



HP OfficeJet Series 500

User's Guide

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First Edition,
February 1997
Printed in USA.

This product is approved for use in the United States Only.

Local country laws may prohibit the use of this product outside of United States. It is strictly forbidden by law in virtually every country to connect nonapproved telecommunications equipment (fax machines) to public telephone networks.



Safety Information

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

1. Read and understand all instructions in the *User's Guide*.

WARNING: Potential Shock Hazard

2. Use only a grounded electrical outlet when connecting the HP OfficeJet to a power source. If you don't know whether the outlet is grounded, check with a qualified electrician.
3. 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 OfficeJet. Replace damaged cords immediately.
4. Never install telephone wiring during a lightning storm.
5. Observe all warnings and instructions marked on the product.
6. Unplug this product

from wall outlets and telephone jacks before cleaning.

7. Do not install or use this product near water or when you are wet.
8. Install the product securely on a stable surface.
9. Install the product in a protected location where no one can step on or trip over line cord, and the line cord will not be damaged.
10. If the product does not operate normally, see Troubleshooting.
11. No operator-serviceable parts inside. Refer servicing to qualified service personnel.

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This product may contain remanufactured parts that have been fully tested to meet 100% of original performance specifications.

Complete the following information. You'll need it if you contact your dealer or Hewlett-Packard Company:

Date of Purchase: - -

Serial Number:

(Located on the back of the machine.)

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Setting Up the HP OfficeJet for Your Office

Refer to this chapter for more details about setting up the HP OfficeJet in your office than are provided in the *Ready, Setup, Go* card. Perform each step in sequence.

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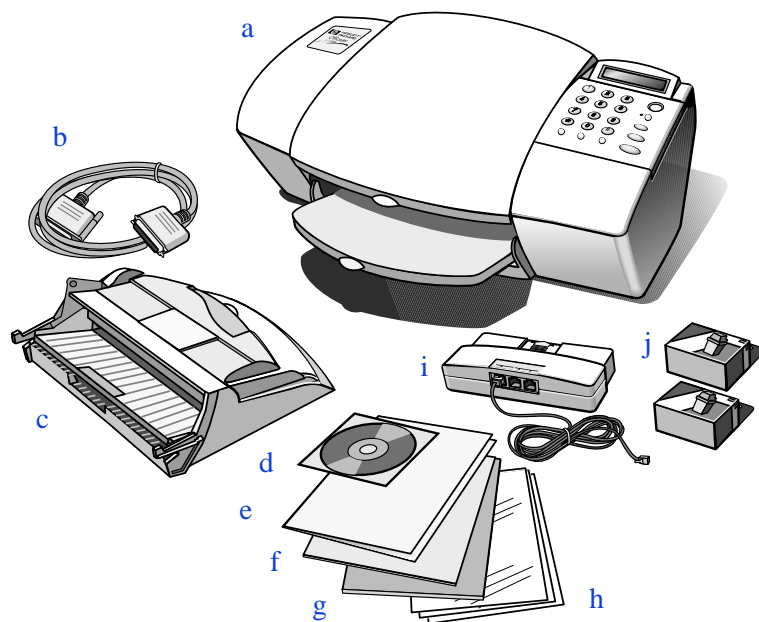
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Make Sure Everything Is in the Box

Check to make sure you have everything that's shown and listed below.



- a) HP OfficeJet Series 500
- b) Bidirectional parallel cable
- c) Paper/Document loading tray
- d) HP OfficeJet Series 500 software on compact disk (CD-ROM)
- e) *HP OfficeJet Series 500 Ready, Setup, Go Card*
- f) Warranty statement
- g) OmniPage LE Optical Character Recognition (OCR) documentation
- h) Carrier Sheets (for faxing, copying, and scanning smaller-than-standard-sized documents and for protecting photos)
- i) Fax/Phone line connector with attached phone cord
- j) Black and color print cartridges

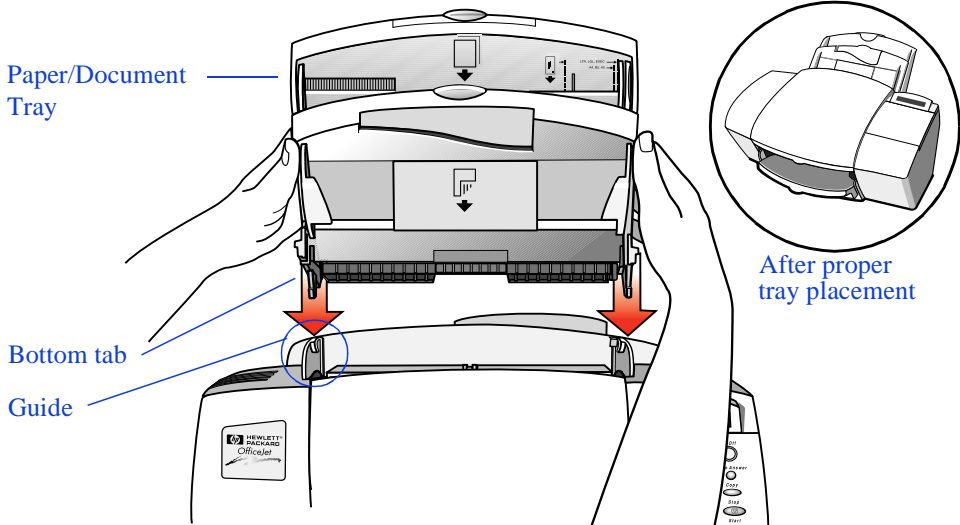
If you don't have a CD-ROM disc drive

Please call the HP OfficeJet Fulfillment Center at 1-888-HPDISKS (1-888-473-4757) to receive the software on 3.5-inch floppy diskettes by overnight mail.

Perform each step in sequence:
All steps are required!

1. Load the Tray

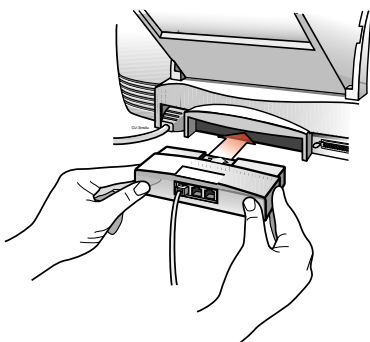
This is easiest to do when you are standing directly over the HP OfficeJet with the front facing you. The tray fits into the back of the HP OfficeJet near the top as shown.



- Hold the sides of the **paper/document tray** and insert the **bottom tabs** into the **guides** as shown.
- The tray should click into place. Refer to the above inset drawing for how it should look after proper placement.

2. Plug in the Line Connector

This is easiest to do when you're facing the back of the HP OfficeJet.



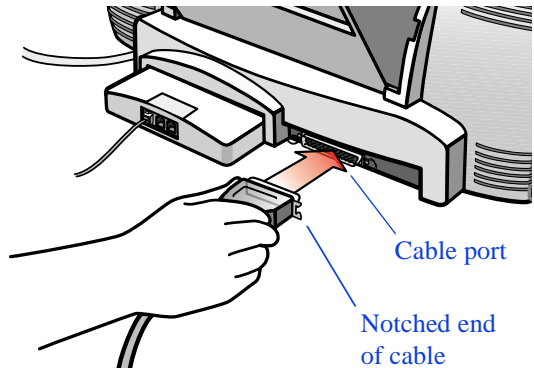
- Insert the fax/phone line connector into its housing area on the back of the HP OfficeJet. Press it firmly into place. (Once in place, it's difficult to remove.)
- Plug the loose end of the phone cord into the telephone wall jack you'll be using for your fax number.

3. Connect the Cables

Important: You must attach the enclosed bidirectional parallel cable from the HP OfficeJet to your computer. If you don't, the OfficeJet won't work.

- For safety, turn off your computer before connecting the cables.

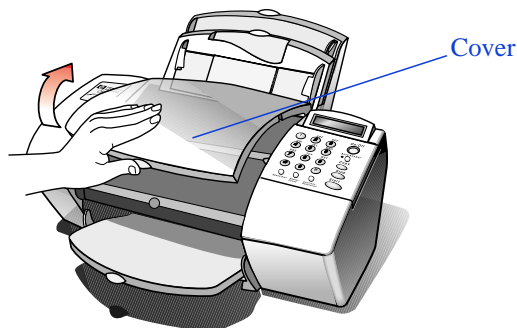
- Connect the **notched end** of the bidirectional parallel cable firmly to the **cable port** on the back of the HP OfficeJet. Snap both metal clips into the notches on the connector.

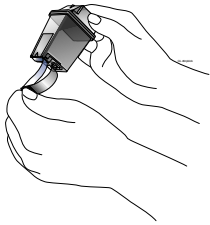


- Plug the other end of the cable into the **parallel (LPT1) port** on the back of your computer. Tighten the connector's screws.
- Plug the HP OfficeJet's power cable into a **grounded outlet**.

4. Insert the Print Cartridges

- After you plugged in the power, the HP OfficeJet powered up automatically. Note that the display on the keypad will read, "See instructions to print demo" until after you install the software in Step 7.
- Wait until the HP OfficeJet finishes making start-up noises (about 10 seconds), then open the **cover** of the HP OfficeJet. The empty **print cartridge holder** will move into view.





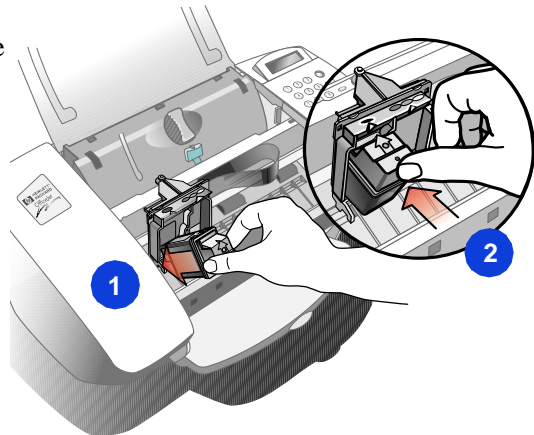
- Remove the **black** print cartridge from its packaging. Holding the blue top of the cartridge, gently remove both pieces of tape - clear blue and solid white - covering the ink nozzles and vent hole. (If you don't remove the white tape, the ink cartridge will be depleted prematurely.)

Be careful not to touch the ink nozzles or the copper contacts; fingerprints may damage them.

- Next, place the **black** print cartridge into the **left cartridge holder** as shown:

1) First slide in the bottom until it clicks into place.

2) Then push the top forward until the cartridge snaps into place.

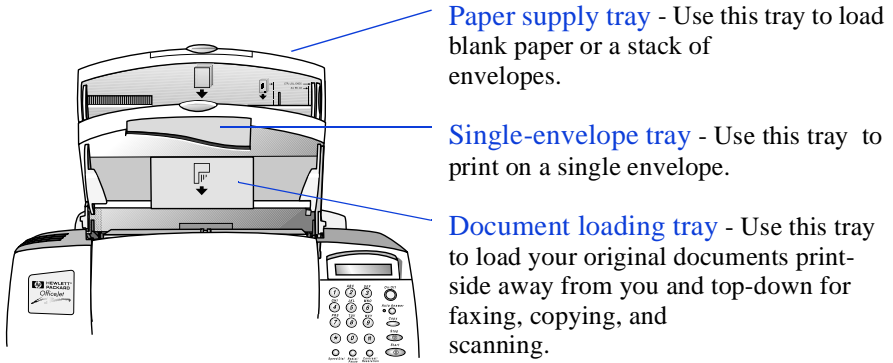


- Remove the **color** print cartridge box from its packaging. Peel off the clear blue tape covering the ink nozzles, then place the **color** print cartridge into the **right cartridge holder** and push it forward until it snaps into place. Again, try not to touch the ink nozzles or copper contacts.
- Close the HP OfficeJet's cover.

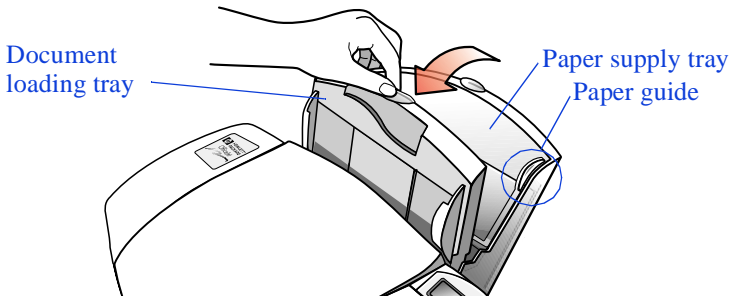
Note: If the print cartridge holder moves out of sight before you finish inserting both print cartridges, close the cover all the way, then open it again; the holder will come back into view. To prevent ink drying and clogging the nozzles, the holder will return to the parked position after a few minutes.

5. Load the Paper Supply

Now it's time to load blank paper into the paper supply tray. First, a quick description of the three parts of the paper/document tray:

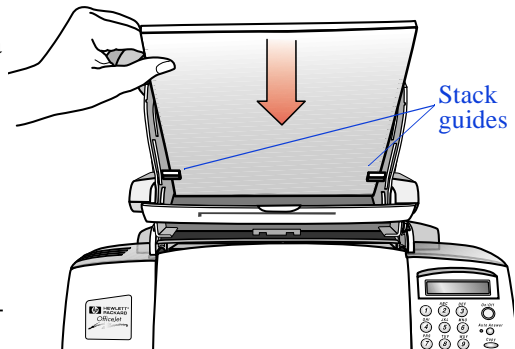


- Pull the front **document loading tray** forward all the way.



- The **paper supply tray** is factory set for letter- and legal-size paper. If necessary, adjust the **paper guides** by pinching and sliding them.

- Load up to 150 sheets of 20-lb paper (about a 1/2-inch-thick stack) into the **paper supply tray**. Make sure the stack of paper fits behind the **stack guides** on the lower part of the tray as shown. Load sheets with the print side facing toward you.



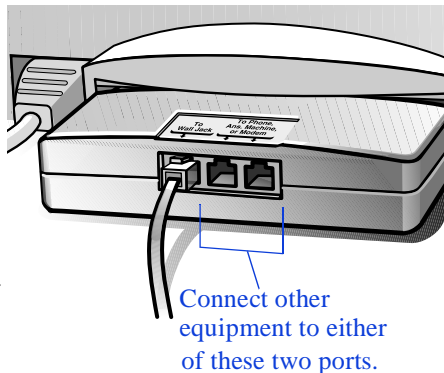
- Push the front **document loading tray** backward until it rests against the paper tray.

Note: Refer to Chapter 6 for detailed instructions on loading envelopes and other special paper/media types.

6. Connect Your Office Equipment - *REQUIRED!*

When you were installing the fax/phone line connector in Step 2, you may have noticed that two of the ports on the back of the connector were labelled, “To Phone, Answering Machine, or Modem.”

That means that either one of these ports can be used to connect any of these three types of devices you have in your office; the two ports are interchangeable.



Remove the plugs from the two ports. (If they're stuck, use the tip of your pen to pry them out.) Then refer to the following instructions to connect your other equipment.

What should you connect?

Based on your particular office equipment and the number of telephone lines you have, there's only ONE optimum way to connect.

Please answer the questions in the following table, circle your answers, then look up the appropriate setup scenario in the following “How should you connect?” section.

Read these questions:	Circle your answers:
<p>1 Do you subscribe to a distinctive ring service through your telephone company on the same phone line to which you connected your HP OfficeJet (in Step 3)?</p> <p>(This telephone service, which is unavailable in many areas, allows you to have 2 or 3 phone numbers on the same phone line. Each number has a ring with a different pattern so you can tell the difference between incoming calls.)</p>	<p>Circle A or B below, then read what to do next.</p> <p>A. No, I don't have a distinctive ring service. <i>Continue with question 2.</i></p> <p>B. Yes, I have a distinctive ring service. <i>You don't need to answer any more questions; skip directly to "Shared line with distinctive ring" later in this chapter for connection instructions.</i></p>
<p>2 Is the HP OfficeJet connected to a separate phone line that's dedicated to sending and receiving your fax calls (no voice calls received)?</p>	<p>Circle C or D below, then read what to do next.</p> <p>C. Yes, the OfficeJet will be connected to a dedicated line. <i>Skip to question 4.</i></p> <p>D. No, the OfficeJet will be connected to a shared phone line that receives both fax and voice calls. <i>Continue with question 3.</i></p>
<p>3 Do you use an answering machine or a voicemail feature in your computer to answer voice calls on your shared phone line?</p>	<p>Circle E, F, or G below, then continue with question 4.</p> <p>E. I use an answering machine.</p> <p>F. I use a voicemail feature in my computer.</p> <p>G. I neither use an answering machine nor a voicemail feature in my computer.</p>
<p>4 Do you have a modem - either internal to your computer or an external box - on the same phone line you'll be using for the HP OfficeJet?</p> <p>(If you're not sure if you have a modem, refer to the following section, "How to tell if you have a modem," before answering this question.)</p>	<p>Circle H, I, or J below. Then refer to "How should you connect?" to match all of your responses in this column to the right setup scenario.</p> <p>H. Yes, I have a modem inside my computer.</p> <p>I. Yes, I have a modem that's an external box.</p> <p>J. No, I don't have any kind of modem.</p>

How to tell if you have a modem

If you answer “Yes” to any of the following questions, then you have a modem. Do you:

- Send/receive faxes directly to/from your computer programs?
- Use electronic mail (e-mail) on your computer?
- Access the Internet or the World Wide Web from your computer?
- Transfer data from/to other computers?

How tell if your modem is inside your computer or an external box

If your modem is **inside your computer**, then you’ll have a phone cord connected to the back of your computer and going to a wall jack.

If your modem is an **external box**, one phone cord will be connected from the back of your computer to the box, and another phone cord will go from the box to a wall jack.

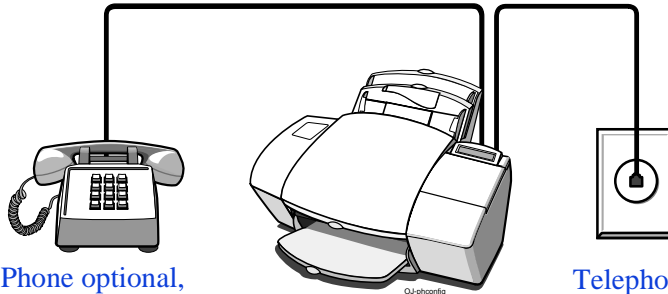
How should you connect?

Write down all of your responses to the questions in “What should you connect?,” then refer to the appropriate setup case indicated below. For example, if you answered “A” to question 1, “D” to question 2, “E” to question 3, and “H” to question 4, look up “ADEH.”

For responses:	Refer to this section for connection instructions:
ACJ	“Dedicated line”
ACH	“Dedicated line with a PC-modem”
ACI	“Dedicated line with external modem”
ADGJ	“Shared line”
ADGH	“Shared line with a PC-modem”
ADGI	“Shared line with an external modem”
ADEJ	“Shared line with answering machine”
ADFJ	“Shared line with computer voicemail”
ADEH	“Shared line with PC-modem & answering machine”
ADFH	“Shared line, PC-modem, computer voicemail”
ADEI	“Shared line with external modem and answering machine”
ADFI	“Shared line with external modem and computer voicemail”
B	“Shared line with distinctive ring”

Dedicated line (Case ACJ)

If in Step 2 you connected the HP OfficeJet to a dedicated phone line (no voice calls received) that has no other office equipment connected to it, then use this connection diagram.



Phone optional,
but recommended

Telephone
wall jack

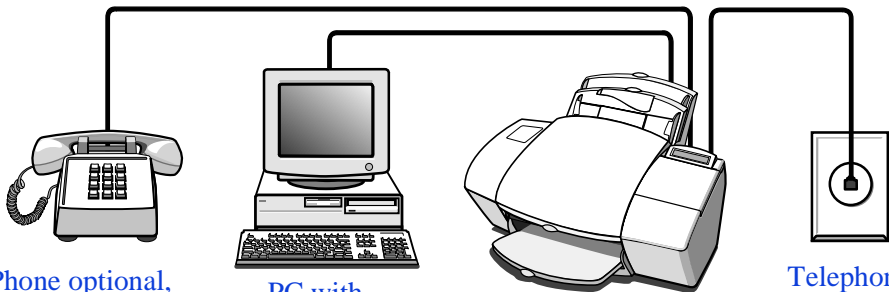
- **Connect your phone to the HP OfficeJet.** Connect the cord from your phone to either of the two ports on the back of the HP OfficeJet labelled, "To Phone, Answering Machine, or Modem."

The benefits of connecting a phone in this situation are 1) For the convenience of having a phone close by to make outgoing voice calls, and 2) In case you need to send a fax (press START) after calling someone who must receive their faxes manually.

- After you install the software in Step 7, and answer the Setup Wizard questions for this connection case, here's how you'll automatically receive faxes with the HP OfficeJet: **Your fax line will ring once, then the HP OfficeJet will answer and begin emitting fax tones to the sending machine.**
- Continue with Step 7, "Install the Software - REQUIRED!"

Dedicated line with a PC-modem (Case ACH)

If in Step 2 you connected the HP OfficeJet to a dedicated phone line (no voice calls received) that also has a PC-modem connected to it, then use this connection diagram.



Phone optional,
but recommended

PC with
internal modem

Telephone
wall jack

- **Connect your PC-modem to the HP OfficeJet.** Find the phone cord that goes from the back of your computer (your PC-modem) to a wall jack. Disconnect the cord from the wall jack and plug it into either of the two ports on the back of the HP OfficeJet labelled, “To Phone, Answering Machine, or Modem.”

Important: If your PC-modem’s software is set to automatically receive faxes to your computer, turn off that setting; if you don’t, your HP OfficeJet will not be able to receive faxes properly.

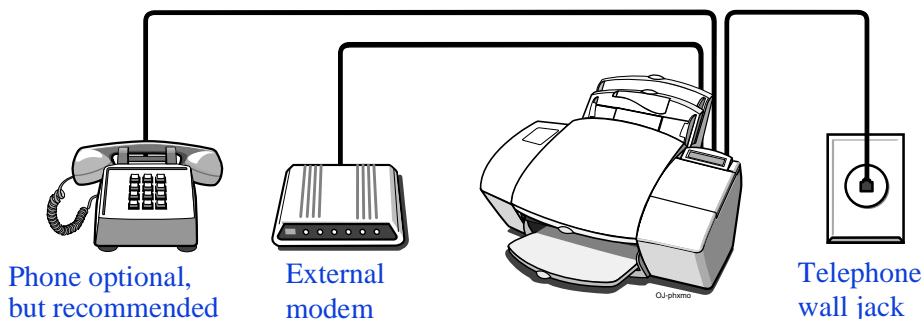
- **Connect your phone to the HP OfficeJet.** Connect the cord from your phone to either of the two ports on the back of the HP OfficeJet labelled, “To Phone, Answering Machine, or Modem.”

The benefits of connecting a phone in this situation are 1) For the convenience of having a phone close by to make outgoing voice calls, and 2) In case you need to send a fax (press START) after calling someone who must receive their faxes manually.

- After you install the software in Step 7, and answer the Setup Wizard questions for this connection case, here’s how you’ll automatically receive faxes with the HP OfficeJet: **Your fax line will ring once, then the HP OfficeJet will answer and begin emitting fax tones to the sending machine.**
- Continue with Step 7, “Install the Software - REQUIRED!”

