



HP Access Control Secure Printing Version 6.0 User Guide



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1 HP Access Control Secure Printing

HP Access Control Printing Solutions is a set of solutions designed to help mitigate security and compliance risks, prevent fraud, protect data privacy, and enhance fleet management.

This manual covers the following HP Access Control Printing Solutions:

HP Access Control Secure Printing

This solution delivers enhanced print security through authentication, authorization. It proposes a breadth of authentication options ranging from PIN codes log-in to card-based capabilities. It also helps mitigate security and compliance risks and reduces paper waste by allowing print jobs to be encrypted and stored on server or printer, until you are ready to retrieve and print.

HP Access Control Secure Pull Printing

This solution helps increasing productivity and ease printing by providing print mobility for enterprise-class companies, through roaming printing and single sign-on.

How it works

Using HP Access Control is simple and easy. Follow the procedures outlined below.

Multifunction printers - basic operation sequence

1. Authenticate (log in to the system)
2. Use secure printing functions
3. Sign out

Single function printers - basic operation sequence

1. Authenticate
2. Retrieve printed documents

To use any of the secured printer functions, you need to identify yourself to the system using either a PIN code, proximity badge or a smart card as supplied by your IT department.

After being authenticated by the system, you can use HP Access Control secure printing functions configured for your printer. After you are finished using the printer, you will log out of the system so that no one uses the printer functions through your login.

Multifunction printers versus single function printers

Multifunction printers (MFPs) may offer a large array of secure printer functions; as opposed to single function printers, where you will only be able to identify yourself to release your print jobs. Secure printing functions will vary according to the printer model and your company's IT policies. Please see the appropriate sections in this manual for authentication instructions for single or multifunction printers using either a PIN code, proximity badge or a smart card. Please note that the instructions for MFP non-printing functions are also applicable to HP digital sender devices. There is no special procedure for using printer functions that are not controlled by HP Access Control. See your HP printer manual for further instructions.

Examples of scenarios using the HP Access Control system

These examples show the sequence of events for four fictional HP Access Control secure printing scenarios.

Example 1 – Secure scan to e-mail

An administrative assistant needs to scan and e-mail a contract to a client. She walks up to a multifunction printer and quickly identifies herself using her proximity badge.

She loads the contract in the document loader and touches the E-mail button. The system automatically fills in her name and e-mail address as the e-mail sender. She enters the recipient e-mail address.

The scanned contract is immediately sent to the client. She touches a button to sign out of the system.

Example 2 – Secure printing and retrieval of documents

It is Tuesday morning. An engineer arrives at work knowing that he has a series of documents to create and print that day.

At 9:00a.m., he writes a letter and prints it through HP Access Control Secure Printing.

At 9:45a.m., he modifies a technical specification and prints it through HP Access Control Secure Printing.

At 11:00a.m., he writes his latest meeting report and prints it through HP Access Control Secure Printing. All three of his documents are stored in a secure manner in the HP Access Control Secure Printing server.

At noon he leaves for lunch, coming back at 1p.m. He walks up to the first available printer and authenticates himself using his badge.

All his morning print jobs are released, and he retrieves his printed documents. He logs out of the HP Access Control system and goes back to his desk to resume his work.

Example 3 – Secure printing for a department recipient

A hospital is organized with pools of nurses. The hospital software is configured to print documents for a nurse pool instead of individual nurses, because individual nurses may not be available to retrieve a specific patient document when needed. Patient documents are encrypted for HIPPA compliance and securely stored on the HP Access Control Secure Printing server.

A nurse belonging to a particular pool of nurses authenticates herself on an available printer or MFP using her badge.

The nurse requests the printing of a document. If one nurse is too busy to release a document, another nurse from the same pool can collect a document that was previously assigned to the nurse pool.

The document is printed. After the document is decrypted and printed, the stored print job is deleted so it is not processed twice.

Example 4 – Secure printing for a remote third party

A corporate attorney in London sends a confidential contract to be printed by his Chief Legal Officer in New York.

The London attorney enters a billing code for this print job, allocating the cost of the print job to Client A.

The print job is encrypted and stored on the European server.

