8	1200 x 1200†	1200 x 2400
	Color	0.8	1200 x 1200†	1200 x 2400
Normal	Black	7	600 x 1200	600 x 1200
	Color	4	600 x 600	600 x 1200
Fast	Black	up to 14	300 x 1200	600 x 1200
	Color	up to 9	600 x 300	600 x 1200

* Maximum at 400% scaling
† On photo paper or premium inkjet paper

margin specifications

	Top (leading edge)	Bottom (trailing edge)*	Left	Right
U.S. letter	.07 in. (1.8 mm)	.46 in. (11.7 mm)	.25 in. (6.4 mm)	.25 in. (6.4 mm)
U.S. legal	.07 in. (1.8 mm)	.46 in. (11.7 mm)	.25 in. (6.4 mm)	.25 in. (6.4 mm)
ISO A4	.07 in. (1.8 mm)	.46 in. (11.7 mm)	.13 in. (3.4 mm)	.13 in. (3.4 mm)

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

paper weight and paper tray capacities

Type	Paper Weight	Input Tray*	Output Tray†
Plain paper	16 to 24 lb. (60 to 90 gsm)	100	50 black, 20 color
Legal paper	20 to 24 lb. (75 to 90 gsm)	100	50 black, 20 color
Transparency film	N/A	25	25 or less
Labels	N/A	20	20

* Maximum capacity

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

paper sizes

Type	Size
Paper	Letter: 8.5 x 11 in. (215.9 x 279.4 mm) Legal: 8.5 x 14 in. (215.9 x 355.6 mm) A4: 210 x 297 mm
Transparency films	Letter: 8.5 x 11 in. (216 x 279 mm) A4: 210 x 297 mm
Labels	Letter: 8.5 x 11 in. (216 x 279 mm) A4: 210 x 297 mm
Automatic Document Feeder (ADF) Specifications	
Plain paper	16 to 24 lb. long-grain paper – 35 sheets maximum
Specialty paper	HP Premium Inkjet HP Bright White Inkjet
Transparencies, photo media, photos	Not supported

physical specifications

- Height: 11.8 in. (30 cm)
- Width: 19.5 in. (49.6 cm)
- Depth: 15.5 in. (39.4 cm)
- Weight: 24 lb. (10.9 kg)

power specifications

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

environmental specifications

- Recommended Operating Temperature Range: 15° to 32° C (59° to 90° F)
- Allowable Operating Temperature Range: 5° to 40° C (41° to 104° F)
- Humidity: 15% to 85% RH non-condensing
- Non-operating (Storage) Temperature Range: -40° to 60° C (-40° to 140° F)
- In the presence of high electromagnetic fields it is possible the output from the HP Digital Copier Printer 410 may be slightly distorted.

additional specifications

- Memory: 8.0 MB ROM, 16.0 MB RAM

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

http://www.hp.com/support

environmental product stewardship program

protecting the environment

Hewlett-Packard Company is committed to providing quality products in an environmentally sound manner. This product has been designed with several attributes to minimize impacts on our environment. Please visit HP's Commitment to the Environment website for more information:

http://www.hp.com/hpinfo/globalcitizenship/environment/index.html

ozone production

This product generates no appreciable ozone gas (O_3).

energy consumption

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

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

For more information, see **http://www.energystar.gov**.

paper use

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

plastics

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

material safety data sheets

Material Safety Data Sheets (MSDS) can be obtained from the HP web site at:

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

Customers without Internet access should contact their local HP Customer Care Center.

recycling program

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

This hp product contains the following materials that may require special handling at end-of-life:

- Mercury in the fluorescent lamp in the scanner (<2mg)
- Lead in solder

regulatory information

This section describes product requirements and contains statements from various regulatory agencies.

FCC statement

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

Declaration of Conformity: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Class B limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is 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 the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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

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

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

doc statement / déclaration de conformité (Canada)

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

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

declaration of conformity

According to ISO/IEC Guide 22 and EN 45014

Manufacturer's Name and Address:

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

declares that the product

Product Name:	hp digital copier printer 410 (Q1645A)
Model Number(s):	hp digital copier printer 410 (Q1646A)
Product Options:	

conforms to the following Product Specifications:

Safety:	IEC 60950:1991 +A1, A2, A3, & A4
	EN 60950:1992 +A1, A2, A3, A4 & A11
	UL1950 / CSA 22.2 No. 950, 3rd Edn: 1995
EMC:	CISPR 22:1997 / EN 55022:1998 Class B
	CISPR 24:1997 / EN 55024:1998
	IEC 61000-3-2:1995 / EN 61000-3-2:1995
	IEC 61000-3-3:1994 / EN61000-3-3:1995
	FCC Part 15-Class B / ICES-003, Issue 2

Supplementary Information

The product herewith complies with the requirements of the Low Voltage Directive 73/23/EC, the EMC Directive 89/336/EC and carries the CE marking accordingly.

1) The product was tested in a typical configuration.

European Contact for regulatory topics only:

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

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order supplies

Use the following information to order supplies for your HP Digital Copier Printer 410.

order media

To order media such as HP Premium Inkjet Paper, HP Premium Inkjet Transparency Film, HP Iron-On T-Shirt Transfer paper, or HP Greeting Cards, see one of the following:

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

  Select **other countries**, and then click **Yes** to leave hpshopping.com. From this website, you can access hpshopping.com for your specific language or region.

order print cartridges

The following table lists the print cartridges that you can use with the HP Digital Copier Printer 410. The HP photo color print cartridge (#58) is intended to be used in place of an HP black print cartridge to increase the normal 4-color printing to a 6-color printing capability.

print cartridges	hp reorder number
HP black print cartridge	#56, 19 ml black print cartridge
HP color print cartridge HP photo color print cartridge	#57, 17 ml color print cartridge #58, 17 ml color print cartridge

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

http://www.hp.com/support

Visit the hp digital printer copier information center

It has everything you need to get the most value from your HP Digital Copier Printer.

- Technical Support
- Supplies and Ordering Information
- Project Tips
- Ways to Enhance Your Product

www.hp.com/support

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