

hp
scanjet
2300c or
3500c series



user's manual



hp scanjet 2300c or 3500c series

user's manual

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Material scanned by this product may be protected by governmental laws and other regulations, such as copyright laws. The customer is solely responsible for complying with all such laws and regulations.

product restricted material

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

- mercury in the fluorescent lamp in the scanner/transparent materials adapter/liquid crystal display (< 5 mg)
- lead in solder

For recycling information, you can contact <http://www.hp.com/go/recycle>, your local authorities, or the Electronics Industries Alliance at <http://www.eiae.org>.

For information about HP's environmental stewardship program, see the "Warranty and Specifications" section of the electronic Help for your scanner.

contents

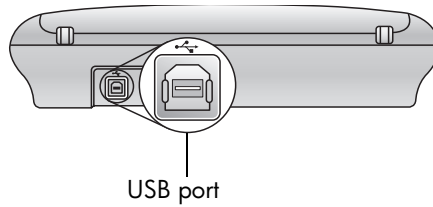
install the scanner.	1
before you begin	1
check the box contents	1
install the software and connect the scanner	2
install the software first (Windows and Macintosh)	2
connect the scanner first (Windows only)	2
connect the optional TMA (hp scanjet 3500c series only)	3
scanner overview	4
how to use the scanner.	5
select items to scan	5
preview and modify scanned images.	6
e-mail a scan	6
print copies	7
create a photo show and save it on CD	8
scan slides or negatives	8
change button settings	8
installation problems - hp scanjet 2300c or 3500c series.	11
scanner is not working	11
scanner initialization failed.	12
scanner still does not work properly.	12
uninstall the software	13
hp support	14
find hp help on the web	14
contact hp customer support	15
obtain support in the United States	15
obtain support worldwide	16

1

install the scanner

before you begin

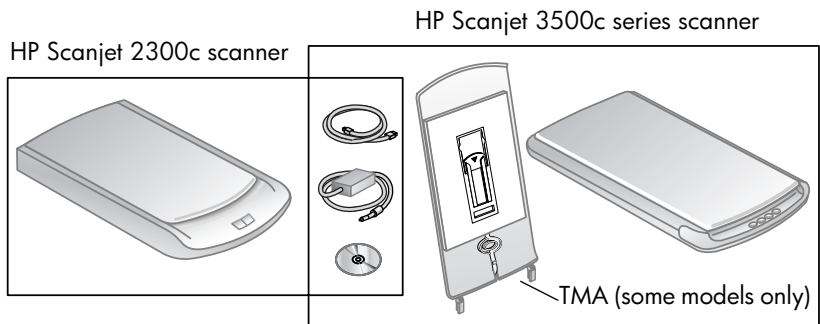
Make sure that you have a universal serial bus interface connection (USB port) on your computer and that your computer is running Microsoft® Windows® 98 or later or Macintosh OS 9 or later. (Macintosh support is available for the HP Scanjet 3500c series only.)



check the box contents

Your scanner box should contain the following items:

- HP Scanjet 2300c or 3500c series digital flatbed scanner
- HP Photo & Imaging software CD-ROM
- USB cable
- Power cable
- Transparent materials adapter (TMA) (some models of the HP Scanjet 3500c series only)



install the software and connect the scanner

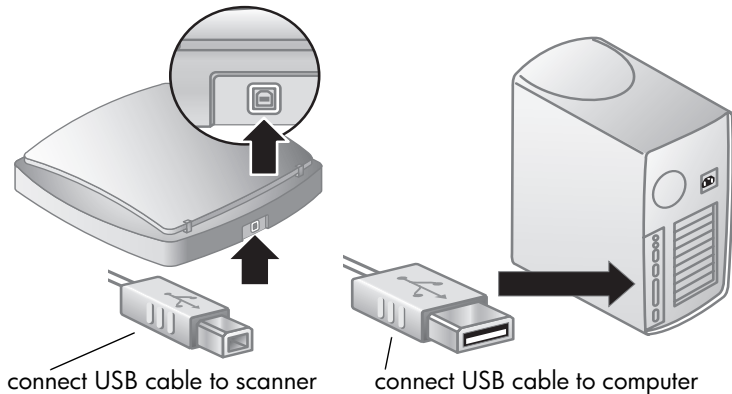
Set up your scanner in one of two ways: either install the software first or connect the scanner first. It is recommended that you install the software first, especially on a Macintosh computer.



