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It is not lawful in many places to make copies of the following items. When in doubt, check with a legal representative first:

- Governmental paper or documents
- Passports
  - Immigration papers
  - Selective service papers
  - Identification badges, cards or insignias
- Governmental stamps:
  - Postage stamps
  - Food stamps
- Checks or drafts drawn on Governmental agencies
- Paper currency, traveler’s checks, or money orders
- Certificates of deposit
- Copyrighted works

Safety Information

**WARNING!** To prevent fire or shock hazard, do not expose this product to rain or any type of moisture.

Always follow basic safety precautions when using this product to reduce risk of injury from fire or electric shock.

**WARNING!** Potential shock hazard

- Read and understand all instructions in the setup poster.
- Telephone lines can develop hazardous voltages. To avoid electrical shock, do not touch the contacts on the end of the cord, or any of the sockets on the HP Fax. Replace damaged cords immediately.
- Never install telephone wiring during a lightening storm.
- Observe all warnings and instructions marked on the product.
- Unplug this product from wall outlets and telephone jacks before cleaning.
- Do not install or use this product near water or when you are wet.
- Install the product securely on a stable surface.
- Install the product in a protected location where no one can step on or trip over the line cord, and where the line cord will not be damaged.
- If the product does not operate normally, see the Troubleshooting section of this user guide.
- No operator-serviceable parts inside. Refer servicing to qualified service personnel.
- Use in a well ventilated area.
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This chapter gives you a quick introduction to the basic functions of your new fax machine. Please refer to the later chapters for detailed instructions.

load paper

You can load up to 50 sheets of plain paper in the input tray. Before loading the paper, make sure the paper size is set correctly in the Set Up System menu. For more information, see Paper Size on page 30.

paper type and sizes

The HP Fax is designed to work with a variety of plain papers (cotton bond 70–90 g/m² (20–24 lb)) in A4, Letter, and Legal sizes.

Tip! Some papers have a side that’s been conditioned for printing. The “print side” is indicated on the paper’s packaging. Always load with the print side facing you.

1 Pull the paper tray cover toward you.

2 Fan, neatly stack, then insert up to 50 sheets of paper with the print side facing you.

If necessary, squeeze the paper guide, and move it to match the width of the paper. Be sure to not bind the paper the paper stack.
load documents to fax or copy
You can load up to 10 pages in the document feeder. Load the documents face down (printed side toward the machine).

send a fax
1 Place the document to be sent (up to 10 pages) in the document feeder.
2 Dial the number by using one of these methods:
   - Entering the number and pressing Start/Enter.
   - Removing the handset, entering the number, and pressing Start/Enter.
   - Using the Loudspeaker button to listen as you dial, then pressing Start/Enter.
   - Pressing and holding a One Touch button. For more information, see one-touch dialing on page 18.
   - Pressing the Speed Dial button, entering a speed dial code and pressing Start/Enter. For more information, see dial from the phone book on page 18.

   Note: One touch and speed dial codes must have been previously programmed. For more information, see store a number in the phone book on page 17.

receive a fax
How faxes are received depends on how the Answer Mode is set.

FAX or TAM answer mode
The fax machine will answer the telephone, automatically detect fax tones, and receive a fax.

   Tip! If you answer the telephone and hear fax tones, press the Start/Enter button to receive the fax.

AUTO answer mode
In AUTO mode the telephone rings for a certain number of rings (see set rings to answer on page 12), then switches to FAX receiving.
TEL answer mode
If the answer Mode is set to TEL, you must manually receive faxes.
1 Answer the telephone.
2 If you hear fax tones, press the Start/Enter button.
3 Once you hear fax tones from both machines (this may take several seconds), you may hang up the telephone.

make a copy
You can make multiple copies of a 10 page document.

single copy—no options
1 Turn the page face down and insert it into the document feeder.
2 Press Copy twice.

multiple copies or copies with options
1 Turn the page face down and insert it into the document feeder.
2 Press Copy.
   Number of Copies then 01 [01–40] will display.
   Tip! The maximum number of copies depends on the model you purchased.
3 If you want more than one copy, use the phone pad to enter the number of copies.
4 Press Copy to start copying or press Start/Enter to go to the next option.
5 Press to select the reduction or enlargement percentage you want (50, 75, 87, 93, 97, 100, 120, 125, or 150).
6 Press Copy to start copying or press Start/Enter to go to the next option.
   Collate then Off will display.
7 Press to select Off if you want the copies collated.
   If Collate is Off, pressing either Copy or Start/Enter will start copying.
8 If Collate is On, press Copy to start copying or press Start/Enter to go to the next option.
   Print Order then Normal will display.
9 Press to select Reverse if you want the last page printed first.
   Printing the copies in reverse order will cause the first page to be on top when the copy is complete.
10 Pressing either Copy or Start/Enter will start copying.
make a telephone call

Use one of the following methods:

- Pick up the handset and dial the number.
- Press and hold a One Touch number. This turns on the loudspeaker. When you are connected, pick up the handset. For more information, see one-touch dialing on page 18.
- Press the Speed Dial button, enter a speed dial code and press Start/Enter. This turns on the loudspeaker. When you are connected, pick up the handset. For more information, see dial from the phone book on page 18.

Note: One touch and speed dial codes must have been previously programmed. For more information, see store a number in the phone book on page 17.
This chapter lists the basic features of your new HP Fax and introduces you to the machine. For detailed instructions, refer to the later chapters.

The HP Fax 1010 offers the following features:

- 40 page fax memory
- 50 page paper tray
- 10 page document feeder
- 50 speed dialing locations (including 10 One-Touch) (see page 17).
- Distinctive Ring (DRPD) capability (this feature only is available in certain areas) (see page 15).
- Broadcasting to send the same document to multiple destinations (see page 23).
- Fax forwarding to forward documents to another fax machine (see page 25).
- Delayed fax to send the document at a later time (see page 23).
- Send/Receive Polling (see page 24).
- Caller ID (see page 12).
- Last 10 number redial (see page 31).
- Junk fax blocking (with Caller ID) (see page 13).
- Reports to help you manage your work (see page 28).
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rear view

Connect extension phone or answering machine here.

power cord socket

front panel

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20
<table>
<thead>
<tr>
<th>Feature</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Scan &amp; Fax Mode</strong>: Turns on and off scanning all pages before sending the fax.</td>
</tr>
<tr>
<td>2</td>
<td><strong>Silent Mode</strong>: Turns off and on most sounds made by the machine. To do this automatically at certain hours, see <em>Silent Mode on page 31</em>.</td>
</tr>
<tr>
<td>3</td>
<td><strong>Report/Help</strong>: Prints status reports or the Help file, which contains information on using your HP Fax.</td>
</tr>
<tr>
<td>4</td>
<td><strong>Access Cartridge</strong>: Moves the print cartridge so it can be replaced.</td>
</tr>
<tr>
<td>5</td>
<td><strong>Resolution</strong>: Improves the clarity of a document you are faxing or copying.</td>
</tr>
<tr>
<td>6</td>
<td><strong>Space</strong>: Enters a space between words when entering a name in a text field.</td>
</tr>
<tr>
<td>7</td>
<td><strong>LCD Display</strong>: Displays menu items and messages from the HP fax.</td>
</tr>
</tbody>
</table>
| 8 | **Ans.Mode/Contrast**:  
  - When no document is loaded, pressing this button changes the Answer Mode.  
  - When a document is loaded, pressing this button changes the contrast for faxing and copying. |
| 9 | **R or Flash**: Switches between telephone functions such as call waiting. Contact your local telephone company for information. **Note**: The name of this button varies by country. |
| 10 | **Menu**: Displays the options available for your HP Fax. |
| 11 | **Scroll/Volume**:  
  When no document is loaded:  
  - When no other button has been pressed, adjusts the ringer volume.  
  - If the handset is off hook, adjusts the handset volume.  
  - When **Loudspeaker** has been pressed, adjusts the speaker volume.  
  - When **Menu** has been pressed, displays the next and previous menu options.  
  - When you are entering numbers or text, moves the cursor to the digit or character to be edited. |
| 12 | **Copy**: Copies a document. |
| 13 | **Start/Enter**:  
  - Starts a fax or printing a report.  
  - Accepts the selection shown in the display. |
| 14 | **Cancel**:  
  - In the Menu system, stops an operation at any time.  
  - When entering text or numbers,  
    - Pressing once, backspace deletes numbers or letters when editing.  
    - Holding down, deletes entire field.  
    - Pressing again after holding down, returns to Ready mode. |
| 15 | **Redial/Pause**:  
  - Redials the last number or allows you to select one of the last 10 numbers called to redial.  
  - Adds a pause while storing a number in memory. |
| 16 | **Loudspeaker**: Allows you to listen to the telephone while dialing or accessing voice mail. |
| 17 | **Mute/Search**:  
  - Mutes the telephone during a telephone call.  
  - Search for a number stored in memory. |
| 18 | **Speed Dial**: Stores and dials up to 50 telephone/fax numbers. |
| 19 | **Symbols**: Used to enter special characters when entering a name in a text field. |
| 20 | **Phone pad**: Dials telephone and fax numbers and enters letters and symbols in text fields. The phone pad is also used for one-touch dialing. |
**SET SYSTEM ID**
- Fax Number
- Fax Name

**SET DATE & TIME**
- Date Format
- Date & Time

**SET UP SYSTEM**
- Language
- Sending Confirm
- Paper Size
- Auto Reducttion
- Discard Size
- Rings to Answer
- Rcv. Start Code
- ECM Mode
- Caller ID
- Set Junk Fax No.
- Auto Journal
- DRPD
- Silent Mode
- Resolution
- Contrast
- Image TCR
- Dial Mode

**ADVANCED FAX**
- Set Broadcasting
- Set Delayed Fax
- Set Polling Send
- Cancel Schedule
- Set Fax Forward

**SET UP SOUND**
- Alarm Sound
- Key Sound

**MEMORY CLEAR**
- System ID
- Dial/Schedule
- Journal
- Default System

**MAINTENANCE**
- Clean Cartridge
- View Ink Level
- Adjust Scanner
- Self Test
navigate the menus

ready mode
Whenever the HP Fax is ready for faxing and copying (called Ready mode), it will display the date, time, and answer mode. For example, OCT-05 14:23 FAX

menu buttons
Use the Menu buttons to navigate the menu items.

