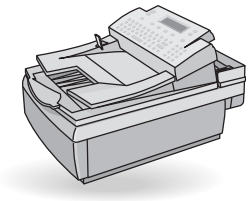
HEWLETT® PACKARD

HP Digital Sender 8100C

Administrator Guide



HP Digital Sender 8100C

Administrator Guide

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Safety information

WARNING!
Electrical shock hazard

To avoid electrical shock, use only supplied power cords and connect only to properly grounded (3-hole) wall outlets.

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1 About the digital sender

Introduction

The HP Digital Sender 8100C can be directly connected to TCP/IP networks. It converts black-and-white and color documents, drawings, and photographs into electronic format and distributes them directly to several types of destinations:

- e-mail addresses
- fax numbers
- HP JetSend-enabled printers

The unit includes a flatbed scanner and an automatic document feeder (ADF) that can accept up to 25 pages.

Registered users can create their own address books of e-mail addresses and combine e-mail addresses into personal distribution lists. Users can also add fax numbers to public phone books. The destinations and distribution lists can then be selected at the digital sender control panel.

The administrator has the ability to create public e-mail destinations and distribution lists and make them available to all users.

The HP Digital Sender 8100C supports LDAP (Lightweight Directory Access Protocol), which allows you to find and use e-mail addresses located on directory servers located elsewhere on a network (such as the Internet) over a TCP/IP connection. See the HP digital sender website for a list of global e-mail address books:

http://www.digitalsender.hp.com

Installing the digital sender is simply a matter of making a few connections and configuring a few network and e-mail parameters. The digital sender operates as a stand-alone unit and does not require network privileges to administer.

The HP JetDirect print server (network interface card) that comes installed in the digital sender handles all protocol support for TCP/IP and SMTP automatically.

Environments and protocols

Network operating systems

The HP Digital Sender 8100C must be directly connected to TCP/IP network. A 10Base-T ethernet connection is provided by the network interface card that comes installed in the digital sender.

Dependency matrix

The following table shows the HP Digital Sender 8100C services that are available and their dependencies.

Dependency matrix

Service	Dependencies
Send to e-mail	An e-mail SMTP-MIME server directly connected to a TCP/IP network that can be reached from the digital sender (not a dial-up connection).
Send to Internet fax	An e-mail SMTP-MIME server directly connected to a TCP/IP network that can be reached from the digital sender (not a dial-up connection), and an account with an Internet fax provider.
Send to an HP JetSend-enabled printer	A HP JetSend-enabled printer connected to the network.

Features

Performance

For maximum scanning speeds, see “Equipment specifications” on page 71.

Paper handling

The HP Digital Sender 8100C supports multiple paper sizes:

- Letter: 215.9 by 279 mm (8.5 by 11 inches)
- A4: 210 by 297 mm (8.3 by 11.7 inches)
- Legal (from the ADF only): 215.9 by 355.6 mm (8.5 by 14 inches)

Paper weight: 60 to 105 g/m^2 (16 to 28 lb.).

Up to 25 sheets of letter, A4, or legal paper can be stacked in the ADF (maximum height of 3 mm, or 0.1 inches).

ADF paper sizes

Item	Width	Length
Maximum paper size	215.9 mm (8.5 inches)	355.6 mm (14 inches)
Minimum paper size	148.5 mm (5.9 inches)	210 mm (8.3 inches)

Sending quality

The digital sender offers a choice of sending qualities at the control panel. You can choose the most suitable quality for each type of job.

Sending qualities and destinations

Sending quality	Type of document	Destinations
B/W Document	The original contains text that must be clearly transmitted. -Or- The original is black and white.	E-mail Fax HP JetSend printer
Color Document	The original has a mix of text and images. -Or- The original has a mix of color and black-and-white areas.	E-mail HP JetSend printer
Color-B/W Photo	The original is a photograph. -Or- The colors or shades of gray in an image must be transmitted clearly.	E-mail HP JetSend printer

Distribution services

The digital sender is capable of distributing documents to the following types of destinations:

- e-mail addresses
- fax phone numbers (via fax Internet service)
- HP JetSend-enabled printers

E-mail destinations

The digital sender can send MIME-compliant e-mail messages to Internet addresses. It uses SMTP-MIME to deliver these messages. SMTP is independent of the network operating system on which your e-mail server is running. The e-mail service is also compatible with the DSN (Delivery Status Notification) standard.

ESMTP (Extended SMTP) is used if your server supports it. This capability is automatically detected and configurable.

The document scanned at the digital sender becomes an attachment to your e-mail message. Portable Document Format (.pdf) is the file format most often used for the attachments, which gives recipients the ability to both view and print them. You can obtain a free copy of the Adobe® Acrobat® Reader from the Adobe Systems Incorporated website (http://www.adobe.com).

Documents can also be scanned as TIFF (.tif), a graphics format importable into most imaging and word processing programs. Text scanned in B/W Document sending quality can also be read by OCR programs.

Users can specify e-mail destinations at the control panel in several ways:

- Select e-mail addresses from public or personal address books already loaded in the digital sender.
- Use a special search feature to select e-mail addresses from an LDAP (Lightweight Directory Access Protocol) server, if one has been configured for use by the administrator.
- Type e-mail addresses manually.

Internet fax destinations

Users can send faxes directly from the digital sender. They have the ability to select destinations from a fax numbers book already loaded in the digital sender, or type them at the control panel. The same document can be sent to multiple fax numbers.

Sending faxes with the digital sender requires an account with a supported Internet fax provider. Visit the HP digital sender website (http://www.digitalsender.hp.com) for a list of the Internet fax providers that are currently supported.

HP JetSend-enabled printer destinations

You can enable send to printer by setting up one or more HP JetSend-enabled printers on the network for use with the digital sender. The printers you designate must be HP JetSend-enabled, connected to the network, and have a valid TCP/IP address. See the HP JetSend website (http://www.jetsend.com) for a list of HP JetSend-enabled printers.

Security

The HP Digital Sender 8100C operates as a stand-alone unit on the network. You administer each digital sender independently of any other device on the network under a password that applies only to that digital sender.

The digital sender accepts three types of users:

- **registered users**
  Individuals who have created their own user profile on the digital sender. Only registered users have personal e-mail address books and lists that are accessible at the digital sender.
- **guest users**
  Individuals who are not registered users and who do not have user profiles. Guest users can use the digital sender and all public address books. However, they cannot see or use personal address books. The administrator can disable guest user access.
- **administrator for the digital sender**
  The individual (referred to as the “administrator” in this guide) who performs administrator activities for the digital sender. Because the digital sender is a stand-alone unit on the network, these activities can be performed independently of any other network activity. Network administrator privileges for the digital sender do not require network privileges. Activities include such things as establishing the level of security for the digital sender and maintaining the public address books. The administrator has access to all personal address books.

The administrator controls digital sender security in these ways:

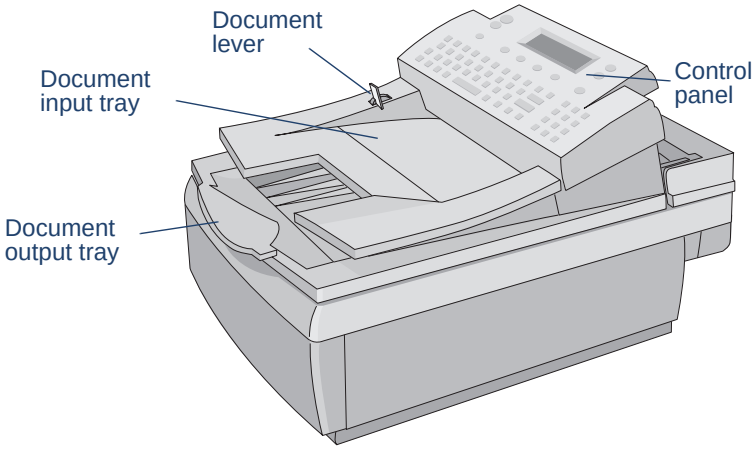
- Determining who can use the digital sender (registered users and guest users, or only registered users).
- Requiring passwords. Passwords are available at two levels: administrator and registered users. Both are optional. Passwords control what each type of user can see and do at the digital sender.
- Enabling or disabling self-registration for users. If disabled, only the administrator can add or modify user profiles.

Components

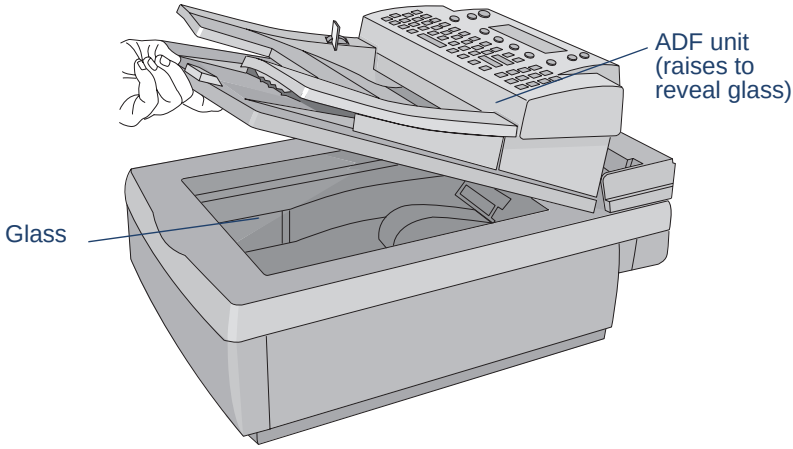
Hardware components

The following illustrations show the digital sender hardware components.