Dedicated line with external modem (ACI)

If in Step 2 you connected the HP OfficeJet to a dedicated phone line (no voice calls received) that also has an external modem connected to it, then use this connection diagram.



- **Connect your external modem to the HP OfficeJet.** Find the phone cord that goes from the back of your external modem to a wall jack. Disconnect the cord from the wall jack and plug it into either of the two ports on the back of the HP OfficeJet labelled, “To Phone, Answering Machine, or Modem.”

Important: If your external modem's software is set to automatically receive faxes to your computer, turn off that setting; if you don't, your HP OfficeJet will not be able to receive faxes properly.

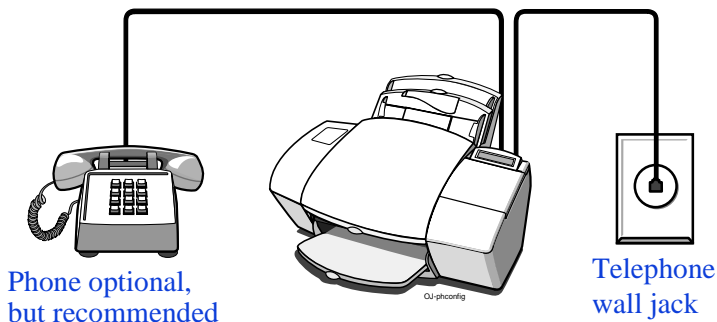
- **Connect your phone to the HP OfficeJet.** Connect the cord from your phone to either of the two ports on the back of the HP OfficeJet labelled, "To Phone, Answering Machine, or Modem."

The benefits of connecting a phone in this situation are 1) For the convenience of having a phone close by to make outgoing voice calls, and 2) In case you need to send a fax (press START) after calling someone who must receive their faxes manually.

- After you install the software in Step 7, and answer the Setup Wizard questions for this connection case, here's how you'll automatically receive faxes with the HP OfficeJet: **Your fax line will ring once, then the HP OfficeJet will answer and begin emitting fax tones to the sending machine.**
- Continue with Step 7, "Install the Software - REQUIRED!"

Shared line (Case ADGJ)

If in Step 2 you connected the HP OfficeJet to a shared phone line (receives both voice and fax calls) that has no other office equipment connected to it, then use this connection diagram.



- **Connect your phone to the HP OfficeJet.** Connect the cord from your phone to either of the two ports on the back of the HP OfficeJet labelled, "To Phone, Answering Machine, or Modem."

The main benefits of connecting a phone in this situation are 1) For the convenience of having a phone close to the HP OfficeJet so that you can reach the START button when you receive faxes manually, and 2) In case you need to send a fax (press START) while having a conversation with someone who must receive their faxes manually.

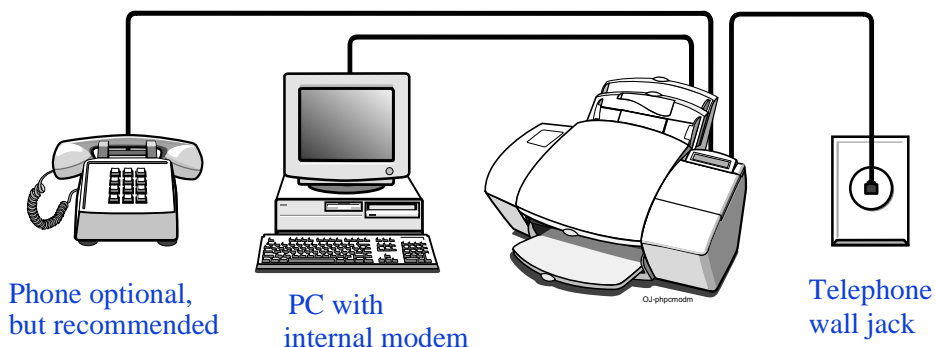
- Because you don't have an answering machine or computer voice-mail on this phone line, you'll need to **receive faxes manually**;

the HP OfficeJet will NOT answer incoming calls automatically. **To receive a fax manually: When the phone rings, pick it up and listen for fax tones; if you hear fax tones, press the START button on the HP OfficeJet, then hang up the phone.** Refer to “Manually receiving faxes” in Chapter 3 for more information.

- Continue with Step 7, “Install the Software - REQUIRED!”

Shared line with a PC-modem (Case ADGH)

If in Step 2 you connected the HP OfficeJet to a shared phone line (receives both voice and fax calls) that also has a PC-modem connected to it, then use this connection diagram.



- **Connect your PC-modem to the HP OfficeJet.** Find the phone cord that goes from the back of your computer (your PC-modem) to a wall jack. Disconnect the cord from the wall jack and plug it into either of the two ports on the back of the HP OfficeJet labelled, “To Phone, Answering Machine, or Modem.”

Important: If your PC-modem’s software is set to automatically receive faxes to your computer, turn off that setting; if you don’t, your HP OfficeJet will not be able to receive faxes properly.

- **Connect your phone to the HP OfficeJet.** Connect the cord from your phone to either of the two ports on the back of the HP OfficeJet labelled, “To Phone, Answering Machine, or Modem.”

The main benefits of connecting a phone in this situation are 1) For the convenience of having a phone close to the HP OfficeJet so that you can reach the START button when you receive faxes manually, and 2) In case you need to send a fax (press START) while having a conversation with someone who must receive their faxes manually.

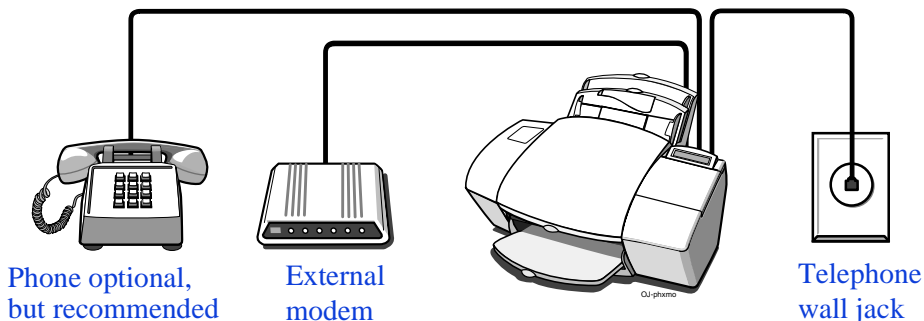
- Because you don’t have an answering machine or computer voice-mail on this phone line, you’ll need to **receive faxes manually**; the HP OfficeJet will NOT answer incoming calls automatically. **To receive a fax manually: When the phone rings, pick it up and listen for fax tones; if you hear fax tones, press the START button on the HP OfficeJet, then hang up the phone.** Refer to “Manually

Receiving Faxes” in Chapter 3 for more information.

- Continue with Step 7, “Install the Software - REQUIRED!”

Shared line with an external modem (Case ADGI)

If in Step 2 you connected the HP OfficeJet to a shared phone line (receives both voice and fax calls) that also has an external modem connected to it, then use this connection diagram.



- **Connect your external modem to the HP OfficeJet.** Find the phone cord that goes from the back of your external modem to a wall jack. Disconnect the cord from the wall jack and plug it into either of the two ports on the back of the HP OfficeJet labelled, “To Phone, Answering Machine, or Modem.”

Important: If your external modem’s software is set to automatically receive faxes to your computer, turn off that setting; if you don’t, your HP OfficeJet will not be able to receive faxes properly.

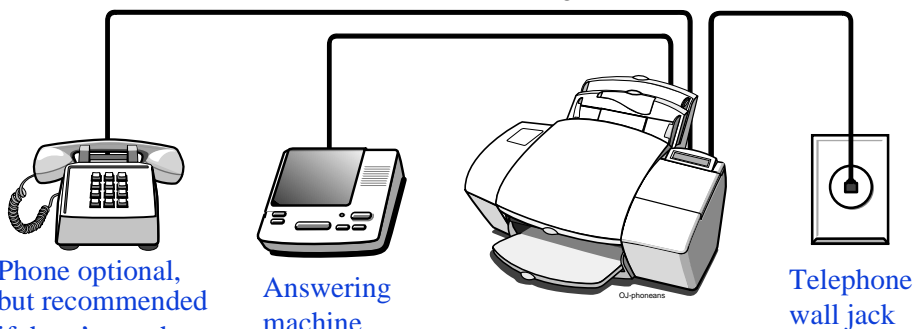
- **Connect your phone to the HP OfficeJet.** Connect the cord from your phone to either of the two ports on the back of the HP OfficeJet labelled, “To Phone, Answering Machine, or Modem.”

The main benefits of connecting a phone in this situation are 1) For the convenience of having a phone close to the HP OfficeJet so that you can reach the START button when you receive faxes manually, and 2) In case you need to send a fax (press START) while having a conversation with someone who must receive their faxes manually.

- Because you don’t have an answering machine or computer voice-mail on this phone line, you’ll need to **receive faxes manually**; the HP OfficeJet will NOT answer incoming calls automatically. **To receive a fax manually: When the phone rings, pick it up and listen for fax tones; if you hear fax tones, press the START button on the HP OfficeJet, then hang up the phone.** Refer to “Manually Receiving Faxes” in Chapter 3 for more information.
- Continue with Step 7, “Install the Software - REQUIRED!”

Shared line with answering machine (Case ADEJ)

If in Step 2 you connected the HP OfficeJet to a shared phone line (receives both voice and fax calls) that also has an answering machine connected to it, use this connection diagram.



Phone optional, but recommended if there's no phone handset on your answering machine

Answering machine

Telephone wall jack

- **Connect your answering machine to the HP OfficeJet.** Plug the phone line from your answering machine to either of the ports labelled, "To Phone, Answering Machine, or Modem" on the back of the HP OfficeJet.

Important: Set your answering machine to answer calls after 4 or fewer rings, and make sure your outgoing greeting message is no longer than 30 seconds. If you don't, you may not receive faxes properly.

- **Connect your phone to the HP OfficeJet.** If your answering machine doesn't have an attached phone handset, connect the cord from your phone to either of the two ports on the back of the HP OfficeJet labelled, "To Phone, Answering Machine, or Modem."

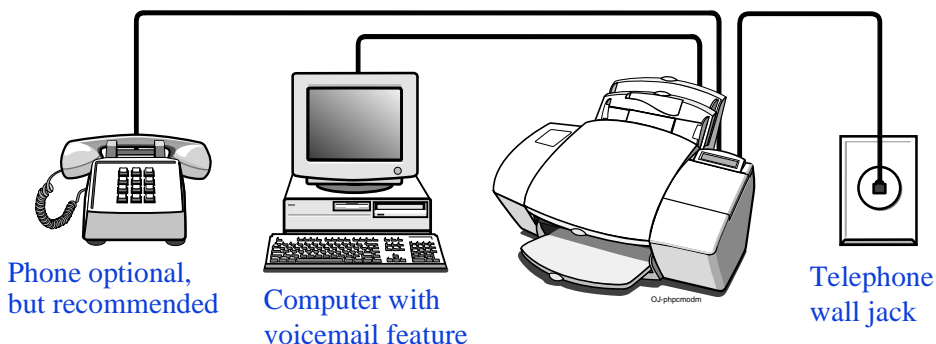
The main benefits of connecting a phone in this situation are 1) In case you need to send a fax (press **START**) while having a conversation with someone who must receive their faxes manually, and 2) For the convenience of having a phone close by to make and receive voice calls.

- After you install the software in Step 7, and answer the Setup Wizard questions for this connection case, here's how you'll automatically receive faxes with the HP OfficeJet: **Your answering machine will pick up the call after the number of rings you've set, then the HP OfficeJet will "listen" while the answering machine plays its greeting. If the HP OfficeJet detects fax tones, it will cut off the answering machine and receive the fax. If you don't connect your answering machine directly to the HP OfficeJet as described here, you may not receive your faxes properly.**

- Continue with Step 7, “Install the Software - REQUIRED!”

Shared line with computer voicemail (Case ADFJ)

If in Step 2 you connected the HP OfficeJet to a shared phone line (receives both voice and fax calls) that also has computer voicemail to answer voice calls, use this connection diagram.



- **Connect your computer voicemail phone cord to the HP OfficeJet.** Locate the phone cord that goes from the back of your computer to a wall jack. Disconnect the cord from the wall jack and plug it into either of the two ports on the back of the HP OfficeJet labelled, “To Phone, Answering Machine, or Modem.”

Important: Set your voicemail software to answer calls after 4 or fewer rings, and make sure your outgoing greeting message is no longer than 30 seconds. If you don’t, you may not receive faxes properly.

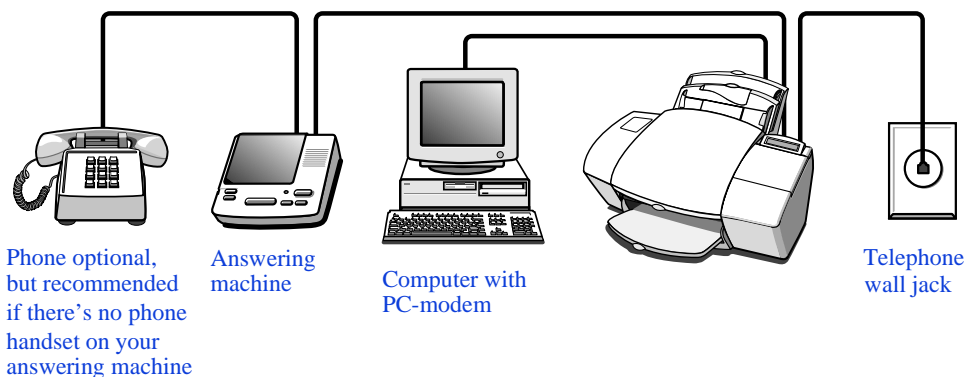
- **Connect your phone to the HP OfficeJet.** Connect the cord from your phone to either of the two ports on the back of the HP OfficeJet labelled, “To Phone, Answering Machine, or Modem.”

The main benefits of connecting a phone in this situation are 1) In case you need to send a fax (press START) while having a conversation with someone who must receive their faxes manually, and 2) For the convenience of having a phone close by to make and receive voice calls.

- After you install the software in Step 7, and answer the Setup Wizard questions for this connection case, here’s how you’ll automatically receive faxes with the HP OfficeJet: **Your computer voicemail will pick up the call after the number of rings you’ve set, then the HP OfficeJet will “listen” while voicemail plays its greeting. If the HP OfficeJet detects fax tones, it will cut off the voicemail and receive the fax. If you don’t connect your computer voicemail phone cord directly to the HP OfficeJet as described here, you may not receive your faxes properly.**
- Continue with Step 7, “Install the Software - REQUIRED!”

Shared line with PC-modem & answering machine (Case ADEH)

If in Step 2 you connected the HP OfficeJet to a shared phone line (receives both voice and fax calls) that also has a PC-modem and an answering machine connected to it, use this connection diagram.



- **Connect your PC-modem to the HP OfficeJet.** Find the phone cord that goes from the back of your computer (your PC-modem) to a wall jack. Disconnect the cord from the wall jack and plug it into either of the two ports on the back of the HP OfficeJet labelled, “To Phone, Answering Machine, or Modem.”

Important: If your PC-modem’s software is set to automatically receive faxes to your computer, turn off that setting; if you don’t, your HP OfficeJet will not be able to receive faxes properly.

- **Connect your answering machine to the HP OfficeJet.** Plug the phone line from your answering machine to either of the ports labelled, “To Phone, Answering Machine, or Modem” on the back of the HP OfficeJet.

Important: Set your answering machine to answer calls after 4 or fewer rings, and make sure your outgoing greeting message is no longer than 30 seconds. If you don’t, you may not receive faxes properly.

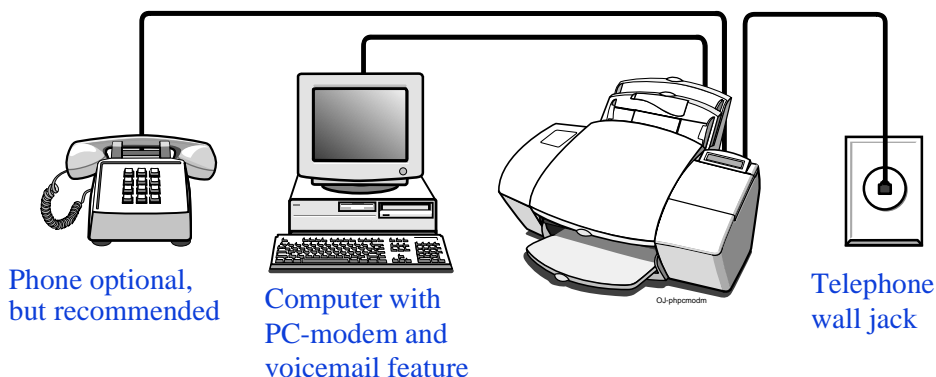
- **Connect your phone to your answering machine.** If your answering machine doesn’t have an attached phone handset, connect the cord from your phone to the back of your answering machine.

The main benefits of connecting a phone in this situation are 1) In case you need to send a fax (press START) while having a conversation with someone who must receive their faxes manually, and 2) For the convenience of having a phone close by to make and receive voice calls.

- After you install the software in Step 7, and answer the Setup Wizard questions for this connection case, here's how you'll automatically receive faxes with the HP OfficeJet: **Your answering machine will pick up the call after the number of rings you've set, then the HP OfficeJet will "listen" while the answering machine plays its greeting. If the HP OfficeJet detects fax tones, it will cut off the answering machine and receive the fax. If you don't connect your answering machine directly to the HP OfficeJet as described here, you may not receive your faxes properly.**
- Continue with Step 7, "Install the Software - REQUIRED!"

Shared line, PC- modem & computer voicemail (Case ADFH)

If in Step 2 you connected the HP OfficeJet to a shared phone line (receives both voice and fax calls) that also has a PC-modem connected to it and computer voicemail to answer voice calls, use this connection diagram.



- **Connect your PC-modem and voicemail phone cord to the HP OfficeJet.** Find the phone cord that goes from the back of your computer (for your PC-modem and voicemail) to a wall jack. Disconnect the cord from the wall jack and plug it into either of the two ports on the back of the HP OfficeJet labelled, "To Phone, Answering Machine, or Modem."

Important: Set your voicemail software to answer calls after 4 or fewer rings, and make sure your outgoing greeting message is no longer than 30 seconds. If you don't, you may not receive faxes properly.

Important: If your PC-modem's software is set to automatically receive faxes to your computer, turn off that setting; if you don't, your HP OfficeJet will not be able to receive faxes properly.

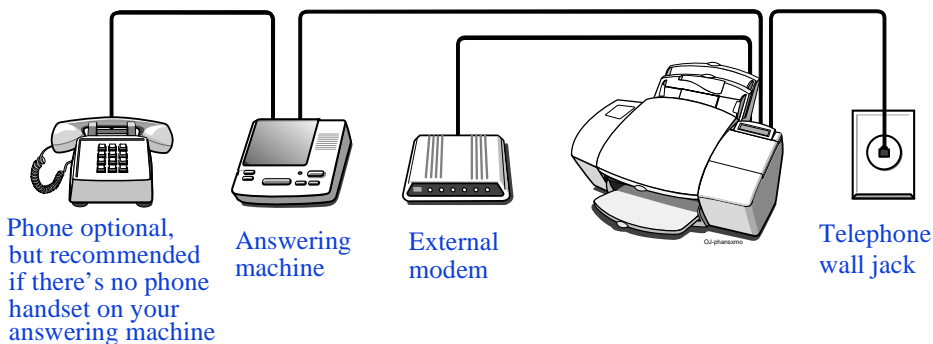
- **Connect your phone to the HP OfficeJet.** Connect the cord from your phone to either of the two ports on the back of the HP OfficeJet labelled, “To Phone, Answering Machine, or Modem.”

The main benefits of connecting a phone in this situation are 1) In case you need to send a fax (press START) while having a conversation with someone who must receive their faxes manually, and 2) For the convenience of having a phone close by to make and receive voice calls.

- After you install the software in Step 7, and answer the Setup Wizard questions for this connection case, here’s how you’ll automatically receive faxes with the HP OfficeJet: **Your computer voicemail will pick up the call after the number of rings you’ve set, then the HP OfficeJet will “listen” while voicemail plays its greeting. If the HP OfficeJet detects fax tones, it will cut off the voicemail and receive the fax. If you don’t connect your computer voicemail phone cord directly to the HP OfficeJet as described here, you may not receive your faxes properly.**
- Continue with Step 7, “Install the Software - REQUIRED!”

Shared line with external modem and answering machine (Case ADEI)

If in Step 2 you connected the HP OfficeJet to a shared phone line (receives both voice and fax calls) that also has an external modem and an answering machine connected to it, then use this connection diagram.



- **Connect your external modem to the HP OfficeJet.** Find the phone cord that goes from the back of your external modem to a wall jack. Disconnect the cord from the wall jack and plug it into either of the two ports on the back of the HP OfficeJet labelled, “To Phone, Answering Machine, or Modem.”

Important: If your external modem’s software is set to automatically receive faxes to your computer, turn off that setting; if you don’t, your HP OfficeJet will not be able to receive faxes prop-

erly.

- **Connect your answering machine to the HP OfficeJet.** Plug the phone line from your answering machine to either of the ports labelled, “To Phone, Answering Machine, or Modem” on the back of the HP OfficeJet.

Important: Set your answering machine to answer calls after 4 or fewer rings, and make sure your outgoing greeting message is no longer than 30 seconds. If you don’t, you may not receive faxes properly.

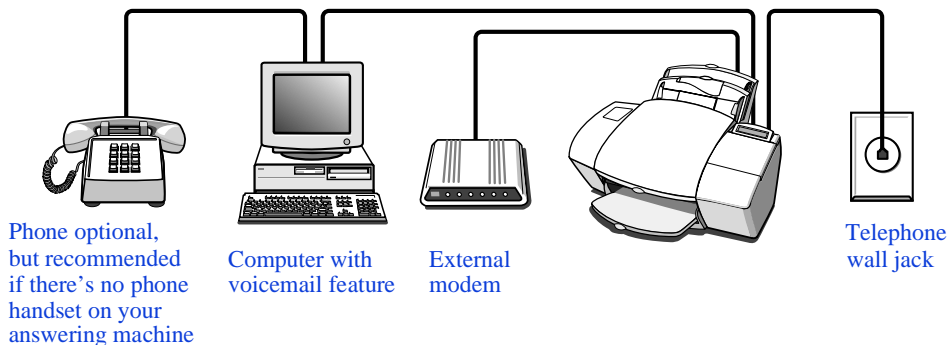
- **Connect your phone to your answering machine.** If your answering machine doesn’t have an attached phone handset, connect the cord from your phone to the back of your answering machine.

The main benefits of connecting a phone in this situation are 1) In case you need to send a fax (press START) while having a conversation with someone who must receive their faxes manually, and 2) For the convenience of having a phone close by to make and receive voice calls.

- After you install the software in Step 7, and answer the Setup Wizard questions for this connection case, here’s how you’ll automatically receive faxes with the HP OfficeJet: **Your answering machine will pick up the call after the number of rings you’ve set, then the HP OfficeJet will “listen” while the answering machine plays its greeting. If the HP OfficeJet detects fax tones, it will cut off the answering machine and receive the fax. If you don’t connect your answering machine directly to the HP OfficeJet as described here, you may not receive your faxes properly.**
- Continue with Step 7, “Install the Software - REQUIRED!”