- Press the Menu button to access the menu system.
- Use the buttons to scroll through the options on a particular level.
- Press Start/Enter to select a particular menu option.
- Press Cancel to return to Ready mode.

Example: To change the default Resolution setting to Fine, you would take the following steps.

1. Press the Menu button repeatedly until Set Up System displays.
2. Press Start/Enter. Language will display.
3. Use the buttons to scroll until Resolution displays.
4. Press Start/Enter. Standard will display.
5. Use the buttons to scroll until Fine displays.
6. Press Start/Enter.
7. Press Cancel to return to Ready mode.
**enter dates, times, text, and telephone numbers**

Use these buttons when menu items ask you to enter dates, time or text.

- If the date format seems unfamiliar, check that you selected the correct one for your country when setting up your HP Fax (see set the date and time on page 27).
- Some items on the display will show up with the blinking cursor under the item to change. Simply press the key for the new character or number or use the ▼ ▲ to move to the one you want to change.
- To enter a pause in a telephone number, press Redial/Pause. A P will appear in the display. Press the button multiple times for a longer pause.
- When entering text, press the phone pad button repeatedly to scroll through the characters. Use the following table for reference.

**most text fields**

The letters and numbers scroll as shown next to each button for text fields such as the phone book.

<table>
<thead>
<tr>
<th>Space</th>
<th>1</th>
<th>Space 1</th>
<th>2</th>
<th>ABC2</th>
<th>3</th>
<th>DEF3</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>4</td>
<td>GHI4</td>
<td>5</td>
<td>JKL5</td>
<td>6</td>
<td>MNO6</td>
</tr>
<tr>
<td>PQRS7</td>
<td>7</td>
<td>TUV8</td>
<td>8</td>
<td>VXYZ</td>
<td>9</td>
<td>WXYZ9</td>
</tr>
</tbody>
</table>

nothing if text, use symbol button to enter *

<table>
<thead>
<tr>
<th>Symbols</th>
<th>0</th>
<th>+, -, . , / * # &amp; ( ) 0</th>
</tr>
</thead>
<tbody>
<tr>
<td>Symbols</td>
<td>0</td>
<td>+, -, . , / * # &amp; ( ) 0</td>
</tr>
</tbody>
</table>

nothing if text, use symbol button to enter #

**fax header telephone number**

For most telephone numbers you can only enter the numbers (for example, 1234567890). For the fax header that prints on all your faxes (see set the fax header information on page 28), you can enter some punctuation in the number.

To punctuate the telephone number in the fax header, use these buttons:

<table>
<thead>
<tr>
<th>Space</th>
<th>1</th>
<th>Space 1</th>
<th>2</th>
<th>*</th>
<th>3</th>
<th>( )</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>4</td>
<td></td>
<td>5</td>
<td></td>
<td>6</td>
<td></td>
</tr>
<tr>
<td></td>
<td>7</td>
<td></td>
<td>8</td>
<td></td>
<td>9</td>
<td></td>
</tr>
</tbody>
</table>
Follow these instructions to finish setting up your HP Fax 1010.

set the answer modes

How the product receives faxes depends on the answer mode you chose when you set up the product. You can send faxes in any answer mode. The answer mode setting determines how the product answers the incoming call.

<table>
<thead>
<tr>
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<th>Read about...</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Fax machine with few or no voice calls.</td>
<td>FAX mode</td>
</tr>
<tr>
<td>• Telephone and fax machine without an answering machine.</td>
<td>AUTO mode</td>
</tr>
<tr>
<td>• As a fax machine with an external answering machine.</td>
<td>TAM mode</td>
</tr>
<tr>
<td>• Using Distinctive Ring (DRPD) service to set up a separate telephone number for your fax on the same physical line as your other numbers.</td>
<td>See distinctive ring (DRPD) on page 15.</td>
</tr>
</tbody>
</table>

When no document is loaded, press the Ans.Mode/Contrast button until the desired option displays.

- **FAX mode**
  - In Ready mode, FAX appears in the right hand corner of the display.
  - When you get a call, the machine answers after the second ring, and receives the fax automatically. When reception is complete, the machine returns to Ready mode.
  - If you want to change the number of rings before it answers, see set rings to answer on page 12.

- **AUTO mode**
  - In Ready mode, AUTO appears in the right hand corner of the display.
  - When a call comes in, the machine answers it. If a fax is being received, the machine goes into receive mode. If the machine does not sense a fax signal, it will ring in a different tone to tell you it may be a regular telephone call. If you do not pick up the handset it will switch back to receive mode after several more rings.
  - If you want to change the number of rings before it answers, see set rings to answer on page 12.
set up your fax

set rings to answer

You can select the number of rings that will occur before the fax answers an incoming call. If you are using your machine as both a telephone and a fax machine, we suggest you set the ring count to at least 4 to give you time to answer.

1. Press Menu repeatedly until SET UP SYSTEM displays and press Start/Enter. Language will display.

2. Use the / UI to scroll to Rings to Answer and press Start/Enter.

3. Enter the number of rings you want (2–7) and press Start/Enter.

use Caller ID

Many countries have the Caller ID system that enables the receiver to view the numbers or names of callers. Once you have subscribed to Caller ID services, your machine can display caller information.

turn Caller ID on

1. Press Menu repeatedly until SET UP SYSTEM displays and press Start/Enter.

2. Use the / UI to scroll to Caller ID and press Start/Enter.

3. Use the / UI to scroll to the desired option and press Start/Enter.
   - On: Activates the Caller ID feature.
   - On /w Junk Fax: Activates Caller ID and ignores any fax registered as a junk fax (see block junk fax numbers on page 13).
   - Off: Deactivates the Caller ID feature.
see who called with Caller ID
This function allows you to see who has called. You cannot dial these numbers.
1. Hold Redial/Pause for about two seconds.
2. Press ← until Caller ID displays and press Start/Enter.
3. Scroll through the numbers by pressing ←

print a list of Caller ID numbers
2. Press ← until Caller ID displays and press Start/Enter.

block junk fax numbers
If you subscribe to Caller ID, you can block future faxes from numbers on the Caller ID List.
Before using this feature, you must set the Caller ID option to On w/ Junk Fax (see use Caller ID on page 12)

add a junk fax number
1. Press Menu repeatedly until SET UP SYSTEM appears and press Start/Enter.
2. Select Set Junk Fax No.
3. Press Start/Enter.
4. Press ← until Add displays and press Start/Enter.
The machine shows the first Caller ID number.
5. Press ← to find the Caller ID number you want to register as a junk fax and press Start/Enter.
You can enter up to 20 numbers. Numbers which have already been entered as a junk number are marked by * at the end of the display.

delete a number
1. Press Menu repeatedly until SET UP SYSTEM appears and press Start/Enter.
2. Press ← until Set Junk Fax No. displays and press Start/Enter.
3. Press ← until Delete displays and press Start/Enter.
The machine shows the first junk number.
4. Press ← to scroll to the junk fax number you want to delete and press Start/Enter.
image TCR

Image TCR (transmission confirmation report) is a valuable tool for keeping records of faxes you send. It prints a Sending Confirm page with a miniaturized image of the first page of the fax on it. See the following example.

To use image TCR, the **Scan & Fax Mode** light must be on (press the button if necessary) and you must set these Menu options to On: Image TCR and Sending Confirm. Follow these instructions:

1. Press the **Menu** button repeatedly until **Set Up System** displays and press **Start/Enter**.
2. Use the **/UIback/UIforward** buttons to scroll to **Sending Confirm** and press **Start/Enter**.
3. Use the **/UIback/UIforward** buttons to select **On** and press **Start/Enter**.
4. Use the **/UIback/UIforward** buttons to scroll to **Image TCR** and press **Start/Enter**.
5. Use the **/UIback/UIforward** buttons to select **On** and press **Start/Enter**.
6. Press **Cancel** to return to Ready mode.

**Tip!** Image TCR is unavailable if the resolution is set to Super Fine.
distinctive ring (DRPD)

Distinctive ring or distinctive ring pattern detection (DRPD) is a service offered by some telephone companies. When you subscribe to this service, you have different ring patterns; such as double ring and triple ring, that allow you to have different telephone numbers on one physical line. Your HP Fax works with distinctive ring service. If you have this service follow both of these instructions in this order to set it up and use it.

teach the hp fax the ring pattern

The HP Fax will learn the ring pattern when you call it from another telephone or fax machine.

1 Be ready to call the fax machine.
2 Press Menu repeatedly until Set Up System displays and press Start/Enter.
3 Use \<\> to scroll through the options until DRPD Mode displays and press Start/Enter. Call this fax from another fax machine... Waiting Ring... will display.
4 Call the HP Fax. DRPD OK will display when the pattern has been learned.
5 Press Cancel to return to Ready mode.

set up distinctive ring (DRPD) answer mode

Once you have activated distinctive ring, it becomes one of the answering modes you can select by pressing the Ans.Mode/Contrast button.

Press Ans.Mode/Contrast repeatedly until DRPD Mode appears in the display.

- In Ready mode, DRPD appears in the right hand corner of the display.
- Now, the HP Fax will manage calls and faxes as if it were set to AUTO mode (see AUTO mode on page 11).

Tip! Distinctive ring must be set up again if you reassign your fax number or connect the machine to another telephone line. Once set up again (that is, the fax machine has learned the ring pattern and the answering mode is correctly set), you should test the fax machine by calling the fax number and another number on the same line. The machine should respond appropriately to a call placed to the fax number with fax tones, and to a normal telephone call with the expected ring pattern.
hp fax 1010 series

set up your fax
Your HP Fax has a built-in phone book that allows you to enter up to 50 names and numbers for faxing or telephone use. Once entered, you can dial the number by any of these methods.

- One-Touch (first 10 numbers)
- Speed dial code
- Searching the phone book

All numbers must be stored in the phone book before use.

**store a number in the phone book**

Once in the phone book these numbers can be dialed using one touch buttons, speed dial codes, or by searching the phone book.

1. Hold the Speed Dial button for about two seconds.
   The display shows Speed [00-50]>##.

2. Enter a two-digit (00–50) number and press Start/Enter.
   Numbers from 00 to 09 will be used for One-Touch dialing, and from 10 to 50 for Speed dialing.

3. Enter the telephone/fax number you want to store (up to 40 digits) and press Start/Enter.
   - If you want a pause between numbers (for example, when entering an access code where you need to wait for a second dial tone), press Redial/Pause. A P appears in the display. For a longer pause, simply press Redial/Pause again.
   - If you make a mistake while entering a number, use /UIback/UIforward to move the cursor under the digit, then enter the correct digit. Cancel will backspace delete in the field.