If you experience difficulty installing your scanner, see [installation problems - hp scanjet 2300c or 3500c series](#) on page 11.

install the software first (Windows and Macintosh)

- 1 Close all open programs on your computer.
- 2 Locate the HP Photo & Imaging software CD-ROM that is appropriate for your language and operating system and insert it into your computer.
- 3 *For a Microsoft Windows computer:* Follow the instructions on the screen. Or, if the installation program does not start automatically:
 - a. On the **Start** menu, click **Run**.
 - b. Type: `x:\set up.exe` (where x is the letter of the CD-ROM drive).*For a Macintosh computer (HP Scanjet 3500c series only):* Double-click the **Installation Read Me** file on the CD-ROM and follow the instructions.
- 4 If the instructions prompt you to shut down your computer, do so.
- 5 Connect the USB cable between the USB port on the scanner and the USB port on the computer.
- 6 Connect the power cable between the scanner and a surge protector or a grounded wall outlet that is easy to reach. This turns on the scanner.
- 7 If necessary, turn your computer on again.



connect the scanner first (Windows only)

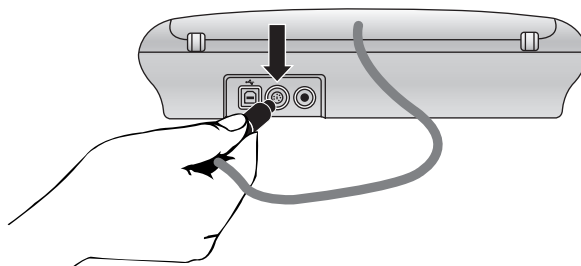
- 1 Make sure that your computer is on and that the operating system is running.
- 2 Connect the USB cable between the USB port on the scanner and the USB port on the computer.

- 3 Connect the power cable between the scanner and a surge protector or a grounded wall outlet that is easy to reach. This turns on the scanner.
- 4 Follow the prompts in the New Hardware Found wizard.
- 5 Insert the HP Photo & Imaging software CD-ROM and click **Next**. If the wizard prompts you for a drive letter, select your CD-ROM drive.
- 6 In the HP Scanjet installation program, follow the instructions.
- 7 After installation is complete, another HP installation program starts. You can install additional software, register your scanner, and find additional help. To see if your scanner came with additional software, click **Install software** and follow the prompts.

connect the optional TMA (hp scanjet 3500c series only)

Your scanner might have a transparent materials adapter (TMA) to scan 35 mm slides or negatives.

- If your scanner has a TMA, connect the TMA cable to its port on the scanner.







scanner overview

2

This section describes the buttons on the front panel of the scanner and available accessories.



Your scanner might have all or only some of these features.

Button or accessory	Description
E-MAIL button 	Scans the item using settings optimized for e-mail and sends the scan to your e-mail software (if the software is supported).
SCAN button 	Scans your original item to the HP Scanning software, where you can preview or change the scanned image.
COPY button 	Scans the item and sends it to a printer to make copies.
MEMORIES DISC CREATOR button 	Scans the item to the Memories Disc Creator software, where you can create a photo show on a CD, along with background music and titles.
HP Scanjet transparent materials adapter (TMA) (HP Scanjet 3500c series only)	Scans slides or negatives to the HP Scanning software, where you can preview or change the scanned image.

3

how to use the scanner

You can start your scanner projects in one of two ways: from the scanner buttons or from the HP Photo & Imaging software. The scanner buttons offer shortcuts to some of the software functions. Start from the software when you want more options and control or if your scanner model does not have all the buttons.

The procedures in this section use the default button settings. For more information about changing the settings for one or more buttons, see **change button settings**.



For more information about using the software, see the HP Photo & Imaging software Help.

select items to scan

Follow these guidelines when you select items to scan.

items for the scanner glass

The scanner glass can be used to scan a wide range of items, from business cards and photos to fabric and artwork.



Avoid placing items with sharp edges in the scanner. Doing so can damage the scanner.

Before placing an item on the scanner glass, make sure the item is free of wet glue, correction fluid, or other substances that can be transferred to the glass.

items for the transparent materials adapter

The HP Scanjet transparent materials adapter (TMA) is available with the HP Scanjet 3500c series. You can use the TMA to scan:

- 35 mm negatives
- 35 mm slides

preview and modify scanned images

If your scanner has a **SCAN** button () , you can use it to scan pictures and documents.