The Chief Legal Officer in New York goes to his local HP MFP and authenticates. He displays his pending print jobs and sees the print job sent by his London corporate attorney.

The Chief Legal Officer requests the release of the print job. He retrieves personally the printed confidential contract, decrypted and printed in New York.

System setup description

Your HP single function or multifunction printer is equipped with HP authentication functionality (through the touch screen, a proximity badge or smart card reader), and your IT administrator has activated the HP Access Control secure authentication for some or all of its functions.

To perform secure printer actions on an MFP, you will also use the printer's front panel touch screen or the printer's control buttons, as well as your badge or smart card and the badge reader or card reader attached to the printer.

Where to find more information

If you need more information, please contact your system administrator. You will only need to contact your system administrator for certain specific operational problems described in this guide.

2 HP Access Control authentication

Overview

This chapter describes how to identify yourself in order to use secure functions on single and multifunction printers.


Authentication is a simple procedure which gives you access to secure HP Access Control printer functions. To authenticate, you will generally enter a PIN code on the printer front panel, or show your proximity badge or use your smart card.

Alternate authentication

If your system uses badges or smart cards, but you need to authenticate without using your badge or smart card (for example, if you forgot it), please refer to the “Alternative Authentication (logging in with no badge or smart card)” section for instructions.


Multifunction printers

See the appropriate section in this chapter if you are authenticating with a badge, with a smart card, or by typing in your network credentials.

 **NOTE:** If you are using an MFP with a badge reader and you have been instructed by your system administrator to first enroll in the system, see the chapter “Enrollment (for multifunction printers with badge readers only)” for instructions.

Single function printers

For single function printers, your authentication action will result in the immediate release of your pending print jobs.

 **NOTE:** Depending on how your system was configured, you may also need to confirm the printing request before it is released (see the “Additional confirmation” section below).

Authenticating by entering a PIN code

You have been given by your system administrator a unique number (PIN code) to identify yourself on printers and MFPs. That PIN code may be your employee number or a random number communicated by email.

Multifunction printers with no badge or smart card system

1. Touch the desired secure MFP function button (for example, Copy or Fax).
2. You are prompted for an ID code. Enter your PIN code using the MFP numeric keypad, or use the touch screen keyboard. After you are finished, touch OK on the touch screen.

Successful authentication

3. After a few seconds you are successfully identified, you see your name at the top of the MFP screen. You may proceed to use the secure HP Access Control printer functions.

Authentication failure

4. If the system does not recognize the information you entered, you see the following message on the MFP screen: "Invalid ID. X tries left" where X is the number of tries that remain before the MFP authentication enters a temporary lock-out time (defined by the system administrator). This system is designed to avoid PIN codes scanning.
5. To ensure that you did not make a mistake when entering your PIN code, please repeat the authentication procedure.
6. If the system still does not recognize your PIN code, please contact your system administrator.

Single printers with numeric keypad and no badge or smart card system

1. Touch OK to display the printer's main menu.
2. Using the up and down arrows, locate "HP Access Control." Press the OK key.
3. You are prompted for an ID code. Enter your PIN code using the printer numeric keypad. When you are finished, touch OK.

Successful authentication

4. After a few seconds your print jobs are released and printed.

Authentication failure

5. If the system does not recognize the ID you entered, you will see the following message: "Invalid ID. 2 tries left"
6. To ensure that you did not make a mistake when entering your PIN code, please repeat the authentication procedure.

If the system still does not recognize your PIN code, please contact your system administrator.

Authenticating using a proximity badge

Single function printers

Instructions

1. Locate the reader by searching for the following image on the printer:



To authenticate on a single function printer, hold your badge close to the reader. The reader light should be green, and the reader beeps when the badge is read. If there is no light or a steady or constantly blinking red light on the reader please contact your IT support.

2. When your badge is recognized, your pending print jobs will start to print and you are automatically logged out after printing. Those jobs are automatically deleted from your pending jobs queue when printed. If you return to your computer and send more jobs to be printed, they will be retained and you need to walk up to the printer and authenticate to release the new print jobs.

