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Compaq C3-1000
First Edition (August 2000)



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1

Getting Started

This section will help get you started using your new Compaq C³ 1000 quickly.

Follow the Quick Set Up poster

First, follow the Quick Set Up poster. This illustrates how to safely unpack your C³ 1000, connect the cables, and install the ink cartridges.

Once you have finished setting it up, you are ready to install the software.

About the Software

Although your Compaq C³ 1000 can be used as a stand alone copier, you will get the greatest benefit from your A1500 by connecting it to your computer and installing the included software.

Installing the software will allow you to:

- Print from your computer
- Scan images to your computer
- Scan documents to email or word processors
- Adjust the Compaq C³ 1000 settings
- Upload image albums to the internet
- And more!

What's on the CD

The software is located on the C³ 1000 Drivers CD. The CD includes the following software:

Printer driver

The printer driver tells the computer what kind of a printer you are using and controls the various settings, such as print quality and paper type. You define these settings within the printer driver, which then communicates the settings to both the computer and the printer.

Scanner driver

The scanner driver allows you to scan images from any graphics or OCR (Optical Character Recognition) applications program that supports the TWAIN standard; for example, *Kodak Imaging*, *Microsoft Paint*, etc.

Compaq C³ 1000 utilities

The Compaq utility software allows you to control how you want to use your Compaq C³ 1000 to print, copy, and scan.

With the utility software, you can access your printer properties, change your default settings, and set your scanning applications.

Media Browser

Use Media Browser to manage your images. Create image albums, enhance your images, and post your albums to the internet.

ReadIRIS (OCR)

With ReadIRIS, you can scan documents and convert them to text. Load the text files into your favorite word processor for editing.

System requirements

Make sure your computer has the minimum system requirements:

- 486 processor (recommend Pentium 100 or better for optimum performance).
- Microsoft Windows 98 Second Edition, Windows Millennium, or Windows 2000.
- 32 MB RAM (64 MB RAM or more for optimum performance, and 128 MB or more for scanning large images).
- 40 MB available hard drive space (100 MB for a full installation).
- Additional minimum of 100 MB free hard drive space recommended for full-color scanning.
- CD-ROM drive required for software installation.

Note: *The Compaq Limited Warranty excludes the use of the C3 1000 outside of the country of purchase. See your Limited Warranty Statement for more details.*

Installing the Software

Before you start, make sure your computer meets or exceeds the system requirements for the drivers and application programs you want to install. See the *System Requirements* listed above.

To install the Compaq C³ 1000 software

- 1 Turn on your computer and let it complete its start up into Windows.
- 2 Plug in the C³ 1000 power cable, then connect the USB cable to the PC.

3 Windows then detects new hardware.



Important:

For proper software installation, you MUST cancel the Add New Hardware wizard!


Windows detects that you have installed the Compaq C³ 1000 and asks you for the Driver disk. Select the Cancel button on the above dialog. If you are starting Windows for the first time, Windows asks you to select a printer. Again, select Cancel.

- 4 Put the C³ 1000 Driver CD in the CD-ROM drive. The installation will start after a short period of time. If the CD does not run automatically, you will need to start it yourself:
 - a Click Start > Run.
 - b Type x:\setup.exe
(where x is the drive letter for your CD-ROM drive)
 - c Click OK.
- 5 When the C³ 1000 setup screen appears, follow the on-screen instructions to complete the software installation.

Component locations

Take a moment to become familiar with the main components of your C³ 1000.



| # | Component | Description |
|---|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Control Panel | Controls the functions of the C3 1000 |
| 2 | Scanner cover | Covers the scanner glass. Lift or remove to scan. |
| 3 | Input tray latches | Press down on the two latches to open the input tray. Used when adjusting the paper width, loading envelopes, or clearing paper jams. |
| 4 | Input tray | Place blank paper into the input tray for printing. |
| 5 | Front door | Open the front door for access to the ink cartridges or scanner lock. |
| 6 | Exit tray | Extend the paper exit tray to support your printed documents.  |

Control Panel features

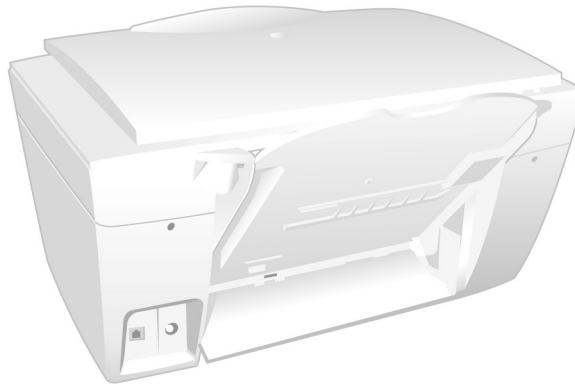
The control panel provides you access to many features of the C³ 1000:



| # | Button | Description |
|----|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Power | Turns the power on or off. |
| 2 | Form Feed | Use to continue printing after reloading the paper tray when it runs out of paper during a print job. Also removes paper if paper does not exit after printing. |
| 3 | Menu | Display a menu of the current settings. Press repeatedly to cycle through all menus, and the Up/Down buttons to change the settings. |
| 4 | Black Copy | Performs a black copy, or switch to the black copy mode from the color copy mode. |
| 5 | Color Copy | Performs a color copy, or switches to the color copy mode from the black copy mode. |
| 6 | Scan | Accesses the Scan menu. Use the arrow buttons to select a scan destination, then press Start. |
| 7 | Setup | Provides access to the system setup menus. Use the menu button to cycle through all menus, and the Up/Down buttons to change the settings. |
| 8 | Up/Down | Use to change the number of copies, or to change the setting while in a menu. |
| 9 | Cancel/No | Cancels an operation at any time. Also provides a No response when answering questions. |
| 10 | Start/Yes | Starts a copy or scan job. Also provides a Yes response when answering questions. |

Cable and power connections

The USB cable connection and power outlet are located on the rear of the unit:



| # | Connection | Description |
|---|------------|-----------------------------------------|
| 1 | USB | Plug the USB cable into this connector. |
| 2 | Power | Plug in the C3-1000 power supply cable. |

Where to go from here

If you have not installed your ink cartridges, see “Installing or replacing print cartridges” on page 40.

To learn about the C3 1000 Settings Utility software for your computer, see the next chapter “Using the Settings Utility” on page 9.

For information on printing, see “Printing” on page 17.

To learn how to make copies, see “Copying” on page 25, or for scanning, see “Scanning” on page 31.

2

Using the Settings Utility

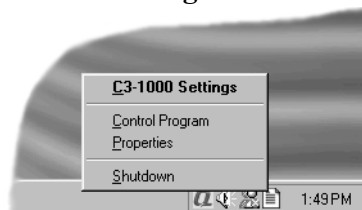
The C³ 1000 Settings Utility allows you to change the default settings of your C³ 1000. For instance, if you make a copy by pressing the Black Copy or Color Copy button, the default copy settings will be used. You can customize copy and scan settings to suit your preferences.