Shared line with external modem and computer voicemail (Case ADFI)

If in Step 2 you connected the HP OfficeJet to a shared phone line (receives both voice and fax calls) that also has an external modem connected to it and computer voicemail to answer voice calls, then use this connection diagram.



- **Connect your external modem to the HP OfficeJet.** Find the phone cord that goes from the back of your external modem to a wall jack. Disconnect the cord from the wall jack and plug it into either of the two ports on the back of the HP OfficeJet labelled, "To Phone, Answering Machine, or Modem."

Important: If your external modem's software is set to automatically receive faxes to your computer, turn off that setting; if you don't, your HP OfficeJet will not be able to receive faxes properly.

- **Connect your computer voicemail phone cord to the HP OfficeJet.** Locate the phone cord that goes from the back of your computer to a wall jack. Disconnect the cord from the wall jack and plug it into either of the two ports on the back of the HP OfficeJet labelled, "To Phone, Answering Machine, or Modem."

Important: Set your voicemail software to answer calls after 4 or fewer rings, and make sure your outgoing greeting message is no longer than 30 seconds. If you don't, you may not receive faxes properly.

- **Connect your phone to your answering machine.** Connect the cord from your phone to the back of your answering machine.

The main benefits of connecting a phone in this situation are 1) In case you need to send a fax (press START) while having a conversation with someone who must receive their faxes manually, and 2) For the convenience of having a phone close by to make and receive voice calls.

- After you install the software in Step 7, and answer the Setup Wizard questions for this connection case, here's how you'll automatically receive faxes with the HP OfficeJet: **Your computer voicemail will pick up the call after the number of rings you've set, then the HP OfficeJet will "listen" while voicemail plays its greeting. If the HP OfficeJet detects fax tones, it will cut off the voicemail and receive the fax. If you don't connect your computer voicemail phone cord directly to the HP OfficeJet as described here, you may not receive your faxes properly.**

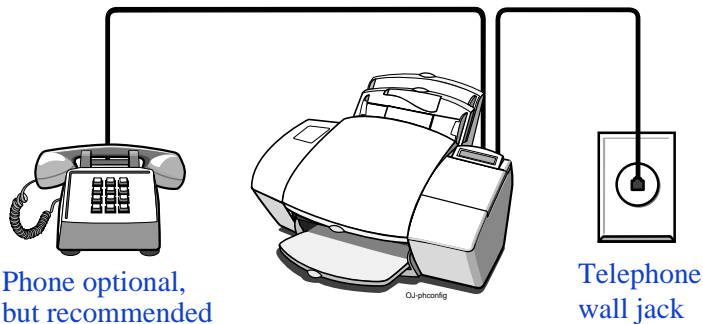
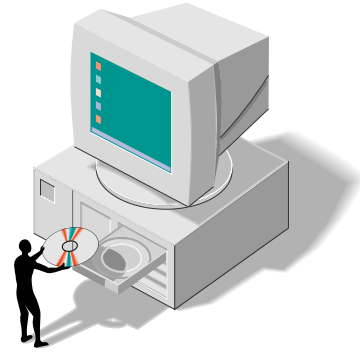
- Continue with Step 7, “Install the Software - REQUIRED!”

Shared line with distinctive ring (Case B)

If in Step 2 you connected the HP OfficeJet to a phone line that uses a distinctive ring service through your telephone company, use this connection diagram.

The distinctive ring telephone service, which is unavailable in many areas, allows you to have 2 or 3 phone numbers on the same phone line. Each number has a ring with a different pattern so you can tell the difference between incoming calls.

For more detailed information on setting up Distinctive Ring, refer to “Using Distinctive Ring” under “Using Advanced Fax Features and Settings” in Chapter 3.



- **Connect your phone to the HP OfficeJet.** Connect the cord from your phone to either of the two ports on the back of the HP OfficeJet labelled, “To Phone, Answering Machine, or Modem.”

The main benefits of connecting a phone in this situation are 1) In case you need to send a fax (press START) while having a conversation with someone who must receive their faxes manually, and 2) For the convenience of having a phone close by to make outgoing voice calls.

Important: If you have an answering machine for receiving voice calls on this phone line (different phone number), set it to answer after 3 or more rings. If you don’t, your HP OfficeJet will not be able to receive your fax calls.

Important: If you have a PC-modem or an external modem on this phone line (different phone number), turn off the setting in the modem’s software that automatically receive faxes to your computer; if you don’t, your HP OfficeJet will not be able to receive faxes properly.

- Continue with Step 7.

7. Install the Software - **REQUIRED!**

You must install the software before using your new HP OfficeJet Series 500 – if you don't, the OfficeJet won't work.

Important: If you don't have a CD-ROM disc drive, please call the HP OfficeJet Fulfillment Center at 1-888-HPDISKS (1-888-473-4757) to receive the software on 3.5-inch floppy diskettes by overnight mail.

1. Turn on your computer. Or, if you did not turn off your computer previously in Step 3, restart your computer now.
2. This step has two different sets of instructions: one for Windows 95 users, and one for Windows 3.1 users. Use the appropriate set, then continue with step 3 on the next page.

Windows 95 users:

One of two things will happen: Either the "New Hardware Found" screen will be displayed, or just the Windows 95 desktop will be displayed.

If "New Hardware Found" is displayed:

Choose "Driver from disk provided by manufacturer," then click **OK**. Insert the HP OfficeJet Series 500 CD into your CD-ROM drive, or if you have floppy disks, insert Disk #1 into your floppy drive. Make sure the correct drive is displayed in the dialog box, for example, "d:" for your CD-ROM drive or "a:" for your floppy drive. Click **OK**. Continue at step 3 below.

If just the Windows 95 desktop is displayed:

Insert the HP OfficeJet Series 500 CD into your CD-ROM drive, or if you have floppy disks, insert Disk #1 into your floppy drive. If you're installing from the CD, the HP OfficeJet Welcome screen will be displayed after a few seconds. If you're installing from a floppy disk, choose **Run** from the Start menu in Windows 95, then type:

a:\setup.exe

where "a:" represents the letter of your floppy disk drive. Click **OK**. Continue at step 3 on the next page.

Windows 3.1 users:

Insert the HP OfficeJet Series 500 CD into your CD-ROM drive, or if you have floppy disks, insert Disk #1 into your floppy drive. Choose **Run** from the File menu in the Windows 3.1 Program Manager, then type:

d:\setup.exe

where “d:” represents the letter of your CD-ROM drive or floppy drive. Click **OK**.

3. At the HP OfficeJet Welcome screen, click **Install** to begin installing your software. You’ll be asked to confirm the file location and computer port where the OfficeJet will be installed. Follow all instructions on the screen.

After the files are copied to your computer, the HP OfficeJet Setup Wizard will help you customize your HP OfficeJet so that it runs best with your particular office setup.

If you installed from the HP OfficeJet Series 500 CD, register your HP OfficeJet software now to unlock free software from the CD!

8. Make Sure Everything Works Properly

Congratulations! Your office is now set up to print, fax, copy and scan with your new HP OfficeJet!

If you want to make sure everything is working well — or to get a quick start on learning some basics — follow the simple instructions below to fax, print, copy, and scan. You’ll be amazed at how fast and easy it is!

Receive a fax

To verify that you can receive faxes properly, call 1-800-44FAXHP to have HP product information faxed to you.

If you have any trouble receiving the fax, review Step 6. If you still have problems, refer to Chapter 7: Getting Help.

Print a report

Print the Self Test Report to test the printing feature. Here’s how:

- 1 On your Windows desktop, double-click **HP OfficeJet Manager**, click **HP OfficeJet**, then select **Settings and Maintenance**.

2 Click the **Maintenance** tab, then click **Self Test** to begin printing the Self Test Report.

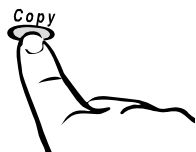
This report shows you the current and factory settings in your OfficeJet, and can help you diagnose print cartridge problems.

Make a copy

Make a copy of the Self Test Report to test the copying feature. Here's how:



1 Place the report in the document tray with the printed side away from you.



2 Press the **Copy** button once, then enter the number of copies you want (up to 99).

3 Press the **Copy** button again to begin copying.

Scan a page to your computer

Scan the Self Test Report to test the scanning feature. Here's how:



1 Place the report in the document tray with the printed side facing away from you.

2 Now look at your computer screen! The HP OfficeJet Prompt asks you what you want to do. Click **Scan**. The Scan dialog box will be displayed.

3 Click **Start Scan** to begin scanning. The scanned document will be displayed on your computer screen.

What's Next?

Now that you've successfully set up your new HP OfficeJet, why not start using it right away?

For a really quick start, try this:

- Read through the “executive summary-style” Chapter 2: A Quick Tour of How to Do Everything. This chapter will get you up-and-running quickly, as well as point you in the direction of help alternatives (if you should need them).
- While using the software, click **Help** and check out the new HP OfficeJet Series 500 on-line Help. This exciting new Help system was designed to give you *exactly* the information you need, *when* you need it - Help will even guide you step-by-step through solving problems!
- If you get stuck, refer to Chapter 7: Getting Help. You'll find lots of troubleshooting information and other sources of help.

2

A Quick Tour of How to Do Everything

Read this chapter for a quick start in learning the basics about the HP OfficeJet Series 500.

This is the “executive summary” that contains abbreviated information about how to do your everyday tasks. You’ll also find many pointers to more information and how to get help.

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Sending Faxes

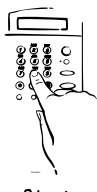
Sending paper documents

Fax paper documents from the keypad anytime, or fax from the Document Assistant screen on your computer when you want additional fax options like attaching a cover sheet, or sending to more than one location.

From the HP OfficeJet's keypad



1 Load your document top down in the document tray with the printed side facing away from you (up to 20 pages). If necessary, slide the document guides on the tray to the left or right to adjust them for the width of your document.



2 Dial the fax number on the HP OfficeJet's keypad.



3 Press the Start button to begin faxing.

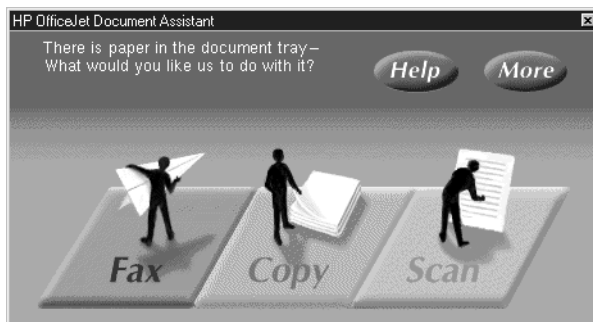
For information on redialing and other dialing methods, see Chapter 3.

From the Document Assistant screen

1 Load your document top down in the document tray with the printed side facing away from you (up to 20 pages).

2 Look at your computer screen! The Document Assistant asks you what you want to do with the document you've loaded.

The Document Assistant is displayed on your computer when you load your document into the document tray.



- 3 Click **Fax** and explore the additional options you have in the Send Fax dialog box: attaching a cover sheet, selecting a name from a phone book you've built, and much more. (To find out more about the settings in the Send Fax dialog box, click the **Help** button.)

The Send Fax dialog box has additional faxing options.

- 4 Enter the fax number and any other information, then click **Send Fax Now** to begin sending.

Sending a fax directly from your software program

- 1 While your software program is open and your document file is displayed on your computer screen, select **Print** from the **File** menu.
- 2 Select **HP OfficeJet Series 500 Fax** as the printer and click **OK**. (Note: Select this name from wherever your particular software program stores your printer list. For example, in Microsoft Word you can find the printer list by clicking the Printer button in the Print dialog box.)
- 3 **Print** the document. The Send Fax dialog box will be displayed (see above).
- 4 Enter the **fax number**, or select an entry from your phone book.
- 5 Click **Send Fax Now** to begin faxing.

For information about....

....Options available in the Send Fax dialog box, click the **Help** button in the lower right-hand corner.

....How to use the Phone Book for entering fax names, numbers and speed dial setup, double-click **HP OfficeJet Manager** on your Windows desktop, click **Fax**, and select **Phone Book**. Then click the **Help** button in the lower right-hand corner.

Copying

Basic copying from the HP OfficeJet's keypad



1 Make sure **blank paper** is loaded in the paper tray. Only letter- and legal-size paper may be used for copying.



2 **Load** your document in the document tray with the printed side facing away from you (up to 20 pages). If necessary, slide the document guides to adjust them for the width of your document.



3 Press the **Copy** button, then **enter the number of copies** you want (up to 99).

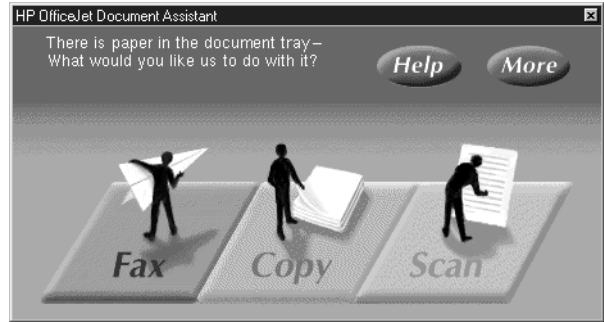
4 Press the **Copy** button again to begin copying. The entire original document will be scanned before copying begins. The original document will be face-down in the output tray, and the copies will be face-up.

See Chapter 4 for more detailed information about copying.

Using advanced copy settings in the HP OfficeJet's software

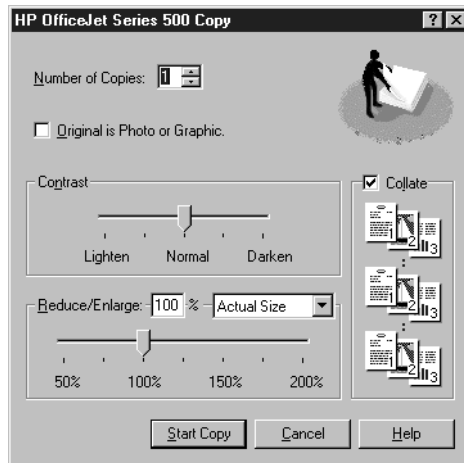
1 **Load your document** in the HP OfficeJet's document tray, then look at your computer screen. The Document Assistant asks you what you'd like to do with the document.

The Document Assistant asks you what you want to do.



2 Click **Copy** and the Copy dialog box will be displayed.

The Copy dialog box has advanced copy settings.



Now you can do any of the following:

- Enter the number of copies you want – up to 99
- Turn off collating (the factory setting)
- Copy a photograph or graphic at the optimum setting
- Reduce your document to as small as 50% of the original size or enlarge your document to as much as 200%
- Make the copy lighter or darker than the original

3 When finished making your custom selections, click **Start Copy** to begin copying.

For more information about the settings in the Copy dialog box, click the **Help** button on the lower right-hand corner of the screen, or refer to Chapter 4.

Scanning

Scanning images



1 Load your document top down in the document tray with the printed side facing away from you (up to 20 pages). If necessary, slide the document guides to adjust them for the width of your document. The Document Assistant will be displayed on your computer screen.

2 Click **Scan** at the Document Assistant. The Scan dialog box will be displayed.

Select your scan settings from the Scan dialog box.



3 Click **Text**, **Photo**, or **Graphic** to optimize one of these during the scan. (Click **Help** for more information about each of these scanning options.)

4 If necessary, **adjust the contrast**.

5 Click **Start Scan** to begin scanning. The scanned document will be displayed on your computer screen as it's scanned.

6 **Explore** the many options in the Image Viewer pull-down menus to find out what you can do to enhance your scanned image.

For more information about scanning images, see Chapter 5, click the **Help** button in the Scan dialog box, or pull down the Help menu and select **Help Topics** in the Image Viewer screen.

Scanning text for editing (OCR)

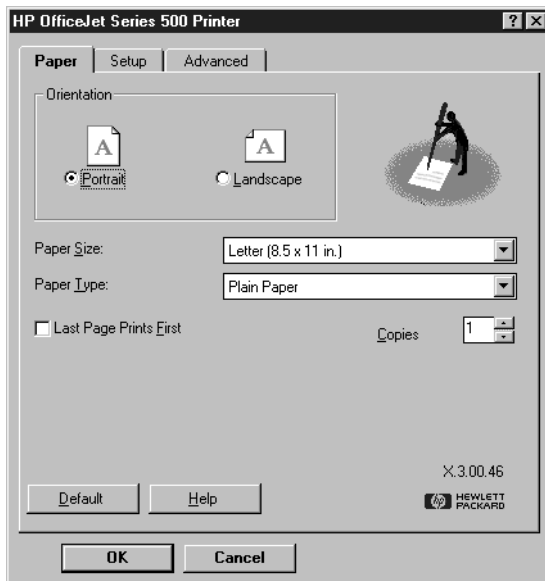
- 1 Follow the previous instructions for scanning images, except in step 3, click the **Scan text for editing (OCR)** checkbox.
- 2 Now you can make changes to the text you scanned. Pull down the **Help** menu in the Image Viewer screen and select **Help Topics** for information about your editing options.

Printing

You can print on many types of paper and other media: plain paper, premium paper, transparencies, envelopes, and more. Refer to Chapter 6 for specific information on supported media sizes, types, and weights, and for special loading instructions.

- To access the printing controls — the Paper, Setup, and Advanced tabs — double-click **HP OfficeJet Manager** on your Windows desktop, click **Print**, then select **Print Settings**.

Explore all three Print settings tabs: Paper, Setup, and Advanced.



See the Help system and Chapter 6 for more information on printing and the print settings.

Using the Help System

The HP OfficeJet Series 500 Help system was designed to give you the information you need, *when* you need it - Help will even guide you step-by-step through solving problems.

Just click the **Help** button on any of the HP OfficeJet dialog boxes when you need it, or explore the many topics from the main menu of Help.

Here's how to access the main menu:

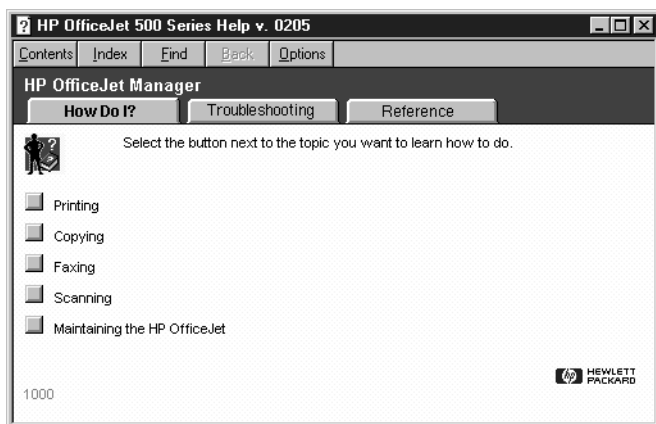
① On your Windows desktop, double-click **HP OfficeJet Manager**. The HP OfficeJet Manager menu will be displayed.

The HP OfficeJet Manager menu.



② Click the **Help** button in the upper right-hand corner.

The main menu of the Help system.



Click through each of the three main menu tabs to learn more about the types of help that are available to you.

How Do I? - Provides step-by-step instructions on accomplishing your tasks.

Troubleshooting - Helps you pinpoint the causes of problems and solve any difficulties you may experience.

Reference - Contains other information you might like to know about your HP OfficeJet, as well as a detailed guide to using each feature in the OfficeJet software.

? - Help is also available in every HP OfficeJet dialog box. Click the ? in the upper right corner of the dialog box, then click the setting you want to know more about. A brief description of the setting will be displayed.

Other ways to get help

Here are some other ways to get help if you need it:

If you need to . . .

Make changes to your HP OfficeJet equipment or software setup

Verify correct operation of your HP OfficeJet

Understand the meaning of a particular message displayed on the HP OfficeJet's keypad

Call someone to help you solve a problem, get product information, or place an order

See a list of detailed OfficeJet specifications

Look at . . .

- The *Ready, Setup, Go* guide
- Chapter 1 of this *User's Guide*
- Chapter 1, "Step 8. Make Sure Everything Works Properly" section
- Chapter 7, "Understanding the Messages Displayed on the HP OfficeJet's Keypad" section
- Chapter 7, "Sources of Information and Help" section
- Chapter 8

3 Faxing

Read this chapter to learn how to send and receive faxes, both from the HP OfficeJet's keypad and from the software. You'll also learn how to change the fax settings in both locations.

***Sending a Paper Document**3-2*

- **Using a document carrier to protect your original** 3-2
- **Sending from the keypad**..... 3-3
- **Sending from the HP OfficeJet Document Assistant**..... 3-6

***Sending a Fax Directly from Your Software Program**3-7*

***Receiving Printed Faxes**3-8*

- **Loading the paper supply** 3-8
- **Answering settings**..... 3-9
- **Manually receiving faxes** 3-9
- **Receiving Faxes to Your Computer (PC)**..... 3-10

***Using Advanced Fax Features and Settings**3-11*

- **Advanced fax send features**..... 3-11
- **Advanced fax receive features**..... 3-21
- **Viewing lists of all sent and received faxes** 3-25
- **Printing the fax reports**..... 3-25
- **Adjusting sound volumes**..... 3-26
- **Changing the date and time**..... 3-26

Sending a Paper Document

To fax paper documents, load the document in the document tray, then *either* dial from the OfficeJet's keypad, *or* select Fax from the Document Assistant.

Using a document carrier to protect your original

Three document carriers are provided in the box with your HP OfficeJet. (They are protective “sleeves” that have a transparent plastic front and white paper backing.) Use these document carriers to protect your fragile or damaged original documents from potential harm while they're fed through the HP OfficeJet's document tray.

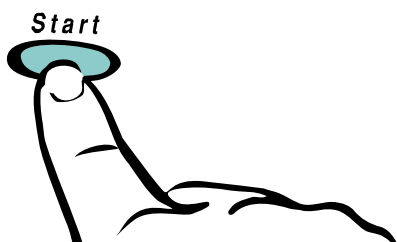
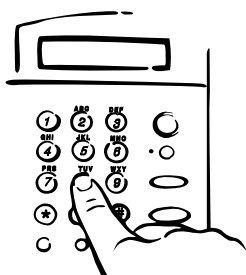
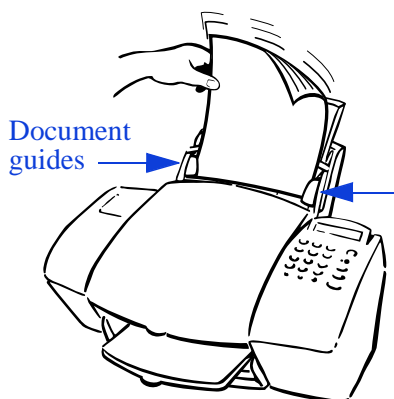
Place your document inside a document carrier before copying, faxing, or scanning when your original document is:

- **Smaller than standard letter size (8.5 x 11 inches).** Non-standard pages may not load properly and could jam inside the HP OfficeJet.
- **Torn.** Rough edges may cause a paper jam inside the HP OfficeJet.
- **Precious or fragile.** For example, a photograph or a legal document.
- **Very thin paper.** Less than 20-lb weight paper may not load properly and could jam inside the HP OfficeJet.

When placing the document carrier into the document tray, load it with the sealed edge down and the transparent side facing away from you.

Caution: To avoid damaging the HP OfficeJet, do not use the document carrier to protect anything thicker than a photograph.