4. Enter the name (up to 20 characters) and press Start/Enter.
   If you do not want a name, just skip this step by pressing Start/Enter.
   **Tip!** If you have subscribed to a Caller ID service, we recommend that you enter a name.

5. Press Cancel to exit.

**print the phone book**


2. Press < > until Phonebook displays and press Start/Enter.
dial from the phone book

Dialing works the same for both faxes and telephone calls. If a document is loaded, the HP Fax sends the fax.

one-touch dialing

Press and hold the number (0 through 9) on the phone pad.

You can refer to the number assigned to each code by printing the phone book. See print the phone book on page 17.

Tip! You can also dial these numbers using the speed dial code as described below.

speed dialing

1. Press Speed Dial.
2. Enter a two-digit speed dial code.
   You can refer to the number assigned to each code by printing the phone book. See print the phone book on page 17.
3. Press Start/Enter.

phone book dialing

You can search the entire phone book to find the number you want to dial.

search sequentially through the phone book

1. Press Mute/Search.
2. Press \[1\rightarrow\] to move upward or downward through the directory until you find the number you want.
3. When the number you want appears in the display, press Start/Enter to dial.

search for a particular first letter

1. Press Mute/Search.
2. Press the phone pad button labelled with the letter you want to find.
   - For example, if you want to find the name ‘NEW YORK’, press the ‘6’ button, which is labelled with ‘MNO’.
   - The machine finds the closest entry.
   - If the machine cannot find a name that begins with the given letter, the machine shows the message Not Found.
3. When the name and number you want appears in the display, press Start/Enter.
This chapter covers basic information and functions that you may need or want to use with your HP Fax. These include:

- types of paper you can use
- types of documents you can send
- adjusting the resolution and contrast for faxed documents and copies
- adjusting the ringer and speaker volume
- automatic fax redial
- receiving faxes from an extension telephone

**paper types and sizes**

The HP Fax is designed to work optimally with plain paper (cotton bond: 20 lb, 75 g/m²) in the following sizes: A4, Letter, and Legal.

**Loading tip:** Some papers have a side that’s been conditioned for printing. The print side is usually indicated on the paper’s packaging. Always load with the print side facing you.

You can load up to 50 sheets of paper in the paper tray. Satisfactory print and receive quality can be obtained with many types of plain paper. Since the quality of plain paper varies widely, test the print quality before buying large quantities of paper. Your machine uses a variety of papers including:

- Copier paper
- Bond paper
- Dual-purpose paper

Because all paper varies in physical characteristics, you can receive mixed results from different packages of paper even though the packages contain the same type of paper. If you encounter undesirable results, try the other side of the paper, a different type, or another package of the same kind of paper.

**DO NOT** use the following types of paper with your machine:

- Continuous form feed paper
- Synthetic paper
- Thermal paper
- Multi-sheet forms and documents
- Chemically treated paper
- Papers with raised, embossed lettering
document types and sizes

Acceptable document size depends on whether you are faxing a single sheet or multiple pages.

- The minimum document size is 148mm (5.8in) wide by 128mm (5in) long.
- The maximum size is 216mm (8.5in) wide by 356mm (14in) long.

Follow these tips to ensure worry-free faxing.

- Be sure that your document is dry and free of staples, paper clips, and other foreign objects.
- For more information on what kind of paper you can use for documents, see acceptable documents on page 43.
- If you are sending more than one sheet, make sure the bottom sheet enters first. Insert the sheets with a slight push to ensure smooth feeding.
- For multiple sheets, all pages of the document must be the same size and paper type.
- If you are loading pages that are unusually thick or thin, feed one sheet at a time. If the document does not feed correctly, open the front panel, remove the document, and try loading it again.

DO NOT try to send documents that are:

- wet
- covered with wet ink or paste
- wrinkled, curled, or folded
- too thin (less than 0.07mm (0.18in) thick—onionskin, airmail paper, etc.)
- too thick (more than 0.15mm (0.38in) thick—index cards, file folders)
- chemically processed (pressure-sensitive paper, carbon-coated paper, etc.)
- coated (glossy, etc.)
- too small or short (such as a label, voucher, etc.)
- made of cloth or metal

To send these documents, use an office copier to make a photocopy first, and then send the copy.

set document resolution and contrast for a single copy

Document resolution and contrast are set in the same manner for both faxes and copies. For most faxes and copies, default settings will work well.

If you need to send/copy a document with unusual contrast characteristics, including photographs, you can adjust the resolution and contrast for that document using the front panel buttons.

Tip! You can also change the default settings for all documents using the menu. See Resolution on page 31 and see Contrast on page 31.

We recommend you use documents printed using a high quality printer, felt tip pen, black ink, or typewriter. The paper should be white or very light, and of normal weight, not cardboard or onionskin.

Blue lines on a ruled pad don’t fax well. For more information on the types of paper you can use for documents, see document types and sizes on page 20.

Note: You must set the resolution and contrast before dialing the number.

1. Turn the page face down and insert it into the document feeder. For more information, see load documents to fax or copy on page 2.

2. Press Resolution repeatedly to select the option you want.
   - STANDARD works well for printed or typewritten originals with normal-sized characters.
   - FINE is good for documents containing a lot of detail.
• SUPER FINE works well for documents containing extremely fine detail. SUPER FINE only works if the remote machine also has the SUPER FINE feature.

Tip! SUPER FINE mode is not used when sending documents scanned into memory (i.e., Broadcasting and Delayed Fax). If you are sending document using one of these methods, SUPER FINE will be changed back to FINE even though you selected SUPER FINE.

If the Scan & Fax Mode light is on and SUPER FINE is chosen, the fax will be sent as if the light were off.

3 Press Ans.Mode/Contrast repeatedly to select the option you want.

• NORMAL works well for normal handwritten, typed, or printed documents.
• LIGHTEN works with very dark print.
• DARKEN works with light print or faint pencil markings.
• PHOTO is used when faxing photographs or other documents containing color or gray shades. When Photo is chosen, the resolution is automatically set to FINE.

4 Dial the number and press Start/Enter or press Copy.

When sending/copying is finished, resolution/contrast automatically returns to default.

adjust volume

You can adjust the volume level for both the ringer and the speaker (the speaker is used for Loudspeaker).

ringer volume

Press ← or → when the fax is in Ready mode to adjust the volume of the ringer.

• Whenever you press the button, it will increase or decrease the volume.
• The volume 0 indicates that the machine will not ring when a call is received.

speaker volume

1 Press Loudspeaker.

2 Then press ← or → to adjust the volume of the speaker.

automatic fax redial

When you send a fax, if the number you have dialed is busy or there is no answer, the machine will attempt to redial the number every three minutes up to two times.

Before redialing, the display shows To redial now, press Start/Enter.

If you want to redial the number immediately, press Start/Enter.

Or, press Cancel to cancel redialing and then the machine returns to Ready mode.
receiving via an extension telephone

If you have an extension phone connected to your machine, you can remotely control your fax machine to start receiving.

NOTE: This function requires that the extension phone is plugged into your fax machine.

1 Answer the call on the extension phone.

2 Press *9* (remote receive start code) in sequence when you hear a fax tone.
   • Your fax machine detects the code and starts to receive the document.
   • The code is preset at the factory. You cannot change the asterisks but you can select any number between 0 and 9. For more information, see Rcv. Start Code on page 30.

3 Hang up the phone when your fax machine starts to receive.
In this chapter, you will learn how to use the advanced fax features of your machine.

**broadcasting**

With Broadcasting you can have your HP Fax send your fax to up to five fax numbers at once. The documents are automatically erased from memory when Broadcasting is finished.

1. Turn the document face down and feed it into the machine.
2. Press **Menu** repeatedly until **ADVANCED FAX** displays and press **Start/Enter**.
3. Select **Set Broadcasting** by pressing **<**  **>** and press **Start/Enter**.
4. Enter the fax number.
   - You can press **Speed Dial** and enter a speed dial code.  
     **Tip!** One touch buttons do not work in this area, you must use their speed dial code instead.
   - You can enter 5 fax numbers into one job.
5. Press **Start/Enter** when the correct number appears in the display.
   - If you have more destinations, select **Y** by using **<**  **>** and press **Start/Enter** when asked **Another? Y/N** and repeat steps from 4.
   - If you have finished entering all the numbers, answer **N** and press **Start/Enter**.
6. Press **Start/Enter**.  
The document will be scanned into memory before transmission.

**delayed fax**

You can set your machine to send a fax any time in the next 24 hours. For example, it is usually cheaper to send a fax at night because telephone rates are lower than they are during the day. To cancel a scheduled fax, see to cancel the scheduled job on page 25.

1. Turn the document face down and feed it into the machine.
2. Press **Menu** repeatedly until **ADVANCED FAX** appears and press **Start/Enter**.
3. Select **Set Delayed Fax** by pressing **<**  **>** and press **Start/Enter**.
4. Enter the fax number.
   - You can press **Speed Dial** and enter a speed dial code.  
     **Tip!** One touch buttons do not work in this area, you must use their speed dial code instead.
   - You can enter 5 fax numbers into one job.
5. Press **Start/Enter** when the number appears in the display.
• If you have more destinations, select Y by using ‹ › and press Start/Enter when asked Another? Y/N and repeat steps from 4.
• If you have finished entering all the numbers, answer N and press Start/Enter.

6 Enter the name if you want to name the transmission.
   If not, skip this step.

7 Press Start/Enter.

8 Enter the time (in the next 24 hours) for the transmission to start, in 24-hour format.
   For example, enter 2230 for 10:30 P.M.

9 Press Start/Enter when the time appears correctly in the display.
   The document will be scanned into memory before transmission and be sent at the programmed time.

polling

Polling enables you to set up a document so it can be retrieved at a later time. For example, you can place the document in your machine, and the other party can retrieve it when they are in the office or when their calling rates are lower.

setting send polling

You can program your fax machine to send a document when it is requested by a remote fax machine.

Note: Your HP Fax allows you to set one poll job at a time and it can be retrieved once.