Additional confirmation

- ▲ Your system administrator may also set up an additional confirmation step to release secure print jobs. After your badge is recognized, the printer displays the following message: “Releasing X jobs, Yes SELECT ✓.” To confirm and release your print jobs, press the checkmark or OK confirmation key (on the printer front panel). To cancel, press the up arrow key.

No job waiting in the print queue

- ▲ Depending on how your system was set up, if you try to authenticate and the reader beeps and flashes red, or if the printer displays the message “No jobs stored. Press SELECT ✓,” there are no jobs waiting in the print queue. Press the checkmark or OK confirmation key (on the keypad).

Authentication failure

- ▲ If your badge number was not recognized, you will see three quick red LED flashes. Try passing your badge close to the reader. If you see the three red LED flashes again, please contact your IT support center.

Multifunction printers with a badge reader

Identifying yourself

1. When the MFP HP Access Control badge authentication is ready to be used, you see the following status message at the top of the screen: “Please ID yourself...”

2. Locate the reader by searching for the following image on the MFP.



To authenticate, hold your badge close to the badge reader. The reader light should be green, and the reader beeps when the badge is read. If there is no light or a steady or constantly blinking red light on the reader please contact your IT support.

3. Depending on your system's configuration, you may be asked to enter a PIN code as an additional security. Enter the PIN code you defined during your enrollment procedure and touch OK. If you have forgotten your PIN code, please unenroll your badge and enroll it again with a new PIN code. See the instructions in the "Enrollment" chapter for how to enroll and unenroll your badge.
4. The system identifies you and you see your name displayed at the top of the printer screen.

Authentication failure

1. If your badge is not recognized, the reader beeps three times and an error message is displayed on the MFP screen. If the reader does not recognize your badge on the first attempt, please try again.

You are allowed a limited number of unsuccessful identification attempts before the badge reader enters a temporary lock-out mode. That number is defined by your IT support. If you continue reach that number the reader will time out for 30 seconds. During this time the reader is inactive—a 30-second countdown will be displayed on the printer screen and then the reader returns to its active status. This is a protection against unauthorized access attempts.

2. If you can't authenticate with your badge please contact your IT support center.

Billing code

1. In addition to presenting your badge to the reader, you may be prompted for a billing code if this function has been activated by your system administrator. This billing code links the print job/action to a client or project for traceability and bill-back capability.
2. After your badge is authenticated, you are prompted to enter the billing code. Use the touch screen keyboard to type the billing code. Please note that the Shift key on the touch screen panel toggles the entire keyboard between upper and lower case. After you are finished, touch OK.

Depending on your system configuration, the system may also verify whether the supplied billing code is valid before allowing you to proceed.

3. After you are successfully authenticated, the MFP screen shows your name at the top left. You now have access to the secure printer functions.

Authentication after touching a MFP function button

It is also possible to walk up to the printer and access the authentication process by touching any of the MFP function buttons controlled by HP Access Control, such as Copy or Fax (what MFP function is secure depends on your system configuration).

After touching a function button, depending on the configuration defined by your system administrator, you will either follow the procedure for badge authentication or for alternate authentication.

Badge authentication

- A screen message requests that you show your badge. Follow the instructions for authenticating with your badge described in this chapter.

Alternate authentication


- The alternate authentication is performed using your PIN code or network credentials (for more information, please refer to the chapter “Alternate Authentication (logging in with no badge or smart card”).

After being authenticated, you are taken to the requested function screen.


Authenticating using a smart card reader

Multifunction printers with a smart card reader

1. Touch the button related to the function you need (such as Fax or Copy).
2. You see the message “Please insert your smart card...” on the MFP screen.
3. Locate the card reader attached to the printer. Fully insert your smart card in the card reader, and using the touch screen keyboard on the MFP screen, type your card password when requested. Please note that the Shift key on the touch screen panel toggles the entire keyboard between upper and lower case. Touch OK when finished.

 **NOTE:** If you insert an invalid card or if you insert your card incorrectly, the card reader light will flash continuously.