You can always make a temporary change for a specific job (for instance, changing the Contrast while performing a copy). When you are finished with the current job, the C³ 1000 will default back to the settings you have chosen with the Settings Utility.

Accessing the Settings Utility

There are a number of ways to access the C³ 1000 Settings Utility:

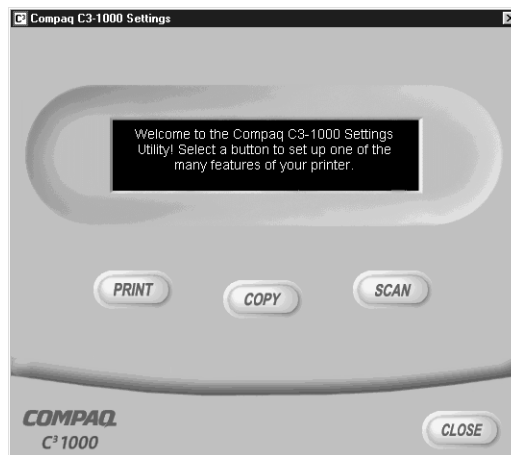
- From the Windows **Start** menu button, click:
Start Programs > Compaq C3-1000 >
Compaq C3-1000 Settings Utility.
- From the system tray, left click on the C³ 1000 Monitor icon (shown here on the left):
- Or right click on the C³ 1000 Monitor icon, and select C³ 1000 **Settings** from the menu.



Main Settings

The main settings window is the starting point for accessing all of the C³ 1000 settings. Select one of the buttons to change the default settings for the corresponding feature (Black Copy for black copy settings, Scan for scan settings, and so on).

You can make changes to your C³ 1000 settings even when your C³ 1000 is not connected to your computer. Any changes will be sent to the C³ 1000 the next time it is connected.

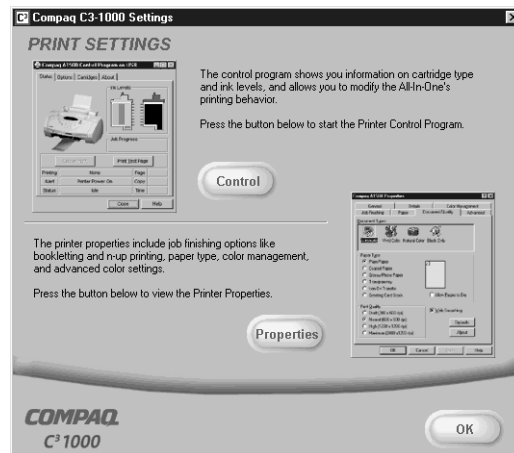


IMPORTANT:

*Your settings changes are sent to the C³ 1000 after you press the **Ok** button, the **Close** button, or the [x] close button.*

Print Settings

Select the **Print** button from the main settings window to access the Print Settings. The Print Settings gives you access to the **Control Program** and the **Printer Properties**.



For more information on using the Control Program and Printer Properties, see “Printing” on page 17.

Copy Settings

The Copy Settings window controls how the C³ 1000 makes copies.

Copy Type

By default, the C³ 1000 makes normal resolution black and white copies. You can change the default copy type to three different black settings and three different color settings. Choose the type of copy you expect to usually make.



Copy Quality

Select a default quality for Black copies, and a default quality for Color copies. Use a lower quality setting for fast copies and less ink usage.

Copy Contrast

The Copy Contrast setting controls the lightness or darkness of the copy. You can select a default contrast for Black copies and one for Color copies.

Paper Type

The paper type makes a big difference, especially when making color copies. Select the default paper type used when you make black copies, and the paper type you normally use for color copies.

Default Mode

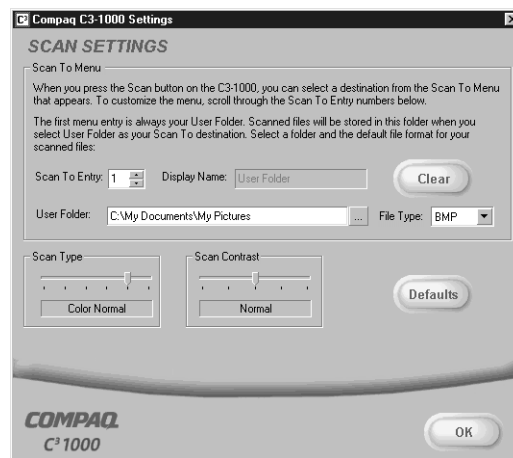
When the C³ 1000 is powered on, or has been inactive for a period of time, it will return to the defaults you select above. You can also select which copy mode you use the most often.

Defaults

To reset all of the copy settings to the C³ 1000 defaults, press this button.

Scan Settings

The Scan Settings window controls the scan type and contrast and the Scan To list.



Scan To Menu

When you press the Scan button on the C³ 1000, a Scan To menu appears on the LCD display panel. The first two menu entries are **User Folder** and **Email**. You can add up to six (6) additional menu options for your favorite applications.

Scan To User Folder

The first menu entry is always the **User Folder**. The User Folder is where your scanned pictures are stored after you scan them. Once scanned, they will be given the filename of **Month-Day-###.ext**. The second file you scan on August 5th will be named **Aug-05-002.JPG** (if you scanned a JPEG file).

By default, the User Folder is set to **My Pictures**, which is usually located in your **My Documents** folder. You can change this to any folder you wish. Type in the new folder name, or press the [...] button to browse for an existing folder.

Images can be stored in one of three popular file types (Windows bitmap BMP, TIFF, or JPEG), or one of two text formats (ASCII Text TXT, or Rich Text Format RTF). Select a file type that is compatible with your application.

Scan To Email

The second Scan To menu entry is always **Email**. To scan to email, you must have an internet account and connection, a valid email address, and an email program that supports MAPI (such as *Microsoft Outlook*, *Outlook Express*, *Eudora*, etc).

By default, the text **TXT** file format is used for Emails. Your documents will be scanned, converted by ReadIRIS, and then placed into the body of your email message.

You can select a different default file type, such as JPG or TIF. Your scanned files will be attached to the email message.

Once scanned, your email program will be run. You can then select recipients from your email address book, add a subject, and type a message.

Note: *Be sure and read over any scanned text to verify its accuracy.*

Scan To Applications

Once an image is scanned, the C³ 1000 can launch your favorite image processing applications. You can define up to six (6) additional Scan To applications, numbered 3 to 8.

Scan To Entry

To store an entry, first select the number you wish to assign to that entry. The numbers do not have to be sequential. Pick numbers that are meaningful to you.

Display Name

Once you've chosen a number, give the entry a name. This name can be up to 16 characters, and will be displayed on the C³ 1000 LCD panel.