1 Turn the document face down and feed it into the machine.

2 Press Menu repeatedly until ADVANCED FAX appears and press Start/Enter.

3 Select Set Polling Send by pressing ‹ › and press Start/Enter.

4 Enter the poll code and press Start/Enter.
   • The poll code is preset to 0000, which means that the receiver does not need to enter a poll code to receive the document.
   • The poll code is used to prevent your document from being retrieved by an unauthorized caller.
   • Your machine starts scanning the document(s) into memory and shows POLLING SEND in the display. If the answer mode was TEL, the machine changes it to FAX mode automatically.
   • When it is polled, the page in memory will be deleted automatically. To cancel Send Polling, see to cancel the scheduled job on page 25.

polling another fax to receive

1 Lift the handset or press Loudspeaker and enter the telephone number of the remote machine that is ready to be polled.
   • You can press Speed Dial and enter a speed dial code.
      Tip! One touch buttons do not work in this area, you must use their speed dial code instead.

2 Press Menu when you hear a fax tone from the remote machine.
   The display shows To poll documents press Start/Enter.

3 Press Start/Enter.

4 Enter the Poll Code to retrieve the document, and press Start/Enter.
   The machine starts to receive document and prints.
to cancel the scheduled job

All scheduled jobs remain in memory after they have been set. To make more memory available, cancel unnecessary scheduled jobs.

1. Press Menu repeatedly until ADVANCED FAX appears and press Start/Enter.
2. Select Cancel Schedule by pressing ↓ ↑ and press Start/Enter.
3. Select the scheduled job you want to cancel by pressing ↓ ↑.
   
   **Tip!** Only active jobs will be shown.

4. Press Start/Enter to cancel the selected schedule.

forward faxes

While you are away from your home or office, you do not have to miss important faxes. Your machine can forward any faxes it receives to a fax machine at your current location, and if you choose, it can print a copy for you to review when you get back as well.

A Sending Confirm report will print for every fax that is forwarded.

1. Press Menu repeatedly until ADVANCED FAX appears and press Start/Enter.
2. Select Set Fax Forward by pressing ↓ ↑ and press Start/Enter.
   
   Use ↓ ↑ to select the option you want.
   • Off: disables fax forwarding
   • Forward: forwards a fax to your new location
   • Forward & Print: prints a fax and also forwards it to your new location

3. If you selected Forward or Forward & Print, enter the fax number and press Start/Enter.
4. Enter the start time and press Start/Enter.
5. Enter the end time and press Start/Enter
   • The machine returns to Ready mode and FWD will appear in the display at the start time and every fax will be forwarded to your new location till the end time.
   • During forwarding time, the answer mode temporarily changes to FAX.
This chapter contains instructions for other features of the HP Fax that you may want to use from time to time.

set the date and time

The current date and time (24-hour format) are shown in the display when the machine is on and ready for use (Ready mode). The date and time will be printed on all faxes you send.

1. Press Menu.
2. Press ‹ › to choose SET DATE & TIME and press Start/Enter.
3. Press Start/Enter when the display shows Date Format.
4. Press ‹ › to select either Europe (day month year) or USA (month day year) and press Start/Enter.
5. Press Start/Enter when the display shows Date & Time.
6. Set the date and time (24-hour format). You can move the cursor by pressing ‹ ›. To figure 24-hour format after 12 pm (noon), add 12 to the time. For example, 8:30 pm is 20:30 in 24-hour format.
7. Press Start/Enter when the date and time are correct. The display shows the date and time you have set, then returns to Ready mode.

turn on and off alarm and key sounds

You can turn both the alarm and key beeps on and off.

1. Press Menu repeatedly until SET UP SOUND appears and press Start/Enter. The display shows the two options you can adjust: Alarm Sound and Key Sound.
2. Press ‹ › to select Alarm Sound or Key Sound and press Start/Enter.
3. Select On or Off and press Start/Enter.
set the fax header information

This information is required by law in many countries. The fax header prints your name and fax number on the top of every fax you send.

1. Press Menu repeatedly until SET SYSTEM ID displays and press Start/Enter.
2. Press Start/Enter when the display shows Fax Number.
3. Enter the fax number to which your machine is connected.
   - You can enter up to 20 digits, and include special characters (space, plus sign, etc.)
   - To enter a space, press 1 twice.
   - To enter parentheses ( ), press * multiple times until you see the symbol you want.
   - To enter hyphen –, press #.
   - If you enter a wrong number, use UI back UI forward to move to the number and correct it.
4. Press Start/Enter when finished.
5. Press Start/Enter when the display shows Fax Name.
6. Enter the fax name (up to 40 characters) by using the number keypad.
   - You can include special characters (space, plus sign, etc.). For more information, see enter dates, times, text, and telephone numbers on page 10.
7. Press Start/Enter when the name in the display is correct.

print user reports

Your fax machine can print many reports for your use.

automatic reports

These reports print automatically.

<table>
<thead>
<tr>
<th>Report name</th>
<th>Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>Multi-Communication</td>
<td>This report prints automatically if you have faxed documents to more than one location by using Broadcasting.</td>
</tr>
<tr>
<td>Power Fail Report</td>
<td>If you have a scheduled job (such as, delayed fax and send poll) and there is a power failure, this report is printed automatically when power is restored.</td>
</tr>
</tbody>
</table>

reports you can print

You can print these reports whenever you need to. Some of these reports can be set to print automatically also.

2. Choose the report you want by using UI back UI forward.
3. Press Start/Enter when the desired report is displayed.
4. The selected report will be printed. The available reports are shown below:

<table>
<thead>
<tr>
<th>Report name</th>
<th>Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>Help List</td>
<td>This report covers the machine’s basic functions and commands. It can also be used as a quick reference guide.</td>
</tr>
<tr>
<td>Sent Journal</td>
<td>These reports show information concerning the transmission and reception activities. They can be printed on command. Or if the machine is set to do so, they will automatically print after every 40 transmissions or receptions. See Auto Journal on page 31.</td>
</tr>
<tr>
<td>Received Journal</td>
<td></td>
</tr>
</tbody>
</table>
reprinting faxes

You may sometimes need to re-print a received fax. Your machine stores the most recently received faxes in memory (approximately 40 pages). As this memory is filled, old faxes that have been printed will be erased to make room for new faxes.

**Note:** Unplugging the fax machine power cord and plugging it back in again clears the memory of all unprinted or unsent faxes. A power outtages also clears the fax machine memory.

1. Press **Report/Help**.
2. Press ‹ › to choose **Print Fax** and press **Start/Enter**.
   - If there are only old faxes, the machine will automatically print all of them and return to Ready mode without moving to the next step.
   - If there are no faxes in memory, the machine will inform you by displaying **Memory Empty**.
   - If there are both old faxes and unprinted faxes in memory, the machine will go to step 3.
3. Select between **Print New Fax** or **Reprint Old Fax** and press **Start/Enter**.
   - **Print New Fax:** The machine prints all new faxes which have never been printed.
   - **Reprint Old Fax:** The machine prints all faxes regardless of new or old.

clearing memory

You can selectively clear information stored in your machine’s memory.

1. Press **Menu** repeatedly until **MEMORY CLEAR** appears, and press **Start/Enter**. The display shows the type of information you can clear from memory.
2. Select what you want to delete by pressing ‹ › and press **Start/Enter**.
3. Select **Y** and press **Start/Enter** when the machine asks if you are sure. The types of information you can clear are:

<table>
<thead>
<tr>
<th>Report name</th>
<th>Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone book</td>
<td>This report shows all of the numbers currently stored in the fax machine’s memory as One-Touch Dial and Speed Dial.</td>
</tr>
<tr>
<td>Sending Confirm</td>
<td>This report shows the fax number, the number of pages, elapsed time of the operation, the communication mode, and the communication results. To set up your machine to automatically print, see <strong>Sending Confirm on page 30</strong>.</td>
</tr>
<tr>
<td>Schedule Inform</td>
<td>This report shows the document currently stored for Delayed FAX and Send Polling along with the fax number, starting time and type of scheduled event.</td>
</tr>
<tr>
<td>System Data</td>
<td>This report shows the current settings of your HP Fax. After you have changed any setting, print this report to check your changes.</td>
</tr>
<tr>
<td>Caller ID</td>
<td>This report shows the most recent 30 callers who have called your machine.</td>
</tr>
<tr>
<td>Junk Fax</td>
<td>This report shows the telephone numbers that are marked as a junk fax to be blocked.</td>
</tr>
<tr>
<td>Print Fax</td>
<td>Your machine stores fax data into memory as far as the memory is available and lets you print it at later time. For more information, see <strong>reprinting faxes on page 29</strong>.</td>
</tr>
</tbody>
</table>
set menu options

Your fax machine has settings that you can change under the SET UP SYSTEM menu. To find out how the options are currently set, print the System Data report (see print user reports on page 28).

To change these settings, see navigate the menus on page 9.

The chart below shows the options in the left column and their setting choices in the right column.

<table>
<thead>
<tr>
<th>Item</th>
<th>It will</th>
</tr>
</thead>
<tbody>
<tr>
<td>System ID</td>
<td>Delete the name and phone number from your fax header information.</td>
</tr>
<tr>
<td>Dial/Schedule</td>
<td>Clear the stored numbers in the phone book. In addition, all the scheduled jobs are also cancelled.</td>
</tr>
<tr>
<td>Journal</td>
<td>Clear all records of transmissions and receptions.</td>
</tr>
<tr>
<td>Default System</td>
<td>Restore user-selectable options to factory default value.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Option</th>
<th>Settings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Language</td>
<td>There are three languages you can use for display and reports: English, French, and Spanish.</td>
</tr>
<tr>
<td>Sending Confirm</td>
<td>A confirmation report shows whether the transmission was successful or not, how many pages were sent, etc.</td>
</tr>
<tr>
<td></td>
<td>• ON prints a confirmation report automatically each time you send a fax.</td>
</tr>
<tr>
<td></td>
<td>• OFF never prints a confirmation report (You can print one manually using the Report/Help button (see print user reports on page 28).</td>
</tr>
<tr>
<td></td>
<td>• ERROR prints only when an error occurs.</td>
</tr>
<tr>
<td></td>
<td>Note that this report can include the Image TCR (see image TCR on page 14).</td>
</tr>
<tr>
<td>Paper Size</td>
<td>A4, Letter and Legal are the paper sizes you can use to receive faxes and copy.</td>
</tr>
<tr>
<td>Auto Reduction</td>
<td>When receiving a document as long as or longer than the paper loaded, the machine can reduce the data to fit your paper. If the fax machine cannot fit the data into one page with the feature enabled, the data is divided and printed in actual size on two or more sheets. The settings are On and Off.</td>
</tr>
<tr>
<td>Discard Size</td>
<td>If you turn the Automatic Reduction option off, you can set the fax machine to discard any excess image at the bottom of the page when receiving a document as long as or longer than the paper loaded in your machine. If the incoming fax is out of the margin you have set, it will be printed on two sheets of paper. The Discard Size can be 00 to 30 mm.</td>
</tr>
<tr>
<td>Rings To Answer</td>
<td>You can select the number of rings before answering an incoming call. If you are using your machine as both a telephone and a fax machine (AUTO or TAM mode), we suggest you set the ring count to at least 4 to give you time to answer. The number of rings can be 2 to 7.</td>
</tr>
<tr>
<td>Rcv. Start Code</td>
<td>The Remote Receive Start Code allows you to start receiving a fax from an extension phone plugged into the EXT socket. If you pick up the extension phone and hear a fax tone, enter the code and the fax will start receiving. You cannot change the * *, just the number between them. The code can be 0 to 9.</td>
</tr>
<tr>
<td>ECM Mode</td>
<td>Error correction mode compensates for poor line quality and ensures accurate, error-free transmission with any other ECM-equipped facsimile machine. If the line quality is poor, transmission time may be increased when ECM is enabled. The settings are On and Off.</td>
</tr>
<tr>
<td>Caller ID</td>
<td>You can see the number of the person calling you. Before using this feature, Caller ID service must be installed on your telephone line by the telephone company. The settings are On, On w/ Junk Fax, and Off. For more information, see use Caller ID on page 12.</td>
</tr>
</tbody>
</table>
Other features