4. The following two messages are displayed while the system verifies your identity: “Processing card, please wait” and “Card validation, please wait.”
5. After you are authenticated, the printer screen displays your name at the top of the screen and you are taken to your chosen function screen. You may remove your smart card after finishing all the steps for a chosen secure printer function. Please note that you will be immediately logged out when you remove your smart card. However, after authenticating, you can remove your card while your jobs are being printed without stopping their release.

 **NOTE:** An error message is displayed on the MFP screen if your smart card is not responding or if your certificate is invalid or has been revoked. Please contact your system administrator and communicate that message.

Alternate Authentication

For multifunction printers only, equipped with badge or smart card systems

If you need to authenticate and you do not have a badge or smart card or have forgotten it, you can use the alternate authentication system if it is activated by the system administrator. Follow the steps below (if the Alternate Authentication function has been configured by your IT administrator):

1. Touch the desired secure MFP function button (for example, Copy or Fax).
2. Depending on your system configuration, you will be prompted for:
 - your network login and password or
 - An ID PIN code

Entering your login and password
3. The login screen appears.
4. Touch the empty white field below “User Name:”
5. Use the touch screen keyboard to type your login. Please note that the Shift key on the touch screen panel toggles the entire keyboard between upper and lower case. After you are finished, touch OK.
6. Touch the empty white field below “Password:”
7. Use the touch screen keyboard to type your password. Touch OK.
8. You will be taken to the login screen. You should see your login displayed under “User Name:” and a series of asterisks in the password field. Touch OK.

Entering your ID code
9. The ID code screen appears with a blank white field next to “ID:”
10. Enter the PIN code on the numeric keypad next to the MFP screen. After you are finished, touch OK.

Successful authentication
11. You are successfully identified, you see your name at the top of the screen. You may proceed to use the secure HP Access Control printer functions.

Authentication failure

1. If the system does not recognize the information you entered, you will see the following message: “Invalid ID. X tries left” where X is the number of remaining attempts before the MFP goes in temporary lock-out mode.
2. To ensure that you did not make a mistake when entering your login and password or ID code, try repeating the authentication procedure.
3. If the system still does not recognize your login and password or your ID code, please contact your system administrator.

3 Using HP Access Control secure printer functions (multifunction printers only)

Overview

This chapter covers instructions for some of the main HP Access Control secure functions of multifunction printers and the principal navigation buttons on the touch screen panel.

Depending on your HP Access Control system configuration, one or more of your printer functions may be secure. To use a secure printer function, the system allows you to authenticate either before or after touching a secure function button (such as Copy or Fax).

After authenticating, you are logged into the system and you may use all the HP Access Control secure functions without having to authenticate again. After you are finished, you will log out of the system. Then you will need to authenticate again if you need to use any of the secure printer functions.

Please note that the HP Access Control system will automatically log you out after a short period of inactivity defined by your system administrator between 15 and 300 seconds. Nevertheless, we recommend that you log out immediately after finishing your secure printing activities. See the chapter “Logging out of multifunction printers” for detailed instructions.

Front Panel Navigation

The Home button

The Home button takes you to the initial printer functions screen. It has a picture of a small house, and it appears in some of the function screens at the top left corner of the printer’s touch screen.

After performing a printer action, such as copy or fax, you can touch the Home button to return to the main menu screen.

After you are logged in to the HP Access Control system, you will remain logged in while you perform as many printing functions as you wish, including navigating through the menu using the Home button. Please note, however, that the system will automatically log you out after a short period of inactivity, which is configured by your system administrator between 15 and 300 seconds.

Scrolling the screen display

If your printer’s main menu has more than four main buttons, the screen display will scroll down. Use the up and down arrows located at the far right column of the screen display to scroll the screen display up or down.

The Sign Out button

For instructions on using the Sign Out button, please refer to the section “Logging out of HP Access Control multifunction printers – Touching the Sign Out button.”