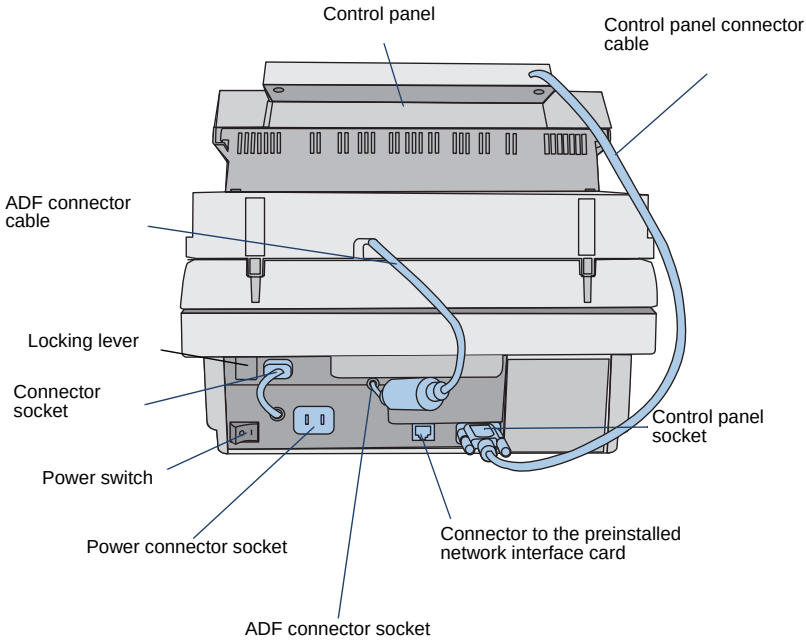
Front and top view



Front view with ADF unit raised



Rear view


Control panel
Control panel connector cable
ADF connector cable
Locking lever
Connector socket
Power switch
Power connector socket
ADF connector socket
Connector to the preinstalled network interface card
Control panel socket

2 Installing the digital sender

Installation process

See the Welcome Poster for installation and initial setup of the HP Digital Sender 8100C. This Administrator's Guide provides much more detail on configuring the digital sender.

The configuration process

E-Mail, I-Fax, and HP JetSend configuration

After you have physically installed the digital sender, you only need to configure a few parameters to begin using it. After you have configured these parameters, you will be able to:

- send e-mail messages
- use e-mail addresses located on an LDAP server of your choosing
- send faxes (requires information provided by i-fax vendor)
- send documents to HP JetSend-enabled printers on your network
- discover the digital sender over the network with HP Web JetAdmin

Extended and optional functionality

Once you have established the digital sender on the network and enabled basic functionality, you can extend functionality for the services you wish to implement. You can also configure optional parameters for the services you have already set up.

In general, the extended and optional features consist of the following:

- security preferences
- DNS and WINS name resolution

Assigning an IP address to the digital sender

The easiest method for assigning an IP address to the digital sender is by entering it directly at the control panel. You can also assign an IP address using a DHCP or BOOTP server. You might be more familiar with assigning IP addresses to network devices from a DHCP or BOOTP server. In this scenario, you prepare the device attached to the network, make an entry for it on the DHCP or BOOTP server, and then turn the device on. The HP JetDirect print server (network interface card) inside the HP Digital Sender 8100C picks up its IP information from the DHCP or BOOTP server.

Note

You can let the digital sender time out to a default IP address. In fact, this happens automatically if you do not manually assign an IP address at the control panel within the timeout period of 2 minutes.

The default IP address is not a valid address. You must change the address to one of your own assignment. You can use the control panel to do this at any time.

Preparing for configuration

Before you start configuring the HP Digital Sender 8100C for the first time, take a few minutes to prepare so that you can complete the steps without interruption. Use the checklist on the following page.

Configuration Checklist

Decisions needed for installation

- ❑ Register the digital sender.
- ❑ Method you want to use to assign IP address to the digital sender: manually at the control panel, or from a DHCP or BOOTP server.

Information needed for e-mail configuration

- ❑ IP address for the digital sender _____
- ❑ IP subnet mask _____
- ❑ IP gateway _____
- ❑ E-mail server address _____
- ❑ E-mail default from (e-mail address) _____
- ❑ If you choose to enable the LDAP directory service (optional)

  LDAP server address _____

  LDAP search root _____

Additional information needed for I-Fax configuration

- ❑ Fax provider domain (supplied by Internet fax provider) _____
- ❑ Fax billing address (e-mail address) _____
- ❑ Prefix or Postage to use before fax number (supplied by Internet fax provider) _____
- ❑ File format (PDF or TIFF--determined by Internet fax provider) _____

Additional information needed for HP JetSend configuration

- ❑ HP JetSend-enabled printer addresses _____

  _____

Decisions and information needed for extended functionality

- ❑ Do you want to enable DNS or WINS name resolution?

  IP address of the DNS server _____

  IP address of the DNS server domain _____

  IP address of the WINS server _____
- ❑ Do you want to set up registered users at this time?

  For each user you will need: user name and user e-mail address.
- ❑ Do you want to enable guest usage?
- ❑ Do you want to allow user self-registration?

To configure parameters

1. If you have not already done so, turn the digital sender on.
2. Press SETUP (ALT+F4) from the main menu to go to the setup menu.
3. Press SETTINGS (F2) and use the arrow keys to highlight the **General** configuration menu from the list which appears. Press OK (F1).
4. In the configuration menu, use the arrow keys to scroll to a parameter you want to modify and then press CHANGE (F3).
5. Configure the parameters by selecting a value from a list using the arrow keys or by typing in a value.
6. When finished, press OK (F1). Choose another parameter from the menu.
7. When finished with the **General** configuration menu, press SAVE (F1).
8. Repeat steps 3 through 7 for the **Network**, **E-Mail**, **I-Fax**, and **Advanced** configuration menus.

Configure e-mail parameters

After you have physically installed the digital sender, you only need to configure a few parameters to begin using the digital sender. After you have configured these parameters, you will be able to send e-mail messages and use e-mail addresses located on an LDAP server of your choosing. The e-mail parameters consist of the following (see "Configuration menu parameters" on page 26 for more detailed explanations):

General Configuration Menu

- **Administrator E-mail** (e-mail address of the administrator used to register the digital sender)
- **Administrator Password** (to restrict access to configurable parameters.)

Network Configuration Menu

- **IP configuration** (to specify how the digital sender receives its TCP/IP configuration—manually or from a DHCP or BOOTP server)
- **IP Address** (of the digital sender)
- **IP Subnet Mask**
- **IP Gateway** (IP address of the gateway server used to send packets from the local network)

E-Mail Configuration Menu

- **E-mail Server Addr**. (IP address of the SMTP-MIME e-mail server)
- **E-mail Default From** (default e-mail address for the FROM field of e-mail messages from the digital sender)
- **LDAP Server Address** (IP address of the server that hosts the LDAP server—not required)
- **LDAP Search Root** (basepoint from which to start searches for names on the LDAP server—may be required if you configure an LDAP server address)

Configure I-fax parameters

After you have configured the digital sender to send e-mail, you only need to configure a few additional parameters to begin sending faxes. Information for the i-fax parameters are issued by your Internet fax provider. (See "Configuration menu parameters" on page 26 for more detailed explanations):

I-Fax Configuration Menu

- **Fax Provider Domain** (an Internet address)
- **Fax # Prefix** (not required by all Internet fax providers)
- **Fax Postage** (not required by all Internet fax providers)
- **Fax Account E-mail** (to receive billing information from the Internet fax provider)
- **Fax File Format** (determined by the provider)

Configure extended and optional parameters

Listed below are some additional parameters you can configure for extended and optional functionality (see "Configuration menu parameters" on page 26 for detailed explanations of all parameters):

General configuration menu

- **Admin Full Name** (full name of the administrator)
- **Language** (for the control panel, if other than English)
- **Date**, **Time, Time Zone** (of the digital sender)
- **Paper Size** (default size for the scanning area)
- **Allow Guest Login** (either on or off)
- **Address Caching Enabled** (either on or off)
- **User Self-Registration Enabled** (either on or off)

E-Mail configuration menu

- **E-mail Default Subject** (default text for the **SUBJECT** field in e-mail messages sent by the digital sender)
- **LDAP Service Port**, **LDAP Account Name**, **LDAP Password** (additional parameters for configuring the LDAP directory service)

Network configuration menu

- **DNS Server Address**, **DNS Domain** (for DNS name resolution)
- **WINS Server Address** (for WINS name resolution)

To add HP JetSend-enabled devices

As a convenience for your users, you can add the addresses of HP JetSend-enabled printers used in your office. Users can then select from a list of HP JetSend-enabled printers rather than manually entering an IP address or DNS name.

To add a HP JetSend-enabled printer to the list:

1 At the control panel, press PRINT (F3).

2 Type the IP address or DNS name for the HP JetSend-enabled printer you want to add, and then press ◇. The printer is added to the list.

Note In order to use DNS names instead of IP addresses, first configure the DNS Server Address and DNS Domain settings in the **Network** configuration menu.

3 If you want to add another HP JetSend-enabled printer, press NEW (F1)and repeat step 2. The list can contain up to 64 devices.

Test the installation

Use the following steps to verify the digital sender setup.

To test the installation

1. Display the Revision page to verify that the network interface card is successfully linked to the network. The TCP/IP status parameter should read READY. To display the page, select STATUS (ALT+F3), then REVISION (F1). Press BACK (F4) to close.
2. Test the e-mail service to confirm that the digital sender can communicate through Internet e-mail. See the user guide for instructions on sending e-mail. Be sure to type your address in the To field.
3. Test the Internet fax service by sending a test fax to a local fax number. See the user guide for instructions on sending faxes.
4. Test the print function by sending a document to a HP JetSend-enabled printer. See the user guide for instructions on sending to a printer.

HP Web JetAdmin

HP Web JetAdmin is an optional utility for use with the digital sender. It is a browser-based program that lets you remotely configure, monitor, and control HP network peripherals such as printers, plotters, scanners, and digital senders. Download the HP Web JetAdmin software from the HP digital sender website (www.hp.com/go/webjetadmin/).

