

# COMPAQ

## A3000

Color Printer, Scanner, Copier  
All-In-One



*Getting Started Guide*

# Notice

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Compaq A3000  
First Edition (September 2001)

# Getting Started Guide

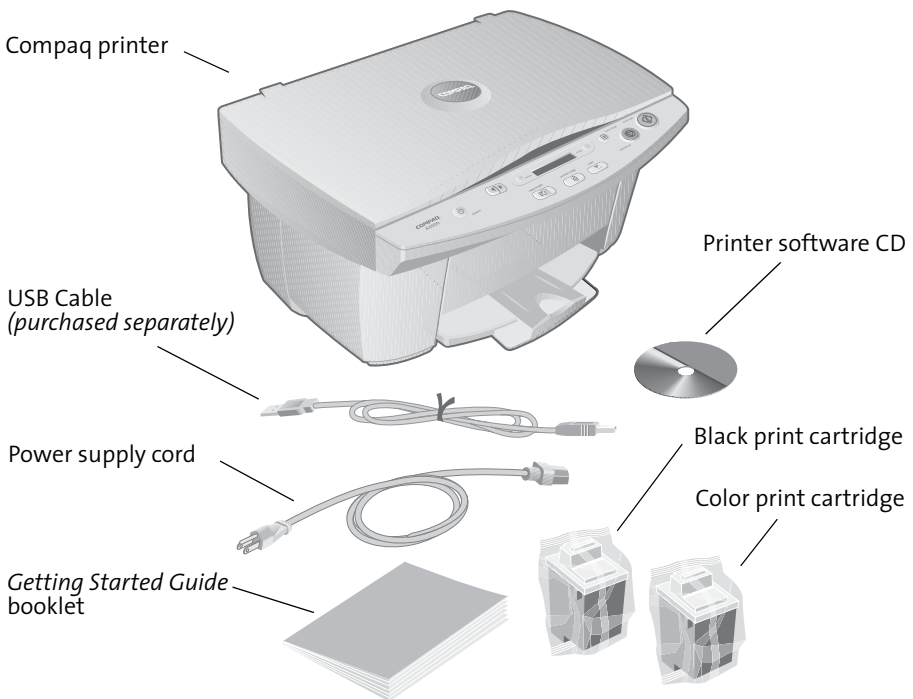
This booklet guides you step by step from setup through printing your first document, making copies, or scanning an image. Additional information can be found in the printer software help file.

Your Compaq Limited Warranty statement is located in the Appendix of this guide. See page 30 for information about contacting Compaq.

## Setup

To setup your printer, follow these easy steps.

### Step 1: Check the printer parts

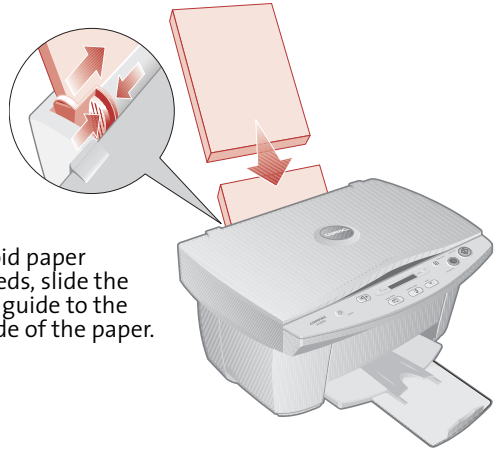


## Step 2: Load up to 100 sheets of plain paper



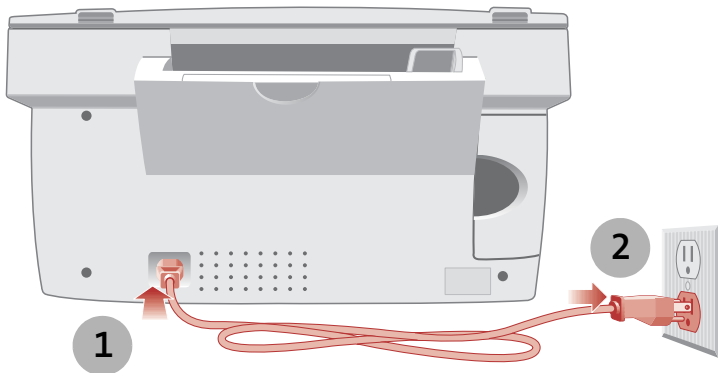
**1** Make sure you fully extend the paper supports.

**2** You can use many different types and sizes of paper.



**3** To avoid paper misfeeds, slide the paper guide to the left side of the paper.

## Step 3: Connect the power cord



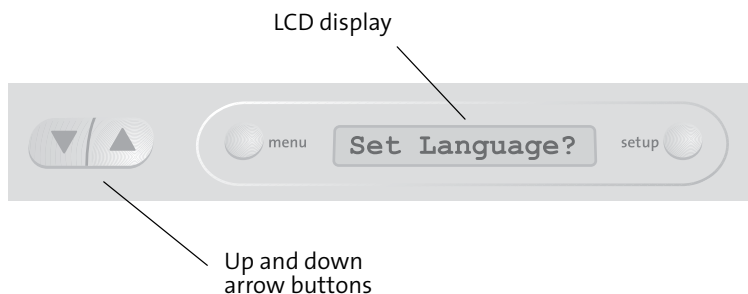
**1**

**2**

You should plug the power cord, which has a three-wire electrical grounding type plug, into a grounded electrical outlet.

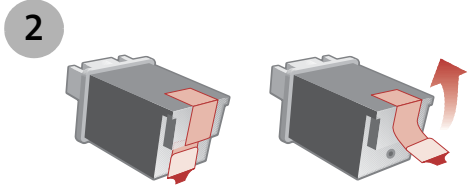
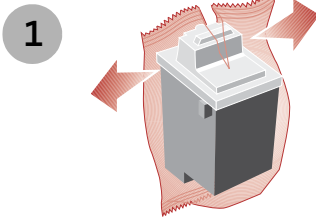
## Step 4: Select your language

When the power is connected, the printer will ask you to select your language. Press the **start/yes** button to confirm you would like to set the language, and then use the **up** and **down** arrow buttons to find the language you wish to use for the LCD panel menus. Once you have found your language, press **start/yes** to select it.