Application

Type the path of the application program you want to use to edit or view the scanned image. To browse for a program, click on the [...] browse button.

File Type

Select a file type that is compatible with the program. For graphics programs, choose one of the graphics file formats (BMP, TIFF, or JPG). For text or word processing programs, choose TXT or RTF.

Note:

ReadIRIS must be installed to convert your scanned files into the text (TXT) or word processing (RTF) formats. ReadIRIS is normally installed as part of the C³ 1000 software installation.

Clearing an Entry

To clear an entry of all information, first select the entry number you wish to clear and then press the Clear button.

Scan Type

By default, the C³ 1000 performs normal resolution color scans. You can change the default scan type to three different black settings and three different color settings. Choose the type of scan you expect to usually make.

Scan Contrast

The contrast setting controls the lightness or darkness of the scan. Use the contrast to lighten or darken your scans if needed.

Defaults

To reset all of the scan settings to the C³ 1000 defaults, press this button.

3

Printing

This chapter provides some basic steps for printing a document. The exact steps for printing may vary from one software program to another. Refer to your software application's user manual for detailed printing steps.

Loading Paper

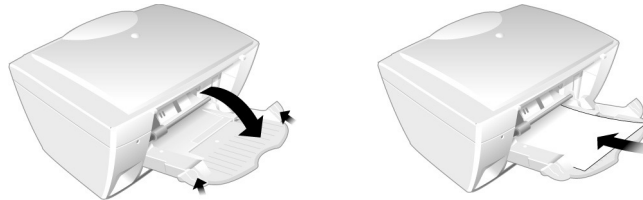
First, you will need to load some paper for printing.

- 1 Place up to 100 sheets of paper (depending on thickness) against the right side of the input tray, with the print side facing you.



- 2 If this is the first time you have loaded paper into the printer, or you have changed paper sizes, you will need to adjust the paper guide. To adjust the guide:
 - a Press down on the two input tray latches, and lower the input tray.

- b** Squeeze the release tab and the paper guide together and slide the paper guide to the edge of the paper.



- c** Raise the input tray and press it firmly against the back of the C³ 1000.

Important:

Make sure both latches are securely fastened! Otherwise you may experience misfeeds or paper jams.

Printing a Document

To print a document:

- 1** Start a program and create a document, or open an existing document that you want to print.
- 2** Open the program's **File** menu.
- 3** Select **Print...** or **Print Setup** from the **File** menu. Make sure the Compaq C³ 1000 is selected as your printer. If it isn't, select it now.

Note:

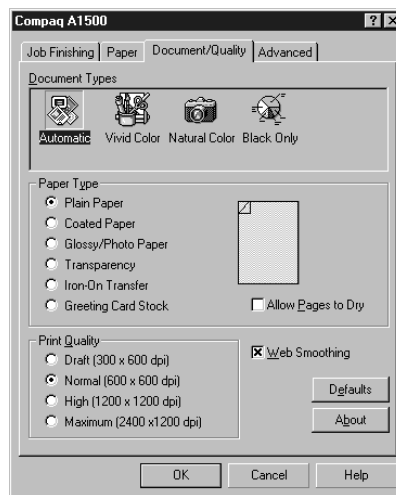
When installed, your C³ 1000 is initially set as the default printer.

- 4** Click **Properties** or the **Setup** button if you want to change the settings that are appropriate for printing that document.
- 5** Select **OK** to close the Properties dialog box.
- 6** Select **OK** to print after making any necessary changes to your print settings.

Changing the Printer Properties

Most Windows software applications allow you to make changes to the printer properties. The properties are the settings used when you print. This includes settings that determine how a print job looks, such as page size, paper orientation, and margins. Settings changed in the software application will override settings made in the printer driver.

Note: *Changes you make to the printer properties from within an application will only last while that application is running.*



To change the default printer properties for all applications, access the Printer Properties from the Settings Utility. You can do this two ways:

- 1 Left click on the C³ 1000 Monitor icon in the system tray. Click on the **Print** button, and then click on the **Properties** button to view the Printer Properties.
- or-
- 2 Right click on the C³ 1000 Monitor icon, and select **Properties** from the displayed menu.

Job Finishing

The Job Finishing tab in the printer properties provides options for you to adjust how the document will appear on the printed page. Finishing options can include Booklet, Poster, Handout and Two-sided Printing.

Note: *The Job Finishing options available will vary depending on your printer driver and operating system.*

Booklet

The Booklet option allows you to print a document out as a booklet. If the Print Instruction Page is checked, a page will print directing you how to insert the paper so that the booklet prints correctly.

Poster

The Poster option enlarges the printed document. If you check Show Crop Marks, the image will print with crop marks. The white space around the image can be easily trimmed.

Handout

Choose the Handout option to print multiple pages on a single sheet of paper. If you want to print the document on both sides of the paper, you can change the binding edge to change how the image is printed.

Two-Sided Printing

The Two-Sided Printing option prints the document on both sides of the paper. If you check the Print Instruction Page box, a sheet will print describing how to insert the paper. Selecting the Binding Edge will print the image in either Portrait or Landscape mode.

Paper

Use the paper tab to select what size of paper you have in your printer, the orientation, the number of copies to print, etc.

You can also reverse the printing order of your document pages. The first page of your document will be on top of the stack in the paper exit tray. If you choose to collate your document, multiple copies of a multi-page document will be printed such that the documents are grouped together, rather than the pages.

Document/Quality

The Document/Quality tab controls the paper type, such as plan, coated, and glossy. It also controls the quality (resolution) of the printing. Higher resolutions print better, but take longer and consume more ink.

Advanced

The advanced tab allows you to change how the printer handles color printing. You should rarely need to change these settings, if at all.

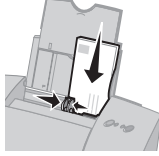

Accessing the Control Program

To access the Compaq C³ 1000 Control Program:

- 1 Click on the Windows **Start** menu button:
Start > Programs > Compaq C3-1000 >
Compaq C3-1000 Control Program.
- or-
- 2 Right click on the C³ 1000 icon in the bottom right corner of the taskbar (the system tray), then select **Control Program** from the menu.

Note: See “Using the Control Program” on page 39 for more information on using the Control Program.