Sending from the keypad



1 Load your document top down in the document tray, and with the printed side facing away from you (up to 20 pages, or a single document carrier).

If necessary, slide the **document guides** on the tray to the left or right to adjust them for the width of your document.

Note: Always remove staples and paper clips from your original before faxing to avoid equipment damage.

2 Dial the fax number on the HP OfficeJet's keypad.

See the following three sections to learn about other ways of dialing.

Note: When entering the fax number, be sure to include all the numbers you would enter if you were dialing the number from a phone. (For example, enter 1 and the area code for long-distance calls.)

3 Press the **Start** button to begin faxing.

To cancel a fax in progress, press the **Stop** button on the HP OfficeJet's keypad.

Notes: For more information about the following topics, look under “Using Advanced Fax Features and Settings” later in this chapter:

- 1) Resolution and Contrast settings are described under “Controlling how your faxed documents will look.”
- 2) Redialing instructions are in the “Redialing a fax number” section.

Dialing in real time

With the faxing method described above, dialing begins *after* you press the **Start** button. There may be times, however, when you want to dial in real time instead. For example, if you're charging your fax call to a calling card, you'll need to wait for the acceptance tone of your telephone company before dialing the calling card number.

To dial in real time:

① **Load** your document in the document tray.

② Press the **Start** button on the HP OfficeJet's keypad.

The message display on the HP OfficeJet will read "Off hook..." and you'll hear a dial tone.

③ **Dial** your phone company's access code, then dial the fax number on the HP OfficeJet's keypad. The numbers will be dialed immediately, as if you were dialing from a telephone. Listen for the acceptance tone of your phone company, then dial your calling card number.

Dialing from a telephone that's connected directly to the HP OfficeJet

Instead of dialing from the HP OfficeJet's keypad, you may prefer to dial your fax number directly from a telephone. Use a phone that's connected either directly to the back of the HP OfficeJet, or to another device that's connected directly to the back of the OfficeJet (like an answering machine or modem).

To dial directly from a telephone:

① **Load** your document in the document tray.

② **Pick up the handset** of your telephone.

The message display on the HP OfficeJet will read, "Phone off-hook."

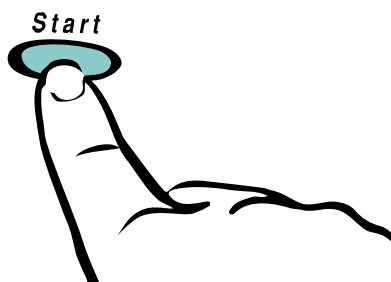
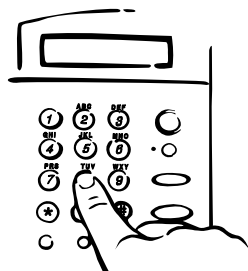
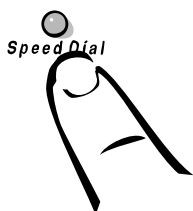
③ **Dial** the fax number on the telephone's keypad and wait for the line to begin ringing.

④ Press the **Start** button on the HP OfficeJet to begin faxing.

Speed dialing

Once you've assigned speed dial codes to your fax numbers using the HP OfficeJet Manager software (look under "Advanced fax send features" later in this chapter), you can quickly dial those numbers using the **Speed Dial** button and a one- or two-digit speed dial code.

To speed dial:



1 Load your document in the document tray.

2 Press the **Speed Dial** button on the HP OfficeJet's keypad.

3 Dial the **1- or 2-digit speed dial code**.

4 Press the **Start** button on the HP OfficeJet's keypad.

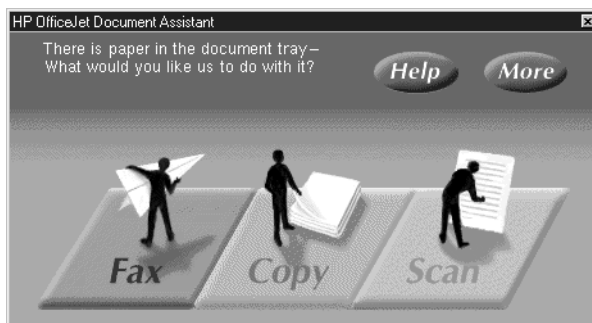
Sending from the HP OfficeJet Document Assistant

1 **Load** your document top down in the document tray, and with the printed side facing away from you (up to 20 pages, or a single document carrier). If necessary, slide the document guides on the tray to the left or right to adjust them for the width of your document.

Note: Always remove staples and paper clips from your original before faxing to avoid equipment damage.

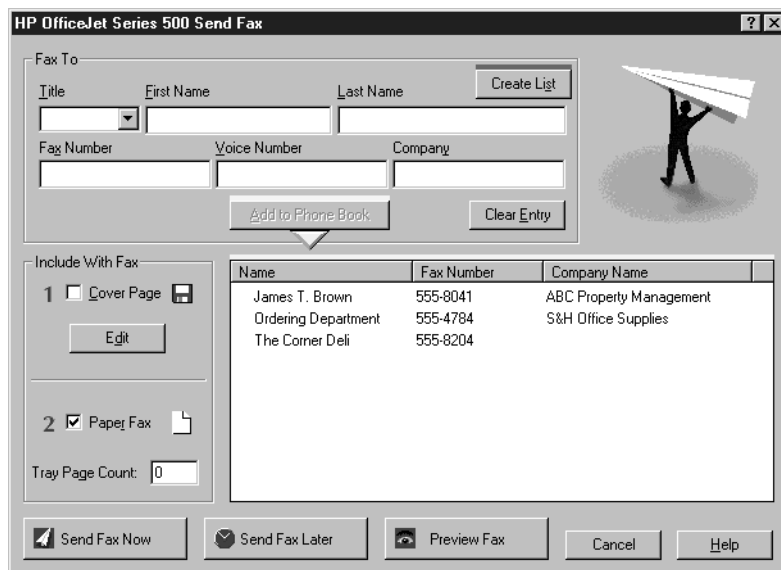
Now look at your computer screen: The Document Assistant asks you what you want to do with the document you've loaded.

When you load your document, the Document Assistant asks you what you want to do.



2 Click the **Fax** button. The Send Fax dialog box is displayed.

Enter the fax number or click a Phone Book entry.



3 Enter the **fax number** in the Fax Number box, or click an entry in your Phone Book. Enter any other information, such as a name.

Note: When entering the fax number, be sure to include all the numbers you would enter if you were dialing the number from a phone. (For example, enter 1 and the area code for long-distance calls.)

For more information about the other features and settings in the Send Fax dialog box, click the **Help** button.

4 Click **Send Fax Now** when you're ready to begin sending.

To cancel a fax in progress, click the **Cancel** button in the HP OfficeJet status dialog box (displayed while your fax is proceeding) or press **Stop** on the HP OfficeJet's keypad.

Notes: For more information about the following topics, look under "Using Advanced Fax Features and Settings" later in this chapter:

- 1) Resolution and Contrast settings are described under "Controlling how your faxed documents will look."
- 2) Redialing instructions are in the "Redialing a fax number" section.

Sending a Fax Directly from Your Software Program

You don't need to print a document before faxing it. When you want to fax a document directly from your software program, use this procedure.

1 While your software program is open and your document file is displayed on your computer screen, select **Print** from the **File** menu.

2 Select **HP OfficeJet Series 500 Fax** as the printer and click OK. (**Note:** Select this name from where your particular software program stores your printer list. For example, in Microsoft Word you can find the printer list by clicking the Printer button in the Print dialog box.)

3 **Print** the document. The Send Fax dialog box will be displayed (illustrated on the facing page).

4 Enter the **fax number** in the Fax Number box, or click an entry from your Phone Book.

5 Click **Send Fax Now** to begin sending the fax.

To cancel a fax in progress, click the **Cancel** button in the HP OfficeJet's status dialog box that's displayed while your fax is proceeding.

Notes: For more information about the following topics, look under "Using Advanced Fax Features and Settings" later in this chapter:

- 1) Resolution settings are described under "Controlling how your faxed documents will look."
- 2) Redialing instructions are in the "Redialing a fax number" section.

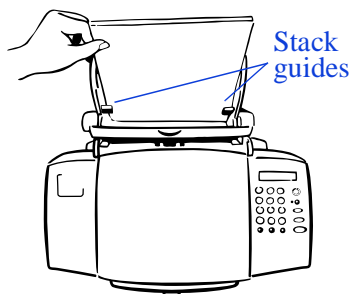
Receiving Printed Faxes

The HP OfficeJet is factory-set to print received faxes. Before you receive a fax call, be sure to load one of the supported paper sizes for receiving faxes, as described below.

Loading the paper supply



1 Pull the document tray forward all the way until it snaps into the upright position.



2 Load up to 150 sheets of 20-lb paper (about a 1/2-inch-thick stack) into the paper tray.

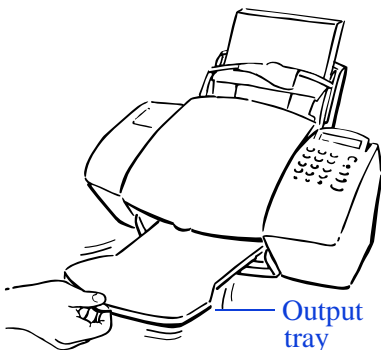
The paper should fit behind the [stack guides](#) on the lower part of the tray as shown. Load sheets with the print side facing you.

Notes:

1) Only plain paper may be used for printing faxes.

2) Only letter (A or A4)- or legal-size paper may be used for printing faxes.

3) If you change the paper size in the tray, be sure to update the paper size setting in the HP OfficeJet Manager software. Refer to “Changing the paper size setting” later in this chapter under “Advanced fax receive settings” for instructions.



3 Push the document tray back to its normal position, resting in front of the paper tray.

4 Extend the output tray slowly until it stops.

Answering settings

When you first installed the HP OfficeJet Series 500 software, the Setup Wizard asked you a series of questions about your phone lines and equipment. Your answers determined which option was automatically chosen for each of the Answering settings, and therefore determined how your HP OfficeJet was set up to receive faxes.

There are two answering settings that affect how you receive faxes:

- **Phone Answering** (Automatic or Manual). When set to Automatic, the HP OfficeJet will automatically answer every call received at your fax number. When set to Manual, you must answer fax calls manually (see the following section, “Manually Receiving Faxes” for instructions).

For instructions on how to change this setting, refer to “Phone Answering: Automatic or Manual” later in this chapter under “Advanced fax receive settings.”

- **Rings to Answer** (1 ring through 6 rings). When Phone Answering is set to Automatic, the HP OfficeJet will automatically answer all calls after the number of rings specified in this setting. For example, when Rings to Answer is set to 1 ring, your fax line will ring once, then the HP OfficeJet will begin sending fax tones. For instructions on how to change this setting, refer to “Changing the number of rings before answering” later in this chapter under “Advanced fax receive settings.”

Notes:

- 1) If you *haven't* changed your office equipment setup since you answered the questions in the software during your first-time installation, don't change your answering settings now or you may not receive your faxes properly. If you *have* changed your office equipment setup, refer to “Updating your fax receive setup” later in this chapter under “Advanced fax receive settings” for instructions on how to re-run the HP OfficeJet Setup Wizard.
- 2) For a detailed description of how your office equipment should be set up and the corresponding answering settings, see “Step 6. Connect Your Office Equipment” in Chapter 1.

Manually receiving faxes

If you're set up to receive faxes manually (Auto Answer light on keypad is off), use the following procedure to receive faxes.

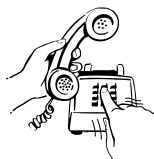
- 1 Make sure there are no documents in the document tray, or they may be faxed after the next steps.



2 When the HP OfficeJet rings, pick up the handset of a telephone that's on the same telephone line as the HP OfficeJet.



Press **START** **OR** Dial 1-2-3 from an extension phone



3 Listen for the fax tone, press the **Start** button on the HP OfficeJet's keypad, **OR**, if you're receiving from an extension phone (one that's on the same telephone line as the HP OfficeJet, but not connected directly to it), dial **123**.

4 Now you can hang up the phone anytime, or you can stay on the line to have a conversation after the fax finishes.

Receiving Faxes to Your PC

The HP OfficeJet is factory-set to print faxes, not receive them to your PC. To receive faxes to your PC (also called PC faxes), change the Receive Faxes setting.

1 On your Windows desktop, double-click **HP OfficeJet Manager**, click **Fax**, and select **Receive Settings**. The Receiving tab will be displayed.

2 Select **To PC**, then click **OK**.

To receive faxes to your PC instead of printing them, change the Receive Faxes setting to **To PC**.



Notes:

- 1) Your computer must be powered on to receive faxes. If it is turned off, your received faxes will be printed.
- 2) If you're set up to receive faxes manually, follow the previous instructions under "Manually receiving faxes." To view or print a received fax, use the instructions in the "Viewing lists of all sent and received faxes" section under "Using Advanced Fax Features and Settings."

Using Advanced Fax Features and Settings

The following sections describe some of the advanced fax features available with the HP OfficeJet, both from the keypad and from the software.

Advanced fax send settings

Controlling how your faxed documents will look

There are two settings that control how your faxed documents will look when they're printed at the receiving fax machine: Resolution and Contrast.

Changing the Resolution

The Resolution setting affects the quality, in dots-per-inch (dpi), of your faxed documents, and your transmission speed.

Use this Resolution setting:	For this result:
Fine (factory setting) (203 x 196 dpi)	Higher quality for words (factory setting). <ul style="list-style-type: none">• Use this higher-quality setting for good all-around quality.• Most fax machines can receive faxes at this higher quality setting; if you select this setting and the receiving fax machine doesn't support it, your fax will be sent at Standard resolution.• Words will have better quality than graphics and photographs.

Use this Resolution setting:	For this result:
Standard (203 x 98 dpi)	Standard quality for words. <ul style="list-style-type: none"> • Use this setting when transmission speed is more important than quality. • All fax machines can receive at this setting. • Words will have better quality than graphics and photos. • Fastest fax transmission speed of all the Resolution settings.
300 dpi (300 x 300 dpi)	Best quality for words. <ul style="list-style-type: none"> • Only a few types of machines can receive faxes at this setting; if you select this setting and the receiving fax machine doesn't support it, your fax will be sent at the highest supported resolution. • Words will have better quality than graphics and photos.
Photo (Grayscale image scan up to 300 x 300 dpi)	Best quality for photographs and graphics. <ul style="list-style-type: none"> • Use this setting when the quality of photographs and graphics in your document is more important than the quality of the words. • Your document will be scanned as a grayscale image (which simulates shades of gray) at up to 300 x 300 dpi. • Slowest fax transmission speed of all the Resolution settings.

The table on the following page describes how to change the resolution for each type of fax. This setting needs to be changed *before* you begin faxing.

Notes:

- 1) When you change the Resolution setting, it will stay at that setting until you change it again.
- 2) The **Contrast/Resolution** button settings also affect the quality of copies made from the HP OfficeJet's keypad. See "Optimizing the quality" under "Copying from the Keypad" in Chapter 4.

Type of fax sent:	Where and how to change the Resolution:
<p>Paper fax sent from the HP OfficeJet's keypad</p>	<p>Change the Resolution with the Contrast/Resolution button on the HP OfficeJet's keypad.</p> <ol style="list-style-type: none"> ➊ Press the Contrast/Resolution button. ➋ Press 1 to select Resolution. ➌ Press 1, 2, 3, or 4 to select the Resolution you want: 1 = Standard 2 = Fine (the factory setting) 3 = 300 dpi 4 = Photo <p>Note: When you change the Resolution setting from the keypad, the HP OfficeJet Manager software will automatically be updated with the same Resolution setting.</p>
<p>Paper fax sent from the HP OfficeJet Document Assistant</p>	<p>Change the Resolution setting in the HP OfficeJet Manager software.</p> <ol style="list-style-type: none"> ➊ Double-click the HP OfficeJet Manager icon on your Windows desktop. ➋ Click Fax and select Send Settings. ➌ In the Paper Fax Quality tab, click Standard, Fine, or 300 dpi to select the Resolution you want. ➍ Click the Optimize for photo or graphic check-box if appropriate, then click OK. When selected, your document will be scanned as a grayscale image, then sent at the selected resolution setting (Fine, Standard, or 300 dpi). <p>Note: When you change the Resolution setting from the HP OfficeJet Manager software, the keypad setting will be automatically updated with the same Resolution setting.</p>
<p>PC fax sent directly from your software program</p>	<p>Change the Resolution setting in the HP OfficeJet Manager software.</p> <p>Use the instructions above for "Paper fax sent from the HP OfficeJet's Document Assistant." Choose Fine or Standard only; other choices will result in Fine quality transmission.</p>

Changing the Contrast

Change this setting if you want the faxed document to be lighter or darker than your original document. This setting needs to be changed *before* you begin faxing.

Notes:

- 1) When you change the Contrast setting, it will stay at that setting until you change it again.
- 2) The **Contrast/Resolution** button settings also affect the quality of copies made from the HP OfficeJet's keypad. See "Optimizing the quality" under "Copying from the Keypad" in Chapter 4.

Type of fax sent:	Where and how to change the Contrast:
Paper fax sent from the HP OfficeJet's keypad	<p>Use the Contrast/Resolution button on the HP OfficeJet's keypad to lighten or darken your fax.</p> <ol style="list-style-type: none">1 Press the Contrast/Resolution button.2 Press 2 to select Contrast.3 Press 1, 2, or 3 to select the Contrast you want: 1=Normal (the factory setting) 2=Lighten 3=Darken <p>Note: When you change the Contrast setting from the keypad, the HP OfficeJet Manager software will be automatically updated with the same Contrast setting.</p>
Paper fax sent from the HP OfficeJet's Document Assistant	<p>Change the Contrast setting in the HP OfficeJet Manager software.</p> <ol style="list-style-type: none">1 Double-click the HP OfficeJet Manager icon on your Windows desktop.2 Click Fax and select Send Settings.3 In the Paper Fax Quality tab, Drag the slider bar in the Contrast area to the setting you want (five settings are available), then click OK. <p>Note: When you change the Contrast setting from the HP OfficeJet Manager software, the keypad setting will be automatically updated with the same Contrast setting.</p>
PC fax sent directly from your software program	Contrast settings are not applied to this type of fax.

Redialing a fax number

If you dialed the fax number from the HP OfficeJet's keypad, you can press the **Redial/Pause** button any time to redial the last-dialed fax number.

The HP OfficeJet is factory-set to automatically redial at timed intervals up to 5 times after a busy signal.

Redialing manually with the Redial/Pause button

- To immediately begin redialing the last fax number you dialed on the HP OfficeJet's keypad, press the **Redial/Pause** button. Make sure your document is still loaded in the document tray.

Notes: 1) If you press **Redial/Pause** while in the middle of dialing a fax number, the Pause feature takes effect and a dash (-) will appear in the message display. 2) You can't use the **Redial/Pause** button to redial a fax number that you originally entered in the Send Fax dialog box, however, the automatic redial process described below will begin.

Changing the Automatic Redial setting in the software

Here's how the Automatic Redial feature works:

The fax number will be redialed one minute after the unsuccessful fax (busy, no answer, or both, depending on your settings). If the first redial was unsuccessful, the second redial will begin after a 5-minute wait. After this, the fax number will be redialed up to 3 more times if the transmission continues to be unsuccessful.

If you dialed the fax number from the HP OfficeJet's keypad, the message display will show the redial countdown time in seconds during the waiting periods (unless the message display is already in use).

- 1 Double-click **HP OfficeJet Manager** on your Windows desktop.
- 2 Click **Fax** and select **Send Settings**.
- 3 Click the **Dialing** tab.
- 4 In the Automatic Redial area, select either or both **Redial on busy signal** and **Redial on no answer**. To turn off the Automatic Redial feature, make both checkboxes blank.

Entering a pause during keypad dialing

Press the **Redial/Pause** button to enter a 2-second pause in the middle of your dialing sequence.

A dash (-) will appear on the message display, indicating that the pause will occur at that point in the dialing sequence.

Notes:

- 1) The preferred method of dialing with pauses (to enter a calling card number, for example) is to use the instructions in the “Dialing in real time” section earlier in this chapter.
- 2) If you press **Redial/Pause** at any other time *except* while dialing a fax number, the manual Redial feature takes effect (see description in previous section).

Assigning Speed Dial codes

The number of speed dial codes you have depends upon the model number of your HP OfficeJet. To check your model number, look on the lower right-hand corner of the keypad.

HP OfficeJet Model Number	Number of speed dial codes available
Model 500	40
Model 520	80
Model 570	50
Model 580	80
Model 590	100

Assigning a speed dial code to a single fax number

To quicken the keypad dialing process for a fax number you dial frequently, store it into a speed dial code.

- 1 Double-click **HP OfficeJet Manager** on your Windows desktop.
- 2 Click **Fax** and select **Phone Book**.
- 3 Choose **a)** or **b)** below.

a) To create a new phone book name:

Enter any **name and number information**, then click the arrow next to the Speed Dial entry box and **select a speed dial code**.

b) To add a speed dial code to an existing phone book name:

Click **the name in the list** and **select a speed dial code**.

- 4 Click **Add to Phone Book** (for new phone book names) or **Apply Changes** (for existing phone book names) to save the information you just entered.

See “Speed dialing” earlier in this chapter for speed dialing instructions.

Assigning a speed dial code to a group of fax numbers

You can group fax numbers you dial frequently (such as your department members at work), and store them into a group speed dial code. You can store up to 20 numbers in a speed dial group.

Each group member must have an assigned speed dial code. If you add the name of someone who doesn't have a speed dial code, one will be automatically assigned to them (if available), and you'll be asked to confirm it. If you prefer to pick your own speed dial code, use the instructions in the previous section to assign it before adding the name to a group speed dial code.

① Double-click **HP OfficeJet Manager** on your Windows desktop.

② Click **Fax** and select **Phone Book**.

③ Choose a) or b) below.

a) To create a new speed dial group:

Click **Create/Modify Group**, then click **Create Group**. In the Create Group entry box, **enter a name for the group** you'll create, and click **OK**. Then **select an unassigned speed dial code** from the group Speed Dial box. Continue at Step 4.

b) To add names to an existing speed dial group:

Select a name from the Group Name box, then continue at Step 4.

④ In the Phone Book list, click on the first **name you want to add** to this group, then click **Add to Group**.

⑤ Add more names to your group, for a total of up to 20 group members.

Faxing to a group of fax numbers

Choose from these many methods of faxing to groups.