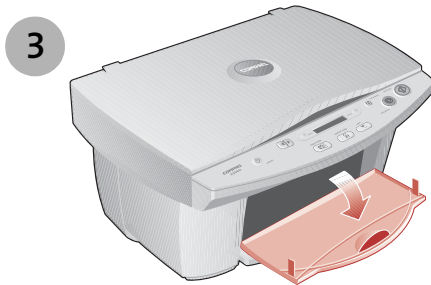


Note that the printer will only ask you to set the language the first time the printer is powered up. If you wish to select a different language at a later time, press the **setup** button repeatedly until you find the language menu.

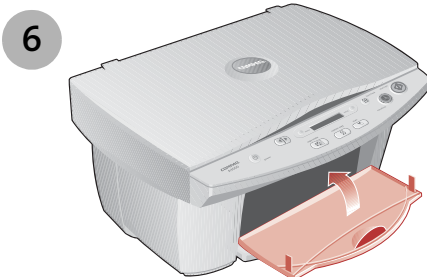
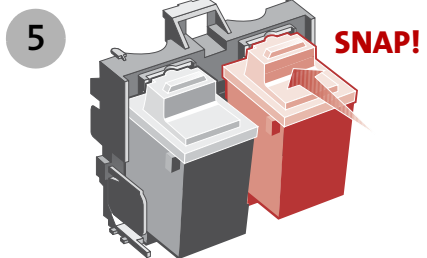
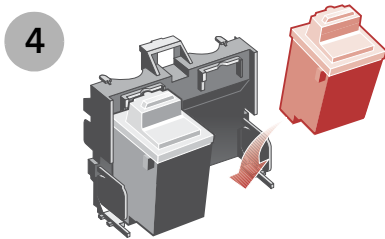
# Step 5: Install the print cartridges



Warning: Do **not** touch the gold contact areas on the back and bottom of the print cartridges.

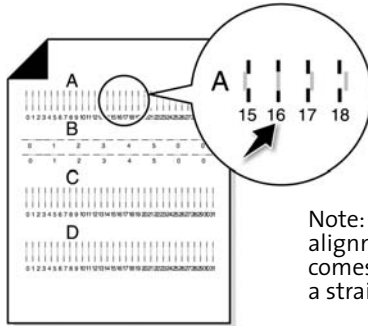


Note: The cartridge carrier moves to the loading position when you open the front cover.



## Step 6: Align the cartridges

After installing the print cartridges and closing the cover, an alignment page will be automatically printed. From each alignment group on the alignment page, find the number under the alignment pattern that comes closest to forming a straight line.

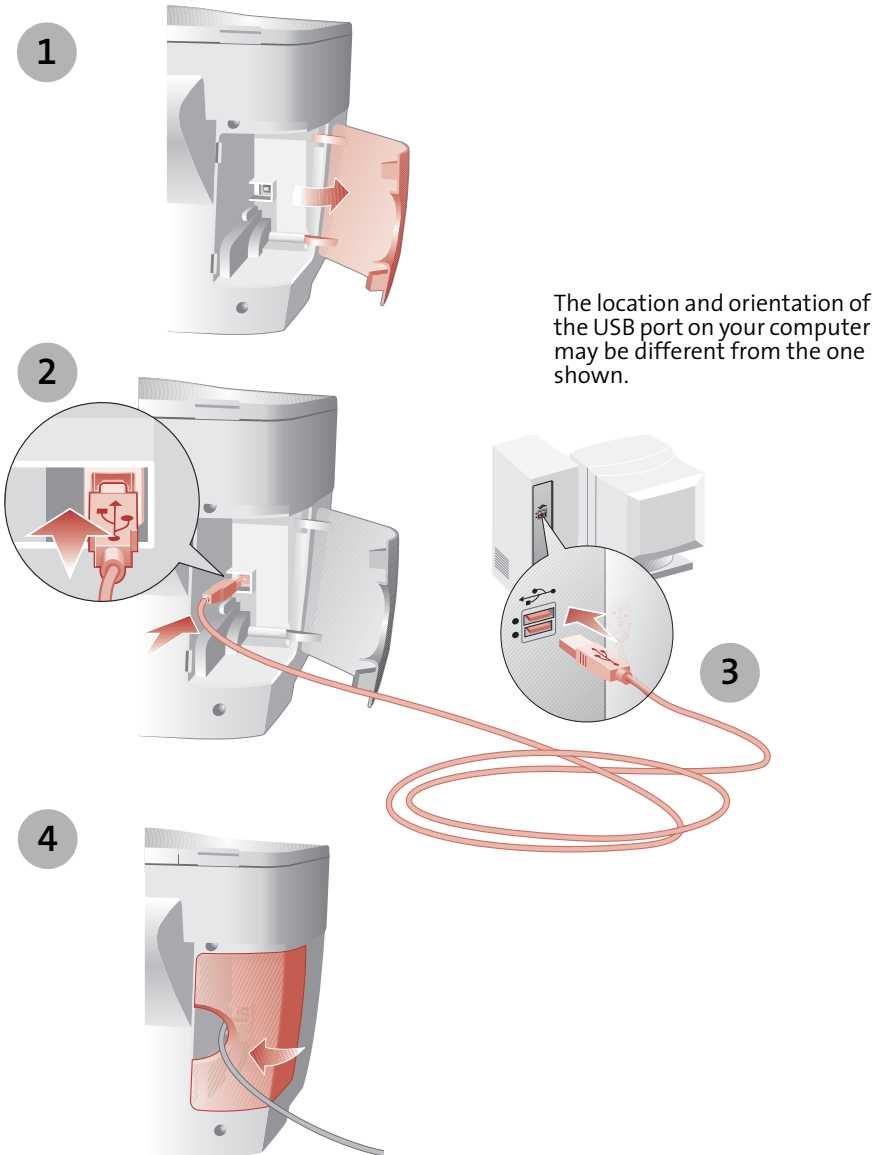


Note: In this example for alignment group A, 16 comes closest to forming a straight line.