Loading specialty papers

| Load up to: | Make sure: |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 10 envelopes | <ul style="list-style-type: none"> The print side is facing you and the paper guide is against the side of the envelopes. The stamp location is in the upper left corner. The envelopes are loaded vertically against the right side of the sheet feeder.  |
| 10 greeting cards, index cards, post-cards, or photo cards | <ul style="list-style-type: none"> The print side is facing you and the paper guide is against the side of the cards. The cards are loaded vertically against the right side of the sheet feeder. |
| 25 sheets of photo paper or photocards | <ul style="list-style-type: none"> The glossy or coated side is facing you. The paper guide is against the side of the paper. |
| 20 sheets of banner paper <i>Note: Make sure you select Banner or Banner A4 paper size in the Printer Properties. For help, see page 23.</i> | <ul style="list-style-type: none"> You place the banner paper behind the printer. Then bring the unattached edge of the first page over the printer and into the sheet feeder. The paper guide is against the side of the paper.  |
| 10 transparencies | <ul style="list-style-type: none"> The rough side of the transparency is facing you (smooth side down). The paper guide is against the edge of the transparencies. |
| 100 sheets of custom-sized paper | <ul style="list-style-type: none"> The print side is facing you and the paper guide is against the side of the paper. Your paper size fits within these dimensions: <ul style="list-style-type: none"> Width: 3.0 in. to 8.5 in. (76 mm to 215.9 mm) Length: 5.0 in. to 17.0 in. (127 mm to 432 mm) |
| 25 iron-on transfers | <ul style="list-style-type: none"> You load the iron-on transfers following the instructions on the package. The paper guide is against the side of the iron-on transfers. |

Choosing settings for specialty papers

When your printer software was installed, the Printer Properties settings were set to the default settings. Use the default settings for printing most documents on plain paper. To change your printer settings for printing on specialty papers, use the following table:

| When you are printing on this specialty paper: | Click this Printer Properties tab: | To make these selections: |
|------------------------------------------------|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Envelopes | Paper | From the Paper Size area, scroll to select the appropriate envelope size. <i>Note: Many applications are designed to override the envelope settings in Printer Properties.</i> |
| Greeting cards, index cards, or postcards | Document/Quality Paper | From the Paper Type area, select Greeting Card Stock . Select the appropriate Paper Size setting. |
| Photo, glossy or coated papers | Document/Quality | From the Paper Type area, select Glossy/Photo Paper . <i>Notes:</i> <ul style="list-style-type: none"> • For the best possible photo quality, print with a photo and color cartridge combination in your printer. For help installing a cartridge, see page 40. • When printing photos, remove each photo as it exits from the printer and allow it to dry before stacking. |
| Sheets of custom-sized paper | Paper | From the list of Paper Sizes, scroll to select Custom . Enter the dimensions for your custom paper size. For help, see “Loading specialty papers” on page 22. |

| When you are printing on this specialty paper: | Click this Printer Properties tab: | To make these selections: |
|------------------------------------------------|------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Banner paper | Paper | From the list of Paper Sizes, select Banner or Banner A4 . |
| Iron-On transfers | Document/Quality | From the Paper Type area, select Iron-On Transfer . <i>Note: We recommend printing on plain paper before printing on the actual iron-on transfer.</i> |
| Transparencies | Document/Quality | From the Paper Type area, select Transparency . <i>Select Normal 600dpi or High 1200dpi Print Quality.</i> <i>Note: When printing transparencies, remove each transparency as it exits from the printer and allow it to dry before stacking.</i> |

4

Copying

The Compaq C³ 1000 offers two ways to copy a document. You can copy:

- Using black only
- Using full color

You can copy a document even while your C³ 1000 is printing another document, but not while you are scanning. Your copies will print after the first document has completed printing.

Your copies are stored in memory while the first document is printing. When the memory becomes full, you will have to wait for some of the printing to complete before making more copies.

Copying requires the use of both the printer and the scanner components.

Note:

The scanner is locked for shipping. Make sure you have unlocked the scanner before you attempt any scanning operations. For instructions on unlocking the scanner, See “Unlocking and locking the scanner” on page 45.

Positioning the document

The Compaq C³ 1000 can scan thin items (such as a sheet of paper, a magazine, or a photograph), or larger items (such as a book).

Positioning a thin document

To scan a thin document, such as a sheet of paper or photograph:

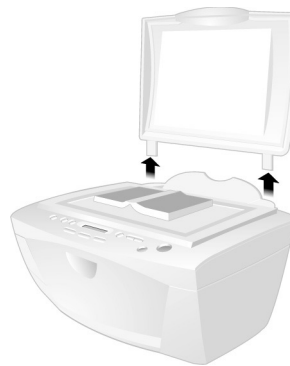
- Lift the top cover of the C³ 1000.



- 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.

Positioning a large item

To scan a large item, such as a book or other object:



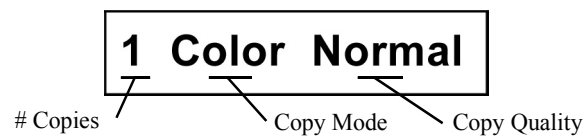
- Lift the top cover of the C³ 1000 until it is at a 90 degree angle. The cover will be straight up and down.
- Pull the cover gently upward. The cover will pull out of the hinge slots in the back. Gently store the cover on a nearby table or desk.
- Place your document face down on the glass. Align it along the left and top edges, so it occupies the corner indicated by the arrow.

- When you have completed your scan, replace the cover by sliding the cover hinges into their slots in the back of the C³ 1000.

Caution: *While the cover is removed, do not look at the scanner lamp. The light can be bright for your eyes. Always use the scanner cover when possible.*

Basic Copying

To make a copy with the default settings, simply press the **Start** button! It is that easy.



Note: *You can customize the default settings of your C³ 1000 to fit your needs. See “Using the Settings Utility” on page 9.*

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 is 99.

Changing the copy mode

The LCD will display the current copy mode, either **BLACK** or **COLOR**. To change the mode, press either the Black Copy or Color Copy button.

Note: *Once you are in the BLACK copy mode, pressing the Black Copy button will make a black copy, just as if you had pressed the Start button. Likewise, pressing the Color Copy button while in the COLOR copy mode starts a color copy.*

Adjusting the quality

You can select from three different copy qualities for each copy mode.

To adjust the quality of your copies:

- 1 Press the **Menu** button until **Quality:** appears on the LCD display.
- 2 Use the Up and Down arrow buttons to make your selection. Choose from Draft, Normal, or Best.
- 3 When finished, you can press the **Start** button to make your copies, or press the **Menu** button again to change additional settings (described below). Press the **Cancel** button to cancel the copy operation altogether.

Use Draft quality for quick copies, Normal quality for a good balance between speed and quality, and Best quality for the best copies you can make.

Note: *The Best quality setting will consume more ink and will take longer to print, but the printing quality is excellent.*

Additional copy settings

To help you make the best copies possible, the C³ 1000 allows you to adjust several other copy settings.

Adjusting the contrast

If you need to lighten or darken your copy, use the contrast setting. To adjust the contrast:

- 1 Press the **Menu** button until **Contrast:** appears on the LCD display.
- 2 Use the Up and Down arrow buttons to decrease or increase the contrast. A contrast bar will display the current contrast value...a smaller bar indicates a lighter copy, and a larger bar indicates a darker copy.