3 Administering

Summary of administrator activities

Procedures in this chapter explain how to perform administrator activities at the control panel.

Access to administrator-specific activities is blocked by the administrator password. It is recommended that administrator create a password during the setup of the HP Digital Sender 8100C.

Configuration menu parameters

Parameters that use an IP address can show only the numeric address, even when a symbolic name has been assigned to a device.

Configuration parameters on the control panel

Parameter	Description
General Menu	
Administrator E-mail	Administrator e-mail address (required). Up to 255 characters are allowed.
Administrator Full Name	Full name of the administrator. Up to 31 characters are allowed.
Administrator Password	Password for this digital sender. You can have a different password for each digital sender. Up to 15 characters are allowed. The password is case-sensitive.
Language	Language in which keys and messages appear at the control panel. Choices: English, French, German, Italian, or Spanish. The language changes as soon as you select a different language.
Date	Current date. CLEAR sets the date to Jan 1, 1980.
Time	Current time (24-hour clock). CLEAR sets the time to midnight (0:0).
Time Zone	Based on Greenwich Mean Time (GMT). In the USA, Eastern Standard Time is five hours (-5:00) behind GMT.
Paper Size	Default size for the scanning area. Users can override this setting at the control panel. Choices: Letter, A4, or Legal.
Allow Guest Login	Permission for non-registered users to send e-mail and send i-fax.
Address caching enabled	E-mail addresses and fax numbers entered during sending of a transmission are automatically added to the user's personal address book. If disabled, users must manually add an address or phone number to their personal lists.
User self-registration enabled	Permission for users to create their own user profile. If disabled, only the administrator can add or change user profiles.

Configuration parameters on the control panel (continued)

Parameter	Description
Network Menu	
IP Configuration	To specify how the digital sender network interface card obtains its TCP/IP configuration. Choices: ● **MANUAL.** From the control panel. ● **BOOTP** (Boot Protocol) or **DHCP** (Dynamic Host Configuration Protocol). Automatically from the network (the IP Address, IP Subnet Mask, and IP Gateway parameters are ignored). A corresponding server must be running and properly configured. The next time you open the configuration menu, you see the values that the network interface card automatically discovered. See "Assigning an IP address to the digital sender" on page 17 for details. Two things happen if you configured the IP address using BOOTP or DHCP and later change the IP address at the control panel: (1) the IP address that was assigned is released and (2) the setting for this parameter changes to **MANUAL**. Changing this value causes the digital sender to shut down and restart.
IP Address	Unique TCP/IP network address of the HP JetDirect print server (network interface card) in the digital sender. Required for the digital sender to work. CLEAR sets the address to 0.0.0.0. Changing this value causes the digital sender to shut down and restart.
IP Subnet Mask	The filter used to identify the subnet of the network interface card in the digital sender. CLEAR sets the address to 0.0.0.0. Changing this value causes the digital sender to shut down and restart.
IP Gateway	IP address of the gateway server used to send packets off the local network. CLEAR sets the address to 0.0.0.0. Changing this value causes the digital sender to shut down and restart.
DNS Server Address	IP address of the DNS server. Used for DNS (Domain Name System) symbolic name resolution if you identify servers and devices on your network by network name instead of by IP address. CLEAR sets the address to 0.0.0.0. If left blank or set to 0.0.0.0, the function is disabled.
DNS Domain	If DNS name resolution is used, the IP address of the domain for the DNS server. Up to 256 characters are allowed. If left blank, the function is disabled.

Configuration parameters on the control panel (continued)

Parameter	Description
WINS Server Address	IP address of the WINS server. Used for WINS (Windows Internet Naming Service) symbolic name resolution if you identify servers and devices on your network by network name instead of by IP address. CLEAR sets the address to 0.0.0.0. If left blank or set to 0.0.0.0, the function is disabled.
E-mail Menu	
E-mail Server Addr.	IP address of the e-mail SMTP-MIME server. CLEAR sets the address to 0.0.0.0. If left blank or cleared, the e-mail service is disabled. Both the E-mail Server Addr. and E-mail Default From parameters must be enabled for the e-mail service to work.
E-mail Default From	Default e-mail address for the **FROM** field in e-mail messages from the digital sender. This default address is used *only* when users have not registered at the control panel and send an e-mail message without entering anything in the **FROM** field. Up to 255 characters are allowed. If left blank or cleared, the e-mail service is disabled. Both the E-mail Server Addr. and E-mail Default From parameters must be enabled for the e-mail service to work. Note: You must provide a default e-mail address to prevent users from sending anonymous e-mail messages.
E-mail Default Subject	Default text for the **SUBJECT** field in e-mail messages sent by the digital sender. This default text is used *only* when users do not provide a subject of their own directly from the control panel keypad. Up to 128 characters are allowed.
E-mail Quality	Default image quality used for documents sent by e-mail. Choices: B/W Document, Color Document, Color-B/W Photo.
E-mail File Format	Default format for documents sent by e-mail. Choices: PDF or TIFF
Auto BCC Function Enabled	Registered user who activates the copy self option in the user profile receives a copy of any e-mail message the user sends from the digital sender.
LDAP Server Address	IP address of the server that hosts the LDAP (Lightweight Directory Access Protocol) directory for e-mail address searches. CLEAR sets the address to 0.0.0.0. If left blank or cleared, the function is disabled.

Configuration parameters on the control panel (continued)

Parameter	Description
LDAP Search Root	Basepoint (root) from which to start searches for names on the LDAP directory server. Directories are often represented in a hierarchical way using a tree. The basepoint might be a country, an organization, or other type of group. Not all servers require this information. Up to 512 characters are allowed. See the digital sender website for examples (http://www.digitalsender.hp.com).
LDAP Service Port	TCP/IP port number on which the LDAP directory server is listening. The default port is 389.
LDAP Account Name	Account name used when the LDAP server requires an authenticated login. Up to 512 characters are allowed.
LDAP Password	Password associated with the LDAP Account Name.
I-fax menu	
Fax Provider Domain	Internet address for the Internet fax account. Issued by the Internet fax provider.
Fax # Prefix	Number placed before the fax number.
Fax Postage	Security feature required by some Internet fax providers.
Fax Account E-mail	E-mail address associated with the Internet fax account. Used by the fax provider for billing purposes.
Fax File Format	Format for documents sent by Internet fax. Choices: PDF or TIFF
Advanced Menu	
E-mail File Selection	Permission for users and guests to select PDF or TIFF format for their messages.
Max User Mail Size	Restriction on e-mail message sizes allowed to be sent by users and guests. Can be set to No Limit.
E-mail Language	Language used in the e-mail cover message. Choices: English, French, German, Italian, Spanish.
Mail Ping Frequency	Interval (in minutes) at which the digital sender verifies its connection to the e-mail server. If the connection is lost, an error message appears.
ESMTP Function Enabled	Extended e-mail functions.

Controlling security

Changing or setting administrator password

Unless a password is used, anyone can perform sensitive administrator activities. Therefore, the administrator is encouraged to create a password during the setup of the HP Digital Sender 8100C.

Note The administrator password is case-sensitive.

To change or set administrator password

1. Make sure the digital sender is idle.
2. At the control panel, press SETUP (ALT+F4). Then press SETTINGS (F2).
3. Select the **General** configuration menu. If an administrator password is already required, the **HP Digital Sender 8100C Administrator's Password** dialog box appears. Type the password and press OK (F1).
4. When the configuration menu appears, select **Administrator Password** and then press CHANGE (F3).
5. Type the old administrator password and press ENTER.
6. Type the new password and press ENTER.
7. Type the new password again and press CONFIRM (F1).
8. Press SAVE (F1) to save the password and exit the menu.

Erasing administrator password

If you forget the administrator password, and cannot access any of the password-protected areas, call HP Technical Support (see page 66).

Determining who can use the digital sender

The administrator determines who can use the digital sender: either registered users (only those with a user profile) or both registered users and guest users.

To determine who can use the digital sender

1. Make sure the digital sender is idle.
2. At the control panel, press SETUP (ALT+F4). Then press SETTINGS (F2).
3. Select the **General** configuration menu. If an administrator password is required, the **HP Digital Sender 8100C Administrator's Password** dialog box appears. Type the password and press OK (F1).
4. Use the **Allow guest login** field to indicate your preference. On accepts guest login, Off prohibits guests from using the digital sender.
5. Use the **User self-registration enabled** field to indicate your preference. On allows users to register themselves, Off allows only the administrator to register users.
6. Press SAVE (F1).

Note

For more information on registered users, see "Creating and maintaining user profiles" on page 41.

Obtaining status and activity information

Use these tools to learn the status of the digital sender and its jobs:

- job(s) state
- Revision page
- Tasks page

Job(s) state

The job state screen shows the status of the last five jobs processed by the digital sender, with the latest job listed first. To view the Job(s) state screen press STATUS (ALT+F3). Each job has the following information associated with it:

- time processed
- type of job (e-mail, fax, or print)
- user (name of user profile which sent the job)
- status (see below)

Job status

Status	Description
Processing	Pages still being scanned by the digital sender.
Sending	The digital sender is attempting to locate the job's destination.
Sent	The job has successfully been delivered to its destination.
NW Error	Network error. The job has failed to be delivered. This message will appear if the destination HP JetSend-enabled printer is busy or out of paper, or the sending process times out.
PP Error	Post processing error. An error occurred when the digital sender was converting the page(s) to PDF or TIFF. Try re-scanning and re-sending the message.

Revision page

The Revision page displays useful information about the digital sender (see the table on the next page). Use it for the following reasons:

- verify configuration settings
- verify the operating status of the network interface card
- learn the MAC address of the digital sender
- learn firmware version numbers

The Revision page is in English only (even if you configure the control panel for a different language).