Using the same **up**, **down** and **start/yes** buttons used in step 4, change the value for the letter displayed on the printer LCD, and then press **start/yes** to select it. The next alignment letter will be shown until you have set all the alignment values for the page.

## Step 7: Connect the USB cable

The A3000 is an excellent standalone copier. However, you can maximize the value of your printer by attaching it to your PC and installing the software.



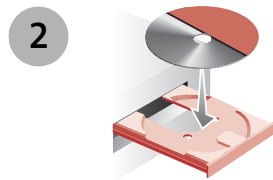


## Step 8: Install the printer software

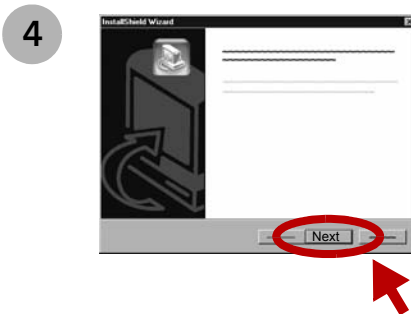
If your computer is not already on, please turn it on now.



Click **Cancel** on any screens similar to the one shown.



3 Wait for the Compaq printer software installation screen shown in 4 to appear. If it doesn't, see page 27.



Click **Next** and follow the instructions until the installation is complete.

## *Congratulations!*

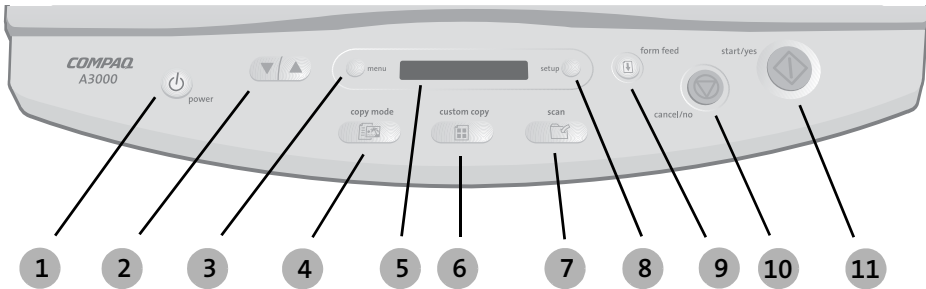
You have finished setting up your printer.



# Controls and settings

This section describes the A3000 Control Panel, and the Settings Utility software.

## Control panel features



#	Button	Description
1	power	Turns the power on or off.
2	up/down	Use to change the current setting while in a menu.
3	menu	Selects one of the menu settings.
4	copy mode	Changes the copy mode between black and color.
5	display	Displays menus and status messages.
6	custom copy	Enables the custom copy features.
7	scan	Accesses the Scan To mode. Use the up/down buttons to select a scan destination, then press start.
8	setup	Selects one of the system setup menus.
9	form feed	Use to continue printing after reloading paper tray, or to remove paper if it does not exit after printing.
10	cancel/no	Cancels an operation at any time. Also provides a No response when answering questions.
11	start/yes	Starts a copy or scan job. Also provides a Yes response when answering questions.

## Setup button

The **Setup** button is located to the right of the LCD display. Press the **Setup** button if you want to:

- > **Clean your printer cartridges.** If you notice white lines or missing colors in your prints, select this option to clean the cartridges.
- > **Align your printer cartridges.** If you change print cartridges, you will want to align them for optimal printing.
- > **Set the paper size.** Use this menu to indicate the size of paper loaded in the paper input tray.
- > **Set the measuring units.** By default, the printer shows units in inches. If you prefer metric, you can change the units to centimeters.
- > **Set the language.** Choose your preferred language for the printer menus.

## Menu button

The **Menu** button is located to the left of the LCD display. Press the **Menu** button if you want to:

- > **Set the copy quality.** Choose between draft, normal, and best copy quality settings.
- > **Set the copy contrast.** Select this option to lighten or darken the copy contrast.
- > **Set the paper type.** If you have glossy paper loaded, change the paper type with this menu.

## Using the settings utility

Use the Settings utility to change the default settings of your A3000. There are three ways to access the Settings utility:

- > From the Start menu, click **Programs ▶ Compaq A3000 ▶ Compaq A3000 Settings Utility**
- > or, from the system tray, left click on the A3000 monitor icon
- > or, right click on the icon, and select **A3000 Settings** from the menu.

After using any of these three methods, the Settings utility main window will appear.

## The monitor icon

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

- > The normal monitor icon indicates the A3000 is connected and communicating with your PC properly
- > An icon with a red "X" indicates the A3000 is not connected or there is some other problem.
- > An animated icon shows that the PC is assisting the A3000 in a task, such as scanning or a custom copy feature.



## Main settings window

The main settings window is the first window that appears when accessing the A3000 settings utility. Select one of the buttons to change the default settings for the corresponding feature. You can set defaults for printing, copying, and scanning.

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



## Print settings

The print settings give you access to the printer properties and settings. These allow you to control PC printing functions such as cartridge cleaning and alignment, paper size, orientation, etc.

## Copy settings

The copy settings window controls how the A3000 makes copies. You can change the default standalone copy settings, so that the copy you expect to usually make will become your default setting. Choose your default copy type, quality, and contrast.