- 3 When finished, you can press the **Start** button to make your copies, or press the **Menu** button again to change additional settings. Press the **Cancel** button to cancel the copy operation altogether.

Changing the size

Normally, your copies will be the same size as the original document (a value of 100%). You may want to reduce or enlarge your copies. The C³ 1000 can create copies that are 25% to 400% of the original size.

To adjust the copy size:

- 1 Press the **Menu** button until **Size:** appears on the LCD display.
- 2 Use the Up and Down arrow buttons to decrease or increase the size. Each press of the button will decrease or increase the size in 1% increments. Hold the button down to adjust the size in faster 10% increments.
- 3 When finished, you can press the **Start** button to make your copies, or press the **Menu** button again to change additional settings. Press the **Cancel** button to cancel the copy operation altogether.

Using different paper types

The quality of your copies will depend on the type of paper you use. In most cases, you will use normal copy paper. If you use glossy paper or transparencies, you should change the C³ 1000 paper type setting.

To change the paper type:

- 1 Press the **Menu** button until **Paper:** appears on the LCD display.

- 2 Use the Up and Down arrow buttons to select your paper type, either **Plain**, **Glossy**, or **Transp.** (for Transparency).

Note: *The Glossy paper type is only available when using the Color Copy mode.*

- 3 When finished, you can press the **Start** button to make your copies, or press the **Menu** button again to change additional settings. Press the **Cancel** button to cancel the copy operation altogether.

Note: *For more information on paper types, See “Loading specialty papers” on page 22.*

Copy paper size

By default, the C³ 1000 is set to use Letter sized copy paper. You can choose between Letter and A4 sized paper. To change the copy paper size setting:

- 1 Press the Setup button. The first setup menu will be **Copy Size**.
- 2 Use the Up and Down arrow buttons to select your copy paper size, either **LTR** for Letter size, or **A4** for the A4 paper size.
- 3 When finished, you can press the **Start/Yes** button to make your selection, or press the **Menu** button again to view additional setup menus. Press the **Cancel/No** button to retain your original paper size setting.

5

Scanning

The Compaq C³ 1000 offers two ways to scan a document. You can scan:

- Using your computer
- Using the Scan button

You can scan a document while your C³ 1000 is printing another document, but not while you are making copies.

The driver supports scanning from the bundled applications as well as all your favorite computer programs.

Note: *The scanner is locked for shipping. Make sure you have unlocked the scanner before you attempt any scanning operations. For instructions on unlocking the scanner, See “Unlocking and locking the scanner” on page 45.*

Positioning the document

The Compaq C³ 1000 can scan thin items (such as a sheet of paper, a magazine, or a photograph), or larger items (such as a book).

Positioning a thin document

To scan a thin document, such as a sheet of paper or photograph:

- Lift the top cover of the C³ 1000.



- 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.

Positioning a large item

To scan a large item, such as a book or other object:

- Lift the top cover of the C³ 1000 until it is at a 90 degree angle. The cover will be straight up and down.



- Pull the cover gently upward. The cover will pull out of the hinge slots in the back. Gently store the cover on a nearby table or desk.
- Place your document face down on the glass. Align it along the left and top edges, so it occupies the corner indicated by the arrow.

- When you have completed your scan, replace the cover by sliding the cover hinges into their slots in the back of the C³ 1000.

Caution: *While the cover is removed, do not look at the scanner lamp. The light can be bright for your eyes. Always use the scanner cover when possible.*

Scanning with the Computer

The Compaq C³ 1000 provides a standard TWAIN interface for scanning documents into the PC.

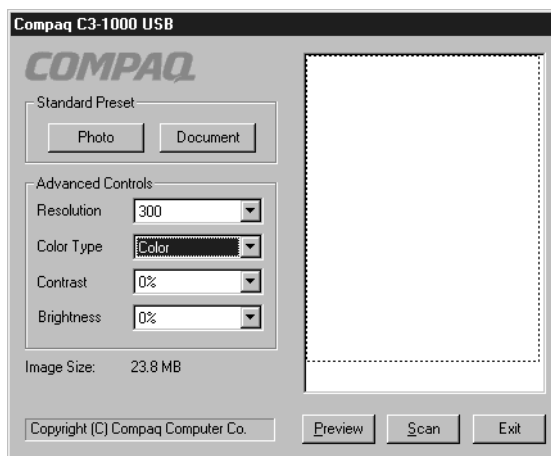
TWAIN is a common scanner interface supported by many application programs.

Note: *The Kodak Imaging for Windows program comes standard with Windows. Use it for your simple scanning needs.*

To perform a scan using the *Imaging* utility, complete the following steps:

- 1 Place the document on the scanner glass, as described in *Positioning the Document* above.
- 2 Start Kodak Imaging (*select Start > 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 C3-1000 USB**.

- 4 Open the **File** menu again and choose Scan New (or **Acquire Image** if you are running Windows 2000).



- 5 The Compaq C³ 1000 USB TWAIN scanning dialog will appear, as shown above. Select the **Scan** button on the dialog to scan the entire page.
- 6 Optionally, you can select the **Preview** button instead. 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 your document you wish to scan. Once you have selected your area, push the **Scan** button to perform the actual scan.

Note: *Pay attention to the Image Size indicated on the dialog. Large scan areas and resolutions above 300 DPI require a lot of memory and disk space, and may take a long time to process. To minimize this, scan only the area you need, and don't use a resolution above 300 DPI unless you know you require it.*

Scanning with the scan button

To perform a scan using the **Scan** button, complete the following steps.

- 1 Place the document on the scanner glass, as described in *Positioning the Document* above.
- 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 **Start**.

The C³ 1000 will then contact your computer and perform the scan.

Note: *If you have not scanned any documents for 30 minutes, there will be a delay of approximately one minute while the scanner warms up. Otherwise, the scan will proceed immediately.*

Scanning to a folder

The first Scan To destination is your **User Folder**. This is initially your My Pictures folder, located in your My Documents directory. You can change your user folder and default file type with the Settings Utility.

Note: *Simply press the Scan button twice to scan your document to your User Folder, using the settings you selected with the Settings Utility.*

Scanned file names

Once scanned, scanned files will be given the filename of **Month-Day-###.ext**, where ### indicates the number of the image scanned that day. For instance, the second image scanned on August 5 would be named

Aug-05-002.JPG

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

Scanning to Email

The second Scan To menu destination is **Email**. 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 special mail interface). Examples of MAPI email programs include *Microsoft Outlook Express*, *Microsoft Outlook*, and *Eudora*. Also, you must have an internet account and an email address.

By default, Scan To Email uses the TXT file type. 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 Settings Utility, your documents will be scanned using the file type you choose and attached to you email message.

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

Note:

Be sure and 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 document will be stored in your User Folder. See the previous *Scan to a Folder* section for a description of the file naming convention used.