Type of fax sent	How to fax to a group of fax numbers
Paper fax sent from the HP OfficeJet's keypad	<p>Dial a group speed dial code you assigned previously in the Phone Book.</p> <p>Use the faxing instructions in the “Speed dialing” section earlier in this chapter. In step 3 of that procedure, enter a speed dial code that you’ve assigned to a group of numbers. See “Assigning a speed dial code to a group of fax numbers” earlier in this chapter for instructions on creating a speed dial group.</p>
Paper fax sent from the HP OfficeJet's Document Assistant	<p>Choose from these two methods (a or b):</p> <p>a) In the Send Fax dialog box, select a group name from the Phone Book list.</p> <p>Use the faxing instructions in the “Sending from the HP OfficeJet Document Assistant” section earlier in this chapter. In step 3 of that procedure, select a group name from the Phone Book list, then click Send Fax Now.</p> <p>To create a group in the Phone Book, follow the instructions in the “Assigning a speed dial code to a group of fax numbers” earlier in this chapter, with these exceptions:</p> <ol style="list-style-type: none">1) Assigning a group speed dial code is optional,2) Assigning a speed dial code to individual group members is optional,3) If you didn't store your group to a speed dial code, you can add as many names as you want to the group, instead of being limited to a total of 20 names. <p>b) In the Send Fax dialog box, create a temporary group to be used only for the current fax.</p> <ol style="list-style-type: none">1 In the Send Fax dialog box, click Create List.2 Enter new names and numbers in the “Fax to:” area, or select names or groups from the Phone Book list.3 Click the appropriate Add to List button.4 Click Send Fax Now to begin faxing.
PC fax sent directly from your software program	<p>Choose from these two methods (a or b):</p> <p>a) In the Send Fax dialog box, select a group name from the Phone Book list.</p> <p>Use the faxing instructions in the “Sending a fax directly from your software program” section earlier in this chapter. In step 4 of that procedure, select a group name from the Phone Book list, then click Send Fax Now.</p> <p>To create a group in the Phone Book, use the instructions above for the Document Assistant faxes.</p> <p>b) In the Send Fax dialog box, create a temporary group to be used only for the current fax.</p> <p>Use the instructions above for the Document Assistant faxes.</p>

Changing the information printed at the top of the faxes you send

When you first installed the HP OfficeJet software, you were asked to enter your name and fax number. This information was stored for use in the header that's printed at the top of all of your outgoing faxes.

Notes:

- 1) Only the fax recipient will see this information upon receipt of your fax; it's not printed on your original document.
- 2) The Telephone Consumer Protection Act of 1991 requires that, in the U.S., all outgoing faxes display the sender's identifying name and fax number in a header, footer, or on the cover page of the outgoing fax.

Use the following procedure to change the fax header information.

- 1 Double-click **HP OfficeJet Manager** on your Windows desktop.
- 2 Click **Fax** and select **Send Settings**.
- 3 Click the **Personal Information** tab and change the information in the two entry boxes in the Fax Header Content area.

Setting Tone or Pulse dialing type

The HP OfficeJet is factory-set for tone dialing. Nearly all phones being used in the U.S. have tone dialing.

Note: Don't change this setting unless you know your phone isn't capable of tone dialing. Pulse dialing is much slower than tone dialing.

- 1 Double-click **HP OfficeJet Manager** on your Windows desktop.
- 2 Click **Fax** and select **Send Settings**.
- 3 Click the **Dialing** tab and select **Tone Dial** or **Pulse Dial** in the Phone Dialing Type area.

Other advanced features for sending faxes

There are many advanced features available in the HP OfficeJet software. The best way to learn about these features is to explore them in the dialog boxes referenced in the following table, and click the **Help** button on the screen if you need more information.

Additional features for sending faxes	Where to locate these features in the HP OfficeJet Manager software
Using the Phone Book	<p>Phone Book dialog box.</p> <ol style="list-style-type: none"> 1 Double-click HP OfficeJet Manager on your Windows desktop. 2 Click Fax and select Phone Book.
Including an electronic cover page when sending a fax	<p>Send Fax dialog box.</p> <p>Use the faxing instructions in the appropriate section earlier in this chapter to navigate to the Send Fax dialog box. Then click the Cover Page checkbox and click the Edit button to add a message on your cover page.</p>
Faxing a one-page note that you type into the Cover Page Data dialog box	<p>Cover Page Data dialog box.</p> <ol style="list-style-type: none"> 1 Double-click HP OfficeJet Manager on your Windows desktop. 2 Click Fax and select Send Quick Note.
Changing your personal information in the electronic cover page	<p>Personal Information tab of the Send Fax Settings dialog box.</p> <ol style="list-style-type: none"> 1 Double-click HP OfficeJet Manager on your Windows desktop. 2 Click Fax and select Send Settings. 3 Click the Personal Information tab and change the information in any of the four entry boxes in the Cover Page Information area.
Scheduling a fax to send at a future time	<p>Select Fax Send Time dialog box.</p> <ol style="list-style-type: none"> 1 Double-click HP OfficeJet Manager on your Windows desktop. 2 Click Fax and select Send Fax. 3 Click Send Fax Later and fill in the entry boxes in the Select Fax Send Time dialog box.

Advanced fax receive settings

Phone Answering: Automatic or Manual

When Phone Answering is set to Automatic, the HP OfficeJet will automatically answer every call received at your fax number. When set to Manual, you must answer fax calls manually (see the previous section, “Manually Receiving Faxes” for instructions).

When you first installed the HP OfficeJet Series 500 software, the Setup Wizard asked you a series of questions about your phone lines and equipment. Your answers determined the *appropriate* option for this setting (and many others) and the Setup Wizard set it for you automatically.

If you decide to change this setting now, you should do it only temporarily (for one fax only), then change it back, *or*, if you have changed your office equipment setup since you first installed the HP OfficeJet, re-run the Setup Wizard and make your changes there. (Refer to “Updating your fax receive setup” later in this chapter for instructions on how to locate the Setup Wizard.)

To change the **Phone Answering** setting:

- 1 **Look** at the HP OfficeJet’s keypad to determine the current Phone Answering setting.

If the green **Auto Answer** light is on, the **Phone Answering** setting is **Automatic**, and your HP OfficeJet is set to receive faxes automatically. It will automatically answer every call you receive at your fax number — after the number of rings specified in the Rings to Answer setting — then send receiving fax tones.

If the **Auto Answer** light is off, the Phone Answering setting is **Manual**, and your HP OfficeJet can only receive faxes manually. It will never answer incoming calls automatically.

- 2 Press the **Auto Answer** button to change the setting.

Notes:

- 1) If you *haven’t* changed your office equipment setup since you answered the questions in the software during your first-time installation, don’t permanently change this setting now or you may not receive your faxes properly.
- 2) For a detailed description of how your office equipment should be set up and the corresponding answering settings, see “Step 6. Connect Your Office Equipment” in Chapter 1.

Changing the number of rings before answering

When Phone Answering is set to Automatic, the HP OfficeJet will automatically answer all calls after the number of rings specified in the Rings to Answer setting. For example, when Rings to Answer is set to 1 ring, your fax line will ring once, then the HP OfficeJet will begin sending fax tones.

When you first installed the HP OfficeJet Series 500 software, the Setup Wizard asked you a series of questions about your phone lines and equipment. Your answers determined the *appropriate* option for this setting (and many others) and the Setup Wizard set it for you automatically.

If you decide to change this setting now, you should do it only temporarily (for one fax only), then change it back, *or*, if you have changed your office equipment setup since you first installed the HP OfficeJet, re-run the Setup Wizard and make your changes there. (Refer to “Updating your fax receive setup” later in this chapter for instructions.)

To change the **Rings to Answer** setting:

- 1 On your Windows desktop, double-click **HP OfficeJet Manager**, click **Fax**, and select **Receive Settings**.
- 2 Click the **Answering** tab.

Change the Rings to Answer setting in the Answering tab.



- 3 In the box to the right of the **Number of Rings to Answer** area, enter a number between 1 and 6, inclusive.

Using Distinctive Ring

If you have one phone line that receives both voice and fax calls, you may want to use this feature.

The Distinctive Ring feature of the HP OfficeJet, when used in conjunction with your telephone company's distinctive ringing service, allows both you and the HP OfficeJet to distinguish between voice calls and fax calls when you receive both on the same phone line.

Note: Your telephone company may use a different name for this service. For example, it's called "Ident-a-ring" in parts of New Jersey and "RingMaster" in parts of Florida.

Use the following procedure to set up your HP OfficeJet and your telephone line for Distinctive Ring.

1 Call your telephone company to find out if they have a distinctive ringing service available in your area. At the time of this printing, it is still unavailable in *many* areas.

Important: If you can't subscribe to this service through your telephone company, the Distinctive Ring feature on the HP OfficeJet *will not work*, and should be set to **All Rings**.

The telephone company's distinctive ringing service allows you to have 2 or 3 phone numbers on the same phone line, which saves you the cost of paying for 2 or 3 separate lines. It also allows you and the HP OfficeJet to hear which phone number has been dialed. Each of the phone numbers will have a different ringing sound: One can have a single ring, another can have a double ring, and the third can have a triple ring.

2 When you set up the distinctive ringing service with your telephone company, decide how many rings you want to assign to your fax line: single, double, or triple rings.

3 If you've already installed the HP OfficeJet software, re-run the HP OfficeJet Setup Wizard and enter the Distinctive Ring information.

a) To locate the Setup Wizard, double-click **HP OfficeJet Manager** on your Windows desktop, click **HP OfficeJet**, and select **Fax Setup Wizard**.

b) In the screen that asks if you subscribe to a distinctive ring service, click **Yes**.

c) In the screen that asks you to choose a distinctive ring pattern, click the **number of rings you assigned in Step 2 above** to your fax line (single, double, or triple). **Note:** If you want the HP OfficeJet to answer both double and triple rings — for example, if you have two separate fax numbers on your distinctive ring line — choose double and triple rings.

d) In the screen that asks you to enter the phone number of your dedicated fax line, enter the **distinctive ring fax number**.

4 If you have an answering machine for receiving voice calls on this phone line (using one of the other distinctive ring phone numbers for your voice calls), set it to answer after 3 or more rings. If you don't, your HP OfficeJet will not be able to receive your fax calls.

5 If you have a PC-modem or an external modem on this phone line (using one of the other distinctive ring phone numbers), turn off the setting in the modem's software that automatically receive faxes to your computer; if you don't, your HP OfficeJet will not be able to receive faxes properly.

Updating your fax receive setup

When you first installed the HP OfficeJet's software, you were asked a series of questions about your office equipment setup. Your answers determined how the HP OfficeJet was automatically set to receive faxes.

If any of the following information has changed since you first installed the software, use the instructions in this section to update your fax receive software settings.

Note: If you don't update the software settings, you may not receive faxes properly.

If this information has changed, use the numbered instructions that follow this table:
<ul style="list-style-type: none">• Have you added or removed a distinctive ring feature to your telephone line? (This service, if available from your telephone company, allows you to have 2 or 3 phone numbers assigned to the same line. Each number rings with a different pattern so you can tell the difference between incoming calls.)• Have you added, changed, or removed any phone numbers or fax numbers?• Have you changed from a dedicated fax line (no voice calls received) to a shared fax line (receive both voice and fax calls) or vice versa?• Have you added or removed an answering machine or computer voicemail feature on the same telephone line that's connected to the HP OfficeJet?• Have you added or removed a modem - either internal to your computer or an external box - on the same telephone line that's connected to the HP OfficeJet?

To update your fax receive settings in the software:

- 1 Double-click **HP OfficeJet Manager** on your Windows desktop.
- 2 Click **HP OfficeJet** and select **Fax Setup Wizard**.
- 3 Follow the instructions in all of the Fax Setup Wizard screens, updating where appropriate.

Changing the paper size setting

When you load a different paper size in the HP OfficeJet's paper supply tray, you also need to change the paper size in the Fax Receive settings if you'll be receiving faxes on the new paper.

The factory-set paper size to print faxes on is Letter (8.5 x 11 inches). You can also print faxes on Legal-size paper (8.5 x 14 inches) or on A4-size paper (210 x 297 mm).

- 1 On your Windows desktop, double-click on **HP OfficeJet Manager**, then click **Fax** and select **Receive Settings**.
- 2 Select a new paper size in the **Load Paper Size** area.

Other advanced features for receiving faxes

There are many advanced features available in the HP OfficeJet software. The best way to learn about these features is to explore them by clicking the tabs in the Receive Fax Settings dialog box. Click the **Help** button in each of the tabs for more information about the features and settings.

- To locate the Receive Fax Settings dialog box, double-click on **HP OfficeJet Manager** on your Windows desktop, click **Fax**, and select **Receive Settings**.

Viewing Lists of All Sent and Received Faxes

- 1 Double-click **HP OfficeJet Manager**, click **Fax**, and select **Fax History**.
- 2 Do any of the following:
 - a) Click the **Sent Faxes** tab to see a list of all the faxes you've sent from the HP OfficeJet. Both paper faxes and PC faxes (from your software program) you've sent are included.
 - b) Click the **Received Faxes** tab to see a list of all the faxes you've received, both printed faxes and PC faxes. To view a PC fax, **double-click** it. To print a PC fax, **click it once**, then click **Print Fax**.
 - c) Click the **Pending** tab to see a list of faxes that are scheduled to be sent at a future time. (For instructions on how to schedule a fax, see "Scheduling a fax for a future time" under "Advanced fax send features" later in this chapter.)

Printing the Fax Reports

There are two fax reports you may want to print from time to time: the Fax History report, and the Last Fax report.

- **Fax History report**

The Fax History report is a list of the last 30 fax transmissions: both sent and received faxes.

Here's how to print this report:

- 1 Double-click **HP OfficeJet Manager**, click **Fax**, and select **Fax History**.
- 2 Click the **Settings** tab.
- 3 Click the **Print Fax History** button.

- **Last Fax report**

The Last Fax report is factory-set to print automatically if an error occurs while a fax is being sent or received (**Error only** setting).

To change when the Last Fax report is automatically printed, follow steps 1 and 2 above, then click one of the buttons in the **Automatic Report Printing** area.

Adjusting sound volumes

There are three sound volumes you can adjust: the volume of outgoing fax calls (dial tone, ringing, and fax tones), the rings for incoming calls, and the beep sounds for the keypad buttons.

- 1 On your Windows desktop, double-click **HP OfficeJet Manager**, click **HP OfficeJet**, and select **Settings and Maintenance**. The Volume tab will be displayed.
- 2 Adjust the volume of outgoing fax calls by making a selection in the **Sound Volume** area, which is factory-set to Soft.
- 3 Adjust the volume of incoming calls by turning the sound on or off. When **Fax machine rings for incoming calls** is checked, you'll hear the rings; when the checkbox is blank, you won't hear anything when incoming fax calls are received.
- 4 Adjust the volume of the button beeps by turning the sound on or off. When **Buttons beep when pressed** is checked, you'll hear beeps while pressing buttons, and you'll hear the error beeps when you press the wrong button; when the checkbox is blank, you won't hear anything when you press the buttons.

Changing the time and date

- When the HP OfficeJet is connected to your computer with the bi-directional parallel cable, the time and date shown on the keypad display are taken from the time that's set in your computer. If you need to change the time (for daylight savings, for example) and date, reset them on your computer, and they will be automatically updated in the HP OfficeJet.
- When the HP OfficeJet is disconnected from your computer, then powered off, the time and date information will be lost. The message Press **START** to set time/date, or **STOP** to skip will be displayed on the HP OfficeJet. To reset the time and date, you can either reconnect the HP OfficeJet to your computer with the bidirectional parallel cable, or you can press the **Start** button on the keypad and follow the instructions for setting the time and date.

4 Copying

Read this chapter to learn how to make copies both from the HP OfficeJet's keypad and from the software. You'll also learn how to change

the copy settings in both locations.

For basic copying, use the keypad. To gain more control over how your copies will look, and to copy long or complex documents, copy from the

Loading the Paper Supply for Copying 4-2

Using a Document Carrier

to Protect Your Original 4-3

Copying from the Keypad..... 4-3

- **Controlling how your copies will look**..... 4-4
- **Optimizing the quality (Resolution setting)** 4-4
- **Darkening and lightening (Contrast setting)** 4-5
- **Automatic collating** 4-5

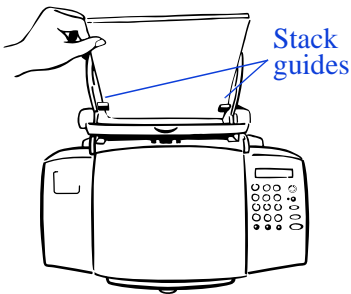
Copying from the Document Assistant..... 4-6

- **Controlling how your copies will look**..... 4-7
- **Optimizing the quality** 4-7
- **Darkening and lightening (Contrast setting)** 4-7
- **Reducing and Enlarging** 4-7
- **Collating: On or Off**..... 4-8

Loading the Paper Supply for Copying



1 Pull the document tray forward all the way until it snaps into the upright position.



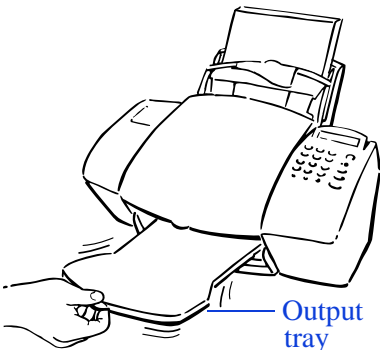
2 Load up to 150 sheets of 20-lb paper (about a 1/2-inch-thick stack) into the paper tray. The paper should fit behind the **stack guides** on the lower part of the tray as shown.

Notes:

1) Use only plain paper for copying.

2) Use only letter- or legal-size paper for copying.

3) If you change the paper size in the tray, be sure to update the paper size setting in the software. Refer to “Changing the paper size setting” in Chapter 3 under “Advanced fax receive settings” for instructions.



3 Push the document tray back to its normal position, resting in front of the paper tray.

4 Extend the output tray slowly until it stops.

Using a Document Carrier to Protect Your Original

Three document carriers are provided in the box with your HP OfficeJet. (They are protective “sleeves” that have a transparent plastic front and white paper backing.) Use these document carriers to protect your fragile or damaged original documents from potential harm while they’re fed through the HP OfficeJet’s document tray.

Place your document inside a document carrier before copying, faxing, or scanning when your original document is:

- **Smaller than standard letter size (8.5 x 11 inches).** Non-standard pages may not load properly and could jam inside the HP OfficeJet.
- **Torn.** Rough edges may cause a paper jam inside the HP OfficeJet.
- **Precious or fragile.** For example, a photograph or a legal document.
- **Very thin paper.** Less than 20-lb weight paper may not load properly and could jam inside the HP OfficeJet.

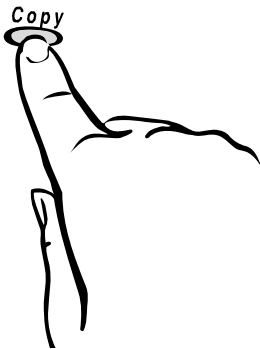
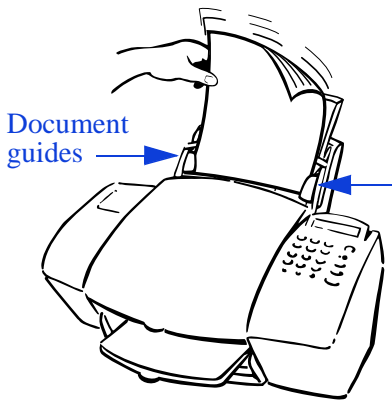
When placing the document carrier into the document tray, load it with the sealed edge down and the transparent side facing away from you.

Caution: To avoid damaging the HP OfficeJet, do not use the document carrier to protect anything thicker than a photograph.

Copying from the Keypad

Because of the limited memory available in the HP OfficeJet, this method is not recommended for copying large or complex documents. If more memory is needed, copy using the Document Assistant, which uses your computer’s memory.

If your original document is a photograph, or if you want your copies to be darker or lighter than your original, use the instructions in the following section, “Controlling how your copies will look.”



1 Load your document with the printed side facing away from you (up to 20 pages, or a single document carrier). If necessary, slide the **document guides** on the tray to the left or right to adjust them for the width of your document.

Note: Always remove staples and paper clips from your original before faxing to avoid equipment damage.

2 Press the **Copy** button, then **enter the number of copies** you want (up to 99).

3 Press the **Copy** button again to begin copying.

The entire original document will be scanned before copying begins.

The original document will be face-down in the output tray, and the copies will be face-up. For copy collating information, see “Automatic collating” later in this chapter.

To cancel a copy in progress, press the **Stop** button on the HP OfficeJet’s keypad.

Controlling how your copies will look

When you make a copy from the HP OfficeJet’s keypad, the way it looks is determined by the Contrast and Resolution settings that are selected on the keypad with the **Contrast/Resolution** button.

Note: The **Contrast/Resolution** button settings also affect the quality of paper faxes sent from the keypad. See “Changing the Resolution” under “Using Advanced Fax Features” in Chapter 3.

Optimizing the quality (Resolution setting)

Before beginning to copy, change the Resolution setting on the keypad to optimize for words, drawings, or photographs

1 Press the **Contrast/Resolution** button.

2 Press **1** to select Resolution.

3 Press **1, 2, or 3** to select the best quality **for words**, or press **4** to select the best quality **for photographs and graphics**.

Use this Resolution:*	For this result:
<p>Standard, Fine, or 300 dpi (factory setting)</p> <p>(All three settings scan at up to 300 dpi)</p>	<p>Best quality for words and for simple line drawings (factory setting).</p> <ul style="list-style-type: none"> • Use any of these three settings when the quality of the words and simple line drawings is more important than quality of photographs and more complex graphics. • Your document will be scanned at up to 300 dpi no matter which of these three Resolution settings is selected.
<p>Photo</p> <p>(Scans as a grayscale image at up to 300 dpi)</p>	<p>Best quality for photographs and for more complex graphics.</p> <ul style="list-style-type: none"> • Use this setting when the quality of photographs and graphics in your document is more important than the quality of the words. • Your document will be scanned as a grayscale image (which simulates shades of gray) at up to 300 dpi.
<p>* When you change the Resolution setting, it will stay at that setting until you change it.</p>	

Darkening and lightening (Contrast setting)

Before beginning to copy, change this setting if you want the copy to be darker or lighter than your original document.

- 1 Press the **Contrast/Resolution** button.
- 2 Press **2** to select Contrast.
- 3 Press **1, 2, or 3** to select the Contrast you want:
1 = Normal (the factory setting)
2 = Lighten
3 = Darken

Note: When you change the Contrast setting, it will stay at that setting until you change it again.

Automatic collating

Copies made from the keypad will be automatically collated (printed in sets), with one exception: When the Photo setting is selected for the Resolution using the **Contrast/Resolution** button (described previously under “Optimizing the quality”), copies will not be collated.

For examples of page number sequences when collating is on and off, refer to “Collating: On or Off” later in this chapter.

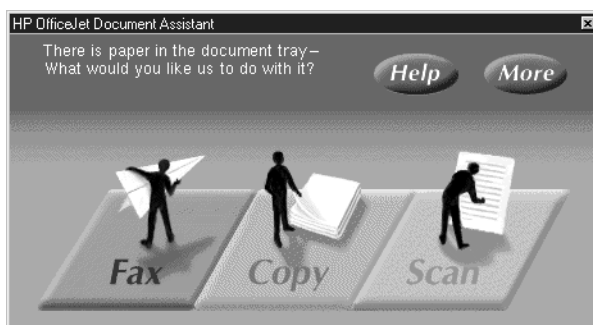
Copying from the Document Assistant

This copying method is recommended if you're copying a long document or a complex document (like a photograph) that requires a lot of memory to scan. When you copy from the keypad, only the HP OfficeJet's limited memory is used, but when you copy using the Document Assistant, the memory in your computer is used.

① Load your document in the document tray with the printed side facing away from you (up to 20 pages).