## Scan settings

The scan settings window controls the Scan To menu. When you press the Scan button on the A3000, a Scan To menu appears on the LCD display.

- > The first menu option allows you to scan to a folder on your PC. By default, this is usually the My Pictures folder, but you can change this to any folder you wish.
- > The second option allows you to scan to your email program, if you have one. You must have an internet account and connection, a valid email address, and an email program that supports MAPI (most popular email programs support the MAPI interface).
- > The third option allows you to scan directly to the Microsoft Fax driver. Your PC must have a fax/modem and the Microsoft Fax software installed.

You can define up to five (5) additional menu options for scanning to your favorite applications.

# Printing

Now that you have set up your printer and installed the printer software, you are ready to print your first document.

## Basic printing

Basic printing is as easy as:

- 1 Load the paper.
- 2 Open the file you want to print.
- 3 Customize the printer settings. (For help, see the section below, “Using the printer software.”)
- 4 Print your document.

## Using the printer software

Use the Printer Properties (or Printing Preferences) to customize settings so your document prints the way you want it. There are several ways to access your Printer Properties:

- > From the Start menu, click **Programs ▶ Compaq A3000 ▶ Compaq A3000 Properties**.
- > From the Start menu, click **Settings ▶ Printers**. From the Printers folder, **right-click** on the Compaq A3000 icon and select **Properties**.
- > From your software application, click **File ▶ Print ▶ Properties**.

For example, to print the first page of the Getting Started Guide:

- 1 Load plain paper. For help, see page 2.
- 2 From the Start menu on your desktop, click **Programs ▶ Compaq A3000 ▶ Compaq A3000 Getting Started Guide**.
- 3 From the Guide, click **File ▶ Print ▶ Properties**
  - a From the Quality/Color tab, drag the Print Quality slider to the left to print *quickly*, but in *lower quality*.
  - b Click **OK** to apply the settings and close the Printer Properties.
- 4 In the Print Range area of the Print dialog box, select **Current Page**.
- 5 Click **OK** to print the current page of the Getting Started Guide.

## Getting Started Guide

To learn more about the properties and capabilities of the printer:

- > Explore the other tabs in the Printer Properties.
- > Explore the menus.
- > Click **Help** to view the printer software help.

## Printing photos

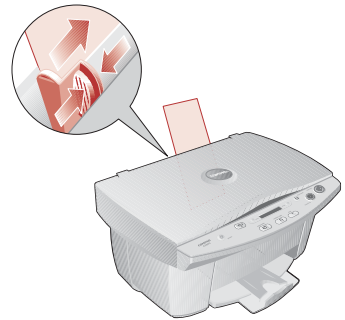
To print the best looking photos:

- 1 Use photo paper. We recommend Compaq Inkjet Glossy Photo Paper.
- 2 In Printer Properties:
  - > Select the Glossy paper type, if you are using glossy paper.
  - > Select the Color Photo icon.
  - > Choose a print quality of 1200x1200 dpi or higher.
- 3 Close Printer Properties and print.
- 4 Using photo paper and an optional photo cartridge will provide superior prints, but it is not required to get great looking photos from your A3000.

## Printing envelopes

To print on envelopes:

- 1 Load up to 10 envelopes vertically, with the print side facing you.
- 2 Adjust the paper guide so it is against the side of the envelopes.
- 3 The stamp location is in the upper-left corner.
- 4 Select the envelope type from the Paper tab of Printer Properties.
- 5 Close Printer Properties and print.



## Printing multiple pages per sheet of paper

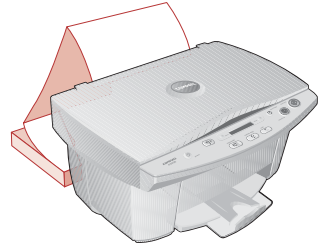
You can print two, four, or nine “pages” of your document on a single sheet of paper. This will save you both print time and paper. Explore the **Layout** tab of the Printer Properties for these and many other layout options.



## Printing banners

To print a banner, you should have banner paper and software that supports banner printing.

- > Place the banner paper behind the printer.
- > Bring the unattached edge of the first page over the printer and into the sheet feeder.
- > Place the paper guide against the side of the paper.
- > Select **Banner** or **Banner A4** on the **Paper** tab of the Printer Properties.
- > Print your banner.



## Printing transparencies

If you have transparency film:

- > Load the transparency so the rough side is facing you (smooth side down).
- > Place the paper guide against the edge of the transparency.
- > Select **Transparency** on the **Paper** tab of Printer Properties.
- > Print your transparency.

## Getting more from your printer

Your printer is capable of printing many types of projects. Create handouts, booklets, posters, and more. Explore the Compaq A3000 Printer Properties for additional features.

Compaq Inkjet Media is specifically engineered to give the best results when used with your Compaq inkjet printer. Compaq Inkjet Media may be purchased at your local retailer or on the internet.

With printing software, you can create greeting cards, iron-on transfers, and many other printing projects. Check the Compaq website periodically for printer activities and ideas.

From the Start menu, click: **Programs** ▶ **Compaq A3000** ▶ **Compaq Online**.



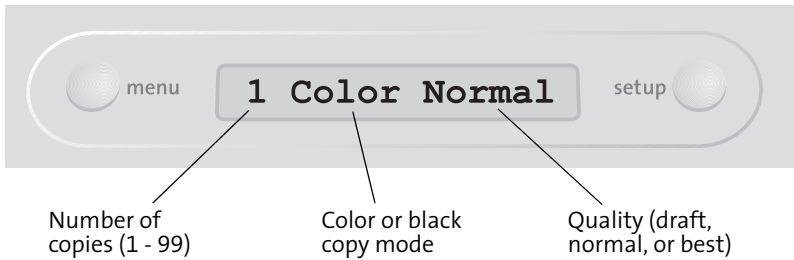
# Copying

The Compaq A3000 has many standard and custom copy modes and features.