When you press the **SCAN** button, the HP Scanning software opens. Within the software you can preview and make changes to the scanned image before you send it to the HP Photo & Imaging Gallery.

to scan a picture


- 1 Close the HP Copying software if it is open on your computer.
- 2 Place the original face down on the scanner glass and close the lid.
- 3 Press the **SCAN** button on the front panel of the scanner.
- 4 Follow the instructions on your computer screen. The HP Scanning software scans the item with settings optimized for pictures.

to scan a document

To scan a document, use the HP Photo & Imaging software. On the **Start** menu, point to **Programs**, point to **Hewlett-Packard**, point to your scanner, and click **hp photo & imaging director**. In the Director, click **Scan Document**. You can also change the setting for the **SCAN** button so that it regularly scans using settings optimized for documents. For more information, see **change button settings**.

For Macintosh see HP Precisionscan Pro Help.	<i>Macintosh OS 9:</i> Choose Apple Help Center from the Finder Help menu. Then choose HP Precisionscan Pro Help. <i>Macintosh OS X:</i> Choose Mac Help from the Finder Help menu. Then click the question mark on the bottom-left corner of the Mac Help window and choose HP Precisionscan Pro Help.
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e-mail a scan

If your scanner has an **E-MAIL** button () , you can e-mail a scan directly from your scanner. You must also have an Internet connection and a supported e-mail program.



The HP Photo & Imaging software supports many popular e-mail programs. If your e-mail program is supported, it opens automatically when you try to e-mail a scan. If you are using an unsupported e-mail program, the scanner cannot scan items directly into an e-mail message. In this case, save the scan to a file, and then attach it to your e-mail message.

- 1 Close the HP Scanning software and the HP Copying software if they are open on your computer.
- 2 Place the original face down on the scanner glass and close the lid.
- 3 Press the **E-MAIL** button on the scanner. The scanner scans the item using default settings optimized for e-mail.

- 4 Follow the instructions on your computer screen. If your e-mail program is supported, a screen appears where you can address and compose a message.

You can also e-mail a scan from the software. For more information, see the HP Photo & Imaging software Help.

For Macintosh see HP Precisionscan Pro Help.	<i>Macintosh OS 9:</i> Choose Apple Help Center from the Finder Help menu. Then choose HP Precisionscan Pro Help. <i>Macintosh OS X:</i> Choose Mac Help from the Finder Help menu. Then click the question mark on the bottom-left corner of the Mac Help window and choose HP Precisionscan Pro Help.
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to select original type for e-mail

If the software prompts you for an original type, you have two choices: Picture or Document. The scanner uses optimized scan settings for your item depending on your choice. Use the following guidelines to determine the best original type for your needs.

If your original consists of	Select this original type	Receive this type of output
Text, or both text and graphics	Document	Adobe® Portable Document Format (PDF) file
A printed photograph or image	Picture	Joint Photographic Experts Group (JPG) file



If you need to save the item as a file type other than JPG or PDF, scan and save the item by using the HP Scanning software.

to change the original type

If the software does not prompt you for an original type, you can change the setting for the **E-MAIL** button so that it regularly scans using settings optimized for either documents or pictures. For more information, see **change button settings**.

print copies

If your scanner has a **COPY** button () , you can scan an item and send it directly to a printer to make copies.

- 1 Close the HP Scanning software if it is open on your computer.
- 2 Place the original face down on the scanner glass and close the lid.
- 3 Press the **COPY** button on the scanner. The software scans the item using default settings optimized for printing.
- 4 A message appears that shows the copy progress.

If you want to reduce or enlarge the copies, lighten or darken them, or change printer settings, click **Cancel** in the copy progress dialog box. You can then make changes to settings in the HP Copying software. You can also make copies from the HP Copying software. For more information, see the HP Photo & Imaging software Help.

For Macintosh see HP Precisionscan Pro Help.	<i>Macintosh OS 9:</i> Choose Apple Help Center from the Finder Help menu. Then choose HP Precisionscan Pro Help. <i>Macintosh OS X:</i> Choose Mac Help from the Finder Help menu. Then click the question mark on the bottom-left corner of the Mac Help window and choose HP Precisionscan Pro Help.
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create a photo show and save it on CD

Some scanners have a **MEMORIES DISC CREATOR** button ().