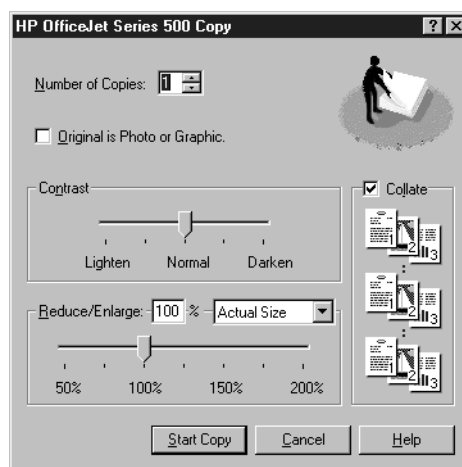
Now look at your computer screen. The Document Assistant asks you what you'd like to do with the document you've loaded.

When you load your document, the Document Assistant asks you what you want to do.



② Click **Copy** and the Copy dialog box will be displayed.

Change any of these copy settings before beginning to copy.



③ Click **Start Copy** to begin copying.

To cancel a copy in progress, click the **Cancel** button in the HP OfficeJet status dialog box (displayed during copying) or press the **Stop** button on the HP OfficeJet's keypad.

Controlling how your copies will look

When you make a copy from the Document Assistant, the way it looks is determined by the settings in the Copy dialog box. These settings will not affect copies made from the keypad.

Optimizing the quality

The HP OfficeJet software is factory-set to optimize the words in your copies. When your original is a photograph or graphic, click the **Original is photo or graphic** checkbox for best quality.

Darkening and lightening (Contrast setting)

When you want the copy to be darker or lighter than your original document, drag the slider bar in the Contrast area to the Contrast setting you want.

Reducing and enlarging

When you want the copy to be smaller or larger than your original document, change the Reduce/Enlarge setting.

Note: When **Original is photo or graphic** is selected in the Copy dialog box, you won't be able to enlarge your document.

Reduce/Enlarge* method:	Settings available:
Change the number in the entry box. (Factory setting = 100%)	Enter a number between 50 and 200 to reduce to as small as half of the original size or to enlarge to up to twice the size.
Choose from the selection box. (Factory setting = Actual size)	Actual Size makes the copy the same size as your original. Legal to Letter reduces the original from legal-size to letter-size. Letter to A4 reduces the original from letter-size width to A4-size width. A4 to Letter enlarges the original from A4-size width to Letter-size width. (Make sure you have letter-size paper in the paper tray when you choose this setting, or your copy will print on multiple pages.)
Drag the slider bar. (Factory setting = 100%)	Drag to a number between 50 and 200 to reduce to as small as half the original size or to enlarge to up to twice the size.
* If you enlarge to a size that won't fit on the paper you have loaded, your copy will be printed on multiple pages.	

Collating: On or Off

The HP OfficeJet is factory-set with the collating feature turned on.

Example when Collating is turned on:



If you make 3 copies of a 3-page document, the copies will be printed as shown at left.

Copies are printed face-up, so the last page is printed first in order to maintain the proper collated order in each set.



Example when Collating is turned off:



- To turn off the collating feature, click the **Collate** checkbox to remove the check mark.

With collating turned off, each page of your original will be scanned and copied before the next page is scanned. If you make 3 copies of a 3-page document, the copies will be printed as shown at left.

Notes:

- 1) The Collating setting will return to the factory setting (On) after you complete an uncollated copy job.
- 2) Copies made from the keypad will always be collated, regardless of the Collating setting in the Copy dialog box. The only exception to this is when the Photo setting is selected for the Resolution using the **Contrast/Resolution** button (see “Optimizing the quality” under “Copying from the Keypad” earlier in this chapter); copies made at this Photo setting will not be collated.

5 Scanning

Read this chapter to learn how to scan your document as an image, and how to scan your document to edit the words (OCR scanning).

All images and text will be scanned in black-and-white or in shades of gray, depending upon which scanning settings you choose.

For more detailed information on using the HP OfficeJet's software to scan, click the **Help** button in the Scan Settings dialog box.

For more detailed information on OCR scanning, refer to the Caere® OCR product documentation that was included in the box with the HP OfficeJet, the *OmniPage® Limited Edition User's Guide*.

<i>Using a Document Carrier to Protect Your Original</i>	5-2
<i>Scanning Your Document As an Image</i>	5-2
• Scanning from the Document Assistant	5-2
• Scanning directly into your TWAIN-compliant software program	5-5
How to tell if your software program supports TWAIN.....	5-5
How to scan with TWAIN	5-6
<i>Scanning Your Document to Edit the Words (OCR)</i>	5-7

Using a Document Carrier to Protect Your Original

Three document carriers are provided in the box with your HP OfficeJet. (They are protective “sleeves” that have a transparent plastic front and white paper backing.) Use these document carriers to protect your fragile or damaged original documents from potential harm while they’re fed through the HP OfficeJet’s document tray.

Place your document inside a document carrier before copying, faxing, or scanning when your original document is:

- **Smaller than standard letter size (8.5 x 11 inches).** Non-standard pages may not load properly and could jam inside the HP OfficeJet.
- **Torn.** Rough edges may cause a paper jam inside the HP OfficeJet.
- **Precious or fragile.** For example, a photograph or a legal document.
- **Very thin paper.** Less than 20-lb weight paper may not load properly and could jam inside the HP OfficeJet.

When placing the document carrier into the document tray, load it with the sealed edge down and the transparent side facing away from you.

Caution: To avoid damaging the HP OfficeJet, do not use the document carrier to protect anything thicker than a photograph.

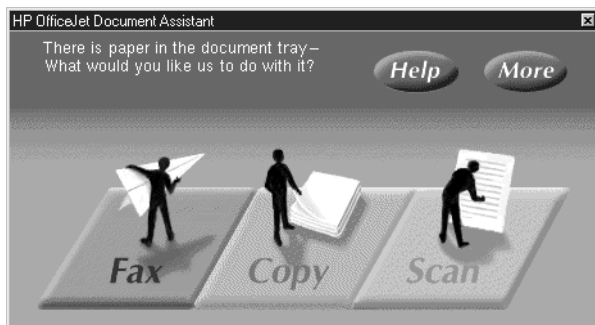
Scanning Your Document As an Image

Scanning from the Document Assistant

1 Load your document in the document tray with the printed side facing away from you. You can load up to 20 pages (see Step 2 for page-loading restrictions with certain settings), or a single document carrier. If necessary, slide the document guides on the tray to the left or right to adjust them for the width of your document. (If you’re using a document carrier, load it in the tray with the sealed edge down.)

Now look at your computer screen. The OfficeJet Document Assistant asks you what you’d like to do with the document.

When you load your document, the Document Assistant asks you what you want to do.



2 Click **Scan** and the Scan Settings dialog box will be displayed.

Change any of the scan settings, then click **Start Scan**.



Make any changes you'd like to any of the settings.

- **Text** is factory-selected. Use this setting to make the words and simple line drawings in your document appear to be the clearest elements after scanning. You can scan up to 20 pages, or a single document carrier with this selection.

Note: Do not click **Scan text for editing (OCR)** unless you want to do OCR scanning; refer to “Scanning Your Document to Edit the Words (OCR)” later in this chapter for OCR scanning instructions.

- Click **Photo** to make photographs in your document appear to be the sharpest elements after scanning. You can only scan one page at a time with this selection.

- Click **Graphic** to make more complex illustrations or graphic images in your document appear to be the sharpest elements after scanning. You can only scan one page at a time with this selection.

- Click **Other** to choose one of the custom scanning settings. You can only scan one page at a time when you choose grayscale scanning.

Notice that the Resolution setting and the scanning method (black-and-white or grayscale) for the selection is shown on the right side of the dialog box (for example, 300 x 300 dpi and black-and-white for **Text**).

For more information about the Optimize settings or the Contrast settings in the Scan Settings dialog box, click the **Help** button.

- 3 Click **Start Scan** to begin scanning.

Your scanned image will be displayed in the Image Viewer window.

(To cancel a scan in progress, click the **Cancel** button in the HP OfficeJet's **Uploading Image** screen, which is displayed during scanning.)

- 4 Use the tools in the Image Viewer window if you want to **modify the scanned image**.

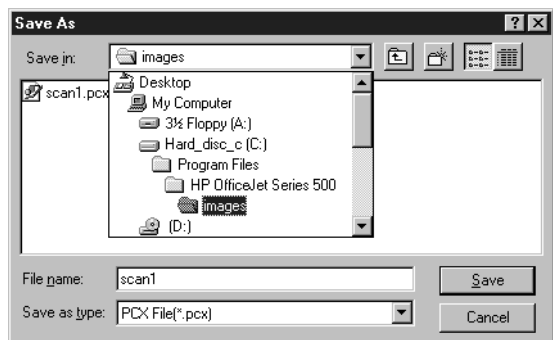
To view multiple scanned pages, click the right and left arrows in the tool bar.

For instructions on using the Image Viewer tools, pull down the Help menu in the Image Viewer window and select **Help Topics**.

Now that you're finished modifying the image, you can save it and then either copy-and-paste or import it into a document.

- 5 Pull down the **File** menu and select **Save**. The Save As dialog box will be displayed:

Change the file name, location, or type in the Save As dialog box.



Your first scanned image will be assigned the name “scan1,” and subsequent images will be named “scan2,” “scan3,” etc. Or you can change the name of your scanned document in the “File name” box.

If you don't change the location in the **Save in** box, your scanned image will be saved to **c:/Program Files/HP OfficeJet Series 500/Images** (Windows 95 users) or to **c:/HPOJ_500/Images** (Windows 3.1 users).

Select the file format you want in the **Save as type** box.

⑥ Choose either of the following methods to place the scanned image into a document:

To copy-and-paste the scanned image into a document:

- a) From the Image Viewer, select the entire image (choose **Select All** from the **Edit** menu), or the portion of the image that you want to keep (use the Image Viewer tools), then select **Copy** from the **Edit** menu.
- b) Open the document in your software program where you want to place the image.
- c) Select **Paste** from the **Edit** menu.

OR

To import the scanned image into a document:

- a) Open the document in your software program where you want to place the image.
- b) Select **Import File** (or whatever command your software program uses) from the **File** menu. (Check your software program's documentation if you can't find which command to use.)
- c) Browse to the location in which you saved the scanned image and select its file name.

Scanning directly into your TWAIN-compliant software program

Some software programs use an industry standard called TWAIN to allow images to be acquired directly from scanners. This eliminates some steps from the scanning procedure.

How to tell if your software program supports TWAIN

At the time of this printing, only a few software programs support the TWAIN standard. Typically, they are image-processing and graphics programs. To find out if your application uses this standard:

- Look for **Acquire** or **Acquire Image** under the File menu.
- Check the software's documentation. If you can't find any references to TWAIN, your program doesn't support it.
- Check the Software Compatibility Matrix that's available on the HP OfficeJet Series 500 CD in the Reference Shelf. This document maintains an updated list of popular software programs that are TWAIN-compliant.

How to scan with TWAIN

Note: If your software program does not support TWAIN, the follow-

ing procedure will not work.

① Make sure your software program has the **HP OfficeJet Series 500 selected as the scanning source**. Usually, you can check this by choosing **Select Source** from the **File** menu or by selecting **Acquire/Select Source** from the **File** menu in your software program.

If you can't find where to select the scanning source in your software program, check the program's documentation.

② **Open the file** in your software program where you want the image to be placed.

③ **Load** your document in the document tray with the printed side facing away from you (as many pages as your software program will allow, or a single document carrier). If necessary, slide the document guides on the tray to the left or right to adjust them for the width of your document.

Note: If the Document Assistant is displayed at this point, please close it.

④ Select **Acquire Image** from the **File** menu in your software program. (Some programs may have a slightly different command, like **Acquire**.)

If the Scan Settings dialog box is displayed (illustrated on page 5-3), choose from the many scanning options, or click **Help** for information about the options. Some applications scan using their own settings, however, and in this case the Scan Settings dialog box won't be displayed.

The image will be scanned directly into your application. Now you can edit the image using the tools in your TWAIN-compliant software program.

Scanning Your Document to Edit the Words (OCR)

Scan using the optical character recognition (OCR) method when your original document has words that you want to edit in your word processing program.

When you scan using OCR, each separate letter and character in your document is compared to a library of letters and characters that have been programmed into the OCR software. When the software finds a match, it's placed in your word processing program.

Keep in mind that this technology isn't perfect. After OCR scanning, you'll still need to proofread your document carefully to make sure none of the letters or characters have been misinterpreted by the software. Even a spell checker won't catch everything.

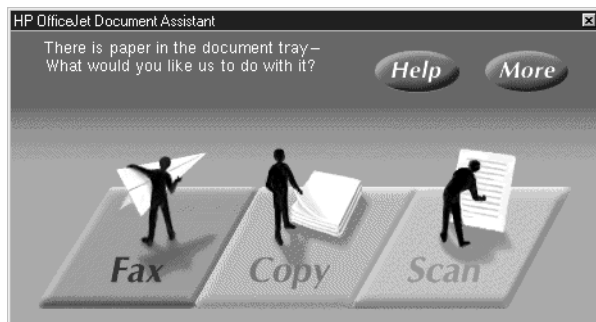
For more information about the OCR software, refer to the Caere documentation that was shipped in the box with the HP OfficeJet, the *OmniPage Limited Edition User's Guide*.

To scan using OCR:

1 **Load** your document in the document tray with the printed side facing away from you (up to 20 pages, or a single document carrier). If necessary, slide the document guides on the tray to the left or right to adjust them for the width of your document.

Now look at your computer screen. The OfficeJet Document Assistant asks you what you'd like to do with the document.

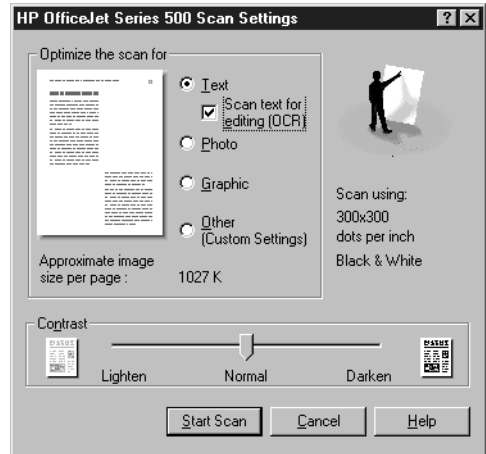
When you load your document, the Document Assistant asks you what you want to do.



2 Click **Scan** and the Scan Settings dialog box will be displayed.

- 3 Click the **Text** and **Scan text for editing (OCR)** checkboxes.

Click **Scan text for editing (OCR)** to edit the words in your document.



- 4 Click **Start Scan**.

Your document will be scanned into the word processing program that you selected when you first installed the OmniPage OCR software (at the end of the HP OfficeJet software installation procedure).

Note: To change the selected word processing program, double-click the **HP OfficeJet Manager** icon on your Windows desktop, click **HP OfficeJet** and select **Settings and Maintenance**, click the **Software** tab, and select from the **File format for OCR results** menu.

- 5 **Edit and proofread** your scanned document.

6 Printing

Read this chapter to learn how to select and load paper, envelopes, and other media, how to find and use the print settings, and two ways to begin printing – from your Windows software program and from the HP OfficeJet Manager software.

Using Paper and Other Media Types 6-2

- **Selecting paper/media types and sizes..... 6-2**
- **Loading tips for paper and other media 6-3**
 - Loading plain and special papers..... 6-3
 - Loading letterhead paper..... 6-3
 - Loading the single-envelope slot 6-4
 - Loading multiple envelopes..... 6-4
 - Loading transparencies 6-5

Using the Print Settings 6-6

- **Locating the print settings..... 6-6**
- **Using the Paper tab settings 6-6**
- **Using the Setup tab settings..... 6-7**
 - Print quality and speed..... 6-7
 - Printing in color 6-7
 - Printing in grayscale 6-8
- **Using the Advanced tab settings 6-8**

Printing from Your

Windows Software Program 6-9

Printing from the HP OfficeJet Manager 6-9

Using Paper and Other Media Types

Selecting paper/media types and sizes

The HP OfficeJet can print on any of the following paper and media types. Refer to Chapter 8 for HP paper/media ordering information.

Note: To produce intense, high quality color printing results, use HP Premium InkJet Paper or HP Premium Glossy Paper.

Types of Media	Sizes of Media*	Weight
Plain Paper	U.S. letter = 8.5 x 11 in U.S. legal = 8.5 x 14 in U.S. executive = 7.25 x 10.5 in A4 = 210 x 297 mm A5 = 148 x 210 mm B5 = 182 x 257 mm	20 to 32 lb
Envelopes	U.S. #10 = 4.12 x 9.5 in U.S. #9 = 3.88 x 8.88 in DL = 110 x 220 mm C6 = 114 x 162 mm A2 = 111 x 146 mm	n/a
Cards	U.S. index cards = 4 x 6 in, and 5 x 8 in A6 = 105 x 148 mm	40 to 60 lb
HP Premium InkJet Paper	U.S. letter = 8.5 x 11 in A4 = 210 x 297 mm	n/a
HP Premium Transparency Film HP Bright White Paper HP Premium Glossy Paper HP Greeting Card Paper Avery paper labels (for InkJet printers)	U.S. letter = 8.5 x 11 in	n/a
* Refer to the “Printing Specifications” section in Chapter 8 for the printing margins (maximum printable area) of each media size.		

Loading tips for paper and other media

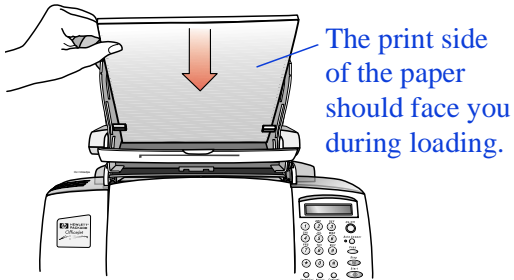
Most papers have a side that’s been conditioned for printing and a side that’s not conditioned for printing. The so-called “print side” is usually indicated on the paper’s packaging. Before loading, check your paper’s packaging to determine which is the print side, and *always load with the print side facing toward you.*

For more detail on paper-tray loading, refer to the step-by-step, illustrated instructions in Chapter 1, “Step 5. Load the Paper Supply.”

Loading plain and special papers

- Refer to the following maximums when loading paper:

Plain paper (20-lb bond)	Up to 150 sheets
HP Premium InkJet Paper	Up to 100 sheets
HP Bright White Paper	Up to 150 sheets
HP Premium Glossy Paper	Up to 50 sheets
HP Greeting Card Paper	Up to 50 sheets
Avery paper labels	Up to 25 sheets
Card stock	Up to 50 sheets



- Load sheets of the above-listed paper with the **print side facing toward you**.

HP Premium InkJet Paper:

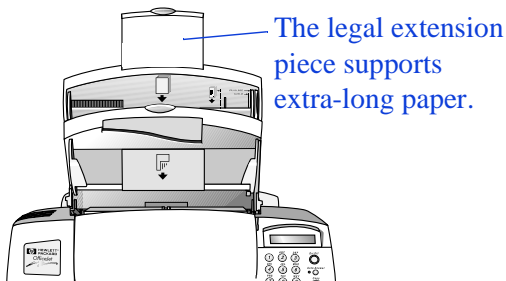
The print side has no corner arrow.

HP Premium Glossy Paper:

Load with the glossy side facing you.

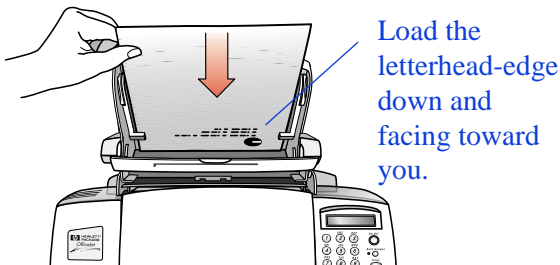
Avery paper labels:

Load with the labels facing you.



- Before loading legal-size paper, or other extra-long paper, be sure to pull up the **legal extension piece** at the back of the paper tray. **Note:** If it's difficult to extend the legal extension piece, hold the side of the tray with one hand, and pull up on the extension piece with the other hand.

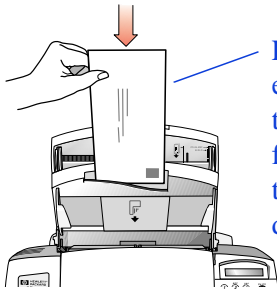
Loading letterhead paper



- Load letterhead paper with the **letterhead-edge down and facing toward you**.

Loading the single-envelope slot

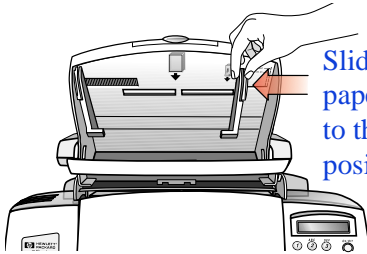
- To print on a single envelope, it's most convenient to use the single-envelope slot, so you don't have to remove any paper you already have loaded in the paper tray.



Load a single envelope with the address facing you and the stamp-edge down.

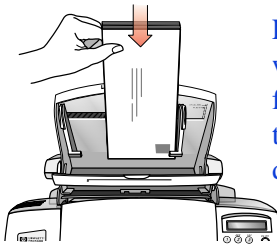
- Load a single envelope as shown, with the **address-side facing toward you and the stamp-edge down**.
- Change the paper size in the print settings to the envelope size you loaded. Refer to “Using the Paper tab settings” later in this chapter.

Loading multiple envelopes



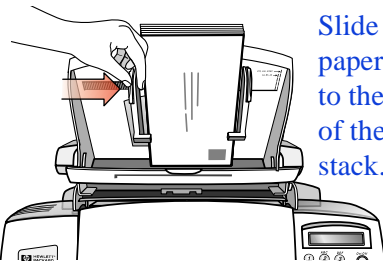
Slide the right paper guide to the envelope position.

- 1 Pull the document tray forward and remove any paper from the paper supply tray.
- 2 Pinch and slide the **right paper guide** to the envelope position.



Load envelopes with the address facing you and the stamp-edge down.

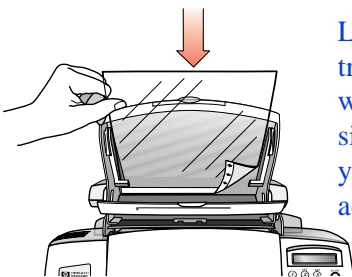
- 3 Load the stack of envelopes (up to 10) with the **address-side facing toward you and the stamp-edge down**. Align the right edge of the stack with the right paper guide.



Slide the left paper guide to the edge of the envelope stack.

- 4 Pinch and slide the **left paper guide** until it touches the left edge of the envelope stack.
- 5 Push the document tray backward until it rests against the paper tray.

Loading transparencies



Load the transparencies with the rough side facing you and the adhesive-strip edge down.

- Load transparencies (up to 50) with the **adhesive-strip edge down and facing away from you, and the rough side facing toward you**. The arrows on the adhesive strip will be on the side of the transparency that faces away from you.

Using the Print Settings

Locating the print settings

Two of the ways you can locate the print settings are described below.

Note: There are other ways to locate the print settings, but the paths are specific to the Windows version you're running – Windows 3.1 or Windows 95. Refer to your Windows documentation for instructions.

- **From within your Window's software programs.** Use this method to make temporary (per job) changes to the settings. Typically, you first select **Print** or **Print Setup** from the File menu of your software program, then select **Setup**. However, each software program determines the path you need to take through its menus and printer setup dialog box in order to display the print settings.
- **From the HP OfficeJet Manager.** Use this method to change the factory (default) settings, which will be applied to all print jobs until you change the setting. Double-click the **HP OfficeJet Manager** icon on your Windows desktop, then click **Print** and select **Print Settings**.