You do not need to pick up the handset to make a phone call. When dialing, just press the Loudspeaker button and enter the numbers. When your party answers, pick up the handset to talk to them. This feature is especially useful for checking voicemail messages.

Note: Your HP Fax does not have speakerphone capabilities. The loudspeaker enables you to hear calls but you must speak using the handset.

Tip! If you want to share the conversation with somebody beside you, pick up the handset and press Loudspeaker. The line is still connected and everybody can listen to the conversation.

While you are using Loudspeaker, do not place the handset beside the speaker, as this may result in howling.

Redial a number in memory

These steps allow you to dial one of the last 10 numbers called that is in memory.

1 Hold Redial/Pause for about two seconds.
2 Press ↑ ↓ until Recent Numbers displays and press Start/Enter.
3 Press ↑ ↓ to find the number you want to dial.
4 Press Start/Enter when the correct number appears.

If a document is loaded, the machine automatically begins to send.
hp fax 1010 series

other features
This chapter contains information about changing print cartridges, maintaining your HP Fax, the menu settings, error messages, and troubleshooting.

print cartridge information

The print cartridge life is very sensitive to the content of the received fax or a copy you made. To increase its life, we recommend you follow the instructions below:

- Always use hp no. 20 (C6614A) ink cartridge.
  Note: Your HP Fax was shipped with a starter ink cartridge. You must replace it with the hp no. 20.
- DO NOT unpack the cartridge until you are ready to use it.
- Store it in the same environment as the fax machine.
- If you have unpacked the cartridge but are not using it, store it in a storage unit. If you do not have a storage unit, store the cartridge in an airtight plastic bag.
- DO NOT leave it exposed for an extended period.
- DO NOT refill the cartridge. The warranty will not cover damage caused by using refilled cartridges.

view ink level

When using the 28ml print cartridge, your machine allows you to check the amount of ink remaining. To view the current ink level:

1. Press Menu repeatedly until MAINTENANCE appears and press Start/Enter.
2. Scroll to View Ink Level by pressing < or > and press Start/Enter.

The machine displays a fractional number. For examples, 1/8 means that ink is low and you need to replace the cartridge. 8/8 means that a new cartridge is installed.

Important: If the HP Fax is low on ink (ink level is 1/8), new faxes that come in will not be printed. You must manually print the faxes from memory (see reprinting faxes on page 29) until you replace the ink cartridge (see replace the print cartridge on page 34).

Tip! If memory become full before the print cartridge is replaced, the HP Fax will stop answering the phone. Be sure to print the faxes out of memory regularly if you do not immediately replace the ink cartridge.
print the self test

When you want to test if the machine is working correctly, you can check it by printing the self test.

1. Press Menu repeatedly until MAINTENANCE appears and press Start/Enter.
2. Scroll to Self Test by pressing ▼ ▲ and press Start/Enter.

The machine runs self test and prints a report which shows the current status of the machine.

replace the print cartridge

When you notice that the print becomes light or ink low or when install new ink cartridge appears in the display, replace the print cartridge. The part number for replacement cartridges is hp no. 20.

1. Take out a cartridge from its packaging and carefully remove the tape covering the printhead.
   Hold the cartridge by the colored top or black areas only. Do not touch the copper area.
2. Press Access Cartridge.
   The cartridge carrier moves to the install position.
3. Open the front panel and cartridge compartment cover (it will click and remain open).
4. Pull the cartridge toward you and remove it.
5 To load the cartridge insert the cartridge as shown below. When the cartridge is pushed to the back of the cartridge carrier, lift the front of the cartridge up until it clicks into place. If the cartridge moves loosely in the carrier, it has not clicked into place. Repeat this step.

6 Close the cartridge compartment cover and front panel.

7 Press Start/Enter.

8 Press 1 for new cartridge, or 2 for the old one.
   • When you put in a new cartridge, you must choose 1:New.
   • When you put in a used cartridge, choose 2:Used. This helps you to check the correct amount of ink you have left.
   • If you mix up several used cartridges, it is not possible to check the correct amount of remaining ink. Once you have put in a new cartridge, use it until it is completely exhausted.

---

clear jammed documents and paper

document jams during transmission
If a document jams during transmission or copying, Remove jammed document appears in the display. DO NOT pull the document out of the slot. Doing so could harm your machine.

to clear document jam:
1 Open the front panel.
2 Carefully remove the jammed document.
3 Close the front panel firmly until it clicks into place.

---

paper jams during printing
If the fax paper jams while you are receiving or printing, Remove jammed paper and press Cancel appears in the message.
if the paper is jammed in the printing area
1 Remove the jammed paper by pulling it out smoothly in the direction of the arrow as shown.
   If the paper tears when it is being removed check to ensure that no small pieces have been left inside the machine.
2 Press Cancel.
3 If this was a fax, reprint the fax. For more information, see reprinting faxes on page 29.

if the paper is jammed in the paper feed area
1 Remove the jammed paper as shown.
   If the paper tears when it is being removed check to ensure that no small pieces have been left inside the machine.
2 Reload new paper with the print side facing toward you.
3 Press Cancel when finished.

maintain the print cartridge
To maintain good printing quality, we recommend you occasionally maintain the print cartridge and its associated parts:

clean the print cartridge nozzles
If characters are not printing completely or white streaks appear in your text, you may have clogged nozzles. Clean the print cartridge as described below:
1 Press Menu repeatedly until MAINTENANCE appears and press Start/Enter.
2 Scroll to Clean Cartridge by pressing ↓ ↑ and press Start/Enter.
3 Examine the printed test pattern.
   • If print quality does not improve, reinstall the cartridge and repeat these steps.
   • If the line is still broken, wipe the nozzles and contacts. For more information, see wipe the print nozzles and contacts on page 36.

wipe the print nozzles and contacts
If cleaning the print cartridge nozzles as discussed above does not help and you are certain the cartridge has plenty of ink, the problem may be caused by dried ink on the print cartridge nozzles and contacts or the print cartridge carrier contacts. Follow these two sets of instructions for manual cleaning.
clean the nozzles

1. Press Access Cartridge.
2. Open the front panel and cartridge compartment cover and remove the cartridge. See replace the print cartridge on page 34.
3. Gently blot and wipe the contacts and nozzles dry.
   - Use a clean cloth dampened with water to gently clean the entire copper-colored area, including the nozzles and contacts.
   - To dissolve any dried ink, hold the damp cloth against the nozzles for about three seconds.
4. Reinstall the cartridge and close the cover and panel.
   If you spend a long time cleaning the cartridge, the cartridge carrier may have moved back to the original position. If so, press Access Cartridge again to move the carrier to the install position.
5. Press Start/Enter.
6. Press 1 for new cartridge or 2 for the old one.

clean the cartridge carrier contacts

Before cleaning these parts, there should be no scheduled job such as delayed fax, send polling, or faxes received into memory.

Caution: Once you have unplugged the power cord from the machine, all data in memory will be lost.

1. Press Access Cartridge.
2. Open the front panel and cartridge compartment cover and remove the cartridge. See replace the print cartridge on page 34.
3. Remove the print cartridge.
4. Unplug the power cord from the electrical outlet of the rear of the machine.

Warning! Shock Hazard. Be sure to unplug the power cord before proceeding.

5. Clean the cartridge carrier contacts with clean and cotton swab.
6. Plug in the power cord and reinstall the cartridge.
clean the document scanner area

To keep your machine working properly, occasionally clean the white roller, document feeder rubber piece, and the scanning glass. If they are dirty, documents sent to another fax machine will not be clear.

**Important!** If you turn the power off to clean the scanner, documents stored in memory will be lost.

1. Open the front panel.
2. Remove the white roller.
   a. At the right-hand end of the white roller there is a bushing that is secured with a small tab.
   b. Push the tab slightly inward, then rotate towards you. Then pull up the right-hand end of the roller to remove it.
3. Wipe the roller surface with a soft cloth dampened with water.
4. Clean the document feeder rubber piece at the back of the front panel.
5 Carefully wipe the scanning glass with a soft, dry cloth.
   • If the glass is very dirty, first wipe it with a slightly dampened cloth, then with a dry one.
   • Be careful not to scratch the glass surface.

6 Replace the roller in reverse order, and then close the front panel firmly until it clicks into place.

Adjust the scanner

The scanner is adjusted at the factory. If, however, you drop your machine while moving it, we recommend you adjust scanner.

1 Press Menu repeatedly until MAINTENANCE appears and press Start/Enter.

2 Scroll to Adjust Scanner by pressing ← → and press Start/Enter.

3 Load a plain WHITE sheet of paper (no writing or graphics) into the document feeder and press Start/Enter.
   • The machine starts to scan the document to adjust the scanner.
   • Printing quality may be unexpectedly worse if you do not use a plain WHITE paper for the adjustment.

LCD error messages

These are the error message that may display along with solutions.