If you have a read/write CD drive and writable CDs, you can use your scanner to create personalized photo shows with music and titles. Then you can watch the photo show on your television using a compatible DVD player. You can also make photo reprints from the CD.

- 1 Close the HP Scanning software and the HP Copying software if they are open on your computer.
- 2 Place the original face down on the scanner glass and close the lid.
- 3 Press the **MEMORIES DISC CREATOR** button on the scanner and follow the instructions on the computer screen.

You can also create photo shows and save them on CD from the software. For more information, see the HP Photo & Imaging software Help.

scan slides or negatives

On an HP Scanjet 3500c series scanner, you can use the optional HP Scanjet transparent materials adapter (TMA) to scan slides or negatives. To do so, use the HP Scanning software rather than the scanning buttons.

For more information about the TMA, see **TMA - hp scanjet 3500c series** in the HP Photo & Imaging software Help.

For Macintosh see HP Precisionscan Pro Help.	<i>Macintosh OS 9:</i> Choose Apple Help Center from the Finder Help menu. Then choose HP Precisionscan Pro Help. <i>Macintosh OS X:</i> Choose Mac Help from the Finder Help menu. Then click the question mark on the bottom-left corner of the Mac Help window and choose HP Precisionscan Pro Help.
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change button settings

When you use the scanner buttons, the scanner uses settings optimized for the destination, such as e-mail, that is associated with that button. Examples of settings include resolution, size, and output type. Settings are applied to all items scanned with that button until you change the settings again.

If one of your scanner buttons is not listed here, its settings cannot be changed.



To change the settings for the current item only, you might want to scan using the HP Photo & Imaging software instead.

You change button settings from the Director, which is the main window that you use to reach the many functions of the HP Photo & Imaging software.

to open the director

- On the **Start** menu, point to **Programs**, point to **Hewlett-Packard**, point to your scanner, and click **hp photo & imaging director**.

For Macintosh see HP Precisionscan Pro Help.

Macintosh OS 9: Choose Apple Help Center from the Finder Help menu. Then choose HP Precisionscan Pro Help.
Macintosh OS X: Choose Mac Help from the Finder Help menu. Then click the question mark on the bottom-left corner of the Mac Help window and choose HP Precisionscan Pro Help.

change settings for the E-MAIL button

If your scanner has an **E-MAIL** button, you change its settings in two places: in **Button Settings** and in **E-mail Settings**.

- 1 Open the Director, and on the **Settings** menu, click **Button Settings**.
- 2 Click the **E-mail Button** tab, and change the settings.
- 3 Return to the Director, and on the **Settings** menu, click **E-mail Settings**.
- 4 Click the **Scan Document** tab, **Scan Picture** tab, or **Program** tab, and change the settings.

change settings for the SCAN button

If your scanner has a **SCAN** button, use the following procedure to change its settings.

- 1 Open the Director, and on the **Settings** menu, click **Button Settings**.
- 2 Click the **Scan Button** tab, and change the settings.

to scan to another program

You can make your scans go directly to a program other than the HP Scanning software. When you press the **SCAN** button, your scans go to the destination program you have selected (for example, a word-processing program).

On a Windows computer:

- 1 Open the Director, and on the **Settings** menu, click **Button Settings**.
- 2 On the **Scan Button** tab, in the **Destination** box, specify the destination to which you want to send your scan.
- 3 Change other settings as required, and then click **OK**.

If you want your scans to go directly to the selected destination, on the **Scan Button** tab, make sure the **Show Preview** check box is cleared.

to change settings for the COPY button

If your scanner has a **COPY** button, the software will remember the settings you chose the last time you used the HP Copying software.

- Open the Director, click **Make Copies**, and then change the settings.