Copying documents

1. Ensure the printer is loaded with paper.
2. Load the original document in the scanner according to your HP MFP instructions.
3. Authenticate using your badge (please refer to the instructions detailed in the “Authentication” section of this manual). When your name appears at the top of the screen, touch the Copy button on the touch screen. If the Copy button is not visible, use the Home key or the scroll navigation keys to navigate until you see the Copy button. If the Copy button on your printer display is grayed out, this function is not currently available; please contact your system administrator.
4. Follow the copying instructions detailed in your HP printer manual. Your copy will be completed.
5. If you are finished using the MFP, log out of the system (see chapter 5 “Logging out of HP Access Control multifunction printers”).

Faxing documents

1. Load the original document in the scanner according to your HP MFP instructions.
2. Authenticate using your badge (please refer to the instructions detailed in the “Authentication” section of this manual). When your name appears at the top of the screen, touch the Fax button on the touch screen. If the Fax button is not visible, use the Home key or the scroll navigation keys to navigate until you see the Fax button. If the Fax button on your printer display is grayed out, this function is not currently available; please contact your system administrator.
3. Follow the faxing instructions detailed in your HP printer manual. The printer will fax your document.
4. If you are finished using the MFP, log out of the system (see chapter 5 “Logging out of HP Access Control multifunction printers”).

Scan to E-mail

You need to authenticate to use the secure scan to e-mail function. You can authenticate either before or after touching the E-mail button.

1. Load the original document in the scanner according to your HP MFP instructions.
2. Authenticate using your badge (please refer to the instructions detailed in the “Authentication” section of this manual). When your name appears at the top of the screen touch the E-mail button on the touch screen. If the E-mail button is not visible, use the Home key or the scroll navigation keys to navigate until you see the E-mail button. If the E-mail button on your printer display is grayed out, this function is not currently available; please contact your system administrator.
3. Follow the E-mail instructions detailed in your HP printer manual. Depending on your HP Access Control system configuration, one or more of the e-mail fields may be preset and you will not be able to edit them.
4. Your document will be scanned and sent.
5. If you are finished using the MFP, log out of the system (see chapter 5 “Logging out of HP Access Control multifunction printers”).

4 HP Access Control secure printing

Depending on your system's configuration, your printing actions will be processed by the HP Access Control system. This chapter provides instructions for securely printing and retrieving documents using the HP Access Control system.

Sending a secure print job to the printer (multifunction and single function printers)

- Your system administrator has configured a printer especially for HP Access Control Secure Printing, you need to print through it to benefit from HP Access Control Secure Printing features.
- To print a secure print job, proceed normally to print your documents: from your application, select Print, configure the printing job options, and click OK.
- If no additional popup window appears, all your secure printing parameters are automatically set and you can proceed to the retrieval of your print jobs.
- If a popup window appears, you will be able to set one or more secure print job parameters described in the table “Secure print job parameters” below. Configure the secure print job parameters shown in the popup window and click OK to send the print job to the printer.

Secure print job parameters

| | |
|---|---|
| Print without retention | Select this option to cancel authentication for the print job. This option is useful if the printer is located next to you, making authentication unnecessary for assuring security when releasing print jobs. Another possible scenario is if you do not have your badge and do not have access to an alternate authentication method and are authorized to print unsecurely. |
| Billing code (may be required) | Enter a billing code for the job. This billing code is assigned to the print job to charge back to a client or project with the cost of the job. |
| Expiration date (required - ranges from 1 hour to 48 days) | This option determines how long the system will keep an unclaimed print job before deleting it. |
| Recipient (required) | <p>Specify the recipient for the print job (user or department):</p> <p>User</p> <p>To assign the print job to a specific user:</p> <ol style="list-style-type: none">1. Click the radio button next to User.2. Type in or select from the drop-down list the login name of the user that will release the print job.3. If prompted, retype the username in the “Confirm recipient:” field. <p>Important: If you assign someone else as the print job recipient, you are responsible for notifying them that they have a secure print job pending.</p> <p>Depending on how your system is configured, you may be allowed to leave the user field blank. The system will then automatically insert your login name in the User field.</p> <p>Department</p> <p>If you assign a print job to a department, any user belonging to this department will be able to release the print job, with</p> |

immediate deletion. To assign a print job to a specific department:

1. Click the radio button next to Department.
 2. Type in or select from the drop-down list the department name.
 3. If prompted, retype the department name in the "Confirm recipient:" field.
-

Releasing the print job (multifunction printers)

To release a secure print job you first need to authenticate. This authentication occurs directly on the printer where the job will be released.