## Basic copying

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

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



You can customize the default settings to fit your needs. See “Using the settings utility” on page 10.

## Making multiple copies

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

## Changing the copy mode

The LCD will display the current copy mode, either Black or Color. This indicates whether a copy will be made using shades of black, or full color. To change the mode, press the **copy mode** button.

## Adjusting the quality or contrast

Use the Menu button to change other settings before making a copy, such as quality or contrast. Press the **menu** button until you find a setting you wish to change, and then use the Up and Down arrow buttons to select a new setting.

## Custom copying

The Compaq A3000 custom copy features are chosen through the **custom copy** button. Use the custom copy button to:

- > **Automatically fit to the paper size.** Scale the document up or down so it completely fills the paper.
- > **Copy to standard photo sizes.** Reduce or enlarge a document or image to several different standard photo sizes.
- > **Reduce or enlarge by percentage.** Reduce or enlarge a document or image from 25% to 400%.
- > **Make posters.** Enlarge a document or image to fill several pages. Overlap the pages to form a large poster in several different sizes.
- > **Make a mirror image.** Flip a document or image so it prints as a mirror image of the original. This is useful for T-shirt transfers.

## Copying to standard photo sizes

Using the Compaq A3000 custom copy feature, you can copy almost any document and create a standard photo size. For example, you have a favorite photograph and you would like to create some wallet-sized photos to give to your family or friends. Simply follow these easy steps:

- 1 Place the photograph face down on the scanner glass, and close the scanner lid.
- 2 Press the **menu** button several times to review your settings. For the best looking photos, choose the **Best** quality setting and print on glossy photo paper.
- 3 Use the arrow buttons to select the number of photos you want.
- 4 Press the **copy mode** button to choose color copies.
- 5 Press the **custom copy** button several times until you find the photo menu, and then use the arrow buttons to select a photo size. For wallet photos, use 2.5x3" (6x8cm).
- 6 Press the **start** button.

This method works for originals of any size, up to the limits of the scan area. The A3000 will scale the original up or down to fit your selected photo size.

## About photo sizes

The A3000 will print the photos using one of two layouts. The layout chosen depends on how you place the original on the scanner glass. The following table shows how many photos can be printed per page in each layout.

Layout	2.5x3" 6x8cm	3.5x5" 9x13cm	4x6" 10x15cm	5x7" 13x18cm	8x10" 20x25cm
Portrait	6	2	2	2	-
Landscape	9	4	1	1	1

If you want more photos per page, try rotating the original by 90 degrees.

Note: When printing photo sizes, the number of copies you select is the number of copies of your chosen photo size, not the number of pages.

## Copying to a poster

The A3000 can create a poster out of your photo or document. Three different photo sizes are supported: 2x2 (four sheets of paper), 3x3 (nine sheets of paper), and 4x4 (sixteen sheets of paper). To create a poster:

- 1 Place the document face down on the scanner glass, and close the scanner lid.
- 2 Make sure your PC is on, and active (not in standby or sleep modes...if you can move your mouse and see your mouse cursor move, it is ready). The PC is required to make posters.
- 3 Press the **menu** button several times to review your settings. For posters, the Normal quality setting is recommended.
- 4 Use the arrow buttons to select the number of posters you want.
- 5 Press the **copy mode** button to choose color or black.
- 6 Press the **custom copy** button several times until you find the poster menu, and then use the arrow buttons to select a poster size.
- 7 Press the **start** button.

You will need to assemble the pages after they have finished printing. Trim the white border off some of the pages, overlap the edges, and tape them together to form your poster.

## Copying to a T-Shirt transfer

The A3000 can make a mirror image of the document you are copying. This is a common requirement when creating T-Shirt transfers or other specialty projects.

To print a mirror image of your original:

- 1 Place the document face down on the scanner glass, and close the scanner lid.
- 2 Make sure your PC is on, and active (not in standby or sleep modes...if you can move your mouse and see your mouse cursor move, it is ready). The PC is required to make a mirror image.
- 3 Load the T-Shirt transfer paper into the paper input tray. Follow the paper manufacturer's instructions for loading.
- 4 Press the **menu** button several times to review your settings.
- 5 Press the **copy mode** button to choose color or black.
- 6 Press the **custom copy** button several times until you find the mirror menu.
- 7 Press the **start** button.

Once the image has finished printing, follow the drying time and application instructions recommended by the T-Shirt transfer paper manufacturer.

## Copying to a new size

The A3000 can reduce or enlarge a document from 25% up to 400%, in 1% increments. To scale a document:

- 1 Place the document face down on the scanner glass, and close the scanner lid.
- 2 Use the arrow buttons to select the number of copies you want.
- 3 Press the **custom copy** button several times until you find the autofit menu, which will automatically fit the original to the page, or choose the scale menu to select an exact scale setting.
- 4 Press the arrow buttons to select a scale, if you did not choose autofit.
- 5 Press the **start** button.

Your copy will be printed in the selected scale.

# Scanning

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

- > Using your computer
- > Using the Scan button

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

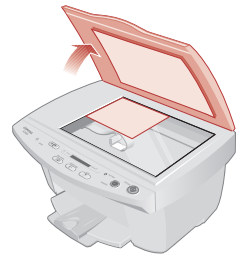
The scanner driver supports scanning from the bundled applications on the CD as well as all your favorite scanning programs.

## Positioning a document

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

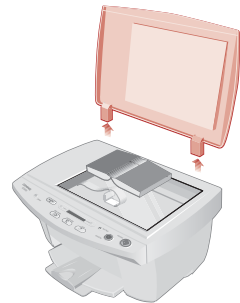
For a thin document:

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



For a thick document:

- > Lift the top cover until it is at a 90 degree angle.
- > Pull the cover gently upward. The cover will easily pull out of the hinge slots. Store the cover on a nearby table or desk.
- > Place your document face down on the glass.
- > When you have completed your scan, replace the cover by sliding the cover hinges back into their slots.