4

installation problems - hp scanjet 2300c or 3500c series

This chapter contains solutions to common installation problems. For solutions to usage problems or maintenance issues, such as cleaning the scanner glass, see “troubleshooting” in the HP Photo & Imaging software Help.

scanner is not working

- First, check your computer:
 - Make sure your computer meets the minimum system requirements that are listed on the scanner box.
 - If you do not have enough hard-disk space, remove unnecessary files or install the software on a different disk drive.
- On a Microsoft® Windows® computer, if you receive a message such as “Destination Directory Is Invalid” or “Program Folder Is Invalid” during installation, do one of the following:
 - Type a valid destination folder name. The destination folder cannot contain the following characters: /, \, :, ?, *, <, >, “, or |.
 - Find a valid folder using the **Browse** button.
- Check the cables:
 - Check that the power cable is securely connected between the scanner and a live electrical outlet or surge protector.
 - If the power cable is connected to a surge protector, make sure the surge protector is plugged into an outlet and turned on.
 - Make sure you use the USB cable that was included with the scanner. Another USB cable might not be compatible with the scanner.
 - Check that the USB cable is securely connected between the scanner and the computer.
 - Disconnect the power cable from the scanner and turn off the computer. After 30 seconds, reconnect the power cable to the scanner and then turn on the computer, in that order.
 - On a Macintosh computer (HP Scanjet 3500c series only), use the Apple System Profiler to make sure the scanner is connected to the computer correctly.

- Test the scanner hardware (HP Scanjet 2300c only):
 - a. Disconnect the USB cable and the power cable from the scanner. Make sure the power cable is still connected to the power source.
 - b. Press the **SCAN** and **COPY** buttons at the same time, while plugging the power cable back into the scanner.
The scanner lamp should turn on, and the carriage in the scanner should move forward and backward.
 - c. To end the test, unplug the power cable.
If the scanner lamp does not turn on or the carriage does not move, a problem exists with the scanner hardware. Contact HP Customer Support.

scanner initialization failed

- If you receive a message that the scanner initialization failed, or if the HP Scanning software stops working after it has been functioning properly, try the following procedures.
 - a. Close the HP Scanning software if it is open.
 - b. Make sure that the cables connecting the computer and the HP scanner are securely fastened.
 - c. Turn the scanner off by unplugging the power cord. Turn the scanner back on by plugging the power cord in.
 - d. Turn the computer off and then on again.
- If the scanner still fails to initialize, run the Repair utility (Windows computers only) as described in the next topic, **scanner still does not work properly**.

scanner still does not work properly

- If the scanner stops scanning or the buttons no longer work as they should, a software conflict might exist on your computer. You might need to reinstall the HP Photo & Imaging software. To do this, run the Repair utility (Windows computers only).
 - a. Click **Start**, point to **Settings**, and then click **Control Panel** (in Windows XP, click **Start**, and then click **Control Panel**).
 - b. Click **Add/Remove Programs**, and then select the **HP Photo & Imaging** software.
 - c. Click **Change** (or **Add/Remove**, depending on your version of Windows).
 - d. Follow the instructions on the computer screen, and then click **Repair**.
- If this does not work, install the scanner on another computer. This will help determine if the problem is related to the first computer or to the scanner.
- If the scanner still does not work, contact HP Customer Support.

If the troubleshooting information you need is not shown here, see the HP Photo & Imaging software ReadMe file for the most recent information, or review the troubleshooting section in the electronic Help.

uninstall the software

The Uninstall option of the setup program allows you to remove the scanning software from your computer.

for Windows computers

- 1 Click **Start**, point to **Settings**, and then click **Control Panel** (in Windows XP, click **Start**, and then click **Control Panel**).
- 2 Click **Add/Remove Programs**, and then select the **HP Photo & Imaging** software.
- 3 Click **Change** (or **Add/Remove**, depending on your version of Windows).
- 4 Follow the instructions on the computer screen, and then click **Remove**.

for Macintosh computers (hp scanjet 3500c series only)

- 1 Unplug the scanner and restart the computer. (If you do not unplug the scanner and restart the computer before you uninstall the software, some files are not removed from your computer during uninstallation.)
- 2 Insert the HP Photo & Imaging CD-ROM into your computer's CD-ROM drive. (If the HP Photo & Imaging CD-ROM window does not appear, double-click the icon for the CD-ROM.)
- 3 Double-click the Installer, and then follow the instructions on the screen.
- 4 When the main installation dialog box appears, select **Uninstall** from the pull-down menu.
- 5 Click **Uninstall**, and then follow the instructions on the computer screen.

For warranty and specifications, see the electronic Help for your scanner.