6

Maintaining your C3-1000

Using the Control Program

The Control Program lets you monitor your printer and install or replace print cartridges. To open the Control Program from the **Start** menu, click:

- 1 **Programs.**
- 2 **Compaq C3-1000.**
- 3 **Compaq C3-1000 Control Program.**

Click the...

Status tab to:

- Monitor the status of your print job.
- Cancel your print job.
- Print a test page.

Cartridges tab to:

- Install or replace print cartridges.
- Align print cartridges for best print quality.
- Clean the print nozzles.
- View cartridge part numbers and order supplies from Compaq's Web site.

Options tab to enable/disable various printer software functions, such as sound effects and buffer mode.

About tab to find the printer software version and copyright information.

Help button to access the printer driver help.

| | | |
|----------|------|------|
| Printing | None | Page |
| Alert | | Copy |
| Status | Idle | Time |

Note: You can also access the Control Program by right clicking on the Compaq C3-1000 icon in your system tray.

Installing or replacing print cartridges

Black Cartridge

- Standard Yield
P/N 12A1970
- High Yield
P/N 12A1975

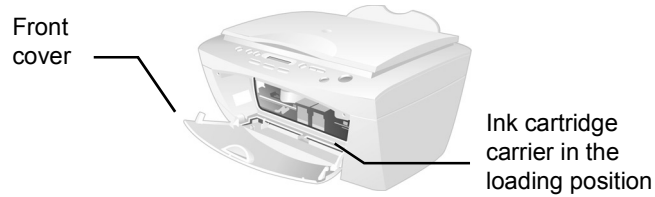
Color Cartridge

- Standard Yield
P/N 12A1980
- High Yield
P/N 12A1985

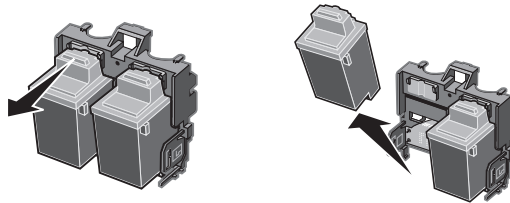
Photo Cartridge

- P/N 12A1990

- 1 Make sure the Power is On (the LCD display is not blank).
- 2 Lower the front cover. The ink cartridge carrier moves to the center loading position unless the printer is busy.



- 3 Remove the old print cartridge. Store or dispose of the old cartridge.



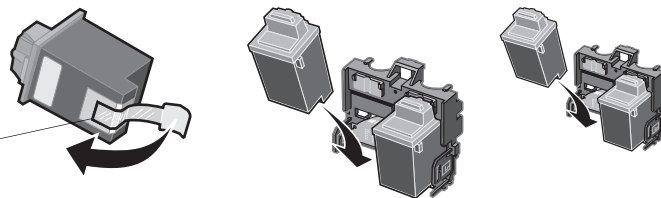
- 4 Install the replacement cartridge in the printer:

If you are installing a new cartridge, remove **only** the sticker and the tape from the bottom of the print cartridge.

Insert the replacement print cartridge into the print cartridge carrier.

Push back firmly on the cartridge until it **snaps** securely into place.

Warning:
DO NOT touch the gold contact area of the print



Note: For the best possible photo quality, print with a photo and color cartridge combination in your printer. For help installing a cartridge, see page 40.

- 5 Close the front cover.
- 6 From the Control Program's **Cartridges** tab, select **Install/Change Cartridge**. For help, see page 39.
- 7 Select the type of cartridge you installed and click **OK**.
- 8 If you installed a new cartridge, the **Alignment** dialog box displays. Follow the instructions on the Alignment screen to complete the cartridge installation. For help, see the next section.

Improving print quality

If your print quality is not satisfactory, you may need to align your print cartridges or clean the print nozzles.

Aligning print cartridges



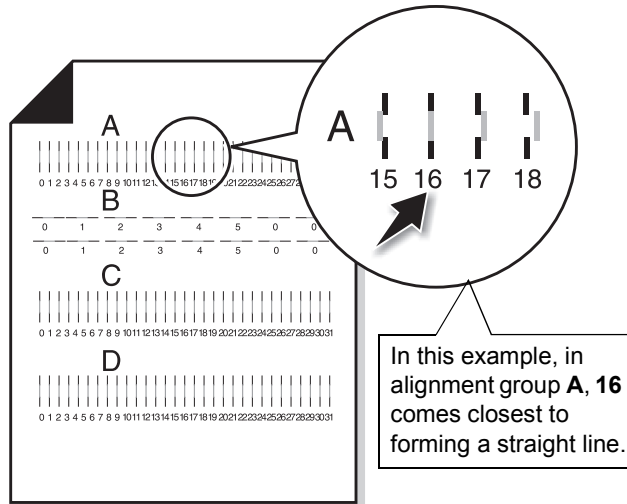
- 1 Load plain paper in the printer.
- 2 From the Control Program's **Cartridges** tab, select **Align Cartridges**. For help, see page 39.

Your printer prints an alignment test page and the Align Cartridge dialog box displays.

- 3 Alternately, you can print an alignment page using the front control panel:
 - a Press the **Setup** button.
 - b Press the **Menu** button until **Cartridge Align?** appears.
 - c Press the **Start/Yes** button.

The test page that prints has several alignment patterns, depending on the cartridge combination

installed. Each pattern has a number under it. The test page that prints is similar to the one shown:

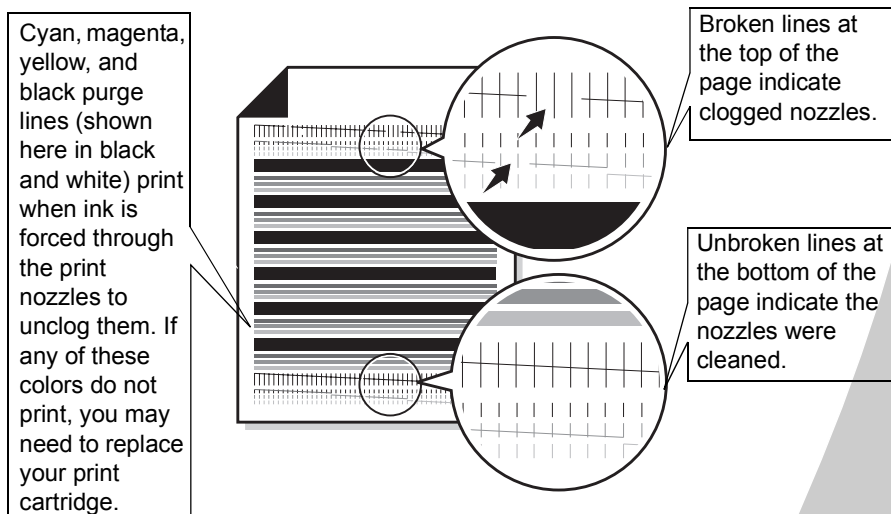


- 4 From each alignment group on the test page, find the number under the alignment pattern that comes closest to forming a straight line.
For example, in sample group A, the arrow points to the pattern that comes closest to forming a straight line.
- 5 In the Align Cartridges dialog box (or on the LCD display if you pressed the Setup button to align your cartridges), enter the pattern numbers from the printed test page that come closest to forming a straight line.
- 6 After you have entered a number for all of the patterns, click **OK**.