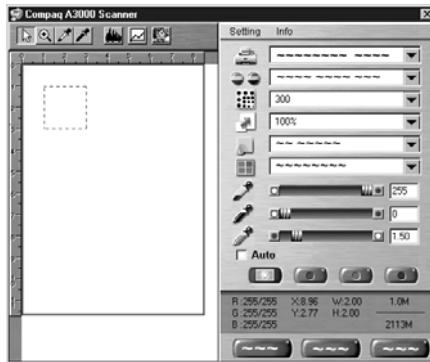


## Scanning with the computer

To scan and save files on your PC, the Compaq A3000 provides a standard TWAIN interface for scanning documents. TWAIN is a common scanner interface supported by many application programs. Because the A3000 supports TWAIN, it is compatible with a wide range of software.

To perform a scan using the Windows Imaging utility (available in Windows 98, Windows Me, and Windows 2000), complete the following steps:

- 1 Place the document on the scanner glass, as described in “Positioning a document” on page 21.
- 2 Start Windows Imaging. From the Start menu, click:  
**Programs ▶ Accessories ▶ Imaging**
- 3 Open the **File** menu and choose the **Select Device...** menu option. Make sure that the selected scanner is set to **Compaq A3000**.
- 4 Open the File menu again and choose **Scan New** (or **Acquire Image** if you are running Windows 2000).
- 5 The Compaq A3000 TWAIN scanning dialog will appear, as shown.



- 6 Optionally, you can select the **Preview** button. This will perform a quick preview scan of your document. Once the preview is complete, you can move and size the dashed box to select the exact area of the document you wish to scan. You can make other adjustments to the scan settings at this time as well.
- 7 Push the Scan button on the TWAIN dialog to perform the scan.

Large scan areas and/or resolutions above 300 DPI require additional memory and disk space, and will take longer to process. To minimize this, use the Preview button first. Select only the area you need to scan, and don't use a resolution above 300 DPI unless you require it.



## Adjusting your scanner settings

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

When scanning with the A3000 **Scan** button, your scan settings are controlled by the A3000 settings utility. See “Using the settings utility” on page 10 for more information.

## Scanning with the scan button

To perform a scan using the **Scan** button on the A3000 control panel, complete the following steps:

- 1 Place the document on the scanner glass, as described in “Positioning a document” on page 21
- 2 Press the **Scan** button.
- 3 Select the Scan To destination. Use the up and down arrow buttons to cycle through the available choices. For a full description of the scan destinations, see below.
- 4 Press the **Start** button.

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

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

## Scanning to a folder

The first Scan To menu destination is a folder on your PC. This is initially your My Pictures folder, located in your My Documents directory. You can change your folder and default file type with the A3000 settings utility.

Once scanned, the files will be given the filename of **Month - Day - ###.ext**, where ### indicates the number of the image scanned that day. For example, the second image scanned on May 1 would be named **May-01-002.JPG**.

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

## Scanning to email

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

To use this option, you must have an email program installed on your computer, and it must support MAPI (a mail application interface). Most popular email programs support the MAPI interface.

By default, the text file type TXT is used when scanning to email. This will convert your scanned documents to ASCII text and place the text in your email program for editing. If you select another file type with the A3000 settings utility, your documents will be scanned using the file type you choose and attached to your email message.

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

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

A copy of your scanned document will be saved in your user folder, which defaults to your My Pictures directory.

## Scanning to your fax modem

If your PC has a fax modem and the Microsoft Fax software installed, you can scan a document and fax it with your PC. Select the Scan To MSFax option to scan to Microsoft Fax.

Once the document is scanned, the Send Fax Wizard will appear on your PC. The wizard will guide you through the process of setting up your fax information, selecting a cover page template, choosing recipients from your address book, and entering a cover page note.

When the wizard completes, your document will be faxed using the modem in your PC. Please make sure the modem is connected to a working telephone line.

## Scanning to custom applications

The remaining Scan To menu options are for defining your own applications. You can define up to five (5) additional applications using the A3000 settings utility.

For instance, you can add Microsoft Paint to the menu and scan to BMP files for editing, or add Microsoft Word and scan to the RTF format for word processing.

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

## OCR (Optical Character Recognition)

The Compaq A3000 includes software to perform OCR (Optical Character Recognition). The OCR software converts a scanned document into a file you can edit with a word processor. You can use the OCR software directly, or you can use the scan button.

Using the Settings utility, select a Scan To application like WordPad, and select TXT as your file type. Now place your document on the scanner and press the scan button. Your document will be scanned, converted to text using the OCR software, and loaded into your selected word processing program.

## Additional software

The A3000 includes additional scanning and image editing software. This software was selected to help you maximize the use of your scanner. Use the software to explore the many capabilities of your new scanner.

## Getting more from your scanner

Large scan areas and/or resolutions above 300 DPI require additional memory and disk space, and will take longer to process. To minimize this, use the Preview button first. Then select only the area you need to scan, and don't use a resolution above 300 DPI unless required.

For additional information when scanning, see the A3000 TWAIN help file. All of the controls on the TWAIN window have pop-up help. Click on the help boxes for more detailed information.

Your scanner is ideally suited for many types of projects. Scanning photos, documents, and making copies are just some of the things you can do.

With scanning and printing software, you can create greeting cards, iron-on transfers, and many other projects. Check the Compaq website periodically for activities and ideas.

From the Start menu, simply click **Programs** ▶ **Compaq A3000** ▶ **Compaq Online**.



# Help

Your printer has been designed for ease of use. There may be occasions when you have questions or need general printing help. This section is designed to answer your most frequently asked questions. For additional help, press the **Help** button on the Printer Properties dialog.