<table>
<thead>
<tr>
<th>Display</th>
<th>Status/Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adjust scanner first in Maintenance menu</td>
<td>Adjust the scanner to fix this problem as described in adjust the scanner on page 39.</td>
</tr>
<tr>
<td>Check white paper document and try again</td>
<td>You must use plain, white paper when adjusting the scanner. See adjust the scanner on page 39.</td>
</tr>
<tr>
<td>Clean white roller, glass and try again</td>
<td>For more information, see clean the document scanner area on page 38.</td>
</tr>
<tr>
<td>Duplicated with [Speed No.xx]</td>
<td>The same number has already been registered into another speed dial code.</td>
</tr>
<tr>
<td>Display</td>
<td>Status/Solution</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Exceeded Job Memory</td>
<td>The broadcasting and delayed fax can hold 5 jobs in total. Cancel a scheduled job and try again.</td>
</tr>
<tr>
<td>Cancel scheduled job and try again</td>
<td></td>
</tr>
<tr>
<td>Ink Low. Install new ink cartridge</td>
<td>The print cartridge is low or has run out of ink. To install a new print cartridge, see replace the print cartridge on page 34. Although this message is displayed, you can make a copy or print a report. Incoming faxes will be stored in memory. You must manually print them, see reprinting faxes on page 29.</td>
</tr>
<tr>
<td>Install ink cartridge</td>
<td>Print cartridge is not installed or improperly installed.</td>
</tr>
<tr>
<td>Install mono ink cartridge</td>
<td>The print cartridge should be installed to copy, print a report or receive a fax.</td>
</tr>
<tr>
<td>Job Not Assigned</td>
<td>You attempted to cancel a scheduled job but no jobs are scheduled.</td>
</tr>
<tr>
<td>Junk Fax Empty</td>
<td>You attempted to delete a junk fax number when there is no junk fax number.</td>
</tr>
<tr>
<td>Junk Fax Full</td>
<td>The machine can hold only 20 junk fax numbers.</td>
</tr>
<tr>
<td>Load Document</td>
<td>You must load a document before proceeding.</td>
</tr>
<tr>
<td>Memory Full</td>
<td>Memory has become full while receiving a fax. It will not answer the telephone until memory has been cleared. Print any faxes stored in memory and, if necessary, clear scheduled jobs. See reprinting faxes on page 29 and see clearing memory on page 29.</td>
</tr>
<tr>
<td>Memory Full Press Start/Enter to continue</td>
<td>Memory has become full while scanning a document. Press Start/Enter to send or copy the scanned pages only. To cancel the job press Cancel and try again when memory becomes available, or split the new document into smaller parts. See clearing memory on page 29.</td>
</tr>
<tr>
<td>Memory Received Ink Low. Install new ink cartridge</td>
<td>The machine has data stored in memory. Replace the print cartridge with new one in order to print the faxes.</td>
</tr>
<tr>
<td>Memory Received Load paper and press Start/Enter</td>
<td>Load paper and press Start/Enter. There might be a jam. Clear the jam as described in paper jams during printing on page 35.</td>
</tr>
<tr>
<td>Memory Received Install ink cartridge</td>
<td>There is no print cartridge in the machine. Install a print cartridge.</td>
</tr>
<tr>
<td>New Fax Received</td>
<td>The machine is low on ink and has received faxes into memory. You must replace the print cartridge (see replace the print cartridge on page 34) and reprint the faxes from memory (see reprinting faxes on page 29).</td>
</tr>
<tr>
<td>No answer from remote fax</td>
<td>The other machine has not answered after all redial attempts to send a fax.</td>
</tr>
<tr>
<td>No CID Number</td>
<td>The machine could not detect the CID (Caller ID) number.</td>
</tr>
<tr>
<td>No Dial Number</td>
<td>There is no number in the redial memory.</td>
</tr>
<tr>
<td>Not Found</td>
<td>The number you are searching for does not exist in memory.</td>
</tr>
<tr>
<td>Number already registered</td>
<td>The number you are trying to enter already exists in the phone book or junk fax list.</td>
</tr>
<tr>
<td>Number Not Assigned</td>
<td>There is no number assigned to this One-Touch or two-digit Speed number.</td>
</tr>
<tr>
<td>Poll Code Error</td>
<td>The remote user entered the wrong poll code.</td>
</tr>
<tr>
<td>Poll job exists already</td>
<td>You have already programmed a polling send. Cancel scheduled job and try again.</td>
</tr>
</tbody>
</table>
troubleshooting

Your problem may be listed in LCD error messages. The chart below shows other problems you can solve yourself. For problems you cannot resolve here, see use hewlett-packard support services on page 50.

fax problems

<table>
<thead>
<tr>
<th>Problem</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>The machine is not working, there is no display, and the buttons are not working.</td>
<td>Unplug the power cord and plug it in again. Check that your socket is live.</td>
</tr>
<tr>
<td>No dial tone.</td>
<td>Check that the phone is connected properly. Check the phone socket in the wall by plugging in another phone.</td>
</tr>
<tr>
<td>Someone calls and gets a busy signal even though the fax is not busy.</td>
<td>This may rarely occur if the answer mode is set to AUTO, a voice call comes in and is hung up without being answered, and another call is immediately received. In AUTO mode the machine goes back to fax receive mode if the voice call is not answered. The line will appear busy until the machine resets.</td>
</tr>
<tr>
<td>The numbers stored in memory do not dial correctly.</td>
<td>Make sure the numbers are programmed correctly. To print a Phone book list, see print user reports on page 28.</td>
</tr>
<tr>
<td>The document does not feed into the machine.</td>
<td>Be sure the document is not wrinkled, and you are putting it in correctly. Check that the document is the right size and not too thick or too thin. See document types and sizes on page 43.</td>
</tr>
<tr>
<td>You cannot receive faxes automatically.</td>
<td>Check if TEL appears on the right side of the display. In TEL mode, you cannot receive a fax automatically. Be sure the handset is seated on the cradle properly.</td>
</tr>
<tr>
<td>The machine cannot receive faxes manually.</td>
<td>Do not hang up the handset before pressing Start/Enter to receive a fax.</td>
</tr>
<tr>
<td>The machine does not send anything.</td>
<td>Check that the document is loaded face down. Send should show up in the display after it dials. Check if the machine to which you are sending can receive your fax.</td>
</tr>
<tr>
<td>You cannot poll another machine.</td>
<td>The fax machine you are polling may be using a poll code (password).</td>
</tr>
<tr>
<td>The fax you received has blank bits on it.</td>
<td>The machine sending to you may be faulty. A noisy phone line can cause line errors. Check your machine by making a copy.</td>
</tr>
<tr>
<td>Spots or lines missing from the fax you receive.</td>
<td>Check if the print cartridge is ok by making a copy. See maintain the print cartridge on page 36. Check with the telephone company to see if your phone line is noisy.</td>
</tr>
<tr>
<td>You are receiving poor quality copies.</td>
<td>The fax machine sending to you may have a dirty scan glass. Also, check with the telephone company to see if your phone line is noisy.</td>
</tr>
<tr>
<td>Some of the words on the fax you received appear stretched.</td>
<td>The machine sending to you had a temporary document jam.</td>
</tr>
<tr>
<td>Problem</td>
<td>Solution</td>
</tr>
<tr>
<td>---------</td>
<td>----------</td>
</tr>
<tr>
<td>Your machine does not make copies.</td>
<td>Make sure your document is loaded face down.</td>
</tr>
<tr>
<td>There are lines on copies or documents you send.</td>
<td>Check your scan glass for marks and clean it (see clean the document scanner area on page 38.)</td>
</tr>
<tr>
<td>The machine dials a number, but fails to make a connection with a remote fax machine.</td>
<td>The remote fax machine may be turned off or unable to answer incoming calls. Speak with the other fax operator to solve the problem.</td>
</tr>
<tr>
<td>You cannot store a document in memory.</td>
<td>There may not be enough memory available to hold the document you want to store. If the display shows a Memory Full message, do the following until you can store your document in memory: • Print all unprinted faxes in memory (see reprinting faxes on page 29). • Delete unneeded polling faxes, broadcast faxes, or delayed faxes (see to cancel the scheduled job on page 25).</td>
</tr>
<tr>
<td>Blank areas appear at the bottom of each page or on continuation pages, with only a small strip of material printed at the top.</td>
<td>You may have selected the wrong paper size setting. To select the proper paper size, see Paper Size on page 30.</td>
</tr>
</tbody>
</table>

### print quality problems

<table>
<thead>
<tr>
<th>Problem</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Light or blurred characters.</td>
<td>• Check ink level as described in view ink level on page 33. To install a new print cartridge, see replace the print cartridge on page 34. • Make sure the print cartridge is installed correctly. To clean the print cartridge, see maintain the print cartridge on page 36.</td>
</tr>
<tr>
<td>Smudged or dark characters.</td>
<td>Make sure the paper is straight and unwrinkled. Let ink dry before handling the paper. To clean the print cartridge, see maintain the print cartridge on page 36.</td>
</tr>
<tr>
<td>Characters with white lines.</td>
<td>• If Ink Low. Install new ink cartridge as described in replace the print cartridge on page 34. • Remove and reinstall the print cartridge. • Clean the print cartridge (see maintain the print cartridge on page 36.)</td>
</tr>
<tr>
<td>Improperly formed or misaligned characters.</td>
<td>Clean the print cartridge (see clean the print cartridge nozzles on page 36.)</td>
</tr>
<tr>
<td>Abnormal black horizontal lines</td>
<td>Clean the cartridge carrier (see clean the cartridge carrier contacts on page 37.)</td>
</tr>
</tbody>
</table>

### paper feeding problems

<table>
<thead>
<tr>
<th>Problem</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paper is jammed during printing.</td>
<td>Clear paper jam as described in paper jams during printing on page 35.</td>
</tr>
<tr>
<td>Paper sticks together.</td>
<td>• Make sure you have less than 50 sheets in the paper tray. • Humid conditions may cause some paper to stick together. Take the paper out and fan the pages and replace.</td>
</tr>
<tr>
<td>Paper fails to feed.</td>
<td>Remove any obstructions inside the printer.</td>
</tr>
<tr>
<td>Multiple sheets of paper feed.</td>
<td>When loading paper, do not force the paper down into the printer. If multiple sheets have caused a paper jam, clear the paper jam (see paper jams during printing on page 35.)</td>
</tr>
<tr>
<td>Paper skews or buckles in the paper tray.</td>
<td>The paper tray can hold up to 50 sheets. Make sure the paper guides do not cause the paper to bow in the bin. When loading paper, do not force it down into the machine.</td>
</tr>
</tbody>
</table>
This chapter contains product and supplies specifications, ordering information, and regulatory statements.