Cleaning print nozzles

- 1 Load plain paper in the printer.
- 2 From the Control Program's **Cartridges** tab, select **Clean Print Nozzles**. For help, see page 39.
- 3 Alternatively, you can use the front panel to clean the cartridges:
 - a Press the **Setup** button.
 - b Press the **Menu** button until **Cartridge Clean?** appears.
 - c Press the **Start/Yes** button.

The printer feeds a sheet of paper and prints a nozzle test pattern similar to the one shown:



- 4 Compare the diagonal line above the printed bars to the diagonal line below the printed bars. Look for a break in the diagonal lines above the printed bars. A broken line indicates clogged nozzles. If the bottom line still has breaks, run the test up to two more times.

- If the print quality is satisfactory after running the test three times, the print nozzles are clean. You do not need to complete the remaining steps.
- If the print quality of both lines is not satisfactory after running the test three times, wipe the print cartridge nozzles. For help, see the next section.

Wiping print nozzles and contacts

If print quality does not improve after cleaning the print nozzles (see page 43), you may need to wipe dried ink from the nozzles.

For help on wiping the print nozzles, see the “Troubleshooting: Print Quality ” section of the printer driver Help file.

Preserving print cartridges

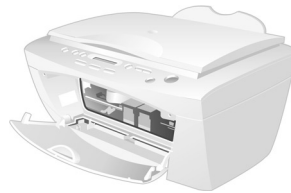
To ensure the longest life from your print cartridges and optimum performance from your printer:

- Keep a new print cartridge in its packaging until you are ready to install it.
- Do not remove a print cartridge from the printer except to replace, clean, or store it in an air-tight container. The print cartridge will not print correctly if removed from the printer and left exposed for an extended period of time.
- If a print cartridge runs out of ink, leave the empty cartridge in the printer until you are ready to replace it. Printing with one of the print cartridge carriers empty may cause printer problems.

Compaq's printer warranty does not cover repair of failures or damage caused by a refilled cartridge. Compaq does not recommend use of refilled cartridges. Refilling cartridges can affect print quality and cause damage to the printer. For best results, use Compaq recommended supplies.

Unlocking and locking the scanner

When the C³ 1000 is shipped, the scanner is locked to prevent movement and possible damage. Before you can use the scanner, it must be unlocked.



To unlock the scanner:

- 1 Open the front door.
- 2 In the upper-left hand corner there is a sliding lever. Push the lever inward (away from the front door) until it stops.

To lock the scanner again, pull the lever toward the front opening until it stops.

Note: *The scanner should be locked during transportation or shipping.*

Cleaning the scanner glass

Over time, the scanner glass may become dirty. To ensure the best quality scans, wipe the scanner glass with a soft clean cloth to remove dust or other debris.

Caution:

Never put water or spray glass cleaner directly on the scanner glass! If you need to remove a stubborn smudge, slightly dampen your cloth with water or glass cleaner first, then apply only the cloth to the glass.

Preparing the C³ 1000 for shipment

If you need to transport or ship the C³ 1000, please make sure you:

- Remove both print cartridges. For instructions, See “Installing or replacing print cartridges” on page 40.
- Lock the scanner. For instructions, See “Unlocking and locking the scanner” on page 45.
- Place the unit in its original packaging. If that is not possible, use a large box and plenty of packing material.

7

Troubleshooting

This section describes printer problems, and explains what you can do to solve them. Select a category from the list in the left margin that best describes your printing problem.

When your printer has a problem, first make sure that:

- The power supply is plugged into the printer and a properly grounded electrical outlet.
- The printer is turned On.
- The USB cable is plugged into the printer and your computer.

Printer prints slowly or doesn't print



Your printer and your computer may not be able to communicate properly. The following events also indicate communications problems:

- Print cartridge ink level indicators on the Status or Cartridges tabs of the printer's Control Program are shaded.
- Error messages (such as Paper Out) and job progress information do not display on your computer screen.
- The Settings Utility icon displays a red "X".

Before proceeding, verify that:

- The printer software is installed correctly. For help, See "Installing the Software" on page 3.
- The USB cable is securely attached to both the printer and the personal computer.

- The printer is plugged in and turned On.
- If you are using Windows 98 or Windows 2000, your printer port is set to a USB port. To check your printer port and change it if necessary:
 - 1 From the **File** menu of your software application, select **Print**.
 - 2 Check your printer port in the **Where** area.
- Try unplugging the USB cable from the printer, wait 10 seconds, then plug it back in.

If you are still experiencing problems:

- 1 Unplug the power cable from the C3 1000, wait 10 seconds, and plug it back in.
- 2 Restart Windows.

Printer ejects a blank page after appearing to print

- Make sure you have removed the transparent tape covering the bottom of the print cartridges. For help, see page 40.
- Make sure your Compaq printer is set as the default printer.

Printer prints very slowly



If you are printing photos or your document contains graphics, it may take longer to print than regular text.

- Close any open applications not in use.
- Decrease your print quality setting.
- Consider purchasing more memory, or increasing the virtual memory for your computer.

Printer is plugged in but doesn't print, or you get a Printer Offline message

Make sure:

- The printer is turned On and the paper is loaded correctly.
- The USB cable is securely connected.
- Your Compaq printer is set as the default printer.
- The print job is not being held or paused in the print queue. To check the printer status:
 - 1 From the Printers folder, double-click the **Compaq C3-1000** icon.
 - 2 Click the **Printer** menu and make sure no check mark appears next to the **Pause Printing** option.
- Remove any extra devices, such as a scanner, and connect the printer to the parallel port.

Print a test page. If the test page prints, the printer is functioning properly. Check your application.

Test page does not print

Make sure:

- Your print cartridges are properly installed, (see page 40).
- The printer is set as the default printer.

Paper misfeeds or jams



Paper misfeeds or multiple sheets feed

Make sure:

- You are using a paper recommended for inkjet printers.

- You do not force the paper down into the printer when you load it. Align the top of the paper with the paper alignment guides on the paper support.
- You do not load too much paper in the sheet feeder. Depending on the thickness of your paper, the sheet feeder can hold up to 100 sheets of paper.
- The back sheet feeder tray is securely latched on both sides. If you are not sure, open the tray by pressing on both latches, and then close it again.
- The left paper guide does not cause the paper to bow in the sheet feeder, and that it also prevents the paper from moving side to side.
- The printer is on a flat, level surface.