## The installation screen did not appear

- 1 Make sure you click **Cancel** on any screens similar to ❶ in step 8 on page 7.
- 2 Make sure the Compaq printer software CD is in your CD-ROM drive.
- 3 From the desktop, double-click **My Computer**.
- 4 Double-click the CD-ROM drive icon.
- 5 If necessary, double-click **setup.exe**.
- 6 Continue with ❷ in step 8 on page 7.

## The printer or scanner isn't working

Try the following:

- > Check the USB cable. Is it securely plugged into the printer and your computer?
- > Check the printer status:
  - a From the Start menu, click **Settings ▶ Printers**.
  - b From the Printers folder, double-click the icon for your printer.
  - c From the Printer menu, make sure:
    - > **Default Printer** is selected.
    - > **Pause Printing** is not selected.
- > If you have connected your printer to another device such as a fax machine, disconnect the printer from that device and connect the printer directly to your computer.
- > Check the printer port:
  - a From the File menu of a software application, click **Print or Printer Setup**.
  - b In the **Where** area, make sure your printer port is set to USB.

## Getting Started Guide

- > Make sure you have not installed multiple copies of the printer software:
  - a From the Start menu, click **Settings ▶ Printers**.
  - b In the Printers folder, make sure there is only one icon for your printer.
  - c If you have two printer icons for the same printer, try printing a test page from each icon. Right-click the icon, select Properties, and then click the **Print Test Page...** button. If the test page prints from one icon and not the other, delete the icon for the printer that does not print.

## Uninstalling the software

If there is still a problem, uninstall and then reinstall the printer software:

- 1 From the Start menu, click:  
**Programs ▶ Compaq A3000 ▶ Uninstall Compaq A3000.**
- 2 Follow the instructions on your screen.
- 3 To reinstall the printer software, See “Install the printer software” on page 7.

## Printer prints blank pages

Make sure you have removed the transparent tape covering the bottom of the print cartridges. For help, see page 4.

## Paper misfeeds or multiple sheets feed

- > Make sure you are using a paper recommended for inkjet printers.
- > Do not force the paper down into the printer when you load it. Align the top of the paper with the top of the paper support.
- > Do not load too much paper in the sheet feeder. The printer will hold up to 100 sheets of plain printer paper (and less sheets for heavier paper).
- > Adjust the left paper guide so it rests against the left edge of the paper, but not so tight as to bow the paper in the feeder.
- > Make sure the printer is on a flat, level surface.

## Warm up

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

## Paper Jams

Try removing the paper from the sheet feeder. If the paper is lodged too far into the printer and can't be removed:

- 1 Unplug the power cord from the printer.
- 2 Pull firmly on the paper to remove it. Lower the front cover and pull the paper from the front if necessary.
- 3 Close the front cover.
- 4 Plug the power cord back into the printer to turn it on.
- 5 Print your document again.

## Pages have poor print quality

- > Check the ink level graphic on the Cartridges tab of your Printer Properties. An ink cartridge may be out of ink or low on ink.
- > Check the print quality setting on your Printer Properties. Try a higher or lower quality setting. You may have selected a lower setting which may print lower quality prints or too high of a setting which could smear the ink.
- > Use a different brand of paper. Each brand of paper accepts ink differently and prints with slight color variations. It is recommended that you use Compaq Inkjet Media for the best results.
- > Align and/or clean the print cartridges from the Printer Properties Maintenance tab.
- > Don't use refilled print cartridges. For best results, use Compaq recommended supplies.

## Printing is slow

Printing can be slow for several normal reasons.

- > If you are printing multiple large photos, printing can take longer.
- > Pages with many graphics will print slower than pages with mostly text.
- > High resolutions will take longer to print, such as 2400 x 1200 dpi. Use a lower resolution unless you require very high quality.
- > If you are printing from your PC, try closing any unneeded applications. Your PC may need additional RAM or a higher processor speed.

## The PC is not available

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

- > Your PC is on and is not in suspend mode. If you are unsure, move the mouse. If you can see your mouse moving, your PC should be available.
- > Check whether the USB cable is connected to both the A3000 and your PC.

Lastly, try your task again later if the A3000 is still processing a previous task, such as a PC print job, scan job, or copy.

## Scanning menu does not appear

The Scan To menu is created by your computer. If the A3000 has not been attached to a PC with the settings utility installed, the Scan To menu will be blank when you press the scan button. Otherwise,

- > Make sure the USB cable is connected and the A3000 software has been installed.
- > Run the A3000 settings utility. If it is already running, right-click on the icon in the system tray and shut it down before running it again.

For help in setting up your Scan To menu, see “Scanning” on page 21.

## Contacting Compaq

Visit our Web site at **[www.compaq.com](http://www.compaq.com)** to:

- > Access publications for your printer.
- > Download software updates.
- > Search for solutions to common problems.
- > Learn new ways to use your printer.
- > Look for special offers and purchase inkjet supplies and media.

To quickly navigate to the Compaq website, click:

**Start ▶ Program Files ▶ Compaq A3000 ▶ Compaq Online.**



## Warranty Service

### How do I obtain warranty service?

You may access product technical support on Compaq's website at [www.compaq.com](http://www.compaq.com) or you may call Compaq's Technical Support Center. Compaq's highly trained technicians will first try to resolve the problem through our online services or by telephone. If your problems cannot be resolved using these methods, Compaq will ship an exchange printer to you. Upon receipt of the exchange printer, remove the ink cartridges and cable from the printer you are returning. You will need to use these with your exchange printer. Cable and ink cartridges are not shipped with the exchange printer.

### How do I obtain online support?

Compaq offers free technical support via its Internet web site at [www.compaq.com](http://www.compaq.com). Select Support. You may also visit the Compaq Support Forum at [forum.compaq.com](http://forum.compaq.com) to quickly receive answers to your Compaq Inkjet Printer questions.