1. Ensure the printer is loaded with enough paper.
2. Authenticate (please refer to the instructions detailed in the “Authentication” section of this manual). When your name appears at the top of the screen, touch the “My Print Jobs” button on the front touch screen panel.
3. If the job release confirmation is deactivated by your system administrator all your jobs are released without any further interaction. Collect your documents then if you are finished using the MFP, log out of the system (see chapter 5 “Logging out of HP Access Control multifunction printers”).
4. If the job release confirmation is activated by your system administrator your print jobs names are listed on the MFP screen, for individual confirmation of printing or deletion.
5. The following actions are then available: “Select all,” “Job info,” “Print,” “Delete,” and “Back.” For more information on each available action, see the following table.

| | |
|-------------------------|--|
| Select all/Unselect all | Touch “Select all” to select all print jobs listed. This button toggles between “Select all” and “Unselect all.” Touch “Unselect all” to unselect all jobs. |
| Job info | Select one print job and touch “Job info” to see detailed information on this job. The screen will display the following details: <ul style="list-style-type: none">• type – the document type• name – the document name• size – the document size, if known• ID – a system-generated ID number for each document |
| Print | After selecting one or more print jobs, touch “Print” to activate printing. |
| Delete | After selecting one or more print jobs, touch “Delete” to delete the jobs from the pending print jobs list. |
| Back | Touch “Back” to return to the main menu. |

6. If you are finished using the MFP, log out of the system (see chapter 5 “Logging out of HP Access Control multifunction printers”).

Releasing the print job (single function printers)


To release a secure print job, you first need to authenticate on the printer where the job will be released. After authentication, your pending print jobs will be immediately decrypted and printed.

For detailed instructions, see “Authenticating using a proximity badge - Single function printers” in Chapter 2.

5 Logging out of HP Access Control multifunction printers

This chapter describes how to log out of HP Access Control multifunction printers.

For security purposes, always log out after finishing your secure printer actions. In this way, you ensure that no one else will execute secure actions using your identity. Please note that the system will automatically log you out after a short period of inactivity, which is configured by your system administrator between 15 and 300 seconds. Nevertheless, we recommend you log out immediately after you are finished using the printer's secure functions.

 **NOTE:** There is no log out action for single function printers. You are logged-out automatically upon the release of pending print jobs.

Touching the “Sign Out” button

1. After you are logged in, the front panel displays a “Sign Out” button at the bottom right corner. Touch it to log out.
2. After a few seconds, your name disappears from the top of the screen and the initial “Please ID yourself...” message returns.
3. You have successfully logged out of the system.

Pressing the HP printer's Reset button

1. Press the yellow Reset button on the printer keypad to log out.
2. After a few seconds, your name disappears from the top of the screen and the initial "Please ID yourself..." message returns.
3. You have successfully logged out of the system.

Pulling out your smart card

- ▲ Remove your smart card from the reader. You are immediately logged out of the system.

6 HP Access Control enrollment


For multifunction printers with proximity badge readers only

Overview

This chapter describes the HP Access Control badge enrollment procedure for multifunction printers equipped with badge readers.

Depending on your system configuration, you may first need to enroll your badge in the HP Access Control system. It allows you to easily link your proximity badge with your network identity.

If you are instructed by your system administrator to enroll your badge in the HP Access Control system, you will initially perform a one-time authentication procedure using your network credentials then show your badge. You only need to do this once.

 **NOTE:** There is no enrollment procedure available on single function printers. No enrollment procedure is needed for smart cards.