To display the Revision page

1 At the control panel, press STATUS (ALT+F3).

2 Press REVISION (F1).

Revision page parameters

Parameter	Descriptions
Box Version #	Product version
FW Ver.	Version of firmware installed in the digital sender.
FW Date	Release date of the firmware installed in the digital sender.
HP JetDirect Prd. #	Product number of the network interface card: ● HPJ3113A Ethernet (10Base-T) networks
HP JetDirect FW Rev.	Version of firmware installed on the network interface card (G.*xx.xx*).
MAC Address	Unique LAN hardware address assigned to the network interface card at the time of manufacture (for example, 0060B072525E).
IP Address	Unique TCP/IP address of the network interface card. This is assigned by the administrator.
Subnet Mask	If subnets are used, the filter used to identify the subnet of the HP JetDirect print server (network interface card). This is assigned by the administrator.
TCP/IP status	Status of the connection to the network: ● INITIALIZING The network interface card is searching for a valid IP address. After 2 minutes, a default IP address is automatically assigned. ● READY The network interface card has been assigned an IP address and is actively connected to the network. ● ERROR A network or network interface card error has been detected.
Gateway Addr.	IP address of the default gateway server used to communicate with nodes on other subnets or networks.
Received pkts	Total number of packets received without error.
Bad packets	Total number of packets received with errors.
Framing err.	Total number of packets received that contained a CRC (cyclic redundancy check) or framing (alignment) error.
Transm. pkts	Total number of packets transmitted without error on the network.
Collisions	Total number of packets that were not transmitted due to successive collisions.
Late collisions	Total number of packets that were not transmitted due to late collisions (collisions after the 64th byte of a packet).

Revision page parameters (continued)

Parameter	Descriptions
Log Server Addr.	IP address of the host computer that receives syslog messages from the HP JetDirect print server.
HP JetDirect Cfg.	Indicates how the digital sender has received its TCP/IP configuration: ● DHCP Automatically from a DHCP server. ● MANUAL Manually from entries made at the control panel.
HP JetDirect Timeout	Timeout value in seconds that an idle data connection is allowed to remain open. Valid values are 0 to 3600. A value of 0 disables the timeout mechanism. The default is 90 seconds.
HP JetDirect ID	HP manufacturing identification code assigned to the network interface card.
Boot Block Ver.	Version of the digital sender startup (boot) program. This information is used only by HP manufacturing and HP customer support.
Multi-Boot Ver.	Version of the digital sender multi-boot program. This information is used only by HP manufacturing and HP customer support.
Engine FW Ver.	Version of firmware used by the digital sender scanner engine. This information is used only by HP manufacturing and HP customer support.
Running Image #	The firmware image currently running. Either 1 or 2.

Tasks

The Tasks page lists the services running on the digital sender at that moment. Each task is assigned a Status, Error Number (Errno), and State (St). Tasks cannot be modified or deleted and are diagnostic tools that may be referred to by HP Technical Support staff.

To display the Tasks page

1. At the control panel, press STATUS (ALT+F3).
2. Press TASKS (F2).

Notification of e-mail delivery

A user can choose whether or not to receive a receipt for the delivery of an e-mail. If the user chooses to receive a receipt, the user receives a notification of e-mail delivery. If the administrator enables AutoBCC in the **E-mail** configuration menu, the user will receive a return copy of the message.

Notes about notifications:

- E-mail notifications require that the recipients have an e-mail address configured in their user profile.

Administrator tools

Items in the **Tools** menu are generally used for troubleshooting or diagnostic reasons. This identical menu is found in each of the configuration menus. If no administrator password has been configured, any user has access to the **Tools** menu. Therefore, it is recommended that an administrator password be created when the digital sender is set up.

Shutting down and restarting

Use the shutdown procedure for the following reasons:

- to prepare the digital sender to be physically turned off (for example, when you need to replace a part or to close down for holidays)
- when instructed to do so by troubleshooting steps or HP customer support

Notes about the procedure:

- Shutdown locks the digital sender from use until you restart it. The procedure does not turn the power off.
- Jobs in process might be interrupted and lost.

To shut down

1. Make sure the digital sender is idle.
2. At the control panel, press SETUP (ALT+F4). Then press SETTINGS (F2).
3. Select any of the configuration menus. If an administrator password is required, the **HP Digital Sender 8100C Administrator's Password** dialog box appears. Type the password and press OK (F1).
4. When the configuration menu appears, press TOOLS (F2).
5. Select **Shutdown** and press OK (F1).

Note A shutdown key sequence exists that will shut down the digital sender if it becomes unresponsive and therefore will not navigate to the **Shutdown** option. The code is: SHIFT+ALT+ ⁄ .

Resetting to factory defaults

Use this procedure for the following reasons:

- when you want to completely reconfigure the digital sender and all address books
- when instructed to do so by troubleshooting steps or HP customer support

Resetting the digital sender to factory defaults is a combination of resetting address books and resetting network parameters. It does the following:

- erases the administrator password
- locks the digital sender from use until the reset is complete
- erases the configuration for TCP/IP, DNS/WINS, security, e-mail, fax, and LDAP settings
- erases the contents of all public and personal address books, distribution lists, and phone books.

Notes about the procedure:

- After you reset the digital sender to the factory defaults, neither you nor any users can use the digital sender again until you have reconfigured it, starting with the steps under "Configure e-mail parameters" on page 20.

CAUTION This action cannot be undone.

To reset to factory defaults

1. Make sure the digital sender is idle.
2. At the control panel, press SETUP (ALT+F4). Then press SETTINGS (F2).
3. Select any of the configuration menus. If an administrator password is required, the **HP Digital Sender 8100C Administrator's Password** dialog box appears. Type the password and press OK (F1).
4. When the configuration menu appears, press TOOLS (F2).
5. Select **Factory defaults** and press OK (F1).
6. Press OK (F1) to confirm that you want to reset to factory defaults.

Checking the address book database

At any time, you can check the database of address books to correct problems and inconsistencies in the information.

Perform the database check for the following reasons:

- when the digital sender seems to be performing slowly for no apparent reason
- when the digital sender was inadvertently turned off during a sensitive operation (such as saving configuration changes)
- when you detect inconsistencies between address books and distribution lists
- when instructed to do so by troubleshooting steps or by HP customer support

Notes about the procedure:

- The procedure causes the digital sender to shut down and then restart.
- The procedure can take as long as 25 minutes, based on the amount of information in address books.

Note If the check fails, turn the digital sender off and back on, and then try again. If the problem persists, the address book database is beyond recovery. Clear the address book database (see page 39).

To check address books

1 Make sure the digital sender is idle.

2 At the control panel, press SETUP (ALT+F4).

3 Select any configuration menu. If an administrator password is required, the **HP Digital Sender 8100C Administrator's Password** dialog box appears. Type the password and press OK (F1).

4 When the configuration menu appears, press TOOLS (F2).

5 Select **Check Address Books** and press OK (F1).

6 Confirm that you want to perform the check. The digital sender shuts down and then checks the address book database as it restarts.

Clearing the data base

You may want to clear the address book data base if:

- You are changing the digital sender's user base (e.g. moving the digital sender to a different department)
- The address book has become corrupt and checking the address books (see page 38) has not corrected the problem

CAUTION Clearing the address book data base will erase all user profiles, e-mail addresses, e-mail lists, fax numbers, and fax lists.

To clear the address book data base

1 At the control panel, press SETUP (ALT+F4).

2 Select any configuration menu. If an administrator password is required, the **HP Digital Sender 8100C Administrator's Password** dialog box appears. Type the password and press OK (F1).

3 When the configuration menu appears, press TOOLS (F2).

4 Select **Clear data base**.

5 The confirmation dialog box appears. Press OK to clear the data base. Press CANCEL to exit.

6 The data base is cleared and the digital sender re-starts.

B/W Contrast

If e-mail or i-fax documents sent by the digital sender appear too light or too dark, the problem may be solved by adjusting the contrast. Use this feature much the same way you would use a similar function on a photocopier: decreasing the contrast lightens the scan of the image, increasing the contrast darkens it.

To change the contrast for sending

1. At the control panel, press SETUP (ALT+F4). Then press SETTINGS (F2).
2. Select any of the configuration menus. If an administrator password is required, the **HP Digital Sender 8100C Administrator's Password** dialog box appears. Type the password and press OK (F1).
3. When the configuration menu appears, press TOOLS (F2).
4. Select **B/W Contrast** and press OK (F1).
5. By default, the digital sender is set to Automatic. Press ENTER, then use ▲ and ▼ to switch to Manual. Press ENTER.
6. Use ◄ or ► to move to the contrast bar. Move the marker to the left to lighten the contrast, move the marker to the right to darken the contrast.
7. Press SAVE (F1).

Note In general, the **B/W Contrast** setting should be kept on Automatic unless a contrast adjustment is necessary to improve readability.

Creating and maintaining user profiles

This section contains information about user profiles that pertains to the administrator. See the user guide for details on other uses.

The administrator determines who can create and modify user profiles in these ways:

- If Allow user self-registration in the **General** configuration menu is on, users can create and modify their own profile. The administrator can see and modify any user profile, including user passwords.
- If Allow user self-registration in the **General** configuration menu is off, only the administrator can create and modify user profiles, including user passwords.
- The administrator can also enable or disable guest usage of the digital sender (**General** configuration menu). If disabled, anyone wishing to use the digital sender would be required to have a user profile.

To create a user profile

1. At the control panel, press SETUP (ALT+F4). Then press USERS (F1).
2. If an administrator password is required, the **HP Digital Sender 8100C Administrator's Password** dialog box appears. Type the password and press OK (F1).
3. Type a name in the Users field and press ADD (F1).

Note You may want to use a naming convention for all user names, such as last name_first name or first name_last name.