Using the Paper tab settings

Use the **Paper** tab to change the paper orientation, the paper size, the paper type, the sequence of the pages, and the number of copies.

For detailed information about each setting, click the **Help** button at the bottom of the dialog box, then click the **Reference** tab.

The Paper tab
in the print settings

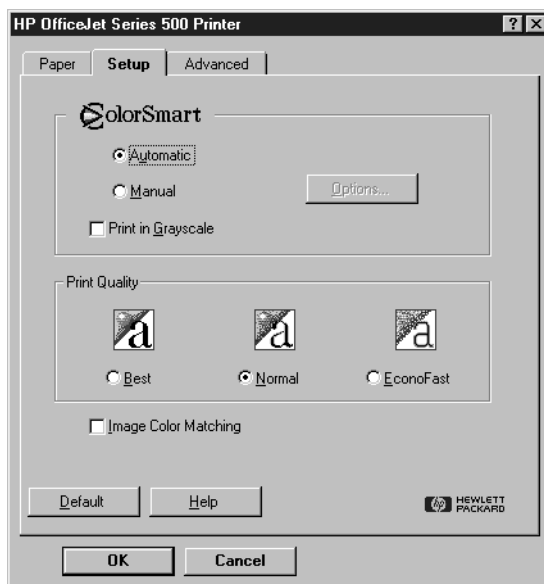


Using the Setup tab settings

Use the **Setup** tab to control the print quality, the print speed, and the ColorSmart print settings.

For detailed information about each setting, click the **Help** button at the bottom of the dialog box, then click the **Reference** tab.

The Setup tab
in the print settings



Print quality and speed

Normal is the factory-set quality. It has medium quality and medium speed: 2.5 pages per minute (ppm) for monochrome printing, and 0.7 ppm for color printing.

Choose **EconoFast** for draft quality and the fastest speed: 4 ppm for monochrome printing, and 1 ppm for color printing.

Choose **Best** for the highest quality output. It has the slowest speed: 1 ppm for monochrome printing, and 0.3 ppm for color printing.

Printing in color

The HP OfficeJet prints in color when a color-capable software program is used with the HP OfficeJet Manager software.

To print in color, be sure you have created color text or pictures within your document, then make sure color printing is turned on in your software program. Color printing is typically turned on as the factory setting in your software program's Print dialog box.

The HP OfficeJet is factory-set to print in color; however, if you have changed the settings, be sure the **Automatic ColorSmart** option is selected and the **Print in Grayscale** option is unselected in the Setup tab of the print settings.

The quality of your color printing depends partly on how the four inks — black, cyan, yellow, and magenta — are placed on the printed page. Your HP OfficeJet uses HP's ColorSmart technology to intelligently analyze your documents at the time of printing to provide the best color output. ColorSmart identifies each element on a page — text, simple graphics, or complex graphics such as photographic images — and automatically applies the appropriate color settings to each element during printing.

Printing in grayscale

If you want to economize on the use of the color print cartridge, or if you want to print significantly faster, print draft copies of your color documents in grayscale.

- To print in grayscale, select the **Print in Grayscale** option in the Setup tab.

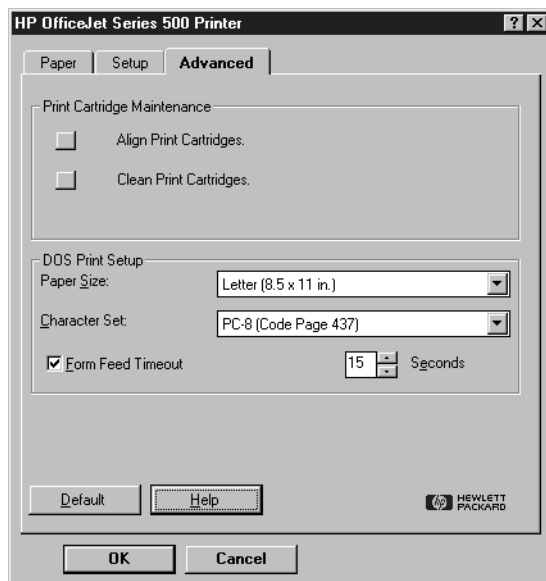
Using the Advanced tab settings

The Help system recommends that aligning or cleaning the print cartridges may solve some printing problems. If this corrective action is recommended for your particular problem, click the appropriate button in the **Print Cartridge Maintenance** area in the **Advanced** tab.

If you print from DOS programs that run under Windows, you may need to change the **Paper Size**, **Character Set**, or **Form Feed Timeout** settings in the **Advanced** tab.

For detailed information about each setting, click the **Help** button at the bottom of the dialog box, then click the **Reference** tab.

Advanced tab
in the print settings



Printing from Your Windows Software Program

- 1 In your software program, select **Print** from the File menu. The software program's Print dialog box is displayed.
- 2 Make sure the **HP OfficeJet Series 500 Printer** is the selected printer, then select **All, Current Page**, or the specific pages of the file you want to print and the number of copies.
- 3 If necessary, change any of the other print settings (in the three previously-described tabs: **Paper, Setup, and Advanced**) by clicking **Properties, Printer Setup**, or **Printer** in the program's Print dialog box or **Print, Print Setup**, or **Page Setup** in the File menu. Changes made to these print settings will affect only the current print job.
Note: Instead of Print, Print Setup, or Page Setup, your program may have another similarly-named option in the File menu.
- 4 Click **Print** to begin printing.

Printing from the HP OfficeJet Manager

- 1 If necessary, change any of the print settings (in the **Paper, Setup, and Advanced** tabs) using either of the methods described in "Locating the print settings" earlier in this chapter.
- 2 Double-click the **HP OfficeJet Manager** on Windows desktop.
- 3 Click **Print** and select **Print** from the menu. The Print dialog box will be displayed.
- 4 Select the file you want to print and click the **Print** button.

7 Getting Help

Read this chapter to learn how to answer any questions you may have while using your HP OfficeJet. You'll find many sources of helpful information, plus you'll learn where to look up any displayed messages you may find confusing, how to clear error messages, and where to find additional troubleshooting information.

Sources of Information and Help.....7-2

Using the HP OfficeJet's Help System.....7-5

Understanding the Messages Displayed.....7-6
on the HP OfficeJet's Keypad

Sources of Information and Help

Follow these four steps if you encounter a problem:

① Review this chapter and the Help system for problem-solving information.

The *fastest* way to solve most problems is to take the corrective steps outlined in this chapter, or in the Help system.

- If you're not sure about the meaning of a displayed message, or you want to know how to clear an error message, refer to "Understanding the Displayed Messages" later in this chapter.
- If you experience a problem while using the HP OfficeJet, refer to the **Troubleshooting** topics in the Help system. (See "Using the Help System" later in this chapter to locate **Troubleshooting** help topics).
- Explore the **How Do I?** topics in the Help system if you want step-by-step instructions or maintenance information. (See "Using the Help System" later in this chapter to locate **How Do I?** help topics.)
- For additional problem-solving tips, try using the following support services: HP's on-line support, HP's fax-back support, or the HP support Web site. (To access these services, refer to the table on the next page.)

② Make sure you are operating your HP OfficeJet in the correct environment.

The HP OfficeJet is not supported in any of the following situations:

- Roll-over phone systems (such as the automatic answering systems often used in large companies), voicemail, call waiting, and some other advanced features provided by your phone company.
- PC local area networks
- Windows NT
- Switch boxes
- External parallel-port peripheral connections, such as a Zip drive (The HP OfficeJet must be connected *directly* to an LPT port on your computer.)

③ Gather some basic information if you plan to call HP for help.

If you suspect that your HP OfficeJet will have to be returned for repair, be sure to have the following information readily available before you contact HP or your dealer:

- Product name, model number (printed on the keypad), and serial number (printed on the back of the HP OfficeJet),
- A description of the problem, including any error messages, and
- Purchase date and proof of purchase.

Note: If you're unsure of the warranty coverage, refer to the "Hewlett-Packard Limited Warranty Statement for Teleconnected Products," a short document in the box with the HP OfficeJet.

4 Call your dealer or the HP Customer Support Center. (Refer to the phone numbers on the following pages.)

If you're unable to resolve your problem after reviewing this chapter, either contact your dealer or the HP Customer Support Center for further assistance.

An HP Customer Support representative will work with you to quickly determine and solve any problems you may have, and let you know whether repair is necessary.

Caution: To avoid printing problems and ink spillage, please remove the print cartridges *before* repackaging and shipping the HP OfficeJet.

Organization	Telephone Number	Support Provided	Hours of Operation
HP Reseller Locator Service	(800) 243-9812	Help locating the nearest HP authorized dealer.	24 hours per day 7 days per week
Internet/World Wide Web	http://www.hp.com/go/cposupport	Information on products, printer drivers, and support.	24 hours per day 7 days per week
America Online To become a subscriber, call (800) 827-6364.	Log on and at the prompt, type: HP or HP Support (AOL connect charges apply to caller)	Interactive dialog with worldwide HP customer community. Exchange of information and links to the HP electronic support center home page on the World Wide Web. Drivers and support documentation.	24 hours per day 7 days per week
CompuServe To become a subscriber, call (800) 524-3388 and ask for Agent #51.	Log on and at the prompt, type: HP (CompuServe connect charges apply to caller)	Same as above.	24 hours per day 7 days per week
HP FIRST Fax-back (24-Hour automated faxback support service)	(800) 333-1917 Press 1 for faxed tips or (208) 344-4809	Detailed product support information on common software applications and troubleshooting tips (all sent by fax).	24 hours per day 7 days per week

Organization	Telephone Number	Support Provided	Hours of Operation
HP Bulletin Board Service (Real-time access over modem)	(208) 344-1691	Electronic download of HP product information, troubleshooting hints and updated HP printer driver information.	24 hours per day 7 days per week
HP Customer Support Center	(208) 323-2551	Technical assistance with setup and operation. Repair information and exchange program information.	6:00 am - 10:00 pm MST Mon-Fri 9:00 am - 4:00 pm MST Sat
Post Warranty Information (Fee-based support)	(900) 555-1500 (\$2.50* per minute U.S. charges start only when you connect with a support technician) or (800) 999-1148 (\$25.00* fee per call U.S. Visa, or MasterCard) * Prices subject to change without notice	Post-warranty assistance on product questions and the most common software applications.	6:00 am - 10:00 pm MST Mon-Fri 9:00 am - 4:00 pm MST Sat
HP OfficeJet Software by Mail	(888) HP DISKS	Order floppy disks if you don't have a CD-ROM. Obtain future software updates.	8:00 am - 5:00 pm EST weekdays
HP Direct Ordering	(800) 538-8787 (800) 227-8164	Customer-orderable supplies and accessories, and some documents. Order user's guides.	6:00 am - 5:00 pm PST weekdays
HP North American Response Center	(800) 633-3600	HP service contract information.	24 hours per day 7 days per week

Using the HP OfficeJet's Help System

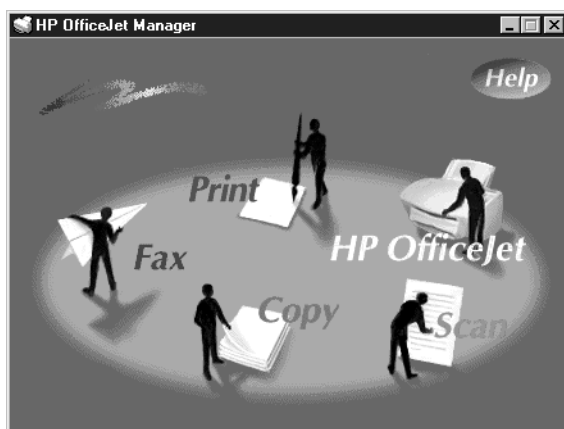
The HP OfficeJet Series 500 Help system was designed to give you the information you need, *when* you need it - Help will even guide you step-by-step through solving problems.

Just click the **Help** button on any of the HP OfficeJet dialog boxes when you need it, or explore the many topics from the main menu of Help.

Here's how to access the main menu:

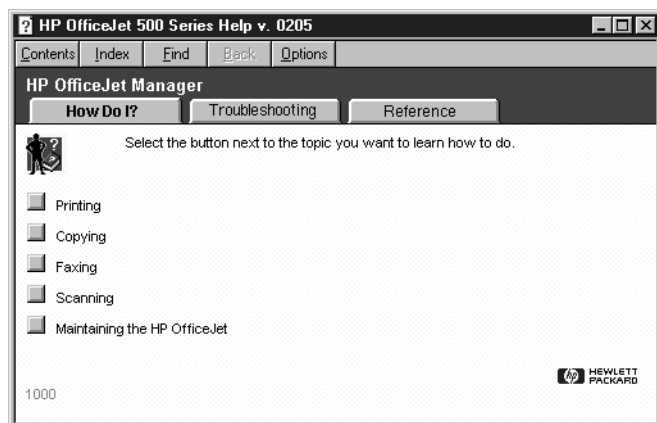
1 On your Windows desktop, double-click **HP OfficeJet Manager**. The HP OfficeJet Manager menu will be displayed.

The HP OfficeJet Manager menu.



2 Click the **Help** button in the upper right-hand corner. The main menu of the Help system will be displayed.

The main menu of the Help system has three tabs: **How Do I?**, **Troubleshooting**, and **Reference**.



Click through each of the three main menu tabs to learn more about the types of help that are available to you.

How Do I? - Provides step-by-step instructions on accomplishing your tasks.

Troubleshooting - Helps you pinpoint the causes of problems and solve any difficulties you may experience.

Reference - Contains other information you might like to know about your HP OfficeJet, as well as a detailed guide to using each feature in the OfficeJet software.

? - Help is also available in every HP OfficeJet dialog box. Click the ? in the upper right corner of the dialog box, then click the setting you want to know more about. A brief description of the setting will be displayed.

Understanding the Messages Displayed on the Keypad

The following messages are listed *alphabetically* for easy reference.

This keypad message:	Has this meaning:	And this action is recommended:
Black ink low	The black print cartridge may be low on ink. Depending on the density of ink in your printouts, you may be able to print up to 50 pages more before the black print cartridge runs out of ink.	You are the best judge of when it's time to replace the black print cartridge. After this message is displayed, check your printouts periodically. When the quality of the black ink in your printouts becomes unacceptable, remove the used print cartridge and replace it with a new one (HP part number HP 51629A). To display step-by-step, illustrated instructions on your computer screen, follow this path: HP OfficeJet Manager/Help/How Do I?/Maintaining the HP OfficeJet/Replacing print cartridges.

This keypad message:	Has this meaning:	And this action is recommended:
<p>Clear document jam, then press START.</p>	<p>One of the following has happened:</p> <ul style="list-style-type: none"> • Your document jammed while being fed through the document tray, or • The HP OfficeJet loaded multiple sheets of your document simultaneously, instead of one at a time, or • You loaded a document in the document tray that's longer than the 14-inch (35.6-cm) maximum. 	<ul style="list-style-type: none"> • Remove the document from the document tray*, then reload it and press Start to clear the message. Re-start your job. <p>Note: Do not load documents that are longer than 14 inches (35.6 cm).</p> <p>*If the document is jammed, lift the cover and clear the jam. To display document jam-clearing instructions on your computer screen, follow this path: HP OfficeJet Manager/Help/Troubleshooting/Scanning/Paper is jammed or isn't feeding properly/Document is stuck in the HP OfficeJet.</p>
<p>Clear paper jam, then press START.</p> <p>and</p> <p>Clear paper jam</p>	<p>One of the following has happened:</p> <ul style="list-style-type: none"> • Paper jammed while being fed through the paper supply tray, or • The HP OfficeJet loaded multiple sheets of the paper supply simultaneously, instead of one at a time, or • The paper you loaded in the paper supply tray is longer than the 14-inch (35.6-cm) maximum. 	<ol style="list-style-type: none"> 1 Remove the paper from the paper supply tray. 2 Open the cover and clear the paper path. (To display step-by-step, illustrated instructions on your computer screen, follow this path: HP OfficeJet Manager/Help/How Do I?/Maintaining the HP OfficeJet/Clearing a paper jam.) 3 Pull the document tray forward, reload the paper* into the paper supply tray, then push the document tray back into place. <p>* If you have plain paper loaded, turn over the stack of paper before reloading it, so that any curl in the paper is reversed.</p> <p>Note: Do not load paper that's longer than 14 inches (35.6 cm) into the paper supply tray.</p> <ol style="list-style-type: none"> 4 Press Start to clear the message and reset the HP OfficeJet.

This keypad message:

Has this meaning:

And this action is recommended:

Clear paper/document jam, then power Off/On.

One of the following has happened:

- A serious print jam has occurred, or
- You manually moved the print cartridge holder out of its position, or
- Part of the printing mechanism has been damaged.

- 1 Open the cover and clear the paper path. (To display step-by-step, illustrated instructions on your computer screen, follow this path: HP OfficeJet Manager/Help/How Do I?/Maintaining the HP OfficeJet/Clearing a paper jam.)
- 2 Remove any documents from the document tray.
- 3 Reset the HP OfficeJet by pressing the **On/Off** button on the keypad twice (this turns it off, then on again), then click the **Reconnect Now** button on your computer screen.
If this doesn't clear the display, try unplugging and plugging the power cord from the wall.
If the message still isn't cleared, write it down and call the HP Customer Support Center at (208) 323-2551 for help.

Close cover

One of the following has happened:

- The cover of the HP OfficeJet was opened.
- The scanner cover was removed or misinstalled.

Print jobs will be suspended temporarily, and all other jobs will be cancelled.

Close the cover on the front of the HP OfficeJet, and make sure you hear the "click" that tells you it's completely closed.
If this doesn't clear the message, follow the instructions under the "Replace scanner cover" message later in this table.
Any print jobs that were suspended will continue normally. You will need to re-start any faxes you were sending, and any copy or scan jobs.

Copy failed

The HP OfficeJet ran out of memory while copying your document.

Copy using the HP OfficeJet's Document Assistant screen on your computer, instead of from the keypad.
Copies made from the Document Assistant use your computer's memory, which is more extensive than the HP OfficeJet's memory.
Refer to Chapter 4 for step-by-step copying instructions.

This keypad message:	Has this meaning:	And this action is recommended:
Dialed fax busy	While sending a fax, the HP OfficeJet encountered a busy signal.	<p>To redial the fax number, you can do either of the following:</p> <ul style="list-style-type: none"> • You can press the Redial button to redial the fax number manually, or • If the Automatic Redial feature is turned on (the factory setting), the number will be automatically redialed at intervals. <p>Refer to the “Redialing a fax number” section in Chapter 3 for redialing information.</p>
Doc memory full	The HP OfficeJet’s document memory has been completely filled.	<p>This message should clear automatically when the next task starts (for example, when you start a copy or receive a fax).</p> <ul style="list-style-type: none"> • If this message persists, press the On/Off button twice to reset the HP OfficeJet, then click the Reconnect now button on your computer screen.
Fax send failed	An error occurred during faxing.	<p>Refer to the Fax History log for the reason the fax failed, then try resending if appropriate.</p> <p>To display the Fax History log on your computer screen, follow this path: HP OfficeJet Manager/ Fax/Fax History/Sent Faxes tab.</p>
Getting document from PC	A document is being transferred from your software application to the HP OfficeJet in preparation for faxing it.	No action is required.
Group fax failed	<p>An error occurred during faxing to a group of fax numbers.</p> <p>The HP OfficeJet may have faxed successfully to <i>some</i> of the group of fax numbers.</p>	<p>Refer to the Fax History log for the reason the fax failed, then try resending, if appropriate.</p> <p>To display the Fax History log on your computer screen, follow this path: HP OfficeJet Manager/ Fax/Fax History/Sent Faxes tab.</p>

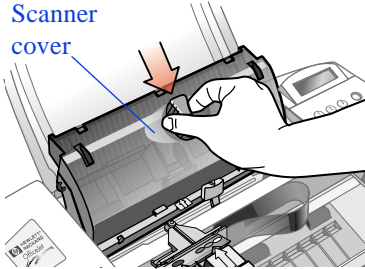
This keypad message:	Has this meaning:	And this action is recommended:
If new black cartridge, press 1. If used, press 2.	You have just installed a black print cartridge. You are being prompted to specify whether you removed and replaced a used cartridge, or whether you installed a brand new cartridge (just out of the box).	If you removed a used cartridge and replaced it with a brand new one: Press 1 on the keypad. A message on your computer screen prompts you to align the new print cartridge; this action is recommended for best output. If you removed a used cartridge and replaced the same cartridge: Press 2 on the keypad.
If new color cartridge, press 1. If used, press 2.	You have just installed a color print cartridge. You are being prompted to specify whether you removed and replaced a used cartridge, or whether you installed a brand new cartridge (just out of the box).	If you removed a used cartridge and replaced it with a brand new one: Press 1 on the keypad. A message on your computer screen prompts you to align the new print cartridge; this action is recommended for best output. If you removed a used cartridge and replaced the same cartridge: Press 2 on the keypad.
Ink drying, press START to cancel.	To avoid smearing, the ink on the printout in the output tray requires time to dry. The HP OfficeJet will display this message for up to six minutes. Nothing will be printed during the ink drying time.	No action is required. Optional: To skip the ink drying time and continue your current job: Remove the top page from the output tray, then press the Start button to clear this message.
Insert black cartridge	You removed the black print cartridge from its holder. Most HP OfficeJet functions are inoperative until the black print cartridge is replaced.	Install a black print cartridge. If you're replacing a used black print cartridge with a brand new one, and you want step-by-step, illustrated instructions displayed on your computer screen, follow this path: HP OfficeJet Manager/Help/How Do I?/Maintaining the HP OfficeJet/Replacing print cartridges.
Insert color cartridge	You removed the color print cartridge from its holder. Most HP OfficeJet functions are inoperative until the color print cartridge is replaced.	Install a color print cartridge. If you're replacing a used color print cartridge with a brand new one, and you want step-by-step, illustrated instructions displayed on your computer screen, follow this path: HP OfficeJet Manager/Help/How Do I?/Maintaining the HP OfficeJet/Replacing print cartridges.