Enrolling your badge

1. Locate the “Enroll me” button on the MFP front panel. If an “Enroll me” button is not visible on the display, locate the small arrow scroll keys on the far right of the touch screen panel. Touch the “down” arrow to scroll the display until you see an “Enroll me” button.
2. Touch the “Enroll me” button.
3. The network credentials login screen appears, featuring a title beginning with “Sign In >” and the “User Name:” and “Password:” fields below.
4. Touch the empty white field below “User Name:”
5. Use the touch screen keyboard to type your login. Please note that the Shift key on the touch screen toggles the entire keyboard between upper and lower case. After you are finished, touch OK.
6. Touch the empty white field below “Password:”
7. Use the touch screen keyboard to type your password. Touch OK.
8. You will be taken to the “Sign In >” screen. You should see your login displayed under “User Name:” and a series of asterisks in the password field. Touch OK.
9. Depending on your system’s configuration, you may be asked to enter a PIN code as a measure of additional security. You will later enter this PIN code every time you authenticate to use secure MFP functions. Enter a PIN code consisting of at least four digits.
10. The system will display the message “Please wait while contacting server...” After a few seconds, you will see the initial printer screen with the message “ID yourself” at the top.
11. Hold your proximity badge close to the reader:



12. The system displays the message “Enrollment...” for a few seconds and then your name appears at the top of the printer home screen; you are logged-in.
13. You have successfully enrolled your badge in the system. You can now use your badge to authenticate on the MFP. If you need to use any of the secure printer functions now, please refer to the “Main HP Access Control secure printer functions (multifunction printers only)” or the “HP Access Control secure printing” sections of this manual. Do not forget to log out when you are finished.

If the system does not recognize your login

If there is a problem and the system does not recognize your entered network credentials, you will see a “Login Failed” message on the screen.

1. Touch OK.
2. To ensure that you did not make a mistake when entering your login or password, try repeating the enrollment procedure.
3. If the system still does not recognize your network credentials, please contact your system administrator.

Unenrolling your badge

After you are enrolled, should you need to unenroll your badge ID from the system, in example if you lost your badge, please follow the instructions below.

1. If the “Enroll me” button is not visible on the display, locate the small arrow scroll keys on the far right of the touch screen panel. Touch the “down” arrow to scroll down the display until you see an “Enroll me” button.
2. Touch the “Enroll me” button.
3. The network credentials login screen appears, featuring a title beginning with “Sign In > ” and the “User Name:” and “Password:” fields below it.
4. Touch the empty white field below “User Name:”
5. Use the touch screen keyboard to type your login, then touch OK.
6. Touch the empty white field below “Password:”
7. Use the touch screen keyboard to type your password. Touch OK.
8. After a few seconds, you will see the following screen message:

You are already enrolled. Press reset to logout

Or

Press “Unenroll me” to unenroll your badge

9. To unenroll your badge from the system, touch the “Unenroll me” button.
10. You see the following message: “Unenrolled successfully. Press reset to logout.”
11. Press the Reset button on the printer control panel to log out.
12. Unless you enroll a new badge in the system, you will not be able to use the badge authentication procedure. The HP Access Control system will no longer recognize your badge as a valid ID.

7 Front panel messages and troubleshooting

When using HP Access Control Secure Printing you will see information and error messages on the front printer/MFP display. This chapter provides an explanation and follow-up instructions for each informational and error message.

Information messages

Please ID yourself

| Cause | Solution |
|--|--|
| The printer is ready and waiting for you to identify yourself. | Authenticate using either your badge or your smart card. |

Invalid ID, X tries left

| Cause | Solution |
|---|-----------------|
| The supplied ID (PIN code, badge, smartcard, login/password) is not valid. You have X tries left before the printer disables the user login activity for a certain amount of time (defined by the administrator). After this locked period, the authentication returns to its normal state. | Use a valid ID. |

Invalid badge

| Cause | Solution |
|--|---|
| The configuration of the badge authentication is not correct for your type of badge. | Please contact your system administrator. |

Locked for X s

| Cause | Solution |
|---|---|
| The user has supplied too many wrong IDs in a row and the system locked up the login procedure to prevent the scanning of ID codes. | Please wait until the locked login time is over (the delay is defined by the administrator) and provide a valid ID. |

HP Access Control initializing. Please try later

| Cause | Solution |
|--|---|
| HP Access Control Secure Printing is starting after the printer boot and the printer/MFP is not yet running. | Please wait a few minutes until the printer is ready. If there is still an error message, please contact your system administrator. |