4. Type the user's e-mail address, password, and password confirmation, pressing ENTER after each field.
5. Press OPTIONS (F2) and select YES (F1) or NO (F4) for each option in the user profile.
6. Press OK (F1). The user profile can now be used to send e-mail, send faxes, and print.

To change a user profile

1. At the control panel, press SETUP (ALT+F4). Then press USERS (F1).
2. If an administrator password is required, the **HP Digital Sender 8100C Administrator's Password** dialog box appears. Type the password and press OK (F1).
3. Select a name in the list of users by using the arrow keys or type the profile name in the Users field and press MODIFY (F3).
4. Modify the name, e-mail address, password, and password confirmation, pressing ENTER after each field.
5. Press OPTIONS (F2) and select YES (F1) or NO (F4) for each option in the user profile.
6. Press OK (F1).

To delete a user profile

1. At the control panel, press SETUP (ALT+F4). Then press USERS (F1).
2. If an administrator password is required, the **HP Digital Sender 8100C Administrator's Password** dialog box appears. Type the password and press OK (F1).
3. Highlight a name in the list of users or type the profile name in the Users field and press DELETE (F3).
4. Press OK (F1) to delete the user profile. Press CANCEL (F4) to return to the Users screen without deleting the profile.

CAUTION Deleting a user profile also deletes that user's address book.

Working with address books

This section contains information about address books that pertains to the administrator.

The administrator maintains these categories in the LISTS option of the SETUP (ALT+F4) menu:

- **Public E-mail Lists**
  Contains predefined groups of e-mail addresses available to any user. Only the administrator can change information in this address book.
- **Public E-mail Addresses**
  Contains e-mail addresses available to any user. Only the administrator can change information in this address book.
- **User's E-mail Lists**
  Contains a registered user's predefined groups of e-mail addresses. The user can change information in this address book through the LISTS option of the main menu.
- **User's E-mail Addresses**
  Contains e-mail addresses available to the registered user. The user can change information in this address book through the LISTS option of the main menu.
- **Fax Lists**
  Contains predefined groups of fax numbers available to any registered user. The user can change information in this address book through the LISTS option of the main menu.
- **Fax Numbers**
  Contains fax numbers available to any registered user. The user can change information in this address book through the LISTS option of the main menu.

Maintaining the Public Lists address book

Only the administrator can change information in the Public Lists address book.

To add a list to the Public Lists address book

1. Press SETUP (ALT+F4), then LISTS (F3).
2. Select **Public E-mail Lists**.
3. If an administrator password is required, the **HP Digital Sender 8100C Administrator's Password** dialog box appears. Type the password and press OK (F1).
4. Type the name for the distribution list.
5. Press ENTER.
6. Press OK (F1) to add the new list.
7. Type an address to add to the list and press ENTER.
8. Edit the information for the address and click SAVE (F1).
9. Repeat steps 7 and 8 for each address to add to the list.

To delete a list from the Public Lists address book

1. Press SETUP (ALT+F4), then LISTS (F3).
2. Select **Public E-mail Lists**.
3. If an administrator password is required, the **HP Digital Sender 8100C Administrator's Password** dialog box appears. Type the password and press OK (F1).
4. Type a list name or choose the distribution list name from the list.
5. Press DELETE (F3).
6. Press OK (F1) to confirm.

To add addresses to a distribution list

1. Press SETUP (ALT+F4), then LISTS (F3).
2. Select **Public E-mail Lists**.
3. If an administrator password is required, the **HP Digital Sender 8100C Administrator's Password** dialog box appears. Type the password and press OK (F1).
4. Select the distribution list you want to edit.
5. Press OK to modify the list.
6. Type an address to add to the list and press ENTER.
7. Edit the information for the address and click SAVE (F1).
8. Repeat steps 6 and 7 for each address to add to the list.

To delete addresses from a distribution list

1. Press SETUP (ALT+F4), then LISTS (F3).
2. Select **Public E-mail Lists**.
3. If an administrator password is required, the **HP Digital Sender 8100C Administrator's Password** dialog box appears. Type the password and press OK (F1).
4. Select the distribution list you want to edit.
5. Press OK (F1) to modify the list.
6. Select the addresses.
7. Press DELETE (F3).
8. Press OK (F1) to confirm the deletion.

Maintaining the Public E-mail address book

Only the administrator can change information in the Public E-mail address book.

To add an address to the Public E-mail address book

1. Press SETUP (ALT+F4), then LISTS (F3).
2. Select **Public E-mail Addresses**.
3. If an administrator password is required, the **HP Digital Sender 8100C Administrator's Password** dialog box appears. Type the password and press OK (F1).
4. Add an address by doing one of the following:
   - Type a name for this entry in the **Name** field and press ADD (F1).
   - If the digital sender is set to work with an LDAP server, begin typing the first letters of an entry and press SEARCH (F2). Use the ▲ and ▼ keys to select an entry and press OK (F1).
5. Change the name and e-mail information for this entry as necessary. Use TAB to move between fields.
6. Press SAVE (F1).
7. Repeat steps 4 through 6 for each address you want to add.
8. When finished, click SAVE (F1).

To delete an address from the Public E-mail address book

1. Press SETUP (ALT+F4), then LISTS (F3).
2. Select **Public E-mail Addresses**.
3. If an administrator password is required, the **HP Digital Sender 8100C Administrator's Password** dialog box appears. Type the password and press OK.
4. Type a display name or choose the address from the list using the arrow keys.
5. Press DELETE (F3).
6. Press OK (F1) to confirm.

CAUTION Deleting an address from the public e-mail address book also deletes that address from all public and personal distribution lists.

Maintaining user lists and addresses

To add, modify, or delete the addresses and lists for a particular registered user, follow the procedures in "Maintaining the Public E-mail address book" on page 46 and "Maintaining the Public Lists address book" on page 44 with the following provisions:

- Select User's E-mail Lists or User's E-mail Addresses from LISTS.
- Between steps 3 and 4, enter the user name.

Maintaining fax lists and numbers

Users and the administrator have access to fax lists and numbers. To add, modify, or delete fax lists and numbers, follow the procedures in the user guide with the following provisions:

- Press SETUP (ALT+F4), then LISTS (F3) to access the fax lists and fax numbers.
- The digital sender will not ask for a user name.

Changing the contrast level of the LCD

Use this procedure to change the contrast of the display on the control panel. You might want to do this, for example, to adjust for lighting conditions in your office.

To change contrast level

You can change the contrast level at any time. The digital sender does not need to be idle.

At the control panel, press the following while at the main menu or during login:

SHIFT+ALT+ ▲ (decreases)
SHIFT+ALT+ ▼ (increases)

Upgrading the digital sender firmware

If you register with the digital sender website (http://www.digitalsender.hp.com), you will be notified by e-mail when a firmware upgrade is available for the digital sender.

Notes about the procedure:

- When you upgrade the digital sender firmware, you replace the existing firmware image with one or more new files.
- The digital sender is locked from use until the upgrade has finished.
- This procedure causes the digital sender to shut down and restart.
- The upgrade interrupts any job in progress.
- If the digital sender detects a problem with the new firmware version, it automatically reverts to the old version.
- The upgrade takes from 1 to 5 minutes.

To upgrade the digital sender firmware

1. Download the firmware upgrade file from the digital sender website (http://www.digitalsender.hp.com) to a computer which shares the network with the digital sender.
2. Follow the instructions on the website for upgrading the firmware image.

At the end of the procedure, you are notified of the upgrade's success or failure.

Backing up and restoring the digital sender

The Backup and Restore utilities save and recover the configuration of all personal and public address books, and the configuration of the digital sender. These utilities are stored in the \Utility folder on the product CD and must be installed on a computer on the same network as the digital sender.

To install the Backup and Restore utilities

1. On the product CD, browse to the Utilities folder.
2. Review the Readme.txt file
3. Run Install.bat. The utilities are installed to C:\HP 8100C\Utility.

Note Backup and Restore are command line programs which can be run from a .bat or .cmd file.

Backing up the digital sender

Use this procedure:

- After configuring the digital sender, creating users, and configuring public and personal address books
- Periodically to ensure recoverability of the digital sender to a desired state
- Before performing firmware upgrades

Backup saves the configuration of the digital sender to a .tgz file on your hard drive.

To back up the digital sender

1. Make sure the computer you are using has the Backup and Restore utilities installed.
2. At a command line, run Backup using the following syntax: `backup.exe/dir:`*`Backup Directory`*`/d:`*`Digital Sender`* `/p:`*`Administrator Password`*`/l/tr`

Note Example: backup.exe /dir:c:\data /d:xxx.xxx.xxx.xxx /p:password /l /tr

Restoring the digital sender

Use this procedure:

- After initializing the address books
- After performing a Restore to factory defaults
- When instructed to do so by HP Customer Support

Note This procedure will erase any changes made to the address books and configurations since a backup image was created.

To restore the digital sender

1. Make sure the computer you are using has the Backup and Restore utilities installed.
2. At a command line, run Restore using the following syntax: `restore.exe/f:`*`Restore File`*`/d:`*`Digital Sender`* `/p:`*`Administrator Password`*`/l/tr`

Note Example: restore.exe /f:c:\data\data.tgz /d:xxx.xxx.xxx.xxx / p:password /l /tr

Backup and Restore codes

Source	Description
/dir	Directory must be in a volume supporting long file names.
/d	Digital sender network name or IP address.
/p	Digital sender administrator password.
/l	Log results in log file (backup.log or restore.log).
/tr	Log low level activity in trace file (backup.trc or restore.trc).
/f	Restore file, generated by previous backup.

Cleaning the digital sender

Digital Sender glass

When to clean:

- as necessary
- when vertical streaks appear on electronic forms of sent documents

To clean the glass

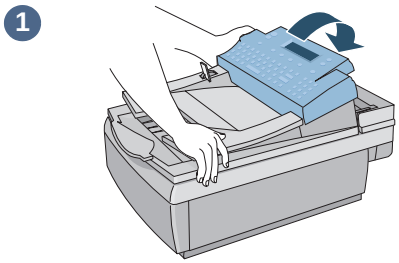
Clean the glass surface gently using a soft cloth. Do not press hard on the glass surface (you could break the glass). You may dampen the cloth with water, isopropyl alcohol, or window cleaner, if necessary.