**paper types and sizes**

The HP Fax is designed to work optimally with plain cotton bond paper. The following paper sizes and weight can be used with your machine:

<table>
<thead>
<tr>
<th>Paper size</th>
<th>Dimensions</th>
<th>Paper weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>A4</td>
<td>210mm x 297mm (8.3in x 11.7in)</td>
<td>70 – 90g/m² (20 – 24lbs)</td>
</tr>
<tr>
<td>Letter</td>
<td>216mm x 279mm (8.5in x 11.0in)</td>
<td></td>
</tr>
<tr>
<td>Legal</td>
<td>216mm x 356mm (8.5in x 14.0in)</td>
<td></td>
</tr>
</tbody>
</table>

**document types and sizes**

You can insert a document that is up to 10 pages long in the document feeder.

**acceptable documents**

<table>
<thead>
<tr>
<th>Document size</th>
<th>Single sheet</th>
<th>2 or more sheets</th>
</tr>
</thead>
<tbody>
<tr>
<td>Max</td>
<td>216mm (W) x 356mm (L)</td>
<td>8.5in (W) x 14in (L)</td>
</tr>
<tr>
<td>Min.</td>
<td>148mm (W) x 128mm (L)</td>
<td>5.8in (W) x 5in (L)</td>
</tr>
<tr>
<td>Effective scanning width</td>
<td>210mm</td>
<td>8.27in</td>
</tr>
<tr>
<td>Number of sheets which can be loaded at a time</td>
<td>-</td>
<td>Up to 10</td>
</tr>
<tr>
<td>Thickness of document</td>
<td>0.07mm – 0.15mm, 0.018in – 0.038in</td>
<td>0.075mm – 0.12mm, 0.019in – 0.03in</td>
</tr>
<tr>
<td>Paper quality</td>
<td>Uncoated on both sides</td>
<td></td>
</tr>
</tbody>
</table>

a. When sending a document that is longer than A4 (297 mm/11.69 in.), you must immediately take out each sheet as soon as it has been scanned. Otherwise, the document may jam.
The HP Fax uses the following print cartridge.

![hp no. 20 black inkjet print cartridge C6614](image)

**Product Specifications**

The specifications are subject to change without notice.

<table>
<thead>
<tr>
<th>Item</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Type of unit</strong></td>
<td>Inkjet Desktop Facsimile Transceiver</td>
</tr>
<tr>
<td><strong>Communication System</strong></td>
<td>Public Switched Telephone Network (PSTN) and PABX</td>
</tr>
<tr>
<td><strong>Compatibility</strong></td>
<td>ITU Group3</td>
</tr>
<tr>
<td><strong>Compression scheme</strong></td>
<td>MH, MR, MMR</td>
</tr>
<tr>
<td><strong>Modem speed</strong></td>
<td>14400/12000/9600/7200/4800/2400bps</td>
</tr>
<tr>
<td><strong>Scanning method</strong></td>
<td>CIS (Contact Image Sensor)</td>
</tr>
<tr>
<td><strong>Input document size</strong></td>
<td>8.5 inches (216mm)</td>
</tr>
<tr>
<td><strong>Effective scanning width</strong></td>
<td>8.27 inches (210mm)</td>
</tr>
<tr>
<td><strong>Effective recording width</strong></td>
<td>8 inches (203mm)</td>
</tr>
<tr>
<td><strong>Power consumption</strong></td>
<td>Standby: 5 Wh</td>
</tr>
<tr>
<td></td>
<td>Printing Mode: Maximum 15 Wh</td>
</tr>
<tr>
<td><strong>Voltage</strong></td>
<td>110 – 127~</td>
</tr>
<tr>
<td><strong>Frequency</strong></td>
<td>50 – 60 Hz</td>
</tr>
<tr>
<td><strong>Current</strong></td>
<td>500 mA</td>
</tr>
<tr>
<td><strong>Temperature range</strong></td>
<td>50°F to 95°F (10°C to 35°C)</td>
</tr>
<tr>
<td><strong>Humidity range</strong></td>
<td>20 to 80% RH (non-condensing)</td>
</tr>
<tr>
<td><strong>Dimension (W x D x H)</strong></td>
<td>365 x 275 x 160mm (14.4 x 9.8 x 5.9in) (all trays folded)</td>
</tr>
<tr>
<td></td>
<td>365 x 340 x 270mm (14.4 x 13.4 x 10.6in) (all trays extended)</td>
</tr>
<tr>
<td><strong>Weight</strong></td>
<td>3.5 Kg (7.7 lb) (including handset)</td>
</tr>
<tr>
<td><strong>Power source</strong></td>
<td>See Rating Label attached on the back of the machine.</td>
</tr>
<tr>
<td><strong>Resolution</strong></td>
<td><strong>Scan</strong>: 200 x 200dpi</td>
</tr>
<tr>
<td></td>
<td><strong>Copy</strong>: Standard/Fine: 300 x 300dpi, Super Fine/Photo: 600 x 300dpi</td>
</tr>
<tr>
<td></td>
<td><strong>Faxing</strong>: Standard: 98 x 203dpi, Fine: 196 x 203dpi, Super Fine: 392 x 203dpi</td>
</tr>
<tr>
<td><strong>Speed dials</strong></td>
<td>50</td>
</tr>
<tr>
<td><strong>ECM mode</strong></td>
<td>YES</td>
</tr>
<tr>
<td><strong>Grey scale</strong></td>
<td>64 levels</td>
</tr>
<tr>
<td><strong>User memory capacity</strong></td>
<td>0.5 Mbytes (capable of 40 pages at 4% coverage on A4)</td>
</tr>
<tr>
<td><strong>Ink Cartridge Part Number</strong></td>
<td>hp no. 20 (28ml) (C6614)</td>
</tr>
</tbody>
</table>
The Slerexe Company Limited
Sapors Lane, Boole, Dorset, BH25 8ER
Telephone Boole 943 51617 - Telex 124565


Dr. P.N. Cundall
Mining Surveys Ltd.,
Holroyd Road,
Reading,
Berk.

Dear Pete,

Permit me to introduce you to the facility of facsimile transmission.

In facsimile a photocell is caused to perform a raster scan over the subject copy. The variations of print density on the document cause the photocell to generate an analogous electrical video signal. The signal is used to modulate a carrier, which is transmitted to a remote destination over a radio or cable communications line.

At the remote terminal, demodulation reconstructs the video signal, which is used to modulate the density of print produced by a printing device. This device is scanning in a raster scan synchronised with that at the transmitting terminal. As a result, a facsimile copy of the subject document is produced.

Probably you have uses for this facility in your organisation.

Yours Sincerely,

[Signature]

P.J. Cross
Group Leader - Facsimile Research

Registered in England: No. 2038
Registered Office: 80 Vicars Lane, Ilford, Essex.
environmental product stewardship program

protecting the environment
Hewlett-Packard Company is committed to providing quality products in an environmentally sound manner. This product has been designed with several attributes to minimize impacts on our environment. Please visit HP’s Environment website at http://www.hp.com/go/environment for more information.

ozone production
This product generates no appreciable ozone gas (O3)

energy consumption
Energy usage drops significantly while in ENERGY STAR® mode, which saves natural resources, and saves money without affecting the high performance of this product. This product qualifies for ENERGY STAR, which is a voluntary program established to encourage the development of energy-efficient office products.

ENERGY STAR is a U.S. registered service mark of the U.S. EPA. As an ENERGY STAR partner, Hewlett-Packard Company has determined that this product meets ENERGY STAR guidelines for energy efficiency. For more information, see http://www.energystar.gov.

paper use
This product is suited for the use of recycled paper according to DIN 19309.

plastics
Plastic parts over 25 grams are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of the product’s life.

material safety data sheets
Material Safety Data Sheets (MSDS) can be obtained from the HP web site at http://www.hp.com/go/msds. If you are in the United States or Canada and do not have access to the internet, call the U.S. HP FIRST (fax-on-demand service) at (1) (800) 231-9300. Use Index number 7 for a listing of the material safety data sheets.

International customers without Internet access should call (404)-329-2009 for further information.

recycling programs
HP offers an increasing number of product return and recycling programs in many countries, as well as partnering with some of the largest electronic recycling centers throughout the world. HP also conserves resources by refurbishing and reselling some of its most popular products.

hp fax 1010 series battery
This product contains a small Lithium battery that must be removed and disposed of properly at the end of the product’s useful life. The battery is located on the main circuit board.

Battery Specifications
- Battery Part Number: Panasonic CR2032
- Battery Material: Lithium
- Battery Type: Button/Coin Cell Battery
- Quantity Per Product: 1
- Weight: approximately 3 grams
- Lithium Type: Solid
- Battery Manufacturer: Panasonic of Japan
regulatory information

The following sections describe product requirements from various regulatory agencies.

**Notice to users of the U.S. telephone network: FCC requirements**

This equipment complies with FCC rules, Part 68. On this equipment is a label that contains, among other information, the FCC Registration Number and Ringer Equivalent Number (REN) for this equipment. If requested, provide this information to your telephone company.

An FCC compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack which is Part 68 compliant. This equipment connects to the telephone network through the following standard network interface jack: USOC RJ-11C.

The REN is useful to determine the quantity of devices you may connect to your telephone line and still have all of those devices ringing when your number is called. Too many devices on one line may result in failure to ring in response to an incoming call. In most, but not all, areas the sum of the RENs of all devices should not exceed five (5). To be certain of the number of devices you may connect to your line, as determined by the REN, you should call your local telephone company to determine the maximum REN for your calling area.

If this equipment causes harm to the telephone network, your telephone company may discontinue your service temporarily. If possible, they will notify you in advance. If advance notice is not practical, you will be notified as soon as possible. You will also be advised of your right to file a complaint with the FCC. Your telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the proper operation of your equipment. If they do, you will be given advance notice so you will have the opportunity to maintain uninterrupted service.

If you experience trouble with this equipment, please contact the manufacturer, or look elsewhere in this manual, for warranty or repair information. Your telephone company may ask you to disconnect this equipment from the network until the problem has been corrected or until you are sure that the equipment is not malfunctioning.