This keypad message:	Has this meaning:	And this action is recommended:
Insert connector	<p>The fax/phone line connector has been removed. (This is the connector to which your phone cords are attached. It fits into the back of the HP OfficeJet.)</p> <p>The HP OfficeJet can't send or receive faxes until the connector is replaced.</p>	<ol style="list-style-type: none"> 1 For safety, press the On/Off button to turn off the HP OfficeJet before re-installing the fax/phone line connector. 2 Re-install the fax/phone line connector. For illustrated instructions, refer to Step 2 in the <i>HP OfficeJet Series 500 Ready/Setup/Go</i> guide. 3 Press the On/Off button to turn on the HP OfficeJet, then click the Reconnect now button on your computer screen.
Load A-size paper, then press START.	<p>The paper or envelope you loaded in the paper supply tray has a narrower width than the paper size that's needed for receiving faxes or printing. (A-size is letter-size paper, 8.5 inches wide by 11 inches high.)</p>	<ol style="list-style-type: none"> 1 Do either of the following: <ul style="list-style-type: none"> • Load A-size paper in the paper supply tray, or • If you're printing on envelopes, change the paper size (in your software program's page setup settings) to envelopes. 2 Press the Start button to clear the message.
Load A4-size paper, then press START.	<p>The paper or envelope you loaded in the paper supply tray has a narrower width than the paper size that's needed for receiving faxes or printing. (A4-size is European letter-size paper, 210 mm wide by 297 mm high.)</p>	<ol style="list-style-type: none"> 1 Do either of the following: <ul style="list-style-type: none"> • Load A4-size paper in the paper supply tray, or • If you're printing on envelopes, change the paper size (in your software program's page setup settings) to envelopes. 2 Press the Start button to clear the message.
Load doc to send	<p>You've specified that you want to begin sending a group fax, but there's no document loaded in the document tray.</p>	<p>Load the document in the document tray that you want to send as a group fax. Then press the Start button.</p>

This keypad message:	Has this meaning:	And this action is recommended:
Load legal-size paper, then press START.	The paper or envelope you loaded in the paper supply tray has a narrower width than the paper size that's needed for receiving faxes or printing. (Legal-size paper is 8.5 inches wide by 14 inches high.)	<ol style="list-style-type: none"> 1 Do either of the following: <ul style="list-style-type: none"> • Load legal-size paper in the paper supply tray, or • If you're printing on envelopes, change the paper size (in your software program's page setup settings) to envelopes. 2 Press the Start button to clear the message.
Memory full, press START	While you were sending a group fax or making a copy, the HP OfficeJet's memory filled to its capacity.	<ol style="list-style-type: none"> 1 Press Start to clear the message. 2 Select the appropriate case: <ul style="list-style-type: none"> • If you were sending a group fax from the keypad using a speed dial code: <ol style="list-style-type: none"> a) Send the document using the Document Assistant (more memory is available), or b) Send a document with fewer pages. • If you were making a copy: <p>Try copying from the Document Assistant. For step-by-step illustrated instructions, refer to Chapter 4.</p>
No fax answered	There were no answering fax tones at the receiving fax machine.	Check to make sure you faxed to the correct number, then try sending the fax again. If the recipient needs to receive faxes manually, you may need to call to notify the recipient that you're sending a fax.
No group send	You have begun real-time dialing, and you entered a speed dial code that's been assigned to a group of fax numbers. In this situation, faxing to a group is not allowed.	Use the dialing instructions in the "Speed dialing" section of Chapter 3 (under "Sending from the keypad").

This keypad message:	Has this meaning:	And this action is recommended:
Off hook...	You pressed the Start button, and this gives you a dial tone so that you can begin real-time dialing to send a fax.	Begin dialing the fax number to send a fax using the real-time dialing method. For step-by-step, illustrated instructions, refer to “Dialing in real time” (under the “Sending from the keypad” section) in Chapter 3.
Phone off-hook	You lifted the receiver of a phone that’s attached directly to the HP OfficeJet, and you have a dial tone.	Begin dialing a phone or fax call at any time.
Press START to re-enter date, or STOP to skip.	While the HP OfficeJet was disconnected from your computer, you entered an invalid date on the HP OfficeJet’s keypad. The current date will be entered on the header of the faxes you send, so accuracy is important.	Press the Start button to enter a valid date, or re-connect to your computer. When you re-connect the HP OfficeJet to your computer, the current time and date will be automatically sent to the HP OfficeJet. (See note below.)
Press START to set time/date, or STOP to skip.	The HP OfficeJet was disconnected from your computer and then lost power, so you are being prompted to manually enter the current time and date. Note: The current time and date will be entered on the header of the faxes you send, so accuracy is important.	Press the Start button to begin entering the current time and date, or re-connect to your computer. Note: When the HP OfficeJet is connected to your computer (using the bi-directional parallel cable that’s included in the box), you won’t need to set the date and time; the date and time on the HP OfficeJet’s message display are automatically loaded from your computer. (Refer to the illustrated connection instructions in the <i>Ready/Setup/Go</i> guide.)
Receive failed	While you were receiving a fax, a communication error occurred between the HP OfficeJet and the sending fax machine. Failed transmissions are most often caused by “noise” on the telephone line.	If you know the identity of the person sending the fax, call and ask them to resend it.

This keypad message:	Has this meaning:	And this action is recommended:
Reconnect to PC	<p>You replaced the original fax/phone line connector with one that's intended for a different country, then reset the HP OfficeJet's power. Faxing may not be possible until you reconnect the HP OfficeJet to your computer.</p>	<p>Click the Reconnect now button on your computer screen. This message should be cleared. If the message persists, try pressing the On/Off button twice, then clicking Reconnect now again on your computer screen.</p>
Redial in xxx s	<p>You sent a fax that was unsuccessful (due to a busy signal or no answer). Now the Automatic Redial procedure has begun. The next redial will occur after the number of seconds indicated on the message display.</p>	<p>You don't need to do anything. If you prefer to manually redial again right away, instead of waiting for the next automatic redial, press the Redial/Pause button any time. For information about manual and automatic redialing, refer to "Redialing a fax number" (under "Using Advanced Fax Features") in Chapter 3.</p>
Re-insert black cartridge	<p>The black print cartridge has either been misinstalled, or it is defective. Most HP OfficeJet functions will be inoperative until this problem is resolved.</p>	<p>Remove the black print cartridge, re-install* it, and close the cover. If the message is still displayed, try the above procedure one more time. If the message hasn't cleared, replace* the black print cartridge with a brand new one. *To display step-by-step, illustrated instructions on your computer screen, follow this path: HP OfficeJet Manager/Help/How Do I?/Maintaining the HP OfficeJet/Replacing print cartridges.</p>
Re-insert color cartridge	<p>The color print cartridge has either been misinstalled, or it is defective. Most HP OfficeJet functions will be inoperative until this problem is resolved.</p>	<p>Remove the color print cartridge, re-install* it, and close the cover. If the message is still displayed, try the above procedure one more time. If the message hasn't cleared, replace* the color print cartridge with a brand new one. *To display step-by-step, illustrated instructions on your computer screen, follow this path: HP OfficeJet Manager/Help/How Do I?/Maintaining the HP OfficeJet/Replacing print cartridges.</p>

This keypad message:	Has this meaning:	And this action is recommended:
Reload document, then re-start job.	While copying, sending a fax, or scanning, the HP OfficeJet wasn't able to load a sheet you placed in the document tray.	Remove the document from the document tray, reload it, and re-start the job you were doing. Note: You don't need to reload pages that were already faxed.
Reload paper, then press START.	One of the following problems has occurred: <ul style="list-style-type: none"> • There's no paper in the paper supply tray, or • Paper was loaded incorrectly in the paper supply tray, or • The HP OfficeJet wasn't able to load a sheet from the paper supply tray. 	<p>If there's no paper in the paper tray when the error occurred: Pull the document tray forward, load paper in the paper supply tray*, push the document tray back into place, and press the Start button.</p> <p>If there's paper in the paper tray when the error occurred: Remove the paper and stack it on a flat surface. Pull the document tray forward, load the paper in the paper supply tray*, push the document tray back into place, and press the Start button.</p> <p>*For step-by-step, illustrated paper-loading instructions, refer to "5. Load the paper supply" in Chapter 1.</p>
Replace scanner cover	One of these problems happened with the scanner cover: <ul style="list-style-type: none"> • You removed the scanner cover from inside the HP OfficeJet and didn't replace it, or • You replaced the scanner cover incorrectly. 	<p>Open the HP OfficeJet's top cover, then perform the appropriate action:</p> <p>If the scanner cover is missing: Replace the scanner cover* and close the top cover.</p> <p>Scanner cover</p>  <p>If the scanner cover is in place: Remove the scanner cover*, replace it, then close the cover.</p>

This keypad message:	Has this meaning:	And this action is recommended:
Replace wrong black cartridge.	The black print cartridge you loaded is not supported by the HP OfficeJet and will not work. Most HP OfficeJet functions will be inoperative until this problem is resolved.	Open the cover and remove the black print cartridge. Replace it with the correct black print cartridge, which has part number HP 51629A. To display step-by-step, illustrated instructions on your computer screen, follow this path: HP OfficeJet Manager/Help/How Do I?/Maintaining the HP OfficeJet/Replacing the print cartridges.
Replace wrong color cartridge.	The color print cartridge you loaded is not supported by the HP OfficeJet and will not work. Most HP OfficeJet functions will be inoperative until this problem is resolved.	Open the cover and remove the color print cartridge. Replace it with the correct color print cartridge, which has part number HP 51649A. To display step-by-step, illustrated instructions on your computer screen, follow this path: HP OfficeJet Manager/Help/How Do I?/Maintaining the HP OfficeJet/Replacing the print cartridges.
Scan failed	The communication between the HP OfficeJet and your computer failed during scanning.	Look at your computer screen for any error messages, and take the recommended corrective action.
Speed dial empty	You tried to dial a speed dial code that doesn't have a fax number stored in it.	Choose a speed dial code to which you have already assigned a fax number. To check which speed dial codes you've assigned, follow this path to look in your Phone Book: HP OfficeJet Manager/Fax/Phone Book.
Storing received fax on PC.	You have specified that received faxes should be stored on your computer, not printed from the HP OfficeJet. This message is notifying you that a received fax is in the process of being stored to your computer (PC).	No action is recommended. To view your received fax on your computer screen, select it in the Received Faxes tab* and click View Fax . * Follow this path to find the Received Faxes tab: HP OfficeJet Manager/Fax/Fax History/Received Faxes tab

This keypad message:	Has this meaning:	And this action is recommended:
SYSTEM ERROR XXXX	<p>A very serious error has occurred that may require the HP OfficeJet to be serviced.</p> <p>All HP OfficeJet functions will be inoperative until this problem is resolved.</p>	<p>Press the On/Off button once to reset the HP OfficeJet, then click Reconnect Now on your computer screen. If the message is cleared from the display, the problem has been solved and you can continue using your HP OfficeJet normally.</p> <p>If the message continues to be displayed, there's an internal problem that requires servicing. Please record the 4-digit error number in the message, then contact the HP Customer Support Center at (208) 323-2551.</p>
XX Unassigned	<p>The displayed speed dial code (XX) doesn't have a fax number stored in it.</p>	<p>Choose a speed dial code to which you have already assigned a fax number.</p> <p>To check which speed dial codes you've assigned, follow this path to look in your Phone Book: HP OfficeJet Manager/Fax/Phone Book.</p>
Will dial soon	<p>The HP OfficeJet's fax line was unavailable when trying to dial a fax number.</p> <p>The HP OfficeJet will try to dial the number again after a few seconds.</p>	<p>No action is recommended.</p>
Wrong connector	<p>The wrong type of fax/phone line connector is installed.</p> <p>(This is the connector to which your phone cords are attached. It fits into the back of the HP OfficeJet.)</p>	<p>Write down the error message and call the HP Customer Support Center at (208) 323-2551.</p>

8

Specifications

This chapter provides detailed information on the product specifications, ordering instructions

for supplies and accessories, and regulatory information.

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<i>Regulatory Information</i>	8-6

Product Specifications

The specifications that follow are subject to change without notice.

Overall Specifications

Dimensions

With tray installed
17.0w x 14.15d x 10.15h (inches)
430w x 359d x 258h (mm)
Without tray installed
17.0w x 11.25d x 8.15h (inches)
430w x 285d x 207h (mm)

Weight

15 lb (6.80 kg)

Power Supply

120 V, grounded

Power Consumption

9 watts at idle, 25 watts maximum

Operating Environment

Temperature range for best print quality:
15°C (59°F) to 35°C (95°F)

Allowable temperature/humidity range:
5°C (41°F) to 40°C (104°F)
15-80% relative humidity non-condensing

Maximum noise level generated:
Sound Power, LwAd = 5.8 dB(A)
Sound Pressure, LpAm = 50 dB(A)

Reliability

50,000 page life (printer)
20,000 pages life (scanner)
830 printed pages per month maximum

Printing Specifications

Print Method

Plain paper drop-on-demand thermal inkjet

Print Resolution

Monochrome
Best Mode = 600 x 600 dpi
Normal Mode = 600 x 300 dpi
EconoFast Mode = 300 x 300 dpi
Color
Best Mode = 300 x 300 dpi
Normal Mode = 300 x 300 dpi
EconoFast = 300 x 300 dpi

Printer Command Language

HP PCL Level 3

Printer I/O Interface

Bi-directional Parallel (Centronics)

Print Speed

Monochrome
Best Mode = 1 ppm (page per minute)
Normal Mode = 2.5 ppm
EconoFast Mode = 4 ppm
Color
Best Mode = 0.3 ppm
Normal Mode = 0.7 ppm
EconoFast = 1 ppm

Software Compatibility

Microsoft Windows 3.1 and Windows 95.

Also compatible with a range of DOS applications.
DOS software must be able to run under Windows.

(continued on next page)

Paper Sizes*

Plain paper

- U.S. letter = 8.5 x 11 in
- U.S. legal = 8.5 x 14 in
- U.S. executive = 7.25 x 10.5 in
- A4 = 210 x 297 mm
- A5 = 148 x 210 mm
- B5 = 182 x 257 mm

Envelopes

- U.S. #10 = 4.12 x 9.5 in
- DL = 110 x 220 mm
- D6 = 114 x 162 mm
- A2 = 111 x 146 mm

Cards

- U.S. index cards = 4 x 6 in; 5 x 8 in
- A6 = 105 x 148 mm

Transparencies

- U.S. letter = 8.5 x 11 in

* Maximum width = 8.5 in (214 mm)

Maximum length = 14 in (355 mm)

Paper/Media Types

Plain paper

Card Stock

Envelopes

HP Premium InkJet Paper

HP Premium Transparency Film

HP Bright White Paper

HP Premium Glossy Paper

HP Greeting Card Paper

Avery paper labels (for InkJet printers)

Paper Weight

Plain = 20 to 32 lb

Card Stock = 40 to 60 lb

Paper Margins (Printing)*

Plain paper:

- Top margin = 2.0 mm
- Bottom margin = 14 mm
- Left/Right margins:
 - U.S. = 6.3 mm
 - International = 3.4 mm

Envelopes and cards:

- Top margin = 2.0 mm
- Bottom margin = 19 mm
- Left/Right margins = 3.2 mm

* These margins represent the maximum printable area for this device. However, your printer driver may create a smaller printable area.

Tray Capacities

- Plain paper (20-lb bond) 150 sheets
- Card stock 50 sheets
- Envelopes 10 envelopes
- HP Premium InkJet Paper 100 sheets
- HP Premium Transparency 50 sheets
- HP Bright White Paper 150 sheets
- HP Premium Glossy Paper 50 sheets
- HP Greeting Card Paper 50 sheets
- Avery Paper Labels 25 sheets

Faxing Specifications

Compatibility

ITU Group 3 fax / standard Error

Correction Mode (ECM)

Transmission Speed

6 seconds/page (ITU-T Test Image #1)

Modem Speed

14400, 12000, 9600, 7200, 4800, 2400 bps

Automatic Fax/Telephone Answering Machine (TAM) Switching

Yes

Fax Image Memory

OfficeJet 500

35 pages (ITU-T Test Image #1)

OfficeJet 520 & 570

45 pages (ITU-T Test Image #1)

OfficeJet 580

55 pages (ITU-T Test Image #1)

OfficeJet 590

65 pages (ITU-T Test Image #1)

Distinctive Ring Detect

Yes

(continued on next page)

Fax Specifications (Continued)

**Fax Blocking/
Automatic Fax Forwarding***
HP OfficeJet Models 570, 580, and 590.

*This option is only available using the HP OfficeJet Manager software.

Fax Resolution
Standard = 200 x 100 dpi
Fine = 200 x 200 dpi
300 dpi = 300 x 300 dpi
Photo = 300 dpi grayscale

Paper Sizes (Faxes Sent)*
U.S. letter = 8.5 x 11 in
U.S. legal = 8.5 x 14 in
A4 = 210 x 297 mm

* Maximum Width = 8.5 in (216 mm)
Maximum Length = 14 in (355 mm)

Paper Weight (Faxes Sent)
20 to 24 lb

Paper/Media Types (Faxes Sent)
Plain paper
HP Document Carrier Sheets

Paper Margins (Faxes Sent)
Top margin = 3.0 mm
Bottom margin = 2.0 mm
Left/Right margins:
U.S. letter = 0.0 mm
A4 = 0.0 mm

Document Tray Capacity
20 sheets of 20 lb bond paper

Speed Dial Numbers
OfficeJet 500 = 40
OfficeJet 520 = 80
OfficeJet 570 = 50
OfficeJet 580 = 80
OfficeJet 590 = 100

Copying Specifications

Copy Speed
1 ppm (page per minute) first page
2 ppm thereafter

Copy Resolution
Text setting = 600 x 300 dpi
Photo setting = 300 dpi grayscale

Multiple Copies
Up to 99

Copy Reduction/Enlargement*
50-200%

* This option is only available using the HP OfficeJet Manager software.

Paper Sizes (Paper Tray)*
U.S. letter = 8.5 x 11 in
U.S. legal = 8.5 x 14 in
A4 = 210 x 297 mm

* Plain paper only 20 to 32 lb.

Paper Sizes (Document Tray)*
U.S. letter = 8.5 x 11 in
U.S. legal = 8.5 x 14 in
A4 = 210 x 297 mm

* Maximum Width = 8.5 in (216 mm)
Maximum Length = 14 in (355 mm)

Paper Margins (Copying)
Top margin = 3.0 mm
Bottom margin = 2.0 mm
Left/Right margins:
U.S. letter = 0.0 mm
A4 = 0.0 mm

Paper/Media Types (Document Tray)
Plain paper
HP Document Carrier Sheets

Paper Weight (Document Tray)
20 to 24 lb

Scanning Specifications

Scan Resolution

OfficeJet Models 500 and 520
 300 dpi — up to 256 shades of gray
 OfficeJet Model 570, 580, and 590
 600 dpi — up to 256 shades of gray
 (enhanced)

Paper Margins (Scanning)

Top margin = 3.0 mm
 Bottom margin = 2.0 mm
 Left/Right margins:
 U.S. letter = 0.0 mm
 A4 = 0.0 mm

Paper Sizes (Document Tray)*

U.S. letter = 8.5 x 11 in
 U.S. legal = 8.5 x 14 in
 A4 = 210 x 297 mm

* Maximum Width = 8.5 in (216 mm)
 Maximum Length = 14 in (355 mm)

Paper/Media Types (Document Tray)

Plain paper
 HP Document Carrier Sheets

Paper Weight (Document Tray)

20 to 24 lb

Ordering Information

To order the HP supplies and accessories listed below, contact your nearest HP dealer. To order user's guides, call 1-800-227-8164.

Supply/Accessory	HP Reorder Number
Bi-directional Parallel Interface Cable	C2590A or C2591A
High Capacity Black InkJet Print Cartridge	51629A
High Capacity Color InkJet Print Cartridge	51649A
Media	
HP Premium Transparency Film (U.S. letter)	C3828A
HP Premium Transparency Film (A4)	C3832A
HP Premium InkJet Paper (U.S. letter)	51634Y
HP Premium InkJet Paper (A4)	51634Z
HP Bright White Inkjet Paper (U.S. letter)	C1824A
HP Bright White Inkjet Paper (A4)	C1825A
HP Greeting Card Paper (U.S. letter)	C1812A
HP Premium Glossy Paper (U.S. letter)	C3836A
HP Premium Glossy Paper (A4)	C3837A
HP OfficeJet Series 500 User's Guide	C3801-90001

Obtaining a Material Safety Data Sheet (MSDS)

You can obtain the current MSDS for the print cartridges (HP Part Numbers 51629A and 51649A) used in the HP OfficeJet Series 500 by mailing a request to this address in the USA:

Hewlett-Packard
Direct Marketing Organization, Bldg. 51LSE
P.O. Box 58059
Santa Clara, CA 95051-8059

Regulatory Information

The following sections describe the product requirements from the Federal Communications Commission (FCC, U.S. only).

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 ring 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 manufac-

turer, 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.

Note:

The FCC hearing aid compatibility rules for telephones are not applicable to this equipment.

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.

Electromagnetic or Radio Frequency Interference: FCC Requirements

This equipment generates and uses radio frequency energy and may cause interference to radio and television reception. Your facsimile complies with the specifications of Part 15 of the Federal Communications Commission rules for a Class B digital device. These specifications provide reasonable protection against such interference in residential installation. However, there is no guarantee that interference will not occur in a particular installation. If the facsimile does cause interference to radio or television reception, which can be determined by turning the facsimile off and on, you can try to eliminate the interference problem by doing one or more of the following.

- Reorient the receiving antenna.
- Reorient the position of the facsimile with respect to the receiver.
- Move the facsimile away from the receiver.
- Plug the facsimile into a different outlet so that the facsimile and the receiver are on different branch circuits.

If necessary, consult an authorized HP service agency or an experienced radio/television technician for additional suggestions. You may find the following booklet, prepared by the Federal Communications Commission, to be helpful: "How to Identify and Resolve Radio/TV Interference Problems." This booklet is available from the US Government Printing Office, Washington DC 20402, Stock No. 004-000-00345-4.

CAUTION:

Changes or modifications not expressly approved by Hewlett-Packard for compliance could void the user's authority to use the equipment.

Declaration of Conformity

According to ISO/IEC Guide 22 and EN 45014

Manufacturer's Name: Hewlett-Packard Company
Manufacturer's Address: 16399 West Bernardo Drive
San Diego, CA 92127-1899, USA

declares that the product

Product Name: OfficeJet Series 500
Printer/Fax/Copier/Scanner

Model Number: C3801A, C3803A

Product Options: 500, 520, 570, 580, 590

conforms to the following product specifications:

Safety: IEC 950:1991+A1+A2+A3 / EN 60950:1992+A1+A2+A3
IEC 825-1:1993 / EN 60825-1:1994 Class 1 (Laser/LED)

EMC: CISPR 22:1993+A1 / EN 55022:1994 Class B¹
EN 50082-1:1992
IEC 801-2:1991 / prEN 55024-2:1992 - 4 kV CD, 8kV AD
IEC 801-3:1984 / prEN 55024-3:1991 - 3V/m
IEC 801-4:1988 / prEN 55024-4:1992 - 0.5 kV Signal Lines
1.0 kV Power Lines

IEC 1000-3-2:1995 / EN61000-3-2:1995

IEC 1000-3-3:1994 / EN61000-3-3:1995

FCC Title 47 CFR, Part 15 Class B² / ICES-003, Issue 2

AS / NZS 3548:1992 / CISPR 22:1993 Class B¹

- 1 The product was tested in a typical configuration with Hewlett-Packard Personal Computer Systems.
- 2 This Device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Supplementary Information:

The product herewith complies with the requirements of the following Directives and carries the CE-marking accordingly:

- the EMC directive 89/336/EEC
- the Low Voltage Directive 73/23/EEC

For Compliance Information ONLY

Australia: Product Regulations Manager, Hewlett-Packard Australia Ltd., 31-41 Joseph Street, Blackburn, Victoria 3130, Australia

Europe: Your local HP sales and service office or Hewlett-Packard GmbH, Department HQ-TRE / Standards Europe, Herrenberger Straße 130, D-71034 Böblingen (FAX: +49-7031-14-3143)

USA: Product Regulations Manager, Hewlett-Packard Company, San Diego Division, 16399 West Bernardo Drive, San Diego, CA, 92127-1899 (Ph: 619-487-4100)

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