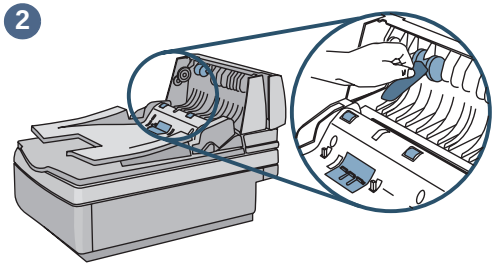
CAUTION Do not use other cleaning fluids. They may damage the digital sender. Never spray cleaning fluid directly on the digital sender glass.

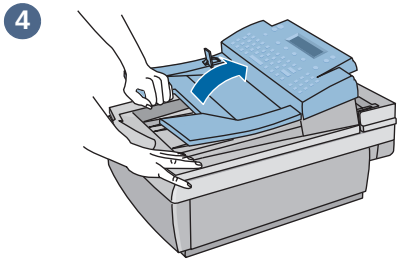
ADF

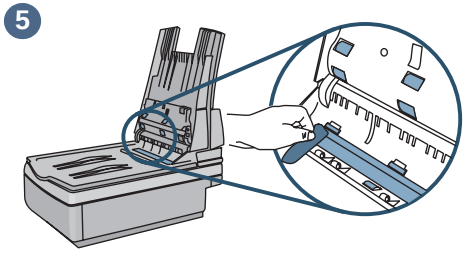
When to clean:

- if paper documents in good condition begin to mis-feed
- when vertical streaks appear on electronic forms of sent documents





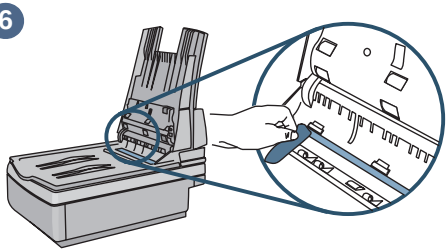




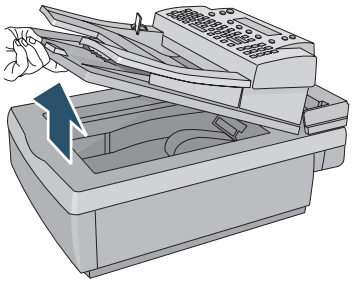
To clean the ADF

1. Raise the control panel access hatch.
2. Wipe the rollers and separation pad with a soft, clean, lint-free cloth. You may dampen the cloth with isopropyl alcohol, if necessary.
3. Close the access hatch. Be sure it snaps down on both sides.
4. Raise the input tray.
5. Wipe the top of the ADF window (the clear plastic window) and rollers with a soft, clean, lint-free cloth. You may dampen the cloth with water, isopropyl alcohol, or window cleaner, if necessary.

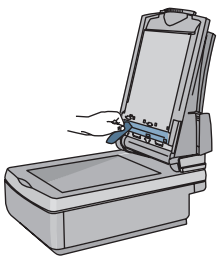
6



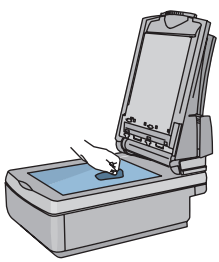
7



8



9



6 Check the flat gray bar above the ADF window. The bar should have no black or other markings. If necessary, clean the flat gray bar.

7 Raise the output tray.

8 Wipe the bottom of the ADF window (the clear plastic window) with a soft, clean, lint-free cloth. You may dampen the cloth with water, isopropyl alcohol, or window cleaner, if necessary.

9 To eliminate vertical streaks, clean the flatbed glass, especially near the top of the glass.

CAUTION

Do not use other cleaning fluids. They may damage the ADF window. Never spray cleaning fluid directly on the ADF.

4 Troubleshooting

Sources for information about problems

Sources for information about problems

Source	Description
Control panel messages	Messages on the control panel display when there are problems. See “Control panel messages” on page 56 for a list of messages and recommended actions.
Job(s) state	This screen reveals the status of the last five jobs processed by the digital sender. See “Job(s) state” on page 32 for details.
Revision page	The Revision page that you can display at the control panel is an important troubleshooting tool. Ability to display the page indicates that the digital sender is operating correctly. Information on the page reveals the status of your network and the network interface card. The page is also your reference for information about firmware versions and product numbers (sometimes needed when you contact HP customer support). See “Revision page” on page 33 for details.

Troubleshooting the digital sender

General digital sender troubleshooting

Use the table in the user guide to solve common problems encountered while using the digital sender. Contact HP customer support (see page 67) if the actions suggested there do not resolve the problem.

Control panel messages

The following table lists the messages the control panel might display which may require the administrator's attention. The table also lists the cause of the message, and recommended actions. See the user guide for other control panel messages.

Note The messages are listed in alphabetical order. Messages that report normal status are not included.

Control panel messages

Message	Description	Actions
AB Error *codes.*	An internal problem in accessing address books has occurred.	● Turn the digital sender off and then back on. ● Perform a database check (see "Checking the address book database" on page 38). ● If the problem persists, note the error codes and contact HP customer support.
The default "From" e-mail address is not set. Cannot send e-mail messages if "From" field is not provided either at control panel or in registered user profile.	A default **FROM** e-mail address is missing from the configuration.	● Use the **E-mail** configuration menu to configure the default **FROM** e-mail address. ● If the problem persists, contact HP customer support.
The DNS configuration is inconsistent. Please check.	There is a problem with the DNS (Domain Name System) configuration.	● Using the **Network** configuration menu, make sure that you have correctly configured a DNS server and default domain. ● Try reentering the information in the configuration menu. ● If the problem persists, contact HP customer support.

Control panel messages (continued)

Message	Description	Actions
The e-mail configuration is inconsistent. Please check.	There is a problem with the e-mail configuration.	● Using the **E-mail** configuration menu, make sure that you have correctly configured the e-mail server address and e-mail default **FROM** address. ● Try reentering the information in the **Network** configuration menu. ● Turn the digital sender off and then back on. ● If the problem persists, contact HP customer support.
The e-mail function isn't configured. Please contact the administrator or refer to the documentation.	There is a problem with the e-mail configuration.	● **See "Configure e-mail parameters" on page 20.**
E-mail server not available. Contact the administrator.	You selected the e-mail function, but the e-mail server is turned off or cannot be reached.	● Turn the digital sender off and then on again. ● Make sure all cabling is securely connected. ● Make sure the e-mail server is running and can be reached from the portion of the network on which the digital sender is installed. ● Make sure the network interface card is communicating with the network. To do this, verify that the TCP/IP status parameter on the Revision page reads READY, and then try to reach the digital sender using a network command such as ping.
Errors were found when checking the address book. Initialize address book?	An internal check of the address book database found significant problems.	● Reset address books by answering "Yes" to the control panel question. Wait for the reset to complete and then restore a backup copy of the address book.
The I-fax configuration is inconsistent. Please check.	There is a problem with the I-fax configuration.	● Using the **I-fax** configuration menu, make sure that you have correctly configured the I-fax domain, fax account e-mail address, fax prefix and/or fax postage. ● Try reentering the information in the **Network** configuration menu. ● Turn the digital sender off and then back on. ● If the problem persists, contact HP customer support.
The i-fax function isn't configured. Please contact the administrator or refer to the documentation.	There is a problem with the i-fax configuration.	● **See "Configure I-fax parameters" on page 21.**
Internal error. *codes* Digital Sender halted.	Internal problem.	● See the internal error table starting on page 61.

Control panel messages (continued)

Message	Description	Actions
Invalid credentials. Check account name and password.	The account name and password that have been configured for authenticating LDAP searches are invalid.	● Use the **E-mail** configuration menu at the control panel to change the account name and password.
Invalid password. Press any key to retry.	The digital sender did not recognize the password you entered.	● Press any key and then retype the password. The password is case-sensitive, so make sure you type the right combination of uppercase and lowercase letters. ● If the problem persists see "Erasing administrator password" on page 30.
JetDirect not responding. Please check the card or the firmware version.	The firmware version of the HP JetDirect print server (interface card) installed in the digital sender is not compatible with the product.	● Contact HP customer support.
The LDAP configuration is inconsistent. Please check.	There is a problem with the LDAP configuration.	● Using the **E-mail** configuration menu, make sure that you have correctly configured the LDAP server. ● Try reentering the information in the **E-mail** configuration menu. ● Turn the digital sender off and then back on. ● If the problem persists, contact HP customer support.
LDAP protocol error.	The LDAP search could not complete because of a problem with a network connection or LDAP server.	● Turn the digital sender off and then back on. ● Check that the other functions of the digital sender are working. ● Make sure the LDAP server is functioning properly. ● If the problem persists, contact HP customer support.

Control panel messages (continued)

Message	Description	Actions
The LDAP server is currently unreachable. Contact the administrator.	There is a problem with either the LDAP server or the network.	● Try again later. ● Check that all cabling is securely connected. ● Using the **Network** and **E-mail** configuration menus, make sure you have correctly configured all TCP/IP addresses, the LDAP server name, and (optionally) the LDAP port number. ● If you use symbolic names, make sure you have correctly configured a DNS or WINS server in the **Network** configuration menu. ● Check that the network is working correctly using a network command such as ping. ● Check with the LDAP server administrator to make sure the LDAP server is running. ● Check that the network is properly configured. ● If the problem persists, contact HP customer support.
Network error *codes*.	There is a problem with the network interface card.	● Turn the digital sender off and then back on. ● Check the TCP/IP status parameter on the Revision page. If it displays READY, try reaching the digital sender using a network command such as ping. If it displays ERROR, note the codes and contact HP customer support.
No matches found.	There is no entry in the LDAP directory that matches your search string and search criteria.	● Check the accuracy of your search string and search criteria.
Object not found. Check your configuration.	Either the search root or the name/password combination for authenticating searches in the LDAP server is incorrect.	● Use the **E-mail** configuration menu at the control panel to correct the search root or name/password combination.
Partial results. Check your configuration.	The search root for searches in the LDAP server is incorrect.	● Use the **E-mail** configuration menu at the control panel to correct the search root.
Passwords do not match. Press any key to retry.	During the procedure to change password, the confirming password that was entered did not match the first password.	● Try again.