### What is not covered by this limited warranty?

- > Product purchased from anyone other than Compaq or a Compaq authorized reseller
- > Product purchased outside the United States or Canada
- > Software products except for obligations specified in the software program license agreement
- > Routine cleaning, or normal cosmetic and mechanical wear
- > Damage from misuse, abuse, or neglect
- > Damage from use outside the product's usage parameters
- > Damage from use of parts not manufactured or sold by Compaq
- > Damage from modification or incorporation into other products
- > Damage from repair or replacement of warranted parts by other than a Compaq authorized service provider
- > Damage to or loss of any programs or data
- > Damage resulting from an act of God

## Limited Warranty Statement for the United States and Canada

This One Year Limited Warranty applies in the United States and Canada to Hardware Products manufactured or distributed by Compaq Computer Corporation (Compaq) under the Compaq brand name.

A Compaq Hardware Product is defined as Compaq Inkjet Printer. Contact your Compaq authorized reseller or Compaq if you have any questions about this Limited Warranty. Compaq's obligations with respect to Software distributed by Compaq under the Compaq brand name are set forth in the applicable end-user license agreement. Compaq has no other obligation to repair or replace software under this limited warranty. Non-Compaq Hardware and Software Products are provided on an as is basis. However, non-Compaq manufacturers, suppliers, or publishers may provide their own warranties.

### Terms of Limited Warranty

Compaq warrants that the Hardware Product you have purchased from Compaq or from a Compaq Authorized Reseller is free from defects in materials or workmanship under normal use during the warranty period. The warranty period commences on the date of purchase. Please retain a copy of your sales receipt. Your sales receipt is your proof of the date of purchase. This warranty extends only to you, the original Purchaser. It is non-transferable. It excludes expendable parts.

EXCEPT AS EXPRESSLY SET FORTH IN THIS LIMITED WARRANTY, COMPAQ MAKES NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. COMPAQ EXPRESSLY DISCLAIMS ALL WARRANTIES NOT STATED IN THIS LIMITED WARRANTY. ANY WARRANTIES THAT MAY BE IMPLIED BY LAW ARE LIMITED IN DURATION TO THE ONE-YEAR LIMITED WARRANTY PERIOD. IN THE UNITED STATES, SOME STATES DO NOT ALLOW LIMITATIONS ON

HOW LONG AN IMPLIED WARRANTY LASTS SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

During the warranty period, Compaq will, at no additional charge, repair or replace defective parts contained in the Compaq Hardware Product with parts that are new or equivalent to new in performance and reliability.

All exchanged parts and Products replaced under this warranty will become the property of Compaq. If, after repeated efforts, Compaq is unable to restore the Product to good working order, you are entitled to a refund of the purchase price.

This Limited Warranty is valid only within the United States or Canada, and within the country in which the Hardware Product was purchased.

This Limited Warranty extends only to Products purchased from Compaq or from a Compaq authorized reseller.

This Limited Warranty also does not extend to any Product that has been damaged or rendered defective (a) as a result of accident, misuse, or abuse; (b) as a result of an act of God; (c) by operation outside the usage parameters stated in the

Product's User's Guide; (d) by the use of parts not manufactured or sold by Compaq; (e) by modification of the Product; or (f) as a result of service by anyone other than Compaq, a Compaq authorized reseller, or a Compaq authorized service provider. Compaq is not responsible for damage to or loss of any programs or data. Contact your local Compaq authorized service provider for geographic restrictions, proof-of-purchase requirements, response time commitments and other specific on-site service requirements.

### Limitation of Remedy

Compaq is not liable for any damages caused by the Product or the failure of the Product to perform, including any lost profits, lost savings, incidental damages, or consequential damages. Compaq is not liable for any claim made by a third party or made by you for a third party.

This limitation applies whether damages are sought, or a claim made, under this warranty or as a tort claim (including negligence and strict product liability), a contract claim, or any other claim. This limitation cannot be

waived or amended by any person. This limitation of liability will be effective even if Compaq or an authorized representative of Compaq has been advised by you of the possibility of any such damages. This limitation of liability, however, will not apply to claims for personal injury.

In the United States, the limitations or exclusions of this Limited Warranty may not apply to you.

Some states do not allow the exclusion or limitation in incidental or consequential damages for consumer products. In such states, the exclusion or limitation of this Limited Warranty may not apply to you. This Limited Warranty gives you specific legal rights. You may also have other rights that may vary from state to state. You are advised to consult applicable state laws for a full determination of your rights.

## Getting Started Guide

### Notices

This section contains information about:

- > Notices
- > Safety information

### Electronic emission notices

#### Federal Communications Commission (FCC) compliance information statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

The FCC Class B limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that

interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

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

To assure compliance with FCC regulations on electromagnetic interference for a Class B computing device, use a properly shielded and

grounded cable. Use of a substitute cable not properly shielded and grounded may result in a violation of FCC regulations.

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

Compaq Computer Corporation  
P. O. Box 692000  
Mail Stop 510101  
Houston, TX 77269-2000  
Or, call (281) 514-3333

### Service and Support

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

#### Industry Canada compliance statement

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

#### Avis de conformité aux normes d'Industrie Canada

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

## European Community (EC) directives conformity

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

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

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

## Japanese VCCI Notice

この装置は、情報処理装置等電磁障害防止規制協議会（VCCI）の基準に基づくクラスB 情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置が十分な対策を講じないで近接して使用されると、電磁障害を引き起こすことがあります。取扱説明書に従って正しい取扱いをして下さい。

## The United Kingdom Telecommunications Act 1984

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

## Energy Star



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

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


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

## AC Adapter information

If your AC Adapter fails, replace it only with the Compaq replacement part.

You should use the AC adapter which is specified in this user manual.

## Safety information

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

# Getting Started Guide

## Free Manuals Download Website

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