For regulatory information, see the regulatory_supplement.htm file on the CD-ROM that came with your scanner.

find hp help on the web

HP provides several resources on the Web to provide help with your scanner. These Web services are free and available to you 24 hours a day, 7 days a week.

visiting hp websites

hp product support

Visit <http://www.hp.com/cposupport/loc/regional.html>, select your region, and then type your scanner model in the “quick find” box, to find information about the following topics:

- setting up and using your scanner
- downloading drivers
- solving a problem
- ordering
- warranty

hp scanjet website

Visit <http://www.hp.com> and click “products and services” for the following information:

- Tips for using your scanner more effectively and creatively
- HP Scanjet driver updates and software

accessibility website

Customers with disabilities can get help by visiting <http://www.hp.com/hpinfo/community/accessibility/prodserv/>.

hp assistance

If you cannot find an answer to your question by using the websites listed above, visit http://www.hp.com/cposupport/mail_support.html. From there, you can discover how to contact HP by using e-mail, the telephone, and other methods.

contact hp customer support

Before contacting HP Customer Support, please see **find hp help on the web**. The website services described in that section are free and available to you around the clock. If you don't find what you need on the Web, please contact HP Customer Support.

You can contact HP by telephone or mail for support and service for your scanner. Prices, availability, and hours of support are subject to change without notice.

how hp can help

Hewlett-Packard's support hotline can help resolve problems with:

- setup
- installation
- configuration
- operation

For questions relating to operating systems or network configurations, contact your point of purchase or internal support department. For help with non-HP hardware or software, please contact the manufacturer of the other product.

before you call

Please try the following steps before you call HP Customer Support:

- Review the "installation problems" chapter in the user's manual; for additional troubleshooting, see the "troubleshooting" module in the HP Photo & Imaging software Help.
- Review the troubleshooting information on the HP product support website.

when you call

If possible, be at the computer where the scanner is installed and have the following information ready when you call:

- serial number (found on the back or bottom of your scanner or under the scanner glass)
- product name (found on the scanner lid)
- date of purchase

obtain support in the United States

free telephone support for 90 days

Within 90 days of your purchase, telephone support is provided to you free of charge. If this is a long distance call for you, long distance charges will apply.

Call (208) 323-2551.

Our support staff is available from 6 am to 10 pm Mountain Time, Monday through Friday, and 9 am to 4 pm on Saturday.

after the first 90 days

Call (208) 323-2551.

Charges are \$25.00 per issue, charged to your credit card.

If you think your HP product might need service, call HP Customer Support, which can help determine if service is required.

hewlett-packard upgraded warranty statement

You can buy an extended, comprehensive warranty for your HP product, but you must do so within 180 days of purchasing the product.

Upgrade your standard factory warranty to three years with the HP SupportPack. Service coverage begins on product purchase date and the pack must be purchased within the first 180 days of product purchase. HP will determine the hardware service offering based upon the outcome of system self-test programs run by the customer through the initial call to HP Customer Support. If during your technical support call it is determined that your product needs replacement, then HP will ship you this replacement product the next business day free of charge. This warranty upgrade offers maximized uptime and productivity, the convenience of door-to-door pickup and delivery, with all packaging and freight prepaid by HP.

Available in the US only. For more information call 1-888-999-4747 or visit <http://www.homeandoffice.hp.com> and select "warranty upgrades" under "product support."

obtain support worldwide

Telephone support is free for one year in Asia and the South Pacific, and for 30 days in the Middle East and Africa.

For phone support in Europe, please check for the details and conditions of phone support in your country or district by consulting the website http://www.hp.com/cposupport/mail_support.html, and clicking on "contact HP."

Alternatively, you can ask your dealer or call HP at the phone number listed in this document. For English support in Europe, contact +44 (0) 207 512 52 02.

Algeria	+212 22404747
Argentina	0-810-555-5520
Australia	03 8877 8000
Austria	43 (0) 810 00 6080
Belgium	Flemish: +32 (0)2 626 8806 French: +32 (0)2 626 8807
Brazil	(11) 3747 7799 (greater São Paulo) 0800 157 751 (outside greater São Paulo)
Canada	905 206-4663

Chile	800 22 5547 (Post-sales Business Computing) 800 360 999 (Post-sales Home Computing)
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Sweden	+46 (0)8 619 2170
Switzerland	+41 (0)848 80 11 11
Taiwan	0 800-01 0055
Thailand	+66 (2) 661 4000 (Bangkok)
Tunisia	+212 22404747
Turkey	+90 216 579 7171
Ukraine	+7 (380-44) 490-3520
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