Printer has a paper jam

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

- a** Press the Power button to turn the printer Off.
- b** Pull firmly on the paper to remove it. If you cannot reach the paper because it is too far into the printer, lower the front cover and pull the paper out.
- c** If the paper has jammed in the input tray, open the tray by pressing down on both latches. Lowering the tray should give you enough access to reach the paper. For help lowering the tray, See "Loading Paper" on page 17.
- d** Close the front cover and/or the rear input tray.
- e** Press the Power button to turn the printer On.
- f** Resend your document to print.

Printer does not feed envelopes or specialty papers

If regular paper feeds without problems, make sure:

- You are loading the envelopes correctly. For help, see “Loading specialty papers” on page 22.
- You are using an envelope size supported by your printer, and it is selected in Printer Properties.
- Your application is designed to print envelopes. Check the user’s documentation that came with your application.

Document prints with mistakes or poor quality



Print quality is poor at the left, right, top, or bottom edge of page

Your printer cannot print in the extreme margins of a page. Use these minimum settings:

- Left and right margins:
6.35 mm (0.25 in.) each for all paper sizes except A4
For A4 size paper - 3.37 mm (0.133 in.) each
- Top and bottom margins:
Top - 1.7 mm (0.067 in.)
Bottom - 12.7 mm (0.5 in.)

Vertical straight lines are not smooth

To improve the print quality of vertical straight lines in tables, borders, and graphs:

- Select a higher print quality setting.
- Test the cartridge alignment. For help, see page 41.
- Clean the print nozzles. For help, see page 43.

Print is too dark or smudged

Make sure:

- The Paper Type setting in the Printer Properties matches the paper type loaded in the printer.
- The paper is straight and unwrinkled.
- The ink is dry before you handle the paper.
- The print quality setting is appropriate for the paper type. If you are printing on regular paper, select Black Normal or Color Normal.
- The print nozzles are clean . For help, see page 43.



Printed pages have alternating bands of light and dark print (intermittent printing)

- Make sure Enable Buffer Mode is selected on the Options tab of the Control Program.
- Select the High 1200dpi Print Quality setting on the Document/Quality tab of Printer Properties.
- Your printer may have communications problems. For help, see page 47.

The printer settings I selected changed

- When you change printer settings from your application, the settings apply only to the specific document you opened with that application. To make the settings apply to all documents, change the settings from Windows. For more information, see page 24.
- The settings in your application may override the Printer Properties settings. Check the documentation that came with your application for more information.

Colors on the printout differ from the colors on the screen

- Check the ink level graphic on the Cartridges tab of your printer's Control Program. An ink cartridge may be out of ink or low on ink.

- Use a different brand of paper. Every paper brand accepts ink differently and prints with slight color variations.
- Clean the print nozzles. For help, see page 43.

Colors on the printout are faded

- Check the ink level graphic on the Cartridges tab of your printer's Control Program. Your print cartridge may be low on ink.
- Clean the print nozzles. For help, see page 43.
- Wipe the print nozzles and contacts if the colors still seem faded. For help, see the "Troubleshooting: Print Quality" section of your printer driver Help.

Characters are missing or unexpected

Make sure

- Your Compaq printer is selected as the default printer.
- Your printer and computer have communication. For help, see "Printer prints slowly or doesn't print" on page 47.

Problems with transparencies, photos, or envelopes...



Printer does not feed envelopes or specialty papers

For help, see page 51.

Glossy photo papers or transparencies stick together

- Remove each page as it exits the printer and allow it to dry before stacking.
- Use a transparency or photo paper designed for an inkjet printer.

Transparencies or photos contain white lines

- From the Printer Properties, select the High Quality 1200dpi setting.
- Your print nozzles may need cleaning. For help, see page 43.

Error messages

Paper Jam

For help, see “Printer has a paper jam” on page 50.

Add Cartridges

No cartridges are installed. Open the front cover and install new cartridges. For help, see "Installing or replacing print cartridges" on page 40

Ink Low

Your print cartridge is running out of ink. Purchase a new print cartridge.

System Busy

An alignment or cleaning page is being printed, or other system maintenance is being performed. Wait for the task to complete before starting a new job.

Memory Full

No more copy jobs will be started until the memory becomes available. Your C3 1000 can queue many copies ahead of the printer. Wait until some of the pages have completed printing before copying more pages.

Program Scan Tos

The Scan To menu is created by your computer. If the C3 1000 has not been attached to a PC with the Settings Utility installed, the Scan To menu will be blank.

- Make sure the USB cable is connected and the C3 1000 software has been installed.
- Run the C3 1000 Settings Utility. If it is already running, right-click on the icon in the system tray and select **Shutdown** before running it again.

For help in programming your Scan To menu, See “Scan To Menu” on page 13.

Waiting for PC

You have initiated a task that requires assistance from the PC, such as pressing the Scan button. The C3 1000 is waiting for the PC to wake up or become available.

It will wait for approximately two minutes. To stop waiting before the timeout occurs, press the Cancel button.

PC 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 is available.

The USB cable is connected to both the C3 1000 and your computer.

Paper Out

You have run out of paper. For help, See “Place up to 100 sheets of paper (depending on thickness) against the right side of the input tray, with the print side facing you.” on page 17.

Power Down Error

You must remove the power plug from the back of the C3 1000 to clear this error. After unplugging the power cord, follow these steps:

- Open the front door.
- Check for paper jams or other obstructions.
- Make sure the ink cartridges are correctly installed and snapped into place.
- Verify the scanner lock (on the left) is in the unlocked position.
- Close the front access door.
- Open the back paper input tray by pressing down on both latches. Clear any paper jams and close the tray again.
- Plug the power cord back in.

Warm up

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

Unlock Scanner

When shipping or transporting the C3 1000, the scanner must be locked. To use the scanner, however, it must be in the unlocked position. Turn the power off, unlock the scanner, and turn the power back on. See “Unlocking the Scanner” in the “Getting Started” section.

Scan Motor Error

Most likely the scanner is locked. Follow the procedure above for the **Unlock Scanner** message.

Printer Error:

You should solve this error in the same manner as the **Power Down Error** previously described.

If you are still experiencing difficulty after following those steps, try removing one cartridge at a time to see if the message goes away. If it does, try replacing the cartridge with a new one.



Appendix

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, Texas 77269-2000

Or, call (281) 514-3333

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 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自主規制協議会（VCCI）の基準に基づいてクラス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、この装置がラジオやテレビジョン受信機に近接して使用されると、受信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り扱いをして下さい。

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.

Power supply information

If your power supply fails, replace it with the Compaq replacement part or other UL LISTED Direct Plug-In Power Unit marked "Class 2" and rated 30 Vdc at 500 mA to 830 mA.

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.



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