Control panel messages (continued)

Message	Description	Actions
Search error.	An unexpected problem occurred in the LDAP search (for example, memory shortage, or problem with the network link or LDAP server).	● Try the search again. ● Turn the digital sender off and then back on. ● If the problem persists, contact HP customer support.
Sorry, you have typed an incorrect password. Please retype your password.	The digital sender did not recognize the password you typed.	● Press any key to clear the message, and then retype the password. Passwords are case-sensitive, so make sure you enter the correct combination of lowercase and uppercase letters. ● Check the user profile for the password.
This operation can require several minutes. Do you really want to proceed?	You are being asked to confirm that you want to check the address book database.	● Press OK to continue with the database check or press CANCEL to cancel. If you continue, the digital sender shuts down and restarts.
This user is not registered. Please add them.	The user needs a user profile.	● **See "Creating and maintaining user profiles" on page 41.**
This will clear the configuration and all the destinations. Do you really want to proceed?	You are being asked to confirm that you want to reset the digital sender to the factory defaults.	● Press OK to continue with the reset or press CANCEL to cancel.
This will clear your changes. Do you really want to proceed?	You are being asked to confirm that you want to discard all changes that you have made in the configuration menu.	● Press OK to discard your changes; this takes you out of the configuration menu. Press CANCEL to return to the configuration menu, where you can use SAVE to save the changes before exiting.
The user name you typed was not found. Contact the administrator.	The digital sender did not recognize the user name you entered.	● Make sure the name is correct and try again.
The WINS configuration is inconsistent. Please check.	There is a problem with the WINS (Windows Internet Naming Service) configuration.	● Try reentering the information in the **Network** configuration menu. ● If the problem persists, contact HP customer support.
You do not have sufficient access rights.	The account name used to authenticate searches with LDAP server has insufficient rights to access the information.	● Use the **E-mail** configuration menu at the control panel to change the account name and password.
You need to become a registered user to use this digital sender. Please contact your admin.	**Allow user self-registration** in the **General** configuration menu is disabled.	● The administrator must add the user. See "Creating and maintaining user profiles" on page 41. ● Enable **Allow user self-registration.**

Internal error message descriptions and actions

Code	Description	Actions
	NOTE Every internal error message has a code associated with it. Use the code to locate the description and action.	
5,*xxxxx*	Internal software or hardware problem.	● Turn the digital sender off and then back on. ● Verify control panel access hatch is snapped into place. ● Verify all cables are seated securely. ● If the problem persists, note the code and contact HP customer support.
7,*xxxxx*	Internal failure.	● Turn the digital sender off and then back on. ● Reconfigure all network parameters. ● If the problem persists, note the code and contact HP customer support.
10,0	Failure initializing address books.	● Turn the digital sender off and then back on. ● Check the address book database (see "Checking the address book database" on page 38). ● Clear the address book. ● Reset the digital sender to factory defaults (see "Resetting to factory defaults" on page 37). NOTE: This also erases the administrator password, all TCP/IP configuration, and all public and personal address books. ● If the problem persists, note the code and contact HP customer support.

Troubleshooting network problems

Network interface card troubleshooting

Several parameters on the Revision page provide helpful information about the print server. In particular, the TCP/IP status parameter indicates whether the print server is actively connected to the network or whether an error condition exists.

See “Revision page” on page 33 for a description of all parameters and for steps on how to access the Revision page.

If the digital sender fails to connect to the network, verify the following information is correctly entered in the **Network** configuration menu.

- IP address
- IP subnet mask
- IP gateway

Refer to http://www.digitalsender.hp.com for advanced network troubleshooting guides.

5 Warranty and support information

Hewlett-Packard limited warranty statement

HP PRODUCT	DURATION OF WARRANTY
HP Digital Sender 8100C	One year

1 HP warrants HP hardware, accessories, and supplies against defects in materials and workmanship for the period specified above. If HP receives notice of such defects during the warranty period, HP will, at its option, either repair or replace products which prove to be defective. Replacement parts may be either new or like-new.

2 HP warrants that HP software will not fail to execute its programming instructions, for the period specified above, due to defects in material and workmanship when properly installed and used. If HP receives notice of such defects during the warranty period, HP will replace software media which does not execute its programming instructions due to such defects.

3 HP does not warrant that the operation of HP products will be uninterrupted or error free. If HP is unable, within a reasonable time, to repair or replace any product to a condition as warranted, customer will be entitled to a refund of the purchase price upon prompt return of the product.

4 HP products may contain remanufactured parts equivalent to new in performance or may have been subject to incidental use.

5 The warranty period begins on the date of the delivery or on the date of installation if installed by HP. If customer schedules or delays HP installation more than 30 days after delivery, warranty begins on the 31st day from delivery.

6 Warranty does not apply to defects resulting from improper or inadequate maintenance or calibration, software, interfacing, parts or supplies not supplied by HP, unauthorized modification or misuse, operation outside of the published environmental specifications for the product, or improper site preparation or maintenance.

Note

Operation of the digital sender beyond the limit of its nominal duty cycle (scanning greater than the equivalent of 3300 pages per month) shall be deemed digital sender abuse and all repairs thereafter are to be billed on a time-and-materials basis.

7 TO THE EXTENT ALLOWED BY LOCAL LAW, THE ABOVE WARRANTIES ARE EXCLUSIVE AND NO OTHER WARRANTY, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED AND HP SPECIFICALLY DISCLAIMS THE IMPLIED WARRANTIES OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

8 HP will be liable for damage to tangible property per incident up to the greater of $300,000 or the actual amount paid for the product that is the subject of the claim, and for damages for bodily injury or death, to the extent that all such damages are determined by a court of competent jurisdiction to have been directly caused by a defective HP product.

9 TO THE EXTENT ALLOWED BY LOCAL LAW, THE REMEDIES IN THIS WARRANTY STATEMENT ARE THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HP BE LIABLE FOR LOSS OF DATA OR FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE.

10 FOR CONSUMER TRANSACTIONS IN AUSTRALIA AND NEW ZEALAND; THE WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT OR MODIFY AND ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU.

Hewlett-Packard Year 2000 warranty

Subject to all of the terms and limitations of the HP Limited Warranty Statement provided with this HP Product, HP warrants that this HP product will be able to accurately process date data (including, but not limited to, calculating, comparing, and sequencing) from, into, and between the 20th and 21st centuries, and the year 1999 and 2000, including leap year calculations, when used in accordance with the Product documentation provided by HP (including any instructions for installing patches or upgrades), provided that all other products (e.g., hardware, software, firmware) used in combination with such HP product(s) properly exchange date data. The duration of the Year 2000 warranty extends through January 31, 2001.

Replacement parts and accessories

You can obtain replacement parts for your HP Digital Sender 8100C by contacting your sales representative or your Hewlett-Packard dealer.

Replacement parts and accessories

Item	Part or product number
Documentation CD-ROM (full set)	C7707-60009
Welcome Poster	C7707-90004
Welcome Poster (Eastern Europe)	C7707-90015
ADF window	C5195-16511
Bumper foot	C4557-40118
Control panel clip	C7707-40005

HP customer support options worldwide

You can call HP for support using the table below. For all other support information, such as obtaining printer drivers or help using an online server, see **"HP support" on page 69**.

Customer Support and Product Repair Assistance for the U.S. and Canada

(See the administrator guide for additional product repair information.)

Call (1) (208) 323-2551 in the U.S. Monday through Friday from 6 am to 6 pm (Mountain Time) free of charge for 90 days. The 90-day period begins with the first support call, and it must be within the one-year hardware warranty period. However, your standard long-distance phone charges still apply. Have your product nearby and your serial number ready when calling.

After your free telephone-support period has expired, fee-based telephone assistance is available to answer your product questions. Call (1) (900) 555-1500 ($2.50* per minute, U.S. only) or call 1-800-999-1148 ($25* per call, Visa or MasterCard, U.S. and Canada) Monday through Friday from 6 am to 6 pm (Mountain Time). *Charges begin only when you connect with a support technician. *Prices subject to change.*

European Customer Support Center Language and In-Country Options Available

Open Monday through Friday 8:30–18:00 CET *(unless otherwise noted)*

HP provides a free telephone support service for 90 days, beginning with the first support call, but it must be within the one-year warranty period. By calling a telephone number listed below, you will be connected to a responsive team waiting to help you. If you require support after your 90-day free phone support has expired, you can receive support for a fee through the same telephone number. The fee is charged on a per-incident basis. When calling HP, have the following information ready: product name and serial number, date of purchase, and description of the problem.

English	Ireland: +353 (0)1 662 5525 U.K.: +44 (171) 512-5202 International: +44 (0)171 512 52 02	**Hebrew**	+972 (0)9 9524848 *(09:00-18:00 CET Sunday-Thursday)*
Czech	+42 (0)2 6130 7310 *(08:00-18:00 Monday-Thursday; 08:00-16:30 Friday)*	**Hungarian**	+36 (0)1 382 1111
Danish	(45) 3929-4099	**Italian**	Italy: +39 02 264 10350
Dutch	Belgium: +32 (0)2 626 8806 Netherlands: +31 (0)20 606 8751	**Norwegian**	+47 22 11 6299
Finnish	+358 (0)203 47 288	**Polish**	+351 (0)1 3176333
French	Belgium:+32 (0)2 626 8807 France: +33 (0)1 43 62 34 34	**Portuguese**	Portugal: +7 095 797 3520 *(09:00-18:00 CET)*
German	Germany: +49 (0)180 52 58 143 *(24PF/min)* Austria: +43 (0)7114 201080	**Russian**	+27 86 000 1030 *(08:00-17:00 CET)*
Greek	+30 (0)1 689 64 11 *(09:00-17:00 CET)*	**Spanish**	Spain: +46 (0)8 619 2170
		Swedish	+41 (0)848 80 11 11
		Switzerland	+90 212 224 59 25
		Turkey	+44 (0)171 512 52 02

All other countries worldwide: Use the telephone number below for your country to obtain support during the warranty period.

Argentina	(541) 778 8380	**Japan**	+81 3 3335-8333
Australia	+61 3 8877-8000	**Malaysia**	+60 (3) 295 2566
Brazil	(011) 829 6612	**Mexico**	01 800 472 6684
Canada	(1) (905) 206-4663	**Middle East/Africa**	(41) (22) 780-7111
China	+86 (0)10 6564 5959	**New Zealand**	+64 (9) 356 6640
Chile	800 360 999	**Philippines**	+63 (2) 867 3551
Hong Kong	+85 (2) 2802 4098	**Singapore**	+65 272 5300
India	+91 11 682-6035	**South Africa**	+34 902 321 123
	+91 11 682-6069	**Taivvan**	+886 (2) 2717 0055
Indonesia	+62 (21) 350 3408	**Thailand**	+66 (2) 661 4000
Korea (Seoul)	+82 (2) 3270 0700	**Venezuela**	800 47 888
Korea (outside Seoul)	080 999-0700	**Viet Nam**	+84 (0) 8 823 4530

HP support

Online services: for 24-hour access to information over your modem, we suggest these services:	**World Wide Web URL** - Firmware upgrades, printer drivers, updated HP printer software, plus product and support information may be obtained from the following URLs: for HP Digital Sender 8100C http://www.digitalsender.hp.com in the U.S. http://www.hp.com in Europe http://www2.hp.com Printer drivers may be obtained from the following sites: in Japan ftp://www.jpn.hp.com/drivers in Korea http://www.hp.co.kr in Taiwan http://www.hp.com.tw or the local driver website http://www.dds.com.tw
	America Online - America Online/Bertelsmann is available in the U.S., France, Germany, and U.K. - Printer drivers, updated HP printer software, and support documentation to help answer your questions about HP products are available. Use Keyword HP to start your tour or call 1-800-827-6364 preferred customer # 1118 to subscribe. In Europe, call the appropriate number below: Austria 022 58 58 485 France +353 1 704 90 00 Germany 0180 531 31 64 (24PF/min) Switzerland 0848 80 10 11 United Kingdom 0800 279 1234
Obtaining software utilities and electronic Information:	See **"HP customer support options worldwide" on page 67**.
HP direct ordering for accessories or supplies:	Call 1-800-538-8787 (U.S.) or 1-800-387-3154 (Canada).
HP Support Assistant CD-ROM:	This support tool offers a comprehensive online information system designed to provide technical and product information on HP products. To subscribe to this quarterly service call 1-800-457-1762 in the U.S. or Canada; +31 555 384279 in Europe (0800 960 274 in the U.K.); (65) 740-4477 in the Asia/Pacific region; and 1-801-431-1587 in Latin America.
HP Service Information:	To locate HP-Authorized Dealers, call 1-800-243-9816 (U.S.) or 1-800-387-3867 (Canada).
HP Service Agreements:	Call 1-800-835-4747 (U.S.) or 1-800-268-1221 (Canada). Extended Service: 1-800-446-0522.
Locating HP Resellers	Hewlett-Packard appliances, peripherals, personal computers, supplies, and accessories are available at HP authorized resellers worldwide. To find the one nearest to you, contact: United States: 1-877-DSENDER (373-6337) Canada: 1-800-387-3867 Europe: http://www.hp.com and select Assistance and Other Countries

A Specifications

Equipment specifications

Feature	Description
Product type	● Flatbed and sheetfed
Scanning element	● Charged-coupled device
Light source	● Cold Cathode Fluorescent Lamp (CCFL)
Interface	● Ethernet 10BaseT
Optical resolution	● 600 dpi (dots per inch)
Maximum scanning speed	● B/W sending quality: 4 pages per minute ● Color sending quality: 3 pages per minute ● Photo sending quality: 3.5 pages per minute
Image processing	● Black-and-white documents ● Color documents ● Color and black-and-white documents ● High-resolution color and black-and-white photographs (print only)
Compression	● Software: HP Smart Compression Imaging Technology utilizing CCIP, G4, and optimized JPEG compression
AC line voltage	● 100 to 240 Vac, 50 to 60 Hz
Power consumption	● 30 W idle ● 38 W operating
Noise pressure levels	● 56 dB when operating the flatbed ● 68 dB when operating the ADF
Weight	● 10.9 kg (24.0 lb)
Duty cycle	● 3,300 pages per month
Control panel display	● 240-by-64 pixels graphic LCD ● Blue dots on silver-gray background

Feature	Description
Keypad	● 40-key alphabetic keypad ● 12-key numeric keypad ● Help key ● Simplex/duplex key for single-sided or double-sided scanning ● Green “go” button and red “stop” button ● 4 context-sensitive function keys
Scan engine	● Full-color and grayscale ADF (automatic document feeder) and flatbed scans ● Image calibration ● Color and tonal adjustment ● Data scaling and enhancement
Automatic document feeder (ADF)	● 25-page capacity ● High feeding accuracy and reliability ● Variety of paper sizes and weights ● Correct order output ● Automatic start and stop at any speed

Environmental ranges

	Temperature
Operating	10 to 35° C (50 to 95° F)
Storage	-40 to 60° C (-40 to 140° F)
	Humidity
Operating	10 to 80% noncondensing (10 to 35° C)
Storage	0 to 90%

CAUTION The operating environment should be stable, with no abrupt changes in temperature or humidity, or your digital sender might be damaged. If you move the digital sender from a cold to a warm environment, wait about two hours before using it.

Supported capabilities

Operating capabilities

Description	Maximum
Multiple selections at control panel (combination of each individual e-mail address and each distribution list)	128
Destinations for an e-mail message (combination of all individual e-mail addresses and all addresses in selected distribution lists)	1,024
Destinations for a fax transmission	1,024
Characters in a telephone number	80

Memory capabilities

Description	Maximum
Users	4,096
Public e-mail addresses	200,000
Fax numbers	2,048
Size of public e-mail distribution lists	512
Number of public e-mail distribution lists	512
Size of fax distribution list	512
Number of fax distribution lists	512
Public HP JetSend-enabled printers	64
Size of personal e-mail address book	256
Number of personal distribution lists	100
Length of user’s name	31
Length of display name	31
Length of user’s password	15
Length of distribution list name	31
Length of fax number	79
Length of e-mail address	255

Declarations of Conformity

EU Declaration of Conformity

According to ISO/IEC Guide 22 and EN 45014

Manufacturer's Name: Hewlett-Packard Company

Manufacturer's Address: Greeley Hardcopy Division
700 71st Avenue
Greeley, Colorado 80634
USA

Declares that the product

Product Name: HP Digital Sender 8100C
Model Numbers: C7707 (may contain suffix)
Product Options: C7707

Conforms to the following specifications:

SAFETY IEC 950:1991+A1:1992+A2:1993+A3:1995+A4:1996
EN 60950:1992 +A1:1992+A2:1993+A3:1995+A4:1997+A11:1997
EN 60825-1:1994 Class 1

EMC CISPR 22:1993+A1+A2, Class B/ EN 55022:1994+A1+A2, Class B
IEC 1000-3-2:1995 / EN 61000-3-2:1995
IEC 1000-3-3:1994 / EN 61000-3-3:1995
EN 50082-1:1992

IEC 801-2:1991 / prEN 55024-2:1992	± 4 KV CD; ± 8 KV AD
IEC 801-3:1984 / prEN 55024-3:1991	3 V/m
IEC 801-4:1988 / prEN 55024-4:1992	± 1.0 KV power lines

Supplementary information:

The product herewith complies with the requirements of the Low Voltage Directive 73/23/EEC and the EMC Directive 89/336/EEC and carries the CE-marking accordingly.
LEDs in this product are Class 1 in accordance to EN60825-1.

Greeley, Colorado, USA, December 1999

_____
Jodi Schilling - Quality Manager

European Contact: Your local Hewlett-Packard Sales and Service Office or Hewlett-Packard GmbH, Department ZQ/Standards Europe, Herrenberger Straße 130, D-71034 Böblingen (Fax: +49-7031-14-3143)

FCC Declaration of Conformity

Manufacturer's Name: Hewlett-Packard Company

Manufacturer's Address: Greeley Hardcopy Division
700 71st Avenue
Greeley, Colorado 80634
USA

Contact Person: GHC Regulatory Manager
Telephone: 970-350-5600
Product Name: HP Digital Sender 8100C
Model Numbers: C7707 (may contain suffix)
Product Options: C7707

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. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

Any changes or modifications to the digital sender that are not expressly approved by Hewlett-Packard could void the user's authority to operate this equipment. Only use the cables, connectors, power cords and accessories supplied with this equipment or expressly approved by Hewlett-Packard.

Test report on file: C7707-1
Date: December, 1999

German noise declaration

Geräuschemission

LpS <70 dB
am Arbeitsplatz
normaler Betrieb
nach DIN 45635 T. 19
Die Daten sind die Ergebnisse von Typprüfungen.

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