This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs. Contact your state’s public utility commission, public service commission, or corporation commission for more information.

This equipment includes automatic dialing capability. When programming and/or making test calls to emergency numbers:

- Remain on the line and explain to the dispatcher the reason for the call.
- Perform such activities in the off-peak hours, such as early morning or late evening.

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including fax machines, to send any message unless such message clearly contains in a margin at the top or bottom of each transmitted page or on the first page of transmission, the date and time it is sent and an identification of the business, other entity, or other individual sending the message and the telephone number of the sending machine or such business, other entity, or individual. (The telephone number provided may not be a 900 number or any other number for which charges exceed local or long-distance transmission charges.) In order to program this information into your fax machine, you should complete the steps described in the software.

**regulatory notices**

The following sections are statements from various regulatory agencies.

**FCC statement**

The United States Federal Communications Commission (in 47 CFR 15.105) has specified the following notice be brought to the attention of users of this product:

Declaration of Conformity: 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. 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 the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Product Regulations Manager, Hewlett-Packard Company, San Diego, 858-655-4100.

The user may find the following booklet prepared by the Federal Communications Commission helpful: How to Identify and Resolve Radio-TV Interference Problems. This booklet is available from the U.S. Government Printing Office, Washington DC, Stock No: 004-000-00345-4.

**DOC statement / Déclaration de conformité (Canada)**

Le présent appareil numérique n’emet pas de bruits radioélectriques dépassant les limites applicables aux appareils numeriques de la class B prescrites dans le Règlement sur le brouillage radioelectrique edite par le ministere des Communications du Canada.

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.
notice to users of the Canadian telephone network

The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements document(s). The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

CAUTION Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

Notice: The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

The REN for this product is 0.6B (AC), 0.4B(DC), based on FCC Part 68 test results.

for non-European customers

This product is approved for use only in the country in which it was purchased. Local country laws may prohibit the use of this product outside the country of purchase. It is strictly forbidden by law in virtually every country to connect nonapproved telecommunications equipment (fax machines) to public telephone networks.
## Declaration of Conformity

for HP Fax 1010 Series

### DECLARATION OF CONFORMITY

according to ISO/IEC Guide 22 and EN 45014

<table>
<thead>
<tr>
<th>Manufacturer's Name:</th>
<th>Hewlett-Packard Company</th>
</tr>
</thead>
</table>
| Manufacturer's Address: | 16399 West Bernardo Drive  
San Diego CA 92127, USA |
| Product Name: | HP Fax 1010 Series |
| Model Number(s): | C9270A, C9271A, C9272A, C9273A, C9274A |
| Product Options: | None |

conforms to the following Product Specifications:

NOM-019-SCFI:1993 |
|------------------|------------------|
| EMC: | FCC Part 15 - Class B  
ICES-003, Issue 2 |
| Telecom: | NOM-EM-151-SCT1-1997 |

### Supplementary Information:

1) This product was tested in a typical configuration.

20 September 2002

Steve Smith  
Hardware Test and Regulations Manager

European contact for regulatory topics only: Hewlett-Packard GmbH, HQ-TRE, Herrenberger Straße 130,  
D-71034 Böblingen (FAX: +49-7031-14-3143)
use hewlett-packard support services

www.hp.com/support

If you are unable to find the answer you need in the printed documentation supplied with your product or on the web, you can contact one of the HP support services listed in the following pages. If a support service number is not listed for your country, contact your nearest authorized HP dealer for help.

before calling customer support
1. Make sure that
   • Your unit is plugged in and turned on.
   • The correct print cartridge is installed properly.
   • The recommended paper is loaded in the input tray.
2. Reset your unit by unplugging it and plugging it in again.
3. If you need to speak to an HP Customer Support Representative:
   • Have your serial number ready.
   • Print a Self-Test Report.
   • Be prepared to discuss your problem in detail.
4. Be near your unit when you call.

prepare your unit for shipment
If you are requested to send in your unit for service, do the following:
• Remove the print cartridge and place it in an airtight bag so it will not dry out. Do not send the print cartridge with the unit unless asked to do so.
• If you do not have the original packing material, you can request a replacement package set from HP Customer Support. Shipping damage caused by improper packaging is not covered under the warranty.
• Include these items in the box:
   • A brief description of the symptoms (sample prints are helpful).
   • A copy of your sales slip or proof of purchase (to establish the warranty period)
   • Your name, address, and telephone number where you can be reached during the day.

<table>
<thead>
<tr>
<th>country or region</th>
<th>hp technical support</th>
</tr>
</thead>
<tbody>
<tr>
<td>U.S. during warranty*</td>
<td>(208) 323-2551</td>
</tr>
<tr>
<td>Canada during warranty</td>
<td>(905) 206-4663</td>
</tr>
<tr>
<td>Canada post warranty (per call charge)</td>
<td>(877) 621-4722</td>
</tr>
<tr>
<td>Caribbean and Central America</td>
<td>1-800-711-2884</td>
</tr>
<tr>
<td>Chile</td>
<td>800-360-999</td>
</tr>
<tr>
<td>Colombia</td>
<td>9-800-114-726</td>
</tr>
<tr>
<td>Costa Rica</td>
<td>0-800-011-0524</td>
</tr>
<tr>
<td>Ecuador</td>
<td>1800-711-2884</td>
</tr>
<tr>
<td>Guatemala</td>
<td>1800-995-5105</td>
</tr>
<tr>
<td>Mexico</td>
<td>01-800-472-6684</td>
</tr>
<tr>
<td>Mexico (Mexico City)</td>
<td>5258 9922</td>
</tr>
<tr>
<td>Panama</td>
<td>001-800-7112884</td>
</tr>
<tr>
<td>Peru</td>
<td>0-800-10111</td>
</tr>
<tr>
<td>Puerto Rico</td>
<td>1-877-2320-589</td>
</tr>
<tr>
<td>Venezuela</td>
<td>0-800-47468368 or</td>
</tr>
<tr>
<td></td>
<td>800-477-7777</td>
</tr>
<tr>
<td>Venezuela (Caracas)</td>
<td>(502) 207-8488</td>
</tr>
</tbody>
</table>

* U.S. phone support is available in both English and Spanish 24 hours a day, 7 days a week (days and hours of support may change without notice).
hewlett-packard limited global warranty statement for fax 1010 product

extent of limited warranty

Hewlett-Packard (‘HP’) warrants to the end-user customer (‘Customer’) that each HP Fax 1010 product (‘Product’), including related software, accessories, media, and supplies, shall be free from defects in material and workmanship for the duration specified in the paragraph below, which duration begins on the date of purchase by the Customer.

For each hardware Product, the duration of HP’s limited warranty is one year for parts and one year for labor. For all other Products, the duration of HP’s limited warranty for both parts and labor is ninety days.

For each software Product, HP’s limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any Product shall be uninterrupted or error free.

HP’s limited warranty covers only those defects which arise as a result of normal use of a Product, and does not cover any other problems, including those which arise as a result of (a) improper maintenance or modification, (b) software, accessories, media, or supplies not provided or supported by HP, or (c) operation outside the Product’s specifications.

For any hardware Product, the use of a non-HP ink cartridge or a refilled ink cartridge does not affect either the warranty to the Customer or any HP support contract with the Customer. However, if Product failure or damage is attributable to the use of a non-HP or refilled ink cartridge, HP shall charge its standard labor and materials charges to service the Product for the failure or damage.

If HP receives, during the applicable warranty period, notice of a defect in any Product, HP shall either repair or replace the defective Product, at HP’s option. Where labor charges are not covered by HP’s limited warranty, repairs shall be at HP’s standard charges for labor.

If HP is unable to repair or replace, as applicable, a defective Product which is covered by HP’s warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the Product.

HP shall have no obligation to repair, replace, or refund until the Customer returns the defective Product to HP.

Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the Product being replaced. HP products, including each Product, may contain remanufactured parts, components, or materials equivalent to new in performance. HP’s limited warranty for each Product is valid in any country or locality where HP has a support presence for the Product and where HP has marketed the Product. The level of warranty service may vary according to local standards. HP shall have no obligation to alter the form, fit, or function of the Product in order to make it operate in a country or locality for which the Product was never intended to operate.

limitations of warranty

TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKE ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED, WITH RESPECT TO THE COVERED HP PRODUCTS, AND SPECIFICALLY DISCLAIM THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

limitations of liability

To the extent allowed by local law, the remedies provided in this Limited Warranty Statement are the Customer’s sole and exclusive remedies.

TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS LIMITED WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

local law

This Limited Warranty Statement gives the Customer specific legal rights. The Customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.

To the extent this Limited Warranty Statement is inconsistent with local law, this Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Statement may not apply to the Customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:

- Preclude the disclaimers and limitations in this Statement from limiting the statutory rights of a consumer (e.g. the United Kingdom);
- Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
- Grant the Customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or not allow limitations on the duration of implied warranties.

FOR CONSUMER TRANSACTIONS IN AUSTRALIA AND NEW ZEALAND, THE TERMS IN THIS LIMITED WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THE COVERED HP PRODUCTS TO SUCH CUSTOMERS.

Complete the following information. It is necessary for contacts with the selling dealer or Hewlett-Packard Company:

Date of Purchase:

Serial Number:
A
automatic fax redial 21

B
block junk faxes 13
broadcasting 23

C
Caller ID
   junk faxes 13
   turning on 12
  cancelling a scheduled job 25
   cartridge
      cleaning 36
      maintenance 33
      part number 44
      replacing 34
changing language 30
clearing memory 29
contrast 20
control panel 6
copies
   collate 3
   making 3
   multiple 3
   options 3
      reduce or enlarge 3

D
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dialing
   automatic fax redial 21
discard size
      (see also auto reduction) 30
   DRPD 15

E
ECM mode 44

F
faxes
   reprinting 29
   front panel 6
G
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H
help 50
hp support 50
I
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   part number 44
ink level
   cartridge 33
ITU #1 chart 45
J
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   blocking 13
L
language 30
loudspeaker 31
M
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memory
   clearing 29
menu setting
   language 30
O
one-touch
dialling 18

P
paper size 43
part number
  ink cartridge 44
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phone book 17
dialing 18
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  receive 24
  send 24
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  ink level 33
  part number 44

R
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  cancelling 25
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U
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  auto journal 31
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  dial mode 31
  distinctive ring 31
  image tcr 31
  resolution 31
  silent mode 31
user settings
  discard size 30

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