ID update in progress. Try Later

| Cause | Solution |
|--|--|
| A users list is currently being uploaded to the printer. | Please wait for the list upload to be completed and try again. |

Error messages

No ID List. Contact Admin

| Cause | Solution |
|--|---|
| The printer has not been initialized with a badge/user list and is not linked to an AD/LDAP or Print-PS authentication server. | Please contact your system administrator. |

Corrupted IDs list. Contact Admin

| Cause | Solution |
|---|---|
| The list of users and IDs is corrupted. | Please contact your system administrator. |

Chosen language not available

| Cause | Solution |
|---|---|
| HP Access Control Secure Printing is not correctly installed. | Please contact your system administrator. |

Hard disk operation failed

| Cause | Solution |
|--|---|
| A hard disk read/write operation failed. | Please contact your system administrator. |

HPAC IP connection failed

| Cause | Solution |
|---|--|
| HP Access Control Secure Printing could not establish an IP connection. | Please contact your system administrator to verify the printer LAN status. |

Server X does not respond

| Cause | Solution |
|--|---|
| The HP Access Control Secure Printing Server hosting your jobs does not answer to the MFP/printer. | Please contact your system administrator. |

HPAC invalid server

| Cause | Solution |
|---|---|
| The identification process between a HP Access Control Secure Printing Server and HP Access Control Secure Printing failed. | Please contact your system administrator. |

8. Regulatory Information

FCC compliance statement – United States (English)

USA Federal Communications Commission (FCC) compliance

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. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the 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 output on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Note: Pursuant to Part 15.21 of the FCC Rules, any changes or modifications to the RFID reader system that are not expressly approved by HP might cause harmful interference and could void the FCC authorization to operate this equipment.

Exposure to radio frequency radiation

This product complies with FCC OET Bulletin 65 radiation exposure limits set forth for an uncontrolled environment.

CAUTION The radiated output power of this device is far below the FCC radio frequency exposure limits. Nevertheless, the device shall be used in such a manner that the potential for human contact during normal operation is minimized.

In order to avoid the possibility of exceeding the FCC radio frequency exposure limits, human proximity to the antenna shall not be less than 20 cm (8 inches) during normal operation.

Canadian statements (English)



DECLARATION OF CONFORMITY

according to ISO/IEC 17050-1 and EN 17050-1

Manufacturer's Name: Hewlett-Packard Company DoC#: BOISB-1106-00 rel. 0.0
Manufacturer's Address: 11311 Chinden Boulevard
Boise, Idaho 83714-1021, USA

declares, that the product

Product Names: Multi-protocol RFID Reader
Regulatory Model Number : BOISB-1106-00
Product Numbers: CZ208A
Product Options: ALL


conforms to the following Product Specifications:

Safety: IEC 60950-1:2005 / EN60950-1: 2006+A11
EMC: CISPR22:2005+A1 / EN55022:2006+A1 - Class B
IEC 61000-4-2:1995
IEC 61000-4-3:1996
FCC Title 47 CFR, Part 15 Class B / ICES-003, Issue 4

Radio: ETSI EN 300 330-2 V1.3.1 (2006-06)
ETSI EN 301 489-1:2008 V1.8.1 (2008-04)
ETSI EN 301 489-3:2002 V1.4.1 (2002-08)
EN 50371:2002
FCC Part 15, Subpart C / IC RSS-210 & RSS-Gen Issue 2

Supplementary Information:

The product herewith complies with the requirements of the EMC Directive 2004/108/EC and the R&TTE

Directive 1999/5/EC, and carries the CE-Marking  accordingly.

This Device complies with 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.

Boise, Idaho USA
August, 2011

For Regulatory Topics only, contact:

European Contact: Your Local Hewlett-Packard Sales and Service Office or Hewlett-Packard GmbH,
Department HQ-TRE / Standards Europe, Herrenberger Stra e 140, D-71034 Boblingen (FAX: +49-7031-14-3143)
www.hp.eu/certificates

USA Contact: Product Regulations Manager, Hewlett-Packard Company, PO Box 15, Mail Stop 160, Boise, Idaho 83707-0015, USA
(Phone: 208